

Student Satisfaction Survey

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	☒	b) No	☐
B) Age:-	20		
C) University Name:-	University of Mumbai		
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

Online Student Satisfaction Survey on Teaching Learning and Evaluation Process

Following are the questions:

1. How much of the curricula and syllabi are covered in the Discipline in which you are studying?
4 – 90 to 100%
☒ 3 – 75 to 89%
2 – 55 to 74%
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, IT 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 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
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 interactiveness 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

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

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?

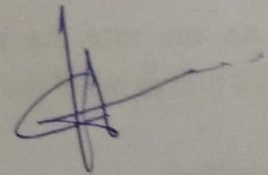
4 - *****
3 - *****
2 - ***
1 - **
0 - *

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

- a) Change in Current Infrastructure.
- b) Use White Boards
- c) Use digital techniques.

Date: -----

13-03-2019



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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

Online Student Satisfaction Survey on Teaching Learning and Evaluation Process

Following are the questions:

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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 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

7. To what extent practical facilities related to your discipline have been made available to you?
☒ 4 – 90 to 100%
3 – 75 to 89%
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8. 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
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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
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1 – Any two of the above
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- ☐ 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
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- ☐ 1 – Marginal Level
- ☐ 0 – No opportunity given

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

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

- ☐ 4 – High Level
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- ☐ 1 – Marginal Level
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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-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
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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?

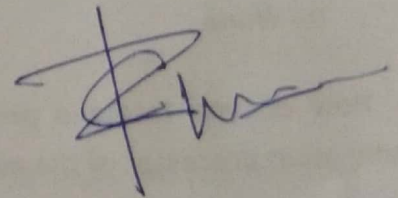
- 4 - *****
- 3 - *****
- 2 - ***
- 1 - **
- 0 - *

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

- a) Travelling facilities should be provided.
- b) E-learning should be provided on more.
- c) Canteen should provide more menu.

14-03-19

Date: -----



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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:-	19		
C) University Name:-	Mumbai University		
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

Online Student Satisfaction Survey on Teaching Learning and Evaluation Process

Following are the questions:

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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
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- ☐ 2 – Any two of them
- ☐ 1 – Only one of them
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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
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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?

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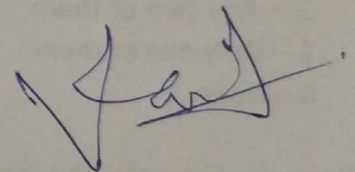
2 - ***

1 - **

0 - *

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

- a) provide Canteen facilities.
- b) Long Industrial Visit
- c) Arrange Guest lecture.



17-03-2018

Date: ----

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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 ☐

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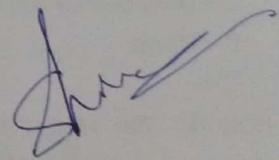
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22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

- a) Drinking facilities.
- b) Canteen facilities with All menu
- c) Use White Board

13-03-2019

Date: -----



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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, IT 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%
- 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 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
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 interactivensess 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-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 - ****

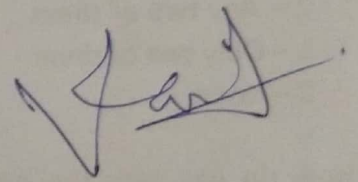
2 - ***

1 - **

0 - *

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

- a) provide Canteen facilities.
- b) Long Industrial Visit
- c) Arrange Guest lecture.



Date: 17-03-2018