

**Mangalore Academy of Professional Studies, Mangalore**  
**Criterion II of Teaching – Learning and Evaluation**

**2.7 Student Satisfaction Survey**

**Key indicator-2.7.1**

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## **Introduction**

The Student Satisfaction Survey (SSS) is conducted annually at our college to evaluate and analyze students' perceptions of teaching, learning, institutional performance, infrastructure, and welfare. This survey plays a crucial role in enhancing the quality of our processes. The questionnaire primarily follows the guidelines recommended by NAAC.

The first 20 questions are objective, focusing on areas such as teacher communication, mentor responsiveness, ICT-based education, industrial visits, internships, and related topics. The final question invites students to provide suggestions for improving the institution's teaching-learning process.

For this survey, students are selected randomly and remain anonymous throughout the process. The email addresses of all 321 currently enrolled students were collected, and a random subset of approximately 200 students was chosen to participate in the survey.

Questionnaire has been sent to the randomly selected student's mail ids in Google forms through the link <https://forms.gle/SRNDieRRD1iewiLP6> .

103 students out of 200 have respond to this survey and their response have been recorded.

# 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

**Mangalore Academy of Professional Studies, Mangalore** 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)M Phil

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)

## Student Satisfaction Survey on 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–Below30%
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 communications
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–Regularly3–Often2– Sometimes1 –Rarely0–Never
8. The teaching and mentoring process in your institution facilitates you in cognitive social and emotional growth.  
4 – Significantly 3 Verywell 2 – Moderately 1 – Marginally 0–Not at all
9. The institution provides multiple opportunities to learn and grow.\  
4 – Stronglyagree 3–Agree 2–Neutral 1–Disagree 0–Strongly disagree
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes. 4 – Everytime 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–Never
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 t centric methods, such as experiential learning, participative learningand 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 employ ability skills tomake you ready for the world of work.  
4 – To a great extent3– Moderate2 – Some what1 – Very little0– Not at all
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. whileteaching.  
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 two observation / suggestions to improve the overall teaching – learning experience in yourinstitution.
- a)
- b)

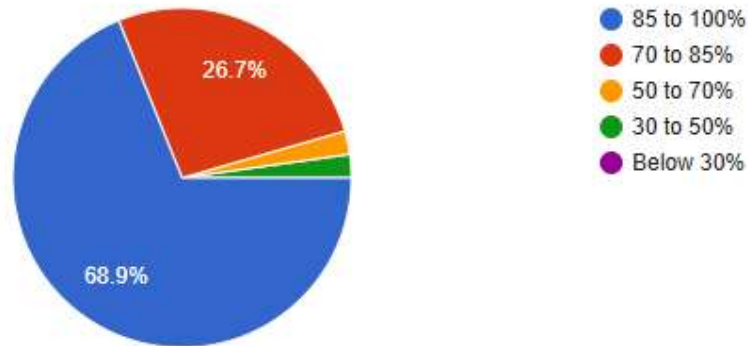
## DEPARTMENT WISE-STUDENTS PARTICIPATION

<b>SL.NO</b>	<b>PROGRAM NAME</b>	<b>NO.OF STUDENTS PARTICIPATED</b>
1	Commerce	46
2	Science	18
3	Professional	32
4	Others	5
<b>TOTAL NO.OF STUDENTS RANDOMLY SELECTED FOR ONLINE SURVEY</b>		<b>200</b>

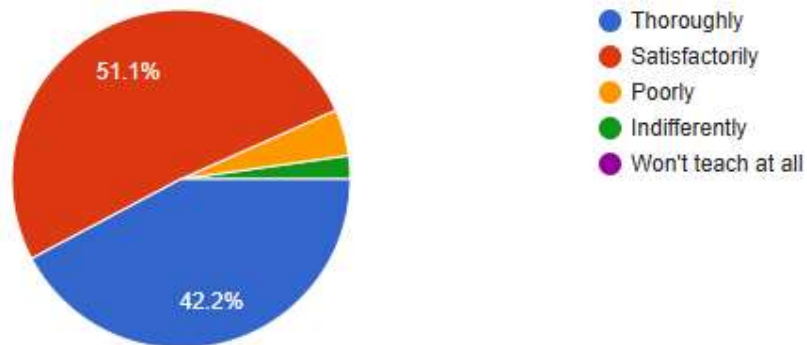
# Students Satisfaction Survey-Report Analysis

## Teaching - Learning Evaluation.

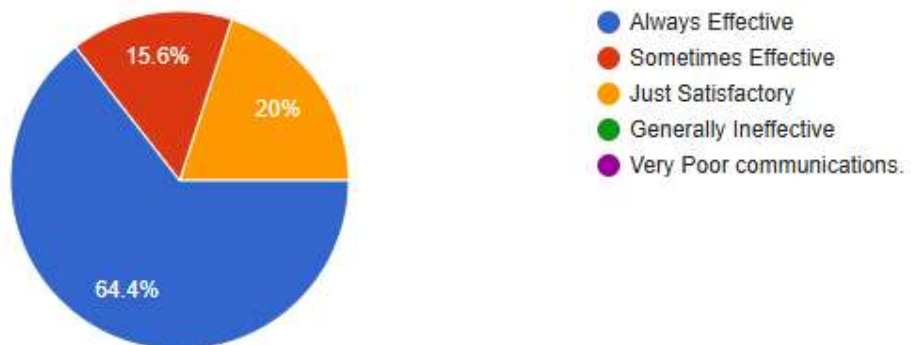
1) How much of the syllabus was covered in the class?



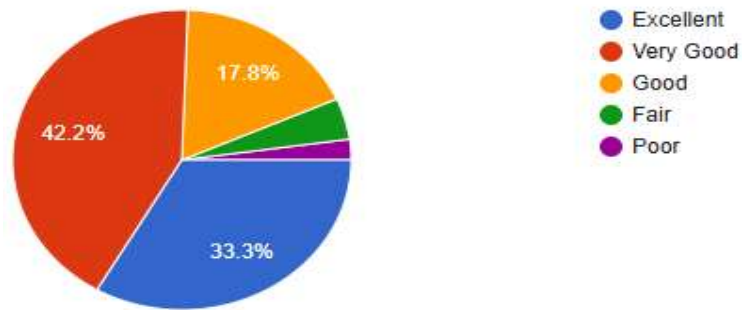
2) How well did the teachers prepare for the classes?



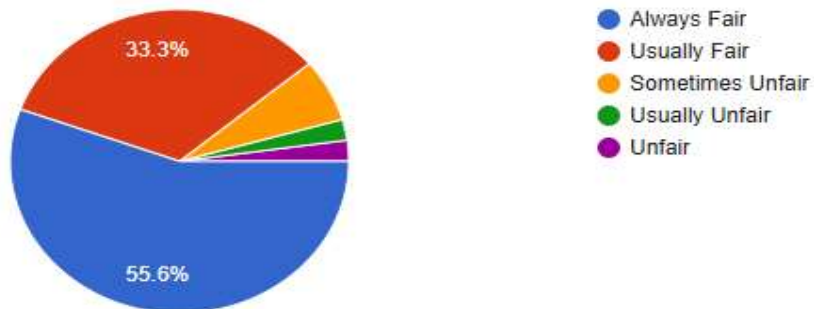
3) How well were the teachers able to communicate?



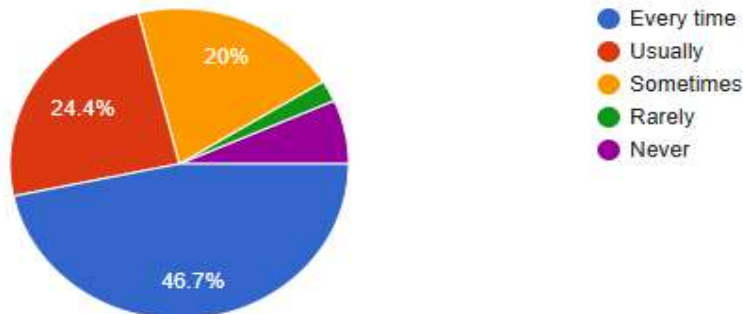
4) The teacher's approach to teaching can best be described as



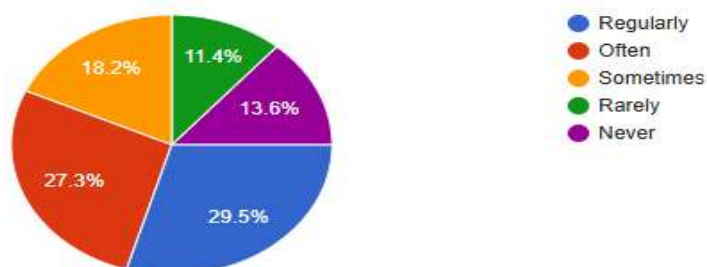
5) Fairness of the internal evaluation process by the teachers.



6) Was your performance in assignments discussed with you?

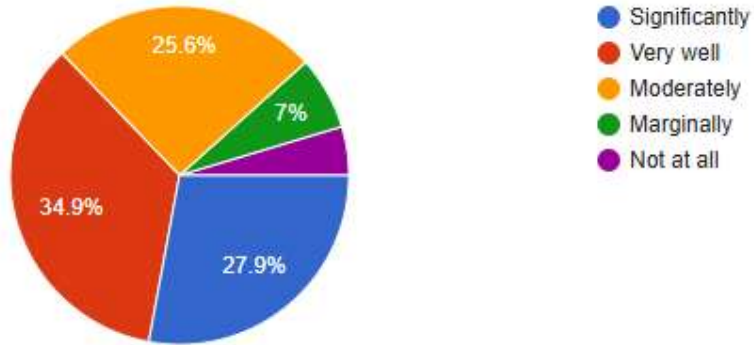


7) The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.

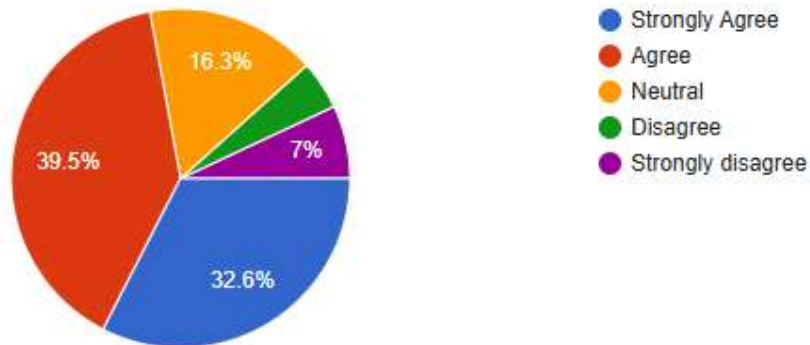




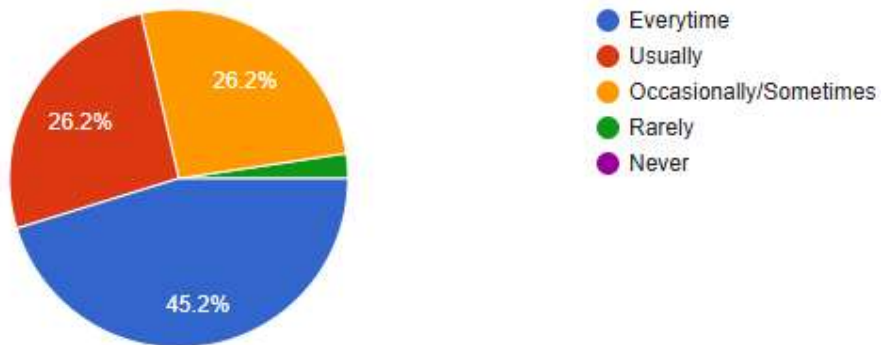
8) The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



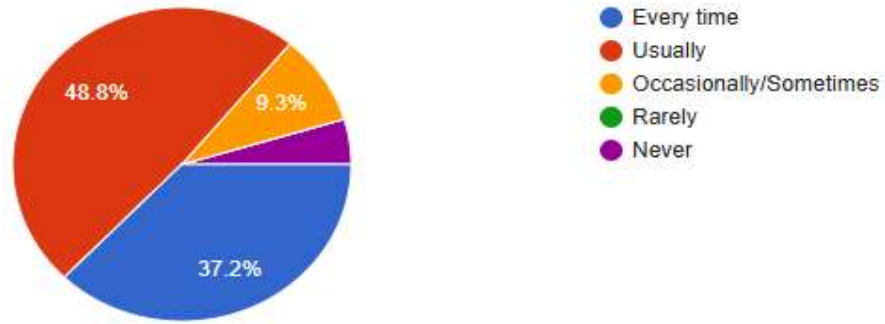
9) The institution provides multiple opportunities to learn and grow.



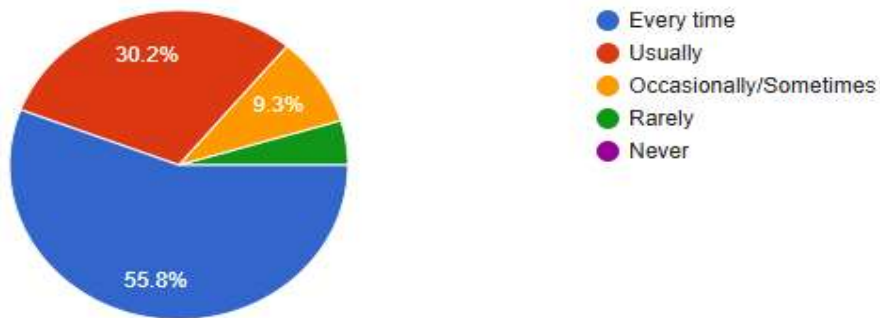
10) Teachers inform you about your expected competencies, course outcomes and programme outcomes.



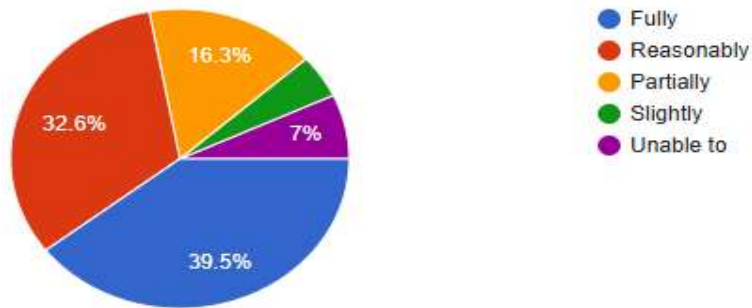
11) Your mentor does a necessary follow-up with an assigned task to you.



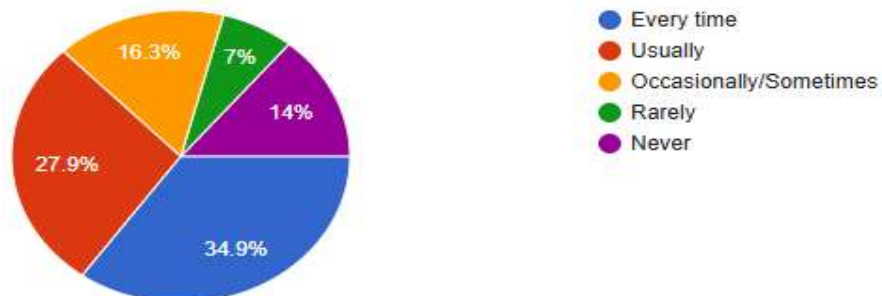
12) The teachers illustrate the concepts through examples and applications.



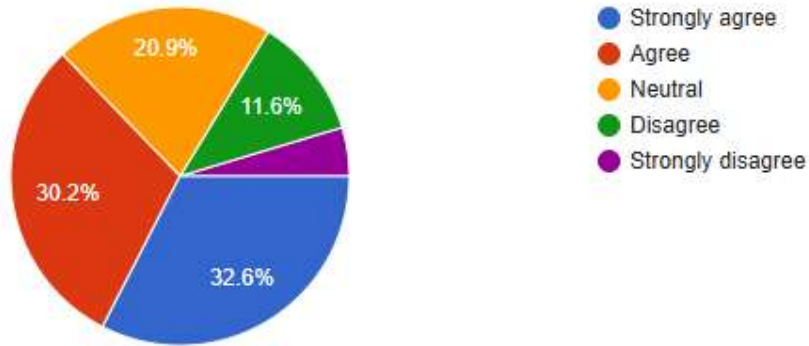
13) The teachers identify your strengths and encourage you with providing right level of challenges.



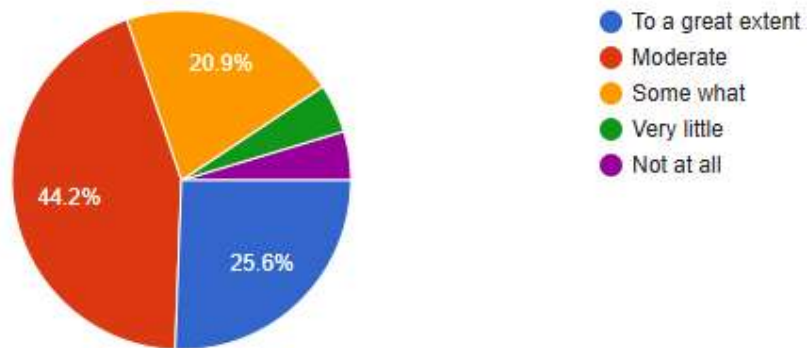
14) Teachers are able to identify your weaknesses and help you to overcome them.



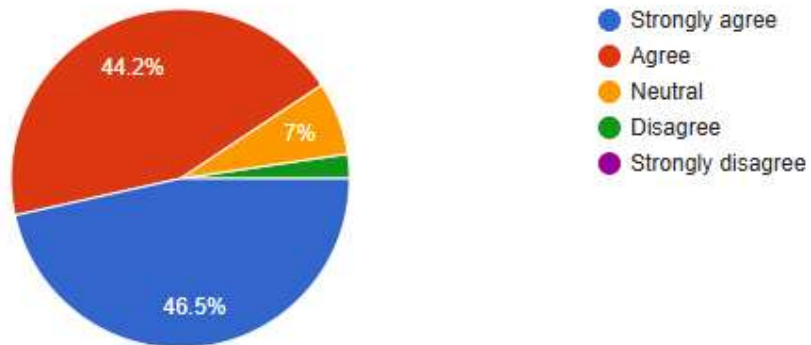
15) The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



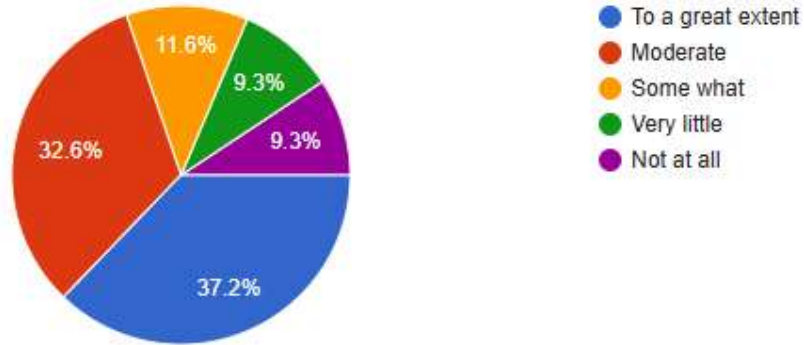
16) The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



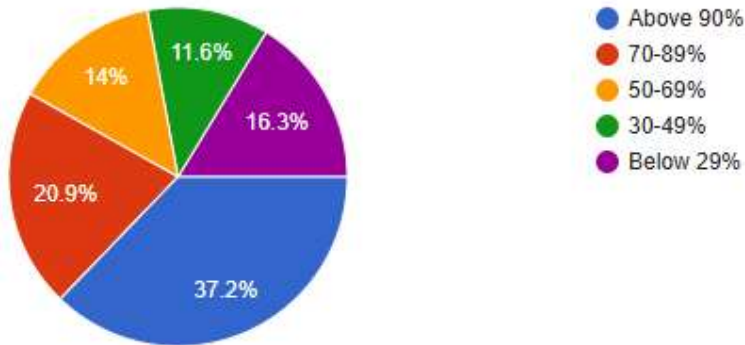
17) Teachers encourage you to participate in extracurricular activities.



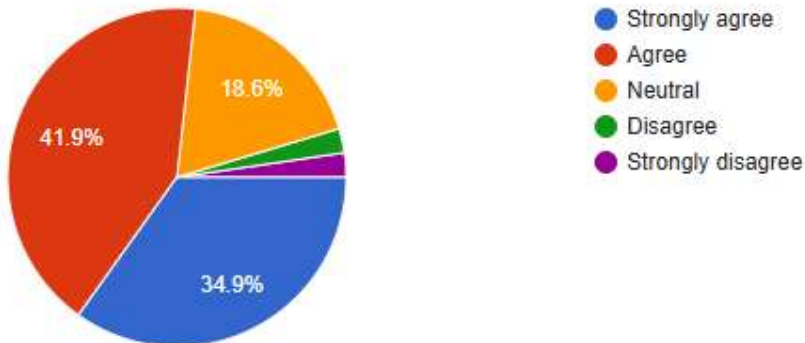
18) Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



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



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



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

- 74% of the students has satisfied with college teaching and learning process
- 15% of the students needs more core related jobs exposure, industrial visit and practical knowledge. .
- 7% of the students has highlighted that Training opportunities and software developing skills should be related to industrial based approach.
- 2% of the students need to conduct more ICT based Education.
- 2% of the students have mentioned that college should give priority for Student Exchange programs and Internship.

