



## 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 analysed. It indicates that-

- 90% 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 for different sports.
- 3) Permanent Teachers should be appointed on vacant posts for academic excellence.
- 4) Computers in the Network Resource Centre should be updated.



## 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?

(वर्गामध्ये किती टक्के अभ्यासक्रम पूर्ण झाला होता ?)

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?

(शिक्षकांची पूर्वतयारी कशी असते ?)

4 –Thoroughly (सखोल)

3 – Satisfactorily (समाधानकारक)

2 – Poorly (असमाधानकारक)

1 – Indifferently (दुर्लक्षित)

0 – Won't teach at all (अजीबात शिकवित नाहीत.)



3. How well were the teachers able to communicate?

(शिक्षक संवाद कसा साधतात ?)

- 4 – Always effective ( नेहमीच प्रभावी / परिणामकारक)
- 3 – Sometimes effective ( कधीकधी प्रभावी)
- 2 – Just Satisfactorily (फक्त समाधानकारक)
- 1– Generally neffective (सामान्यपणे अपरिणामकारक)
- 0– Very poor communication (असमाधानकारक संवाद)

4. The teacher's approach to teaching can best be described as

(शिक्षकांचा शिकवणाप्रती असणारा कल असा वर्णन करता येईल.)

- 4– Excellent (उत्कृष्ट)
- 3 – Very good (खुप छान/चांगला)
- 2 – Good (छान)
- 1 – Fair (बरा)
- 0– Poor (वाईट)

5. Fairness of the internal evaluation process by the teachers.

(अंतर्गत गुणदान प्रक्रियेतील शिक्षकांचा पारदर्शीपणा/ पारदर्शकता)

- 4 – Always fair ( नेहमीच योग्य)
- 3 – Usually fair (ब-याचदा योग्य)
- 2 – Sometimes unfair (कधीकधी चुक)
- 1 – Usually unfair (ब-याचदा चुकीचा)
- 0– Unfair (चुकीचा)

6. Was your performance in assignments discussed with you?

(तुमच्या असाइनमेंट बाबत चर्चा शिक्षक करतात )

- 4 – Every time (प्रत्येक वेळी)
- 3 – Usually (नेहमी)
- 2 – Occasionally/Sometimes (कधीकधी)
- 1 – Rarely (एखादयावेळेस)
- 0– Never (कधीच नाही)

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

(संस्था विद्यार्थ्यांना इंटरनशिप स्टुडंट एक्सचेंज व फील्ड विझिटचा संधी उपलब्ध करून देण्यात सक्रिय सहभाग घेते.)

- 4 – Regularly (नियमित)
- 3 – Often (वारंवार)
- 2 – Sometimes (कधीकधी)
- 1 – Rarely (एखादयावेळेस)
- 0– Never (कधीच नाही)

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

(तुमच्या संस्थेतील मेन्टोरिंग प्रक्रिया तुमच्या बौद्धिक सामाजिक आणि भावनिक विकासात मदत करते.)

- 4 – Significantly (महत्वपूर्ण)
- 3 – Very well (खुप चांगले)
- 2 – Moderately (माफक)
- 1 – Marginally (थोडाफार)
- 0– Not at all (अजिबात नाही)



9. The institution provides multiple opportunities to learn and grow.

(संस्था तुमच्या शिक्षणासाठी विकासासाठी विविध संधी प्रदान करते)

- 4 – Strongly agree (पुर्णपणे सहमत)
- 3 – Agree (सहमत)
- 2 – Neutral (तटस्थ)
- 1 – Disagree (असहमत)
- 0– Strongly disagree (पुर्णपणे असहमत)

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

(शिक्षक तुमच्यासोबत अपेक्षित गुणवत्ता कोर्स आऊट कम आणि प्रोग्राम आऊट कम (ध्येय) हयाबाबत चर्चा करतात.)

- 4 – Every time (प्रत्येक वेळेस)
- 3 – Usually (नेहमीच)
- 2– Occasionally/Sometimes (कधीकधी)
- 1 – Rarely (क्वचितच)
- 0– Never (कधीच नाही)

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

(तुमच्यावर सोपविण्यात आलेल्या जबाबदारी / कामाच्या पाठपुरावा तुमचे मेंटॉर घेतात का ?)

- 4 – Every time (प्रत्येक वेळी)
- 3 – Usually (नेहमी)
- 2 – Occasionally/Sometimes (कधीकधी)
- 1 – Rarely (एखादयावेळेस)
- 0 – I don't have a mentor (मला मेंटॉर नाही)

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

(शिक्षक उदाहरणाद्वारे आणि उपयोजनाद्वारे संकल्पना स्पष्ट करतात ?)

- 4 – Every time (प्रत्येक वेळी)
- 3 – Usually (नेहमी)
- 2 – Occasionally/Sometimes (कधीकधी)
- 1– Rarely (क्वचितच)
- 0 – Never (कधीच नाही)

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

(शिक्षक तुमच्या क्षमतांना ओळखून त्यासाठी त्या स्तरावरील आव्हाने सोडविण्यासाठी प्रोत्साहित करतात का )

- 4 – Fully (पुर्णपणे)
- 3 – Reasonably (माफक)
- 2 – Partially (अंशतः)
- 1 – Slightly (क्वचीत)
- 0– Unable to (कधीच नाही)

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

(शिक्षक तुमच्यातील कमतरता ओळखून त्यांच्यावर मात करायला मदत करतात.)

- 4 – Every time (प्रत्येक वेळी)
- 3 – Usually (नेहमी)
- 2 – Occasionally/Sometimes (कधीकधी)
- 1 – Rarely (एखादयावेळेस)
- 0 – Never (कधीच नाही)



15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

( शैक्षणिक संस्था प्रक्रियेमध्ये विद्यार्थ्यांवर देखरेख आढावा आणि सतत दर्जा /गुणवत्ता सुधार हया मध्ये विद्यार्थ्यांना सहभागी करून घेते.)

4 – Strongly agree (पूर्णपणे सहमत)

3 – Agree (सहमत)

2 – Neutral (उदासीन)

1 – Disagree (असहमत)

0 – Strongly disagree (सहमत नाही)

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

(संस्था शिक्षक विद्यार्थी केंद्री पध्दत जसे प्रयोगिक पध्दत, समावेशक पध्दत, समस्या निराकरण अशा पध्दतीत शैक्षणिक अनुभव समृद्ध करण्यासाठी वापरतात.)

4 – To a great extent (भरपूर प्रमाणात)

3 – Moderate (माफक)

2 – Some what (थोडे फार/कधीकधी)

1 – Very little (क्वचीत)

0 – Not at all (कधीच नाही)

17. Teachers encourage you to participate in extracurricular activities.

(शिक्षक अभ्यासाव्यतिरिक्त इतर उपक्रमांमध्ये भाग घेण्यास प्रोत्साहित करतात)

4 – Strongly agree (पूर्णपणे सहमत)

3 – Agree (सहमत)

2 – Neutral (उदासीन)

1 – Disagree (असहमत)

0 – Strongly disagree (सहमत नाही)

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.

(संस्था सॉफ्टस्कील्स लाइफ स्किल्स आणि एम्प्लॉअॅबीलीश स्कील्स तुमच्यात निर्माण करण्यासाठी प्रयत्न करते.)

4 – To a great extent (भरपूर प्रमाणात)

3 – Moderate (माफक)

2 – Some what (थोडे फार/कधीकधी)

1 – Very little (क्वचीत)

0 – Not at all (कधीच नाही)

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

( कितती टक्के शिक्षक ICT जसे LCD प्रोजेक्टर मल्टीमीडीया इत्यादीचा वापर शिकवितांना करतात.)

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.

(सामान्यपणे तुमच्या महाविद्यालयातील शैक्षणिक प्रक्रियेचा दर्जा चांगला आहे)

- 4 –Strongly agree (पुर्णपणे सहमत)
- 3 – Agree (सहमत)
- 2 – Neutral (उदासीन)
- 1 – Disagree (असहमत)
- 0 – Strongly disagree (सहमत नाही)

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

(शैक्षणिक प्रक्रिया सुधारण्यासाठी तीन मत / सुचना सांगा)

a)

b)

c)