

**S.S.J.D.V.S.S.S. Govt. P.G. College,**  
**Ranikhet, Almora**



**STUDENT SATISFACTION SURVEY (SSS)**  
NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

# STUDENT SATISFACTION SURVEY (SSS)

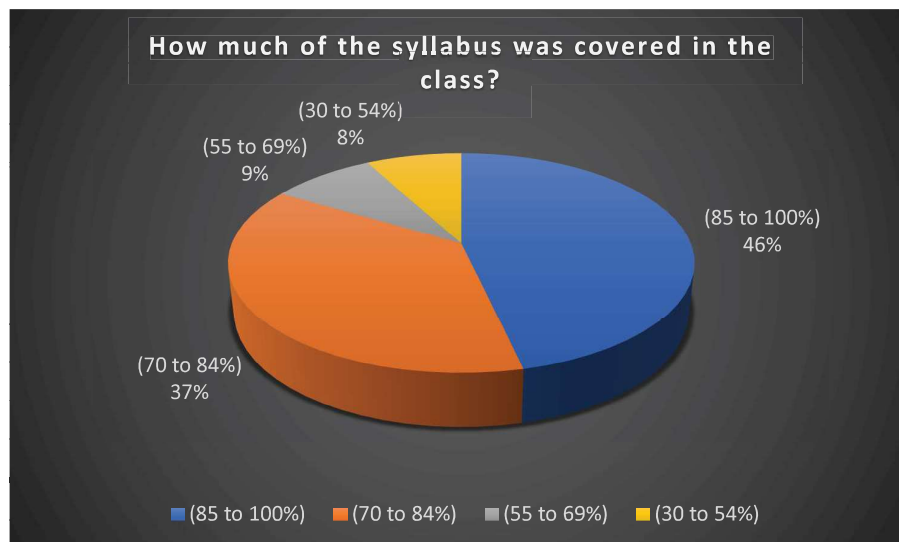
**Student Satisfaction Survey  
(Key Indicator 2.7.1)  
Under Criteria II on Teaching – Learning and Evaluation  
2.7.1 STUDENT SATISFACTION SURVEY**

## ABOUT THE QUESTIONNAIRE:

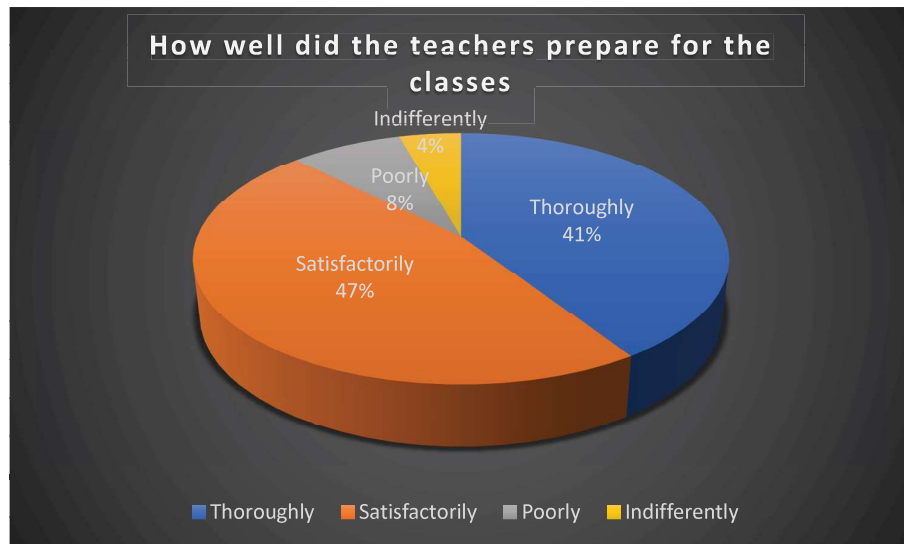
A questionnaire was prepared containing 20 objective type questions roughly based on the questionnaire provided online by NAAC. With the help of google form all these questions are distributed among students of all streams. A total of 586 students attempted the said survey. The questionnaire is based on the Likert type scale; the responses are scaled on a scale of 1 to 4, with the most positive response being rated as 4 and the most negative response being rated as 1.

## QUESTION WISE ANALYSIS :

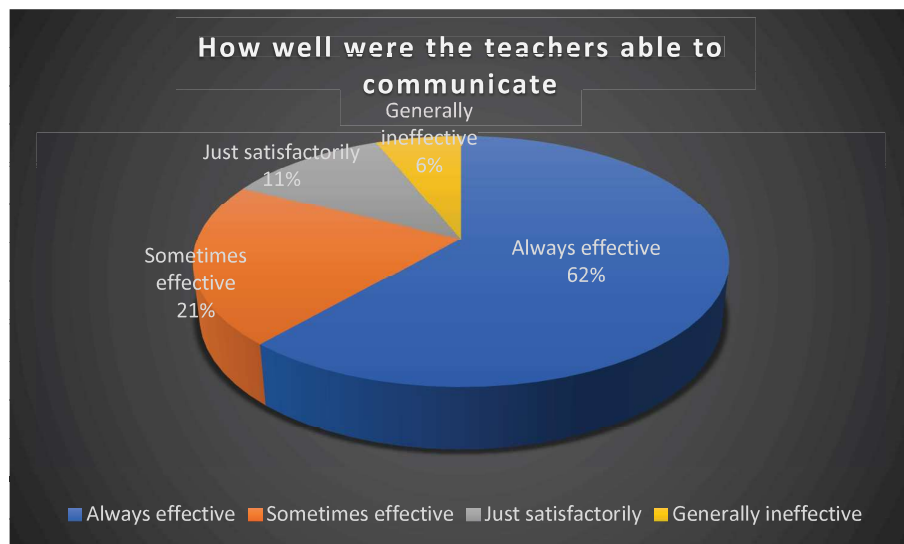
### Q1.



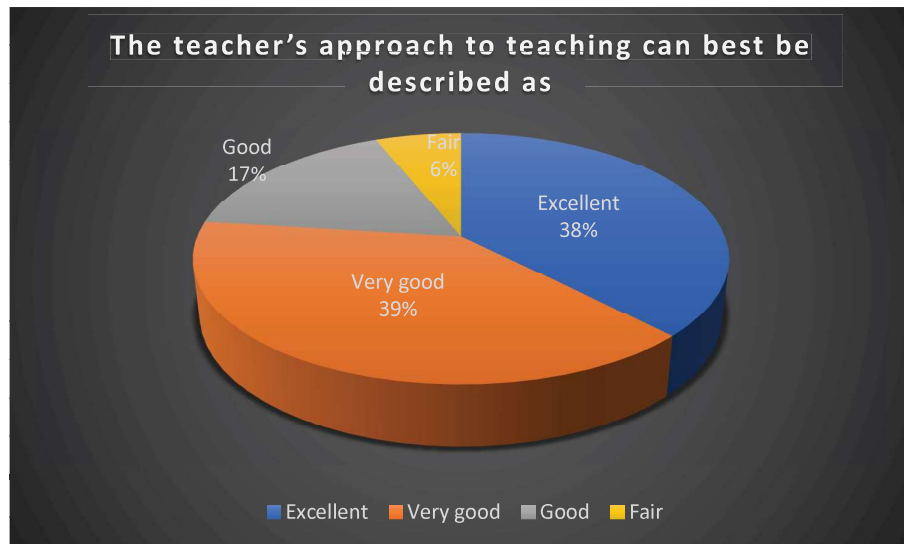
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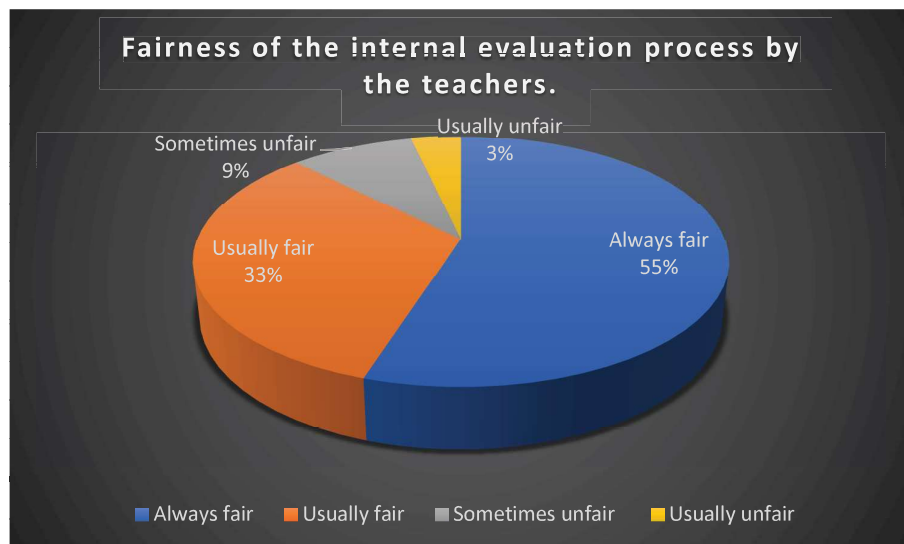
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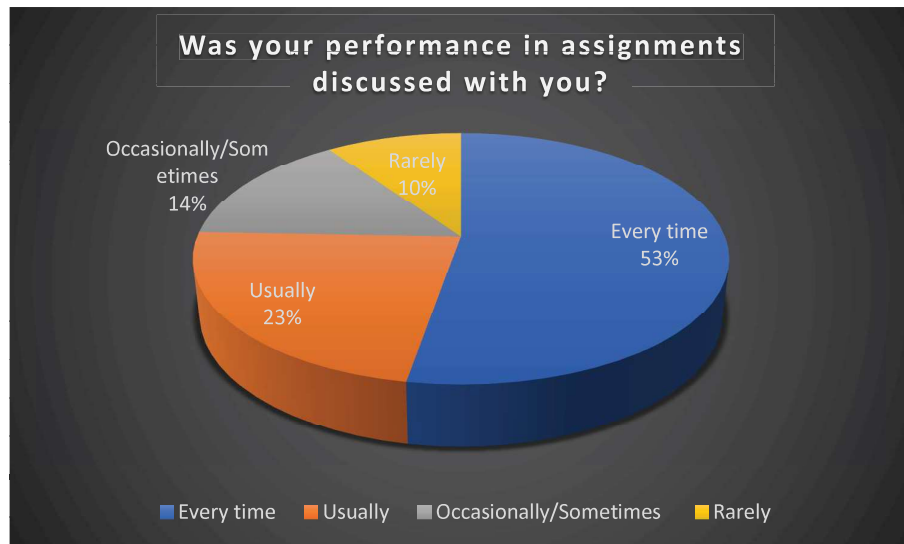
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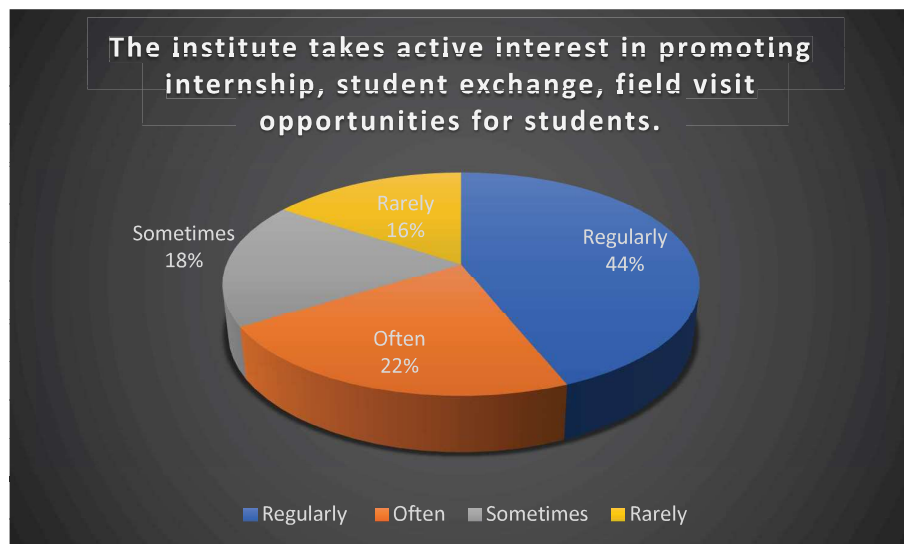
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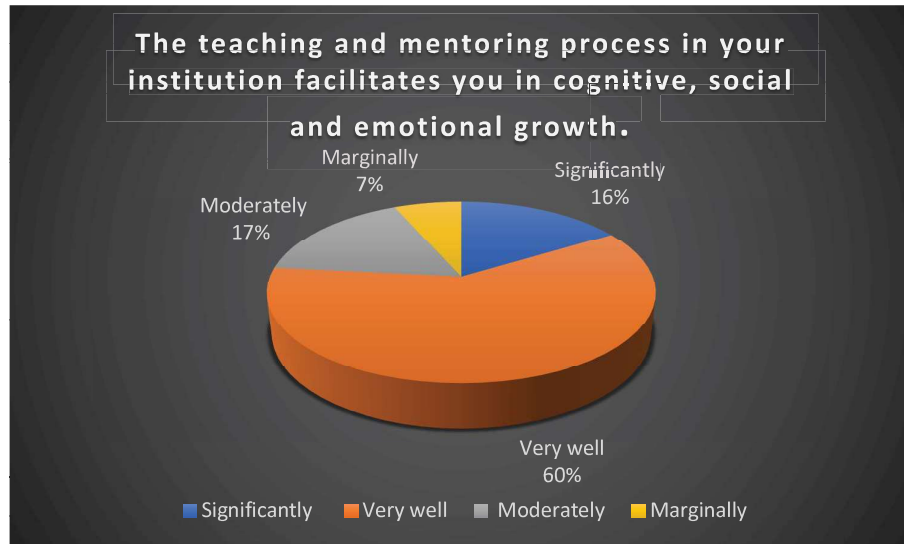
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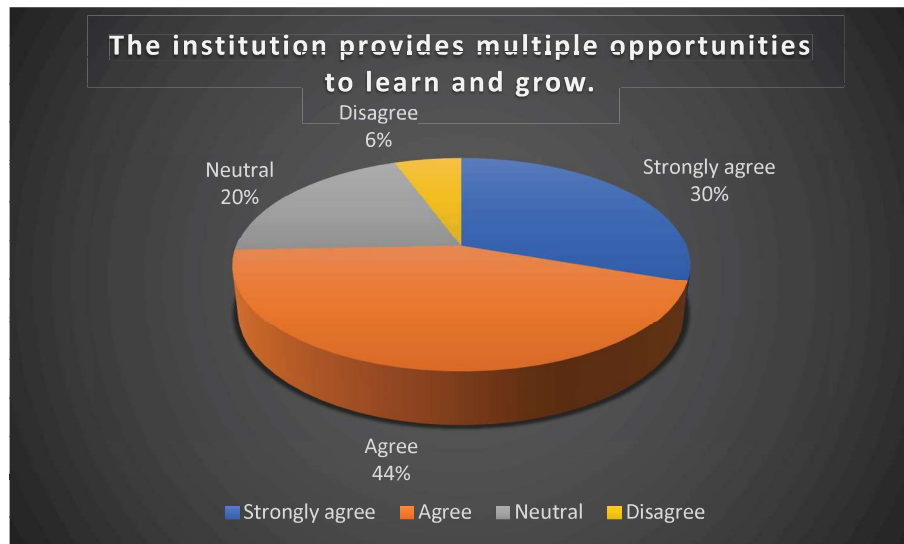
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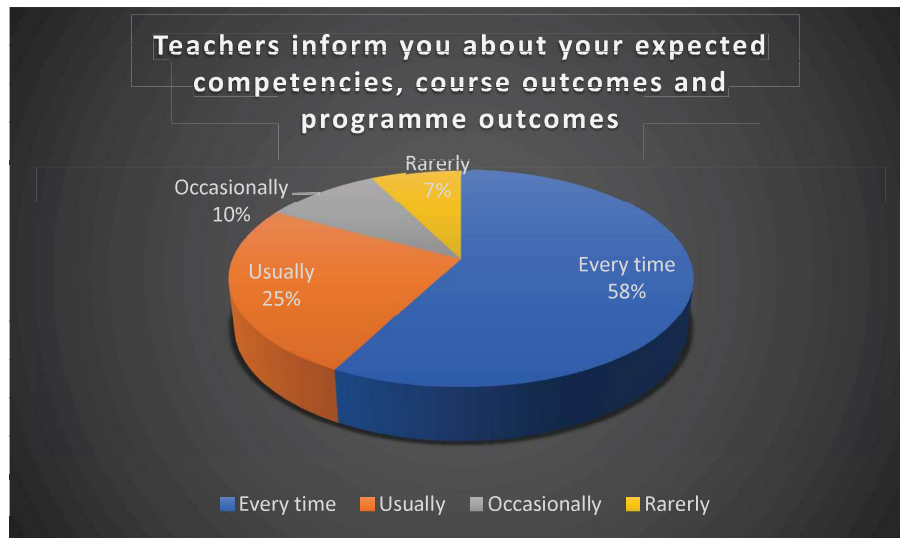
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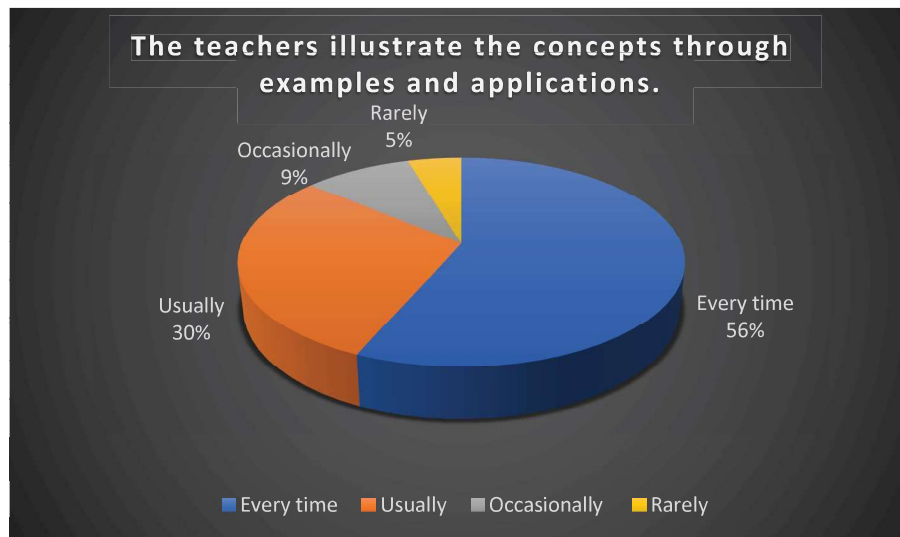
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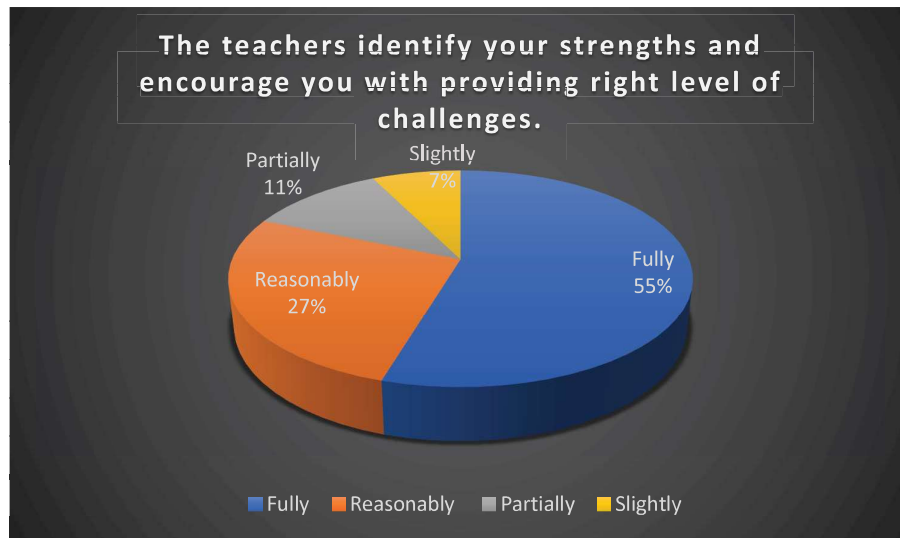
Q10.



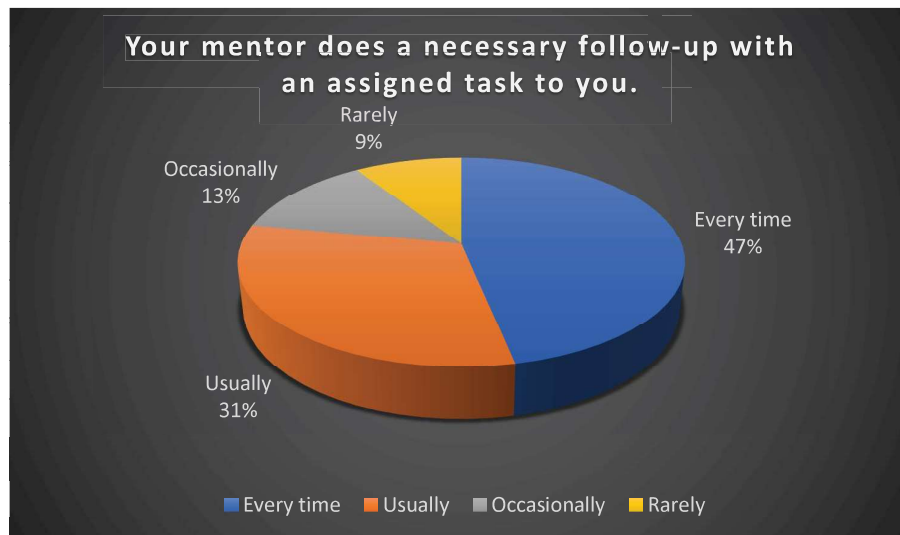
Q11.



Q12.



Q13.

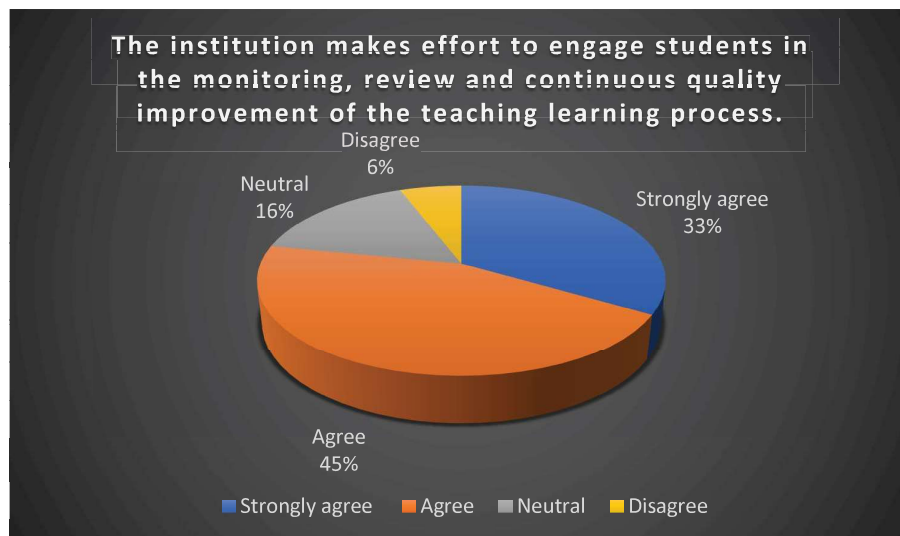




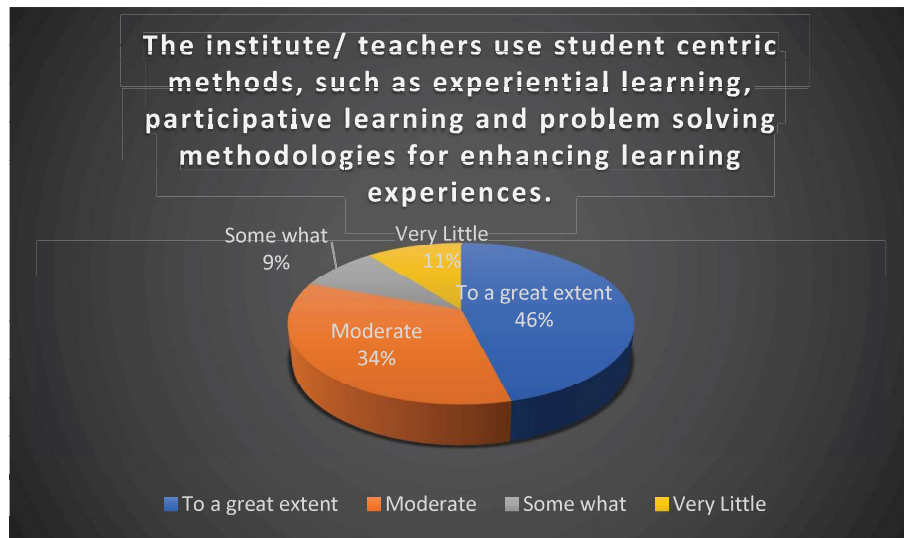
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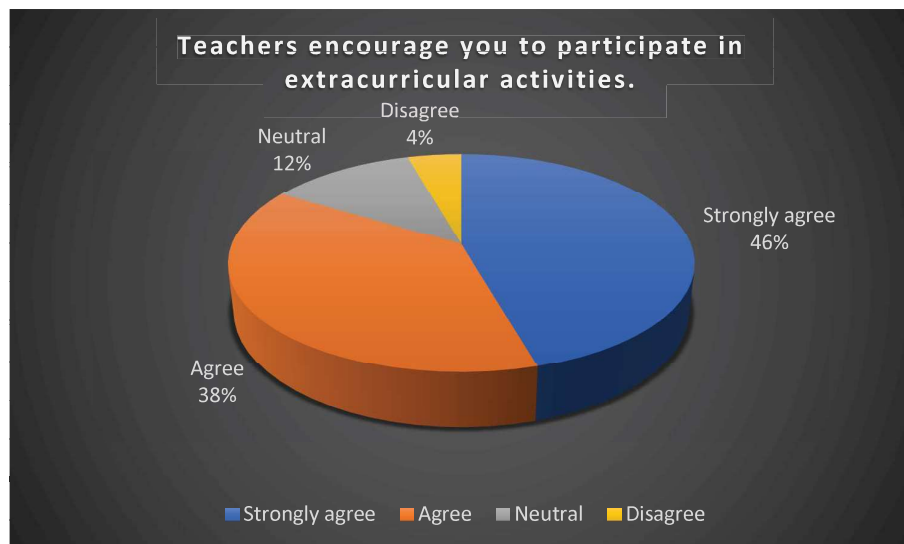
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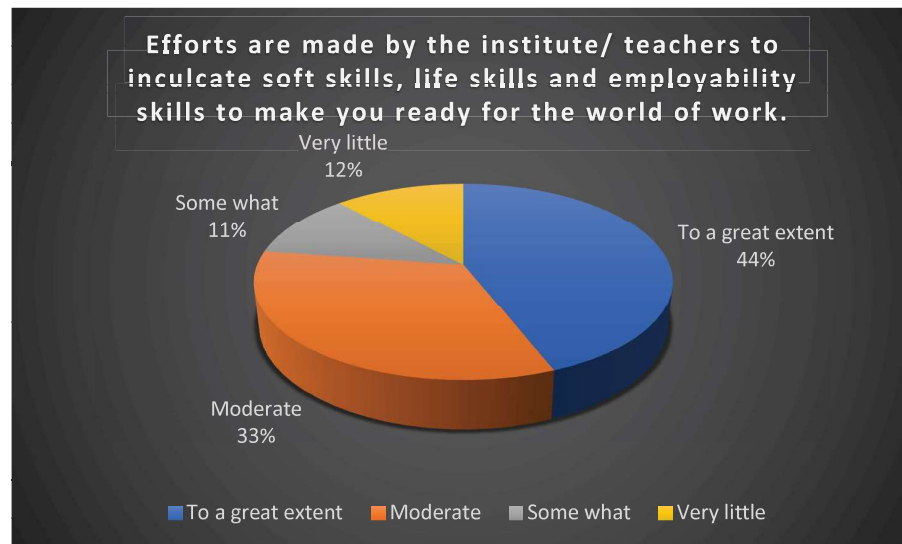
Q16.



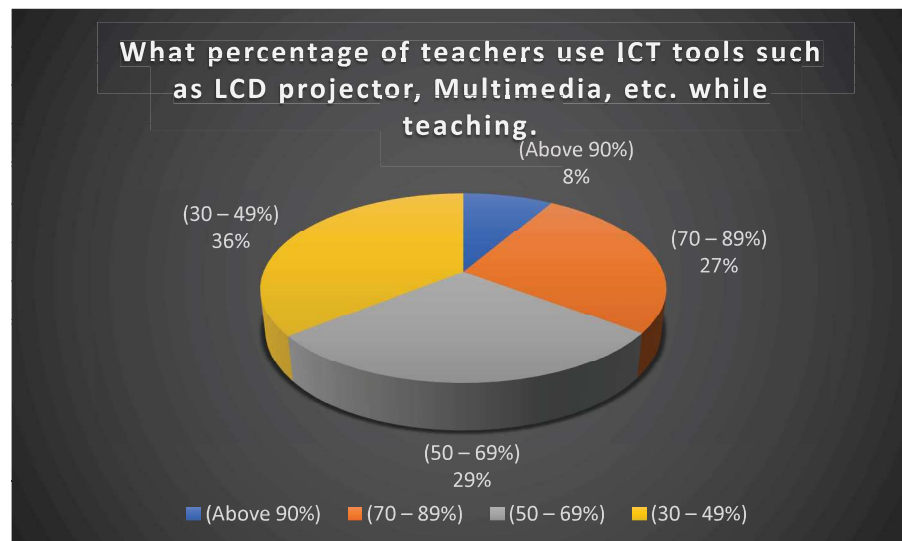
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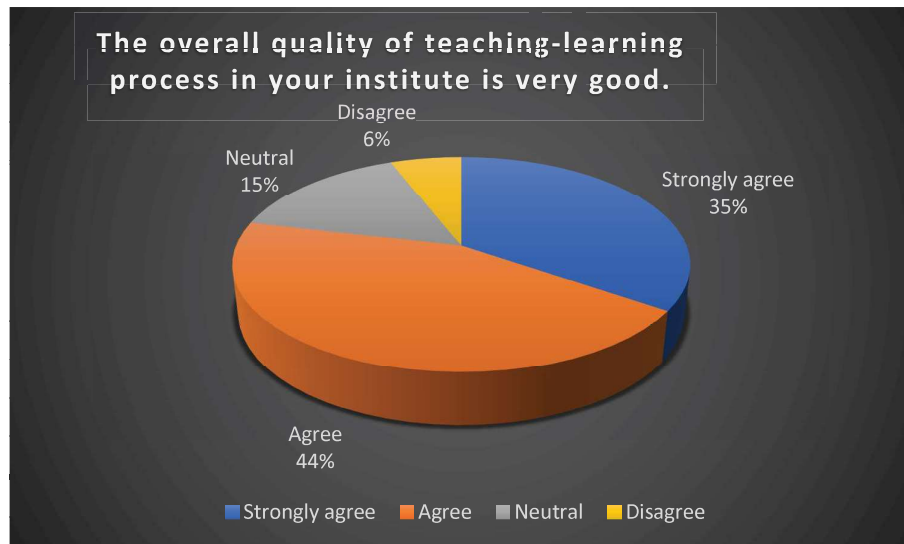
Q18.



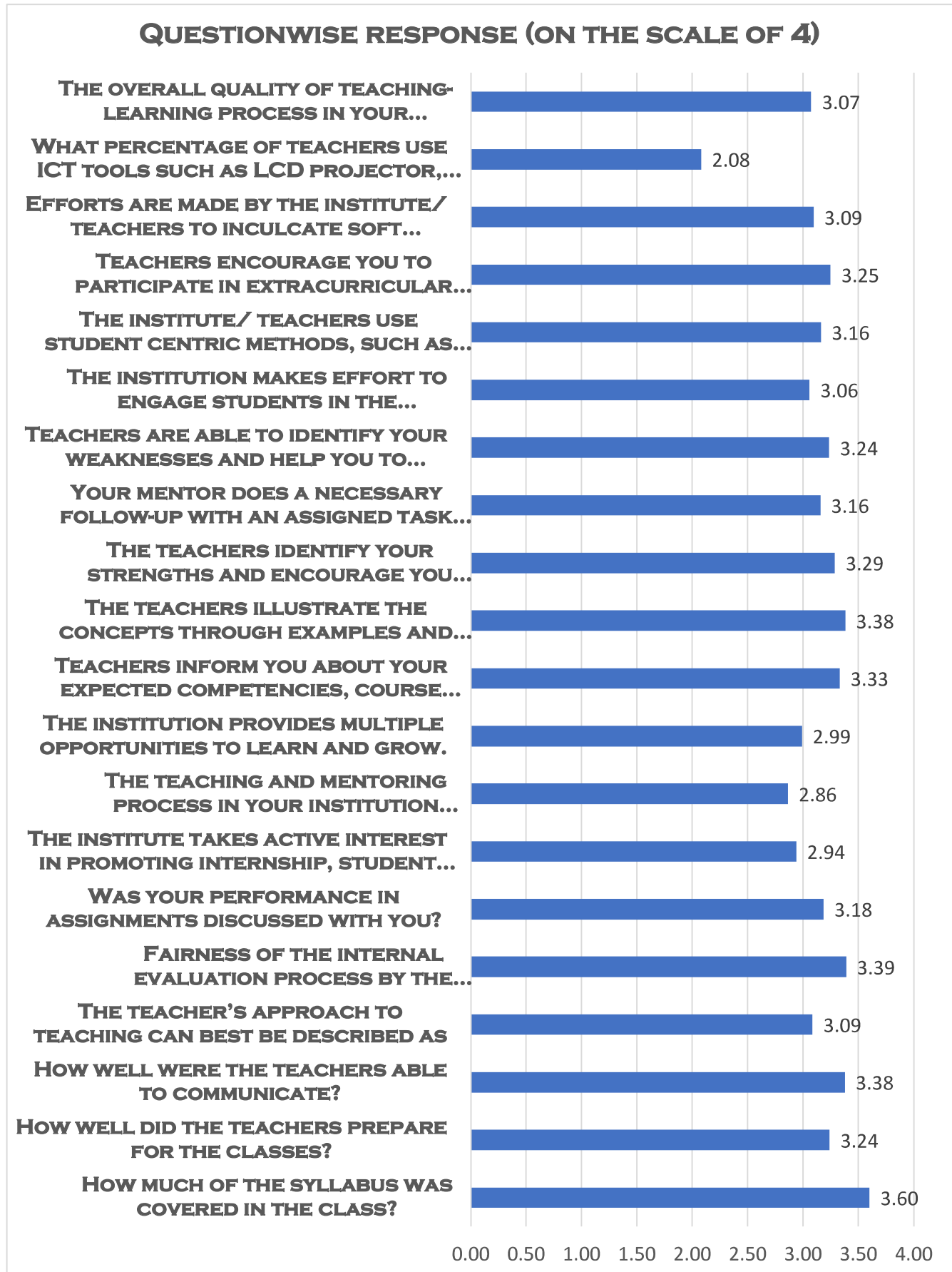
Q19.



Q20.



## OVERALL ANALYSIS OF ALL QUESTIONS-



## ACTION TAKEN

Suggestions were also collected from students. On the basis of those suggestions and the outcomes of feedback following actions were proposed-

1. Student's participation must be increased in teaching-learning process.
2. To promote use of ICT in teaching.
3. Active participation of students in Extra-curricular and co-curricular activities.

## SAMPLE OF QUESTIONNAIRE

### **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

E) What subject area are you currently pursuing?

a) Arts            b) Science.    d) Commerce    e) B.Ed.

#### Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has four responses, choose the most appropriate one.

## **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%

2. How well did the teachers prepare for the classes?

4 –Thoroughly  
3 – Satisfactorily  
2 – Poorly  
1 – Indifferently

3. How well were the teachers able to communicate?

4 – Always effective  
3 – Sometimes effective  
2 – Just satisfactorily  
1 – Generally ineffective

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

4 – Excellent  
3 – Very good  
2 – Good  
1 – Fair

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

4 – Always fair  
3 – Usually fair  
2 – Sometimes unfair  
1 – Usually unfair

6. Was your performance in assignments discussed with you?

4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1 – Rarely

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

4 – Regularly  
3 – Often  
2 – Sometimes  
1 – Rarely

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

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

4 – Strongly agree  
3 – Agree  
2 – Neutral  
1 – Disagree

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

4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1 – Rarely

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

4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1 – Rarely

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

4 – Fully  
3 – Reasonably  
2 – Partially  
1 – Slightly

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

4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1 – Rarely



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

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely

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

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

17. Teachers encourage you to participate in extracurricular activities.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – 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

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%

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

- 4 –Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree

**Principal**  
**Govt. P. G. College**  
**Ranikhet (Almora)**