

## **Lyallpur Khalsa College, Jalandhar**

### **Student Satisfaction Survey 2019-20**

Student Satisfaction Survey (SSS) for the students was conducted by the the HEI for the session 2019-20. The questionnaire for the same (attached herewith) was as administered by the NAAC. This survey witnessed the participation of more than 2000 students and the results of SSS are attached as well.

**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?  
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
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)

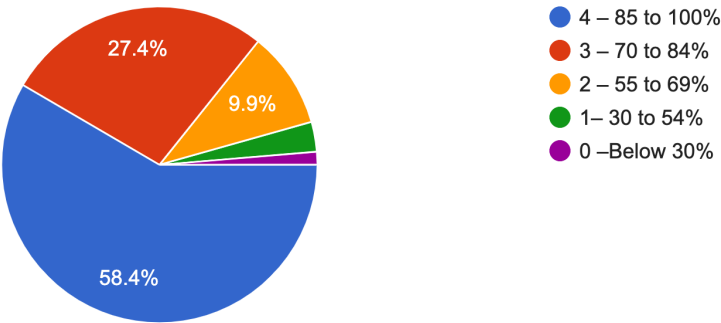
b)

c)

**Results:**

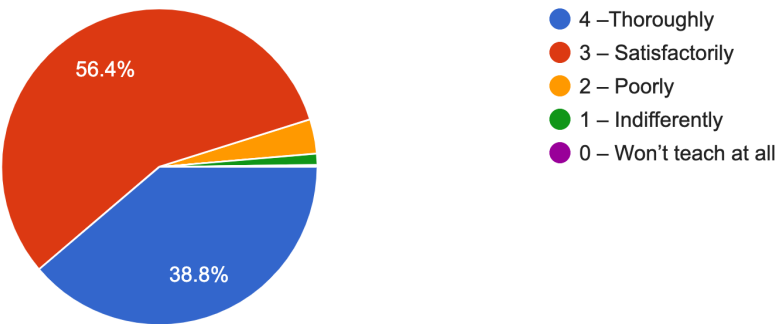
1. How much of the syllabus was covered in the class?

2,036 responses



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

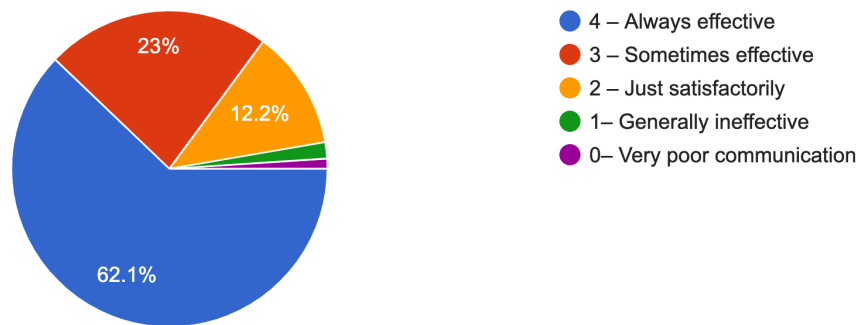
2,019 responses





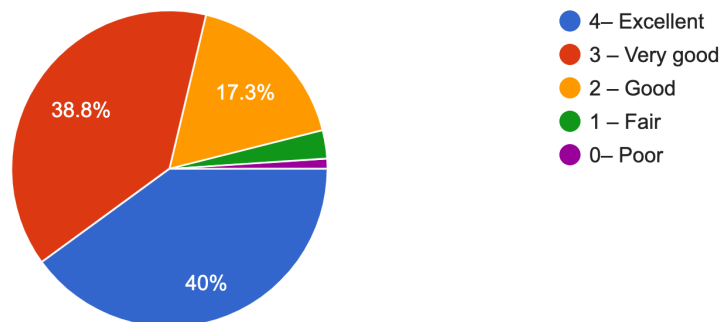
### 3. How well were the teachers able to communicate?

2,036 responses



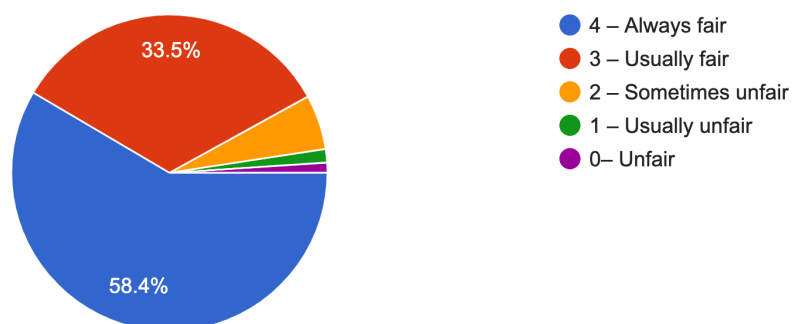
### 4. The teacher's approach to teaching can best be described as

2,036 responses



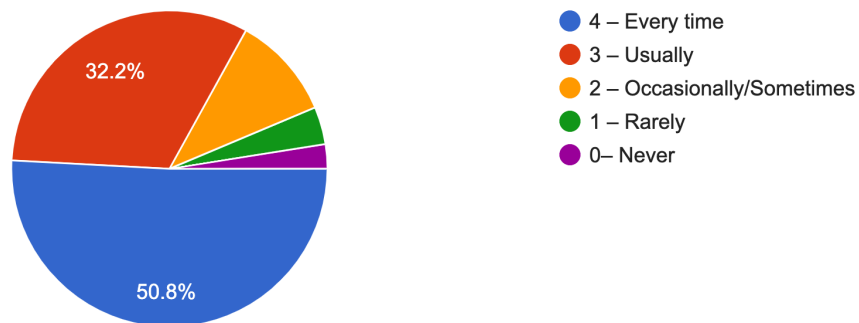
### 5. Fairness of the internal evaluation process by the teachers.

2,036 responses



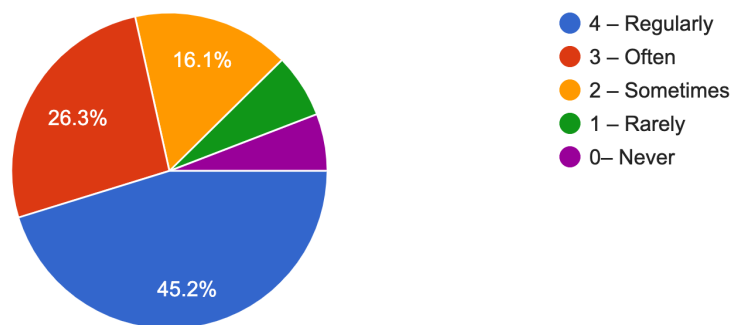
6. Was your performance in assignments discussed with you?

2,036 responses



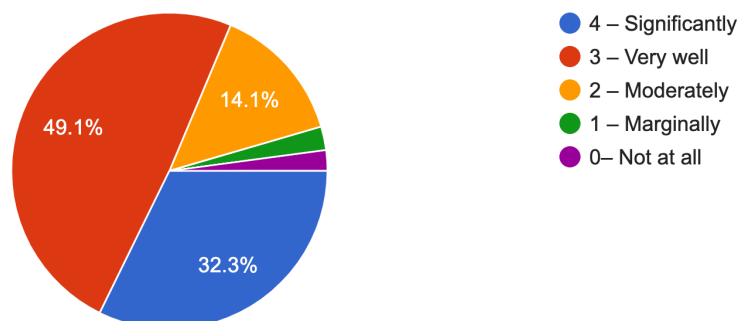
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

2,036 responses



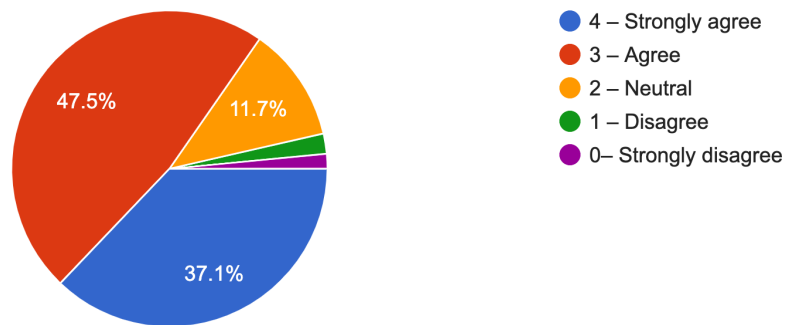
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

2,036 responses



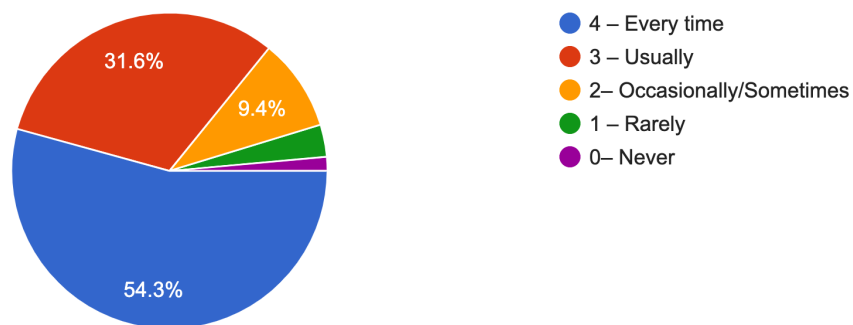
9. The institution provides multiple opportunities to learn and grow.

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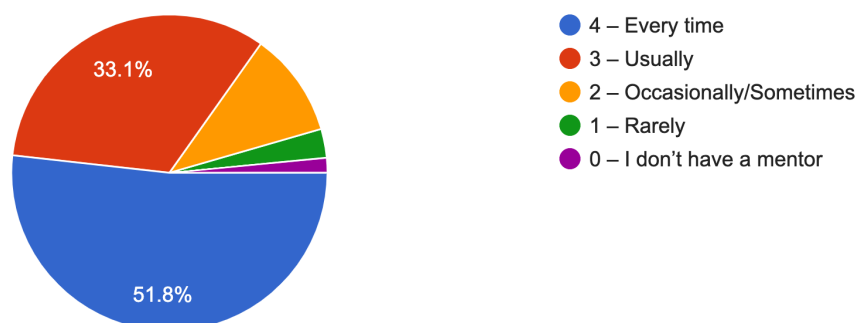
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2,036 responses



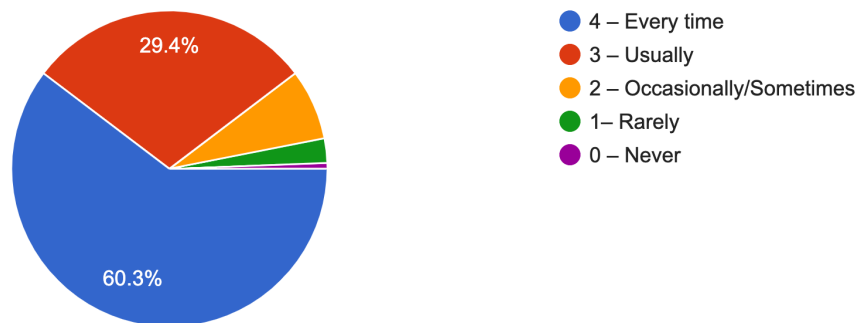
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2,036 responses



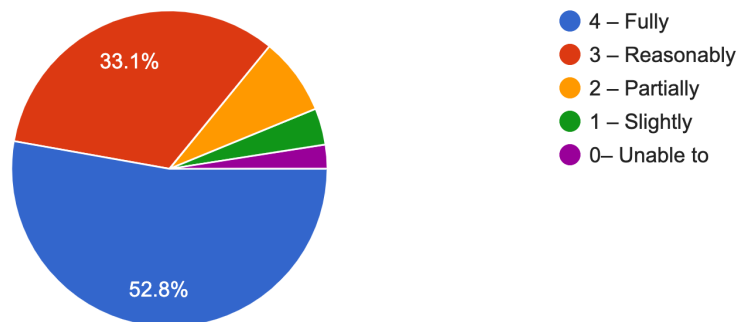
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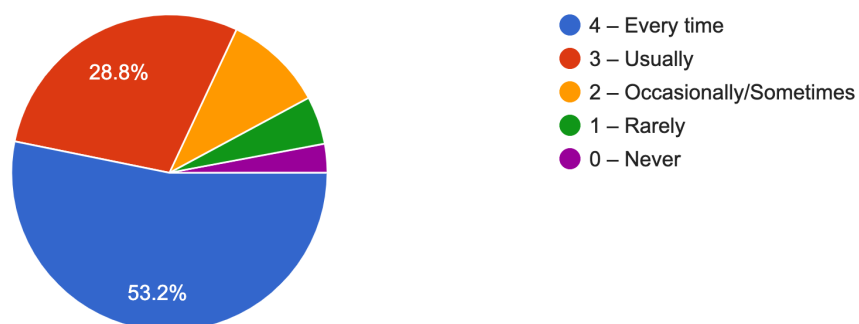
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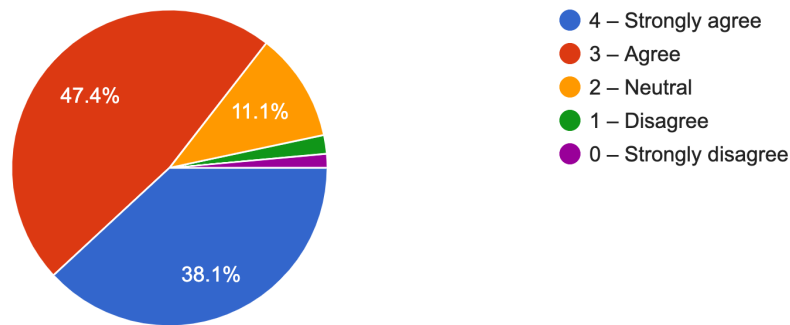
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2,036 responses



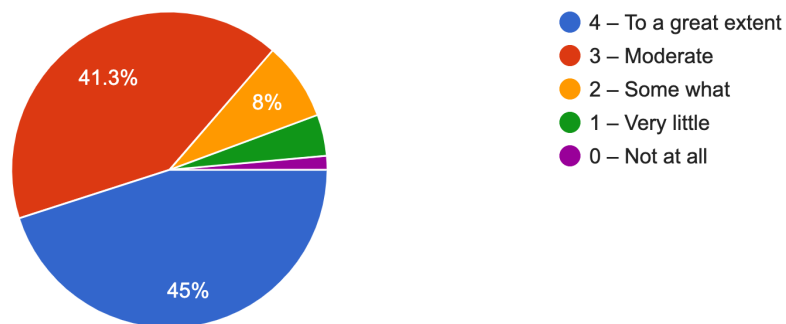
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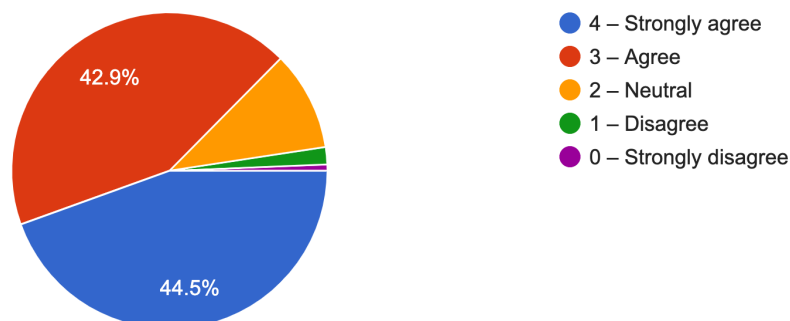
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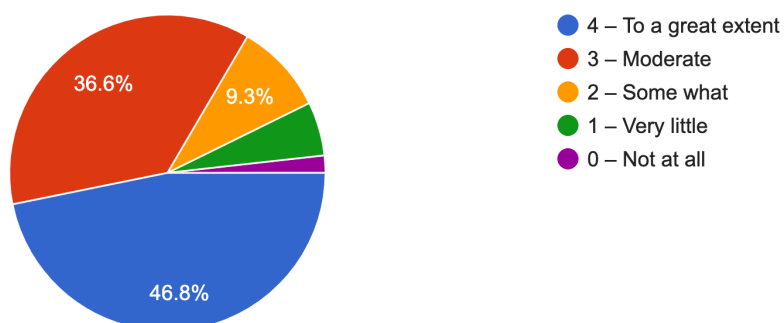
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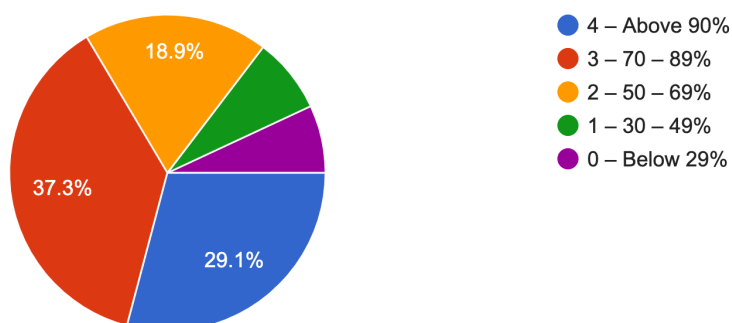
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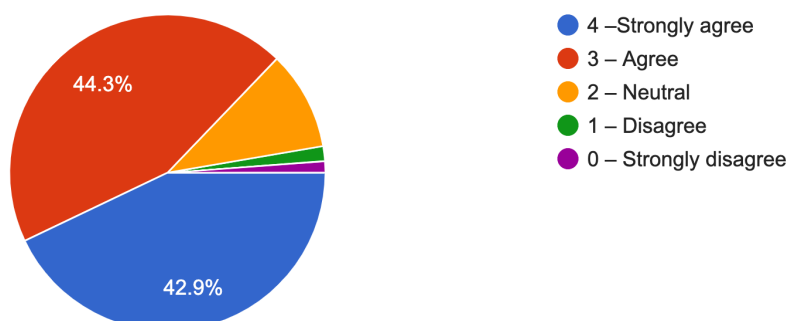
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

2,036 responses



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

2,036 responses



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

2,036 responses

Good

Nothing

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Nothing

Very good

No

No suggestions

Good

Everything is good