

Guidelines for Students

NAAC (National Assessment and Accreditation Council) is conducting a Student Satisfaction Survey regarding Teaching - Learning and Evaluation, which will help to assess the quality status of the institution. The identification of the respondent will not be revealed.

- A student will have to respond to all the questions given in the following format after careful thought and sincere effort.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 23, is student's opportunity to give suggestions for improvements. (The responses are to be restricted only to teaching learning and evaluation process).
- It may be noted that the total time required for filling up this questionnaire may be less than 20 minutes.

Personal Information:-			
A) Please confirm this is the first and only time you are participating in this survey - a) Yes <input type="checkbox"/> b) No <input type="checkbox"/>			
B) Age:- <input type="text" value="22"/>			
C) University Name:- <input type="text" value="University of Mumbai"/>			
D) Gender:- a) Male <input type="checkbox"/> b) Female <input checked="" type="checkbox"/> c) Transgender <input type="checkbox"/>			
E) What degree program are you pursuing now? a) Bachelor's <input checked="" type="checkbox"/> b) Master's <input type="checkbox"/>			
F) What program are you currently pursuing? a) Arts <input type="checkbox"/> b) Science <input checked="" type="checkbox"/> c) Commerce <input type="checkbox"/> d) Professional <input type="checkbox"/>			

Part B - Teaching, Learning and Evaluation

Online Student Satisfaction Survey on Teaching Learning and Evaluation Process

Following are the questions:

1. How much of the subjects and topics are covered in the discipline in which you are studying?
 - 4 - 90 to 100%
 - 3 - 75 to 90%
 - 2 - 60 to 75%
 - 1 - 45 to 60%
 - 0 - Below 45%
2. What categories of teachers are involved in the theory and practical classes in your discipline?
 - 4 - Professors, Associate Professors, Assistant Professors and others (lecturers, tutors, demonstrators and residents)
 - 3 - Associate Professors, Assistant Professors and others
 - 2 - Assistant Professors and others
 - 1 - Others
 - 0 - None of the above
3. What percentage of teachers is effectively communicating domain knowledge, if skills and soft skills in the Teaching Learning Process?
 - 4 - 90 to 100%
 - 3 - 75 to 90%
 - 2 - 60 to 75%
 - 1 - 45 to 60%
 - 0 - Below 45%
4. Do the teachers hold up in you the expected curricular competencies, program outcomes and course outcomes?
 - 4 - 90 to 100%
 - 3 - 75 to 90%
 - 2 - 60 to 75%
 - 1 - 45 to 60%
 - 0 - Below 45%
5. Does your mentor do necessary follow up of the tasks assigned to you?
 - 4 - Every time
 - 3 - Usually
 - 2 - Occasionally
 - 1 - Rarely
 - 0 - I don't have a mentor

6. To what extent the monitoring process in your institution is beneficial to you for cognitive, social and emotional growth?
 - 4 - Highly Beneficial
 - 3 - Beneficial
 - 2 - Satisfactory
 - 1 - Marginally
 - 0 - Not at all
7. To what extent practical facilities related to your discipline have been made available to you?
 - 4 - 90 to 100%
 - 3 - 75 to 90%
 - 2 - 60 to 75%
 - 1 - 45 to 60%
 - 0 - Below 45%
8. What percentage of teachers use IT enabled methods like multimedia, web based learning and digital resources while teaching?
 - 4 - 90 to 100%
 - 3 - 75 to 90%
 - 2 - 60 to 75%
 - 1 - 45 to 60%
 - 0 - Below 45%
9. What is the extent of opportunities given to you for outdoor learning like internship, student exchanges, field visits and projects?
 - 4 - All of the above
 - 3 - Three of the above
 - 2 - Two of the above
 - 1 - One of the above
 - 0 - None of the above
10. Does the institution provide the opportunities for experiential learning, like problem-based learning, case based learning, evidence based learning, competency building, seminars, group discussions to enhance knowledge and skills in your discipline?
 - 4 - All of the above
 - 3 - Any four of the above
 - 2 - Any three of the above
 - 1 - Any two of the above
 - 0 - Any one of the above

11. What is the level of opportunities provided by your institution to develop employability and entrepreneurship skills to prepare you for your career?

- 4 - High Level
- ☒ 3 - Appreciable Level
- 2 - Satisfactory Level
- 1 - Marginal Level
- 0 - No opportunity

12. What is the level of value added courses / training given by your institution in the area of professional ethics and values, community service, preventive health care and rural health care?

- 4 - High Level
- ☒ 3 - Appreciable Level
- 2 - Satisfactory Level
- 1 - Marginal Level
- 0 - No opportunity given

13. What level of monitoring and evaluation is available in your institution for assessing the effectiveness and interactivity of the classroom/learning sessions?

- 4 - High Level
- 3 - Appreciable Level
- ☒ 2 - Satisfactory Level
- 1 - Marginal Level
- 0 - No opportunity given

14. To what extent the institutional ambience and class room teaching has improved your creative thinking and analytical skills?

- 4 - High Level
- ☒ 3 - Appreciable Level
- 2 - Satisfactory Level
- 1 - Marginal Level
- 0 - No opportunity given

15. How frequently your performance in academic assignments are discussed and reviewed with you by the teachers?

- ☒ 4 - Regularly
- 3 - Often
- 2 - Sometimes
- 1 - Rarely
- 0 - Never

16. What is your assessment about the fairness of the internal evaluation process by the teachers?

- 4 - Always fair
- ☒ 3 - More often fair
- 2 - Sometimes fair
- 1 - Usually unfair
- 0 - Always unfair

17. What is the average time taken by the institution for declaration of examination results?

- 4 - Within 15 days
- 3 - 16 days to 30 days
- ☒ 2 - 31 days to 45 days
- 1 - 46 days to 60 days
- 0 - Beyond 60 days

18. What are the mechanisms (issue of photostatic of answer sheet, re-totaling, re-evaluation and provision of grace marks) available in your institution for redressal of grievances with reference to examinations?

- ☒ 4 - All the above mechanisms
- 3 - Any three of them
- 2 - Any two of them
- 1 - Only one of them
- 0 - None

19. How do you rate the procedures involved in the pre examination, examination and post examination processes of the evaluation system adopted by your institution?

- 4 - Excellent
- ☒ 3 - Very Good
- 2 - Good
- 1 - Average
- 0 - Poor

20. Do your teachers enable you to identify your strengths and weaknesses and help you to develop your strengths and overcome your weaknesses by providing timely counseling and care?

- 4 - Every time
- ☒ 3 - Usually
- 2 - Occasionally
- 1 - Rarely
- 0 - Never

21. If you were to award rating of your institution in terms of "stars" in relation to quality of teaching learning and evaluation, what would be your rating?

4 - ★★★★★
3 - ★★★★★
2 - ★★★★★
1 - ★★
0 - *

22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

- a) Provide purified water
- b) Improvement in laboratory.
- c)

Date: 13/3/18



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a) Arts <input type="checkbox"/>		b) Science <input checked="" type="checkbox"/>	
c) Commerce <input type="checkbox"/>		d) Professional <input type="checkbox"/>	

Criterion II – Teaching–Learning and Evaluation

Online Student Satisfaction Survey on Teaching Learning and Evaluation Process

Following are the questions:

- How much of the curricula and syllabi are covered in the Discipline which you are studying?
 - 4 – 90 to 100%
 - 3 – 75 to 89%
 - ☒ 2 – 50 to 74%
 - 1 – 30 to 54%
 - 0 – Below 30%
- What categories of teachers are involved in the theory and practical classes in your discipline?
 - 4 – Professors, Associated Professors, Assistant Professors and Others (Lecturers, Tutors, Demonstrators and Residents)
 - ☒ 3 – Associated Professors, Assistant Professors and others
 - 2 – Assistant Professors and others
 - 1 – Others
 - 0 – None of the above
- What percentage of teachers is effectively communicating domain knowledge, IT skills and Soft Skills in the Teaching Learning Process?
 - 4 – 90 to 100%
 - ☒ 3 – 75 to 89%
 - 2 – 50 to 74%
 - 1 – 30 to 54%
 - 0 – Below 30%
- Do the teachers build-up in you the expected curricular competencies, program outcomes and course outcomes?
 - 4 – 90 to 100%
 - ☒ 3 – 75 to 89%
 - 2 – 50 to 74%
 - 1 – 30 to 54%
 - 0 – Below 30%
- Does your mentor do necessary follow up of the tasks assigned to you?
 - 4 – Every time
 - ☒ 3 – Usually
 - 2 – Occasionally
 - 1 – Rarely
 - 0 – I don't have a mentor

- To what extent the mentoring process in your institution is beneficial to you for cognitive, social and emotional growth?
 - 4 – Highly Beneficial
 - ☒ 3 – Beneficial
 - 2 – Satisfactory
 - 1 – Marginally
 - 0 – Not at all
- To what extent practical facilities related to your discipline have been made available to you?
 - 4 – 90 to 100%
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- What percentage of teachers use ICT-enabled methods like multimedia, web-based learning and national e-resources while teaching?
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 - ☒ 4 – All of the above
 - 3 – Any four of the above
 - 2 – Any three of the above
 - 1 – Any two of the above
 - 0 – Any one of the above

11. What is the level of opportunities provided by your institution to develop employability and entrepreneurship skills to prepare you for your career?

- 4 – High Level
- ☒ 3 – Appreciable Level
- 2 – Satisfactory Level
- 1 – Marginal Level
- 0 – No opportunity

12. What is the level of value-added courses / training given by your institution in the area of professional ethics and values, community service, preventive health care and rural health care?

- 4 – High Level
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13. What level of monitoring and evaluation is available in your institution for assessing the effectiveness and interactiveness of the classroom/learning sessions?

- ☒ 4 – High Level
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14. To what extent the institutional ambience and class room teaching has improved your creative thinking and analytical skills?

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17. What is the average time taken by the institution for declaration of examination results?

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- 4 – All the above mechanisms
- ☒ 3 – Any three of them
- 2 – Any two of them
- 1 – Only one of them
- 0 – None

19. How do you rate the procedures involved in the pre examination, examination and post examination processes of the evaluation system adopted by your institution?

- 4 – Excellent
- ☒ 3 – Very Good
- 2 – Good
- 1 – Average
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20. Do your teachers enable you to identify your strengths and weaknesses and help you to develop your strengths and overcome your weaknesses by providing timely counseling and care?

- ☒ 4 – Every time
- 3 – Usually
- 2 – Occasionally
- 1 – Rarely
- 0 – Never

21. If you were to award rating of your institution in terms of "stars" in relation to quality of teaching learning and evaluation, what would be your rating?

- 4 - *****
- ~~3 - ****~~
- 2 - ***
- 1 - **
- 0 - *

22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

- a) Transport facilities
- b) Provide visit for student.
- c)

Date: 13/3/18

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C) University Name:-	<input type="text" value="University of Mumbai"/>		
D) Gender:-	a) Male <input type="checkbox"/>	b) Female <input checked="" type="checkbox"/>	c) Transgender <input type="checkbox"/>
E) What degree program are you pursuing now?			
a) Bachelor's	<input checked="" type="checkbox"/>	b) Master's	<input type="checkbox"/>
F) What program are you currently pursuing?			
a) Arts	<input type="checkbox"/>	b) Science <input checked="" type="checkbox"/>	c) Commerce <input type="checkbox"/>
		d) Professional	<input type="checkbox"/>

Criterion II – Teaching–Learning and Evaluation

Online Student Satisfaction Survey on Teaching Learning and Evaluation Process

Following are the questions:

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21. If you were to award rating of your institution in terms of "stars" in relation to quality of teaching learning and evaluation, what would be your rating?

4 - *****

3 - ****

✓ 2 - ***

1 - **

0 - *

22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

- a) Tour visit
- b) Guest lecture
- c)

Date: 13/3/18



Student Satisfaction Survey

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Personal Information:-

A) Please confirm this is the first and only time you are participating in this survey -

a) Yes ☒ b) No ☐

B) Age-

C) University Name-

D) Gender:- a) Male ☐ b) Female ☒ c) Transgender ☐

E) What degree program are you pursuing now?

a) Bachelor's ☒ b) Master's ☐

F) What program are you currently pursuing?

a) Arts ☐ b) Science ☒ c) Commerce ☐ d) Professional ☐

Criterion II – Teaching–Learning and Evaluation

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4 - *****

3 - ****

~~2 - ***~~

1 - **

0 - *

22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

a) Gyro Equipments

b) White board

c)

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1 - 30 to 54%
0 - Below 30%
2. What categories of teachers are involved in the theory and practical classes in your discipline?
4 - Professors, Associated Professors, Assistant Professors and Others (Lecturers, Tutors, Demonstrators and Residents)
3 - Associated Professors, Assistant Professors and others
2 - Assistant Professors and others
1 - Others
0 - None of the above
3. What percentage of teachers is effectively communicating domain knowledge, If skills and Soft Skills in the Teaching Learning Process?
4 - 90 to 100%
3 - 75 to 89%
2 - 55 to 74%
1 - 30 to 54%
0 - Below 30%
4. Do the teachers build up in you the expected curricular competencies, program outcomes and course outcomes?
4 - 90 to 100%
3 - 75 to 89%
2 - 55 to 74%
1 - 30 to 54%
0 - Below 30%
5. Does your mentor do necessary follow up of the tasks assigned to you?
4 - Every time
3 - Usually
2 - Occasionally
1 - Rarely
0 - I don't have a mentor

6. To what extent the teaching process in your institution is beneficial to you for cognitive, social and emotional growth?
4 - Highly Beneficial
3 - Beneficial
2 - Satisfactory
1 - Marginally
0 - Not at all
7. To what extent practical facilities related to your discipline have been made available to you?
4 - 90 to 100%
3 - 75 to 89%
2 - 55 to 74%
1 - 30 to 54%
0 - Below 30%
8. What percentage of teachers use ICT enabled methods like multimedia, web based learning and national e resources while teaching?
4 - 90 to 100%
3 - 75 to 89%
2 - 55 to 74%
1 - 30 to 54%
0 - Below 30%
9. What is the extent of opportunities given to you for outdoor learning like internship, student exchanges, field visits and projects?
4 - All of the above
3 - Three of the above
2 - Two of the above
1 - One of the above
0 - None of the above
10. Does the institution provide the opportunities for experiential learning, like problem-based learning, case based learning, evidence-based learning, competency building, seminars, group discussions, to enhance knowledge and skills in your discipline?
4 - All of the above
3 - Any four of the above
2 - Any three of the above
1 - Any two of the above
0 - Any one of the above

11. What is the level of opportunities provided by your institution to develop employability and entrepreneurship skills to prepare you for your career?

- ☒ 4 - High Level
- ☐ 3 - Appreciable Level
- ☐ 2 - Satisfactory Level
- ☐ 1 - Marginal Level
- ☐ 0 - No opportunity

12. What is the level of value-added courses / training given by your institution in the area of professional ethics and values, community service, preventive health care and rural health care?

- ☒ 4 - High Level
- ☐ 3 - Appreciable Level
- ☐ 2 - Satisfactory Level
- ☐ 1 - Marginal Level
- ☐ 0 - No opportunity given

13. What level of monitoring and evaluation is available in your institution for assessing the effectiveness and interactivity of the classroom/learning sessions?

- ☒ 4 - High Level
- ☐ 3 - Appreciable Level
- ☐ 2 - Satisfactory Level
- ☐ 1 - Marginal Level
- ☐ 0 - No opportunity given

14. To what extent the institutional ambience and class room teaching has improved your creative thinking and analytical skills?

- ☒ 4 - High Level
- ☐ 3 - Appreciable Level
- ☐ 2 - Satisfactory Level
- ☐ 1 - Marginal Level
- ☐ 0 - No opportunity given

15. How frequently your performance in academic assignments are discussed and reviewed with you by the teachers?

- ☒ 4 - Regularly
- ☐ 3 - Often
- ☐ 2 - Sometimes
- ☐ 1 - Rarely
- ☐ 0 - Never

16. What is your assessment about the fairness of the internal evaluation process by the teachers?

- ☒ 4 - Always fair
- ☐ 3 - More often fair
- ☐ 2 - Sometimes fair
- ☐ 1 - Usually unfair
- ☐ 0 - Always unfair

17. What is the average time taken by the institution for declaration of examination results?

- ☐ 4 - Within 15 days
- ☒ 3 - 16 days to 30 days
- ☐ 2 - 31 days to 45 days
- ☐ 1 - 46 days to 60 days
- ☐ 0 - Beyond 60 days

18. What are the mechanisms (issue of photocopy of answer sheet, re-totalling, re-evaluation and provision of grace marks) available in your institution for redressal of grievances with reference to examinations?

- ☒ 4 - All the above mechanisms
- ☐ 3 - Any three of them
- ☐ 2 - Any two of them
- ☐ 1 - Only one of them
- ☐ 0 - None

19. How do you rate the procedures involved in the pre examination, examination and post examination processes of the evaluation system adopted by your institution?

- ☐ 4 - Excellent
- ☒ 3 - Very Good
- ☐ 2 - Good
- ☐ 1 - Average
- ☐ 0 - Poor

20. Do your teachers enable you to identify your strengths and weaknesses and help you to develop your strengths and overcome your weaknesses by providing timely counseling and care?

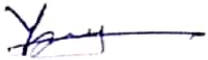
- ☐ 4 - Every time
- ☒ 3 - Usually
- ☐ 2 - Occasionally
- ☐ 1 - Rarely
- ☐ 0 - Never

21. If you were to award rating of your institution in terms of "stars" in relation to quality of teaching learning and evaluation, what would be your rating?

4 - *****
3 - *****
2 - ***
1 - **
0 - *

22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

- a) Canteen facility
- b) Ncc units
- c)



Date: 13-3-2018