

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:-

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:

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%
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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%
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0 – Below 30%
8. What percentage of teachers use ICT-enabled methods like multimedia, web-based learning and national e-resources while teaching?
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☒ 2 – 55 to 74%
1 – 30 to 54%
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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?

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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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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

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

4 – Always fair

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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

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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) IV in Banking Sector.
- b) E-learning.
- c) proper water facility

Date: ----- 14/3/19



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C) University Name:- <input type="text" value="University of Mumbai"/>			
D) Gender:- a) Male <input checked="" type="checkbox"/> b) Female <input 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 type="checkbox"/>
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Criterion II – Teaching–Learning and Evaluation

Online Student Satisfaction Survey on Teaching Learning and Evaluation Process

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3 – 75 to 89%
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5. Does your mentor necessarily 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
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21. If you were to award rating of your institution in terms of stars in relation to 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) Audio-visual learning.
- b) ~~IT~~ in Banking sector.
- c) placement

Date: ----- 14/3/19

Hanuman

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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 - ***

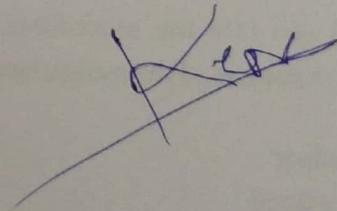
1 - **

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

- a) Audio-visual learning.
- b) proper water facility.
- c) Extra Curricular activity.

Date: ---- 14/3/19



Student Satisfaction Survey

1557
18-19

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

- a) T.V. ~~for~~ in Banking sector only.
- b) A.V. learning
- c) placement

Date: 14/3/19

