



SHRI VAISHNAV INSTITUTE OF MANAGEMENT, INDORE
Approved by AICTE, New Delhi and Affiliated to DAVV, Indore, M.P.
UGC-NAAC Accredited 'A' Grade Institute

Student Satisfaction Survey
Key Indicator - 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)

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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


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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
 - 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.


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- 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)



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Criterion II

2.7 Students Satisfaction Survey

Feedback Report (Session July 2019-June 2020)

2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance

Students Satisfaction Survey on Teaching Learning Facilities was conducted by the Institute for the session July 2019-June 2020. A Google Form was circulated among the students for the purpose of collecting feedback on 21 parameters of Teaching Learning Facilities. The analysis is as follows:

Demographic Profile: Total 250 students participated.

Course/Category	Number	Total
BBA I yr	36	100
BBA II yr	29	
BBA III yr	35	
BCA I yr	19	63
BCA II yr	16	
BCA III yr	28	
B.Sc. (CS) I yr	11	31
B.Sc. (CS) II yr	11	
B.Sc. (CS) III yr	9	
B.Sc. (IT) I yr	0	8
B.Sc. (IT) II yr	3	
B.Sc. (IT) III yr	5	
MBA (FT) I yr	10	32
MBA (FT) II yr	22	
MBA (FA) I yr	5	16
MBA (FA) II yr	11	


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Q.1 How much of the syllabus was covered in the class?

Parameters	Below 30% (0)	30-54% (1)	55-69% (2)	70-84% (3)	85-100% (4)
No. of responses	1	4	6	148	91
Total points	0	4	12	444	364

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

Parameters	Won't teach at all (0)	Indifferently (1)	Poorly (2)	Satisfactorily (3)	Thoroughly (4)
No. of responses	0	3	12	179	50
Total points	0	3	24	537	200

Q.3 How well were the teachers able to communicate?

Parameters	Very poor communication (0)	Generally ineffective (1)	Just satisfactorily (2)	Sometimes effective (3)	Always effective (4)
No. of responses	2	5	32	68	143
Total points	0	5	64	204	572

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

Parameters	Poor (0)	Fair (1)	Good (2)	Very Good (3)	Excellent (4)
No. of responses	3	10	60	114	63
Total points	0	10	120	342	252


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

Parameters	Unfair (0)	Usually Unfair (1)	Sometimes unfair (2)	Usually Fair (3)	Always Fair (4)
No. of responses	2	7	20	88	133
Total points	0	7	40	264	532

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

Parameters	Never (0)	Rarely (1)	Occasionally/Sometimes (2)	Usually (3)	Everytime (4)
No. of responses	12	22	48	89	79
Total points	0	22	96	267	316

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

Parameters	Never (0)	Rarely (1)	Sometimes (2)	Often (3)	Regularly (4)
No. of responses	27	29	57	69	68
Total points	0	29	114	207	272

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

Parameters	Not at all (0)	Marginally (1)	Moderately (2)	Very well (3)	Significantly (4)
No. of responses	7	11	44	141	47
Total points	0	11	88	423	188


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

Parameters	Strongly disagree (0)	Disagree (1)	Neutral (2)	Agree (3)	Strongly agree (4)
No. of responses	1	10	48	126	65
Total points	0	10	96	378	260

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

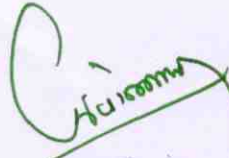
Parameters	Never (0)	Rarely (1)	Occasionally /Sometimes (2)	Usually (3)	Every time(4)
No. of responses	6	15	34	97	98
Total points	0	15	68	291	392

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

Parameters	I don't have a mentor (0)	Rarely (1)	Occasionally /Sometimes (2)	Usually (3)	Every time(4)
No. of responses	4	21	24	101	100
Total points	0	21	48	303	400

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

Parameters	Never (0)	Rarely (1)	Occasionally /Sometimes (2)	Usually (3)	Every time(4)
No. of responses	1	5	15	95	134


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Total points	0	5	30	285	536
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Q.13 The teachers identify your strengths and encourage you with providing right level of challenges


Parameters	Unable to (0)	Slightly (1)	Partially (2)	Reasonably (3)	Fully (4)
No. of responses	9	19	26	98	98
Total points	0	19	52	294	392

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

Parameters	Never (0)	Rarely (1)	Occasionally /Sometimes (2)	Usually (3)	Every time(4)
No. of responses	12	30	40	100	68
Total points	0	30	80	300	272

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

Parameters	Strongly disagree (0)	Disagree (1)	Neutral (2)	Agree (3)	Strongly agree (4)
No. of responses	2	10	47	131	60
Total points	0	10	94	393	240


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

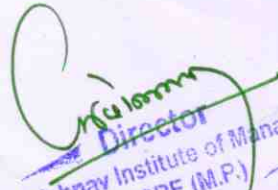
Parameters	Not at all (0)	Very little (1)	Somewhat (2)	Moderate (3)	To a great extent (4)
No. of responses	6	13	32	123	76
Total points	0	13	64	369	304

Q.17 Teachers encourage you to participate in extracurricular activities.

Parameters	Strongly disagree (0)	Disagree (1)	Neutral (2)	Agree (3)	Strongly agree (4)
No. of responses	5	7	34	115	89
Total points	0	7	68	345	356

Q.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

Parameters	Not at all (0)	Very little (1)	Somewhat (2)	Moderate (3)	To a great extent (4)
No. of responses	6	17	21	105	101
Total points	0	17	42	315	404


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

Parameters	Below 29% (0)	30-49% (1)	50-69% (2)	70-89% (3)	Above 90% (4)
No. of responses	10	24	63	91	62
Total points	0	24	126	273	248

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

Parameters	Strongly disagree (0)	Disagree (1)	Neutral (2)	Agree (3)	Strongly agree (4)
No. of responses	2	1	41	125	81
Total points	0	1	82	375	324

Q. 21 Summary of the observations / suggestions to improve the overall teaching – learning experience in your institution.

Most of the students participated in the survey are satisfied with the teaching- learning process adopted by the Institute. Some of the suggestions provided by the participants to improve the process are mentioned as follows:

1. Teaching can be made a blend of graphics and audio-visual pictures based on certain examples in addition to present mode of delivery. Students feel more comfortable with white board learning for the numerical subjects.
2. Teachers should give the overview of the topics covered in previous semesters to refresh the recollection of some concepts. More focus on overall development should be given.


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3. Internships, freelancing programs and industrial visits should be provided to the students more frequently. The sports time should be extended. Support the student to progress in sports, so that the name of college can be further increased in sports too.
4. Institute may offer short term courses of computer languages with certificates or add some sessions on psychology or philosophy. Extra classes are required to encourage the students for participation in debates and improve over English speaking & writing skills and communication skills.
5. Additional study material in the form of reference reading can be provided to the students e.g. e-books and other learning material. Frequent activities should be conducted so that the class becomes more happening.
6. Teachers may develop a connect with students and provide collaboration and socialization opportunity. Students' engagement in assignments and project work that have a clear connection to learning outcomes should be focussed as against providing the assignments for the sake of keeping them busy.
7. Mentoring activity are being conducted in the Institute which needs to focus on moral boosting, participation in events and courage good study or perform better. Teachers are also requested to talk to the students about their life and teach them life skills.
8. Curriculum needs to be revised as according to the industry needs. Teacher should guide students for their future career prospects and also suggest various options available in the respective fields.

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