

**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: 21 C) College Name: UEC

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?

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**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
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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
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6. Was your performance in assignments discussed with you?

- ☒ 4 – Every time
- ☐ 3 – Usually
- ☐ 2 – Occasionally/Sometimes
- ☐ 1 – Rarely
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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
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10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

- ☒ 4 – Every time
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11. Your mentor does a necessary follow-up with an assigned task to you.

- ☒ 4 – Every time
- ☐ 3 – Usually
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- ☐ 0 – I don't have a mentor

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

- ☐ 4 – Every time
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13. The teachers identify your strengths and encourage you with providing right level of challenges.

- ☐ 4 – Fully
- ☒ 3 – Reasonably
- ☐ 2 – Partially
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14. Teachers are able to identify your weaknesses and help you to overcome them.

- ☐ 4 – Every time
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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
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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
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17. Teachers encourage you to participate in extracurricular activities.

- 4 – Strongly agree
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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.

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

- 4 – Above 90%
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- 2 – 50 – 69%
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- 0 – Below 29%

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

4 – Strongly agree

3 – Agree

☒ 2 – Neutral

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

a) Good Environmental Infrastructure

b) Improve Campus placements

c) Effective use of technology like projectors etc.. in classroom and Labs.

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

a) Education system is good

b) Good Activities

c) Teaching faculty is very well

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

- a) Encouraging and supportive
- b) Provides a clear plan for studies.
- c) Specific examples and suggestions for growth

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- 4 – Every time
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☒ 4 – To a great extent

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- 3 – Agree
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- 1 – Disagree
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21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

- a) faculty is friendly with students
- b) we need separate drinking water for ELE
- c) fair faculty.

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

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2 – Good  
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5. Fairness of the internal evaluation process by the teachers.
- 4 – Always fair ✓
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6. Was your performance in assignments discussed with you?
- 4 – Every time
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  - 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
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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
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21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

- a) Improve more projects.
- b) Improve campus placements.
- c) Encouraging for future success.

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B) Age: 19 C) College Name:

CETC

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E) What degree program are you pursuing now?

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

- a) Improve campus placements
- b) Conducting service oriented programmes
- c) Effective use of technology

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E) What degree program are you pursuing now?

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

- a) There should be weekly schedule for personal Development.
- b) Improve campus Mail service with smart parcel Lockers.
- c) There should be more sports to play so there should requirements for sports.

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

- a) Improve Nss unit program more serve oriented
- b) Accessible and responsive administration
- c) improve campus placements

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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) Improving campus placements.
- b) Encourage cooperative learning.
- c) Encouraging for future success