

M.E.S.Arsts and Commerce College Mehkar

2.7.1

Student Satisfaction Survey (SSS) on overall institutional performance

Assessment of the teaching quality and teaching environment is part of teaching learning and evaluation process. Student satisfaction survey assesses the direct discussion about quality, between staff and students. In order to assess the students' overall satisfaction with his or her educational experiences has been measured by questionnaire containing 21 questions including five point parameter scale i.e. 4 for Excellent, 3 for Very good, 2 for good, 1 for satisfactory and 0 for poor. Questionnaire was filled by 150 students of different faculties and their responses were recorded and analyzed. It indicates that-

- 92% students - 4 and 3 to all the questions
- 9.8% students gave responses to no. 2
- Negligible students gave responses to 1 and 0 numbers.

Following suggestions and feedbacks have been received from SSS

- 1) Library timing should be increased for more reading facility.
- 2) Ground should be made available at morning time also.
- 3) Extra classes need to the period of Accountancy and Statistics.

National Assessment and Accreditation Council (NAAC)
Student Satisfaction Survey
Key Indicator - 2.7.1
Under Criterion II of Teaching – Learning and Evaluation

Guidelines for Students

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

A) Please confirm this is the first and only time you answer this survey.

a) Yes ☐ b) No ☐

B) Age: C) College Name:

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

E) What degree program are you pursuing now?

a) Bachelor's ☐ b) Master's ☐ c) MPhil ☐
d) Doctorate ☐ e) Other ()

F) What subject area are you currently pursuing?

a) Arts ☐ b) Commerce ☐ c) Science ☐
d) Professional ☐ e) Other: ()

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

Criterion II – Teaching–Learning and Evaluation

Student Satisfaction Survey on Teaching Learning Process

Following are questions for online student satisfaction survey regarding teaching learning process.

1. How much of the syllabus was covered in the class?
4 – 85 to 100%
3 – 70 to 84%
2 – 55 to 69%
1– 30 to 54%
0 –Below 30%
2. How well did the teachers prepare for the classes?
4 –Thoroughly
3 – Satisfactorily
2 – Poorly
1 – Indifferently
0 – Won't teach at all
3. How well were the teachers able to communicate?
4 – Always effective
3 – Sometimes effective
2 – Just satisfactorily
1– Generally ineffective
0– Very poor communication
4. The teacher's approach to teaching can best be described as
4– Excellent
3 – Very good
2 – Good
1 – Fair
0– Poor

5. Fairness of the internal evaluation process by the teachers.
 - 4 – Always fair
 - 3 – Usually fair
 - 2 – Sometimes unfair
 - 1 – Usually unfair
 - 0– Unfair

6. Was your performance in assignments discussed with you?
 - 4 – Every time
 - 3 – Usually
 - 2 – Occasionally/Sometimes
 - 1 – Rarely
 - 0– Never

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
 - 4 – Regularly
 - 3 – Often
 - 2 – Sometimes
 - 1 – Rarely
 - 0– Never

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
 - 4 – Significantly
 - 3 – Very well
 - 2 – Moderately
 - 1 – Marginally
 - 0– Not at all

9. The institution provides multiple opportunities to learn and grow.
 - 4 – Strongly agree
 - 3 – Agree
 - 2 – Neutral
 - 1 – Disagree
 - 0– Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

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

11. Your mentor does a necessary follow-up with an assigned task to you.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

12. The teachers illustrate the concepts through examples and applications.

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

13. The teachers identify your strengths and encourage you with providing right level of challenges.

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0 – Unable to

14. Teachers are able to identify your weaknesses and help you to overcome them.

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

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
- 4 – Strongly agree
 - 3 – Agree
 - 2 – Neutral
 - 1 – Disagree
 - 0 – Strongly disagree
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
- 4 – To a great extent
 - 3 – Moderate
 - 2 – Some what
 - 1 – Very little
 - 0 – Not at all
17. Teachers encourage you to participate in extracurricular activities.
- 4 – Strongly agree
 - 3 – Agree
 - 2 – Neutral
 - 1 – Disagree
 - 0 – Strongly disagree
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.
- 4 – To a great extent
 - 3 – Moderate
 - 2 – Some what
 - 1 – Very little
 - 0 – Not at all
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
- 4 – Above 90%
 - 3 – 70 – 89%
 - 2 – 50 – 69%
 - 1 – 30 – 49%
 - 0 – Below 29%

20. The overall quality of teaching-learning process in your institute is very good.

4 –Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

a)

b)

c)