



NAAC

Participate in Student Satisfaction Survey (SSS) by NAAC

Dear Students,

NAAC (National Assessment and Accreditation Council) has endeavoured to conduct a **Student Satisfaction Survey (SSS)** the results of which will encompass the accreditation process. The Survey will capture student responses from the list of students provided by the Higher Education Institutes (HEIs). This survey is conducted directly by NAAC to give an opportunity to the students to have their say in assessment and quality improvement process.

NAAC will send online link of the survey to the email address of the student provided by the HEIs, and the student will have to complete and submit the survey in a stipulated time.



• Rate your Institution

The questionnaire is based on the Likert type scale that means the students will have to give responses on a scale of 0 to 4, with the most positive response being rated as 4 and the most negative response being rated as 0. Analysis of the survey is done using software which will aggregate the responses and generate the score of Student Satisfaction Survey which is important Key Indicator in overall grade of institution.

• Suggest Improvements

In SSS, twenty of the twenty one questions will be objective in nature, while one question is open ended to elicit observations and suggestions for improvements thereby providing an opportunity to the student to give suggestions and criticisms in their own words. The questionnaire consists of several facets of the teaching learning process.

• Identity Not Disclosed

Students are randomly selected for the survey by system. Except particular student nobody will know which student has received the SSS email and what they have responded. Thus the students will remain anonymous throughout the process.

More details on survey are available on NAAC website <http://www.naac.gov.in/apply-now>

Student Survey has 30 to 50 weightage in the scoring of institutional Grade and hence responses from students can play a critical role in determining institutional grade. It is desired that active participation of students in survey will not only empower the students but also help institutions in continuous quality improvement through student engagement.



J.S.S. BANASHANKARI ARTS, COMMERCE AND SHANTIKUMAR GUBBI SCIENCE COLLEGE, VIDYAGIRI, DHARWAD

If you have any queries, kindly contact:

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National Assessment and Accreditation Council (NAAC) Student Satisfaction Survey

Under Criterion II of Teaching – Learning and Evaluation

- 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)

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

- 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%
- How well did the teachers prepare for the classes?
4 - Thoroughly
3 - Satisfactorily
2 - Poorly
1 - Indifferently
0 - Won't teach at all
- How well were the teachers able to communicate?
4 - Always effective
3 - Sometimes effective
2 - Just satisfactorily
1 - Generally ineffective
0 - Very poor communication
- The teacher's approach to teaching can best be described as
4 - Excellent
3 - Very good
2 - Good
1 - Fair
0 - Poor
- Fairness of the internal evaluation process by the teachers.
4 - Always fair
3 - Usually fair
2 - Sometimes unfair
1 - Usually unfair
0 - Unfair
- Was your performance in assignments discussed with you?
4 - Every time
3 - Usually
2 - Occasionally/Sometimes
1 - Rarely
0 - Never
- 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
- 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
- The institution provides multiple opportunities to learn and grow.
4 - Strongly agree
3 - Agree
2 - Neutral
1 - Disagree
0 - Strongly disagree
- Teachers inform you about your expected competencies, course outcomes and programme outcomes.
4 - Every time
3 - Usually
2 - Occasionally/Sometimes
1 - Rarely
0 - Never
- 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
- The teachers illustrate the concepts through examples and applications.
4 - Every time
3 - Usually
2 - Occasionally/Sometimes
1 - Rarely
0 - Never
- 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
- 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
- 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
- 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
- Teachers encourage you to participate in extracurricular activities.
4 - Strongly agree
3 - Agree
2 - Neutral
1 - Disagree
0 - Strongly disagree
- 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
- 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%
- 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

a) _____

b) _____

c) _____