Shri Muktajeevi Mahavidyalaya
NIGHOJ
14306
Dist. A'nagar

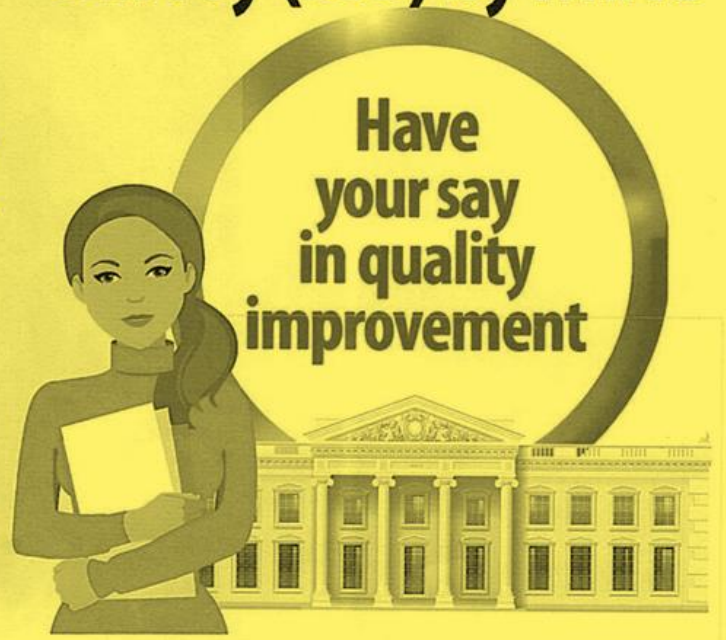
NAAC

Participate in Student Satisfaction Survey (SSS) by NAAC

Dear Students,

NAAC (National Assessment and Accreditation Council) has endeavoured to conduct a **Student Satisfaction Survey (SSS)** the results of which will encompass the accreditation process. The Survey will capture student responses from the list of students provided by the Higher Education Institutes (HEIs). This survey is conducted directly by NAAC to give an opportunity to the students to have their say in assessment and quality improvement process.

NAAC will send online link of the survey to the email address of the student provided by the HEIs, and the student will have to complete and submit the survey in a stipulated time.



• Rate your Institution

The questionnaire is based on the Likert type scale that means the students will have to give responses on a scale of 0 to 4, with the most positive response being rated as 4 and the most negative response being rated as 0. Analysis of the survey is done using software which will aggregate the responses and generate the score of Student Satisfaction Survey which is important Key Indicator in overall grade of institution.

• Suggest Improvements

In SSS, twenty of the twenty one questions will be objective in nature, while one question is open ended to elicit observations and suggestions for improvements thereby providing an opportunity to the student to give suggestions and criticisms in their own words. The questionnaire consists of several facets of the teaching learning process.

• Identity Not Disclosed

Students are randomly selected for the survey by system. Except particular student nobody will know which student has received the SSS email and what they have responded. Thus the students will remain anonymous throughout the process.

More details on survey are available on NAAC website **http://www.naac.gov.in/apply-now**

Student Survey has 30 to 60 weightage (as per type of institution) in the scoring of institutional Grade and hence responses from students can play a critical role in determining institutional grade. It is desired that active participation of students in survey will not only empower the students but also help institutions in continuous quality improvement through student engagement.



If you have any queries, kindly contact: Co-ordinator of IQAC (College/University)

Name: Email:

And/or

NAAC Helpdesk Tel: +91-080-23005192, 193 **E-mail:** naachelpdesk@gmail.com

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's

Shri Mulikadevi Mahavidyalaya, Nighoj

Tal- Parner, Dist- Ahilyanagar

Students Satisfaction Survey

Year 2024-25

- Link:

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL, BENGALURU

Revised Accreditation Framework - Student Satisfaction Survey

Guidelines for Higher Education Institutions (HEIs) - Student Satisfaction Survey (SSS)

- Higher Education Institutions (HEIs) have to strictly upload data of at least 50% of currently enrolled students as per data template format of excel sheet given in portal.
- Data will be accepted in text format only as per the template given by NAAC.
- Column names (case sensitive) and order should not be altered. No column/cell should be left blank
- Repetition of Name, e-mail address, Mobile number is not allowed.
- There are two separate columns for Student ID and Enrollment ID. In the absence of separate Ids the institutions can repeat same Id in the two columns.
- Total entries should not be greater than the students marked in Institutional Information for Quality Assessment (IIQA).
- **SSS will be administered to institutions simultaneously with Data Validation and Verification (DVV) process.**
- The SSS questionnaire (20 objective & 01 subjective) which is available in NAAC website and will also be e-mailed to students and the following rules will be applied for processing the responses.
  a) Maximum of Two survey attempts will be initiated to reach the desired level of response as per requirements mentioned below
     i. For Colleges – (UG/PG and Autonomous) responses should be received from at least 10% of the student population or 100, whichever is lesser.
     ii. For Universities – 10% of the student population or 500, whichever is lesser.
  b) If the response rate is lower than the limits mentioned by NAAC, the metric will not be taken up for evaluation.
  c) SSS will be completed within 30 days simultaneously with Data Validation and Verification (DVV) process.
  d) As soon as survey is initiated by the coordinator of NAAC it has to be completed within 10 days.
  e) The institute can encourage students to participate in survey and guide them about survey to make the SSS possible within the given time period of 10 days.
  f) SSS questionnaire is in English. NAAC website will have both English and Hindi version available. If needed HEIs can make local language translation available for information of students before they take the survey.

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NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL, BENGALURU

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

Note on the Student Satisfaction Survey

Context:

From 2017 onwards the NAAC (National Assessment and Accreditation Council) has endeavoured to conduct a Student Experience Survey the results of which will go into the accreditation process. The Survey will capture student responses through the list of students provided by the Higher education institutes (HEIs). The students will remain anonymous throughout the process. The institution is supposed to send a list of total student strength, with details of their student ID number, Aadhaar ID number (Any other Valid ID No. in the absence of Aadhaar), degree programme, email id and mobile number. NAAC will send online link to the survey to the email address/mobile no of the student, and the student will have to fill the survey before a stipulated date.

About questionnaire:

The questionnaire will be based on the Likert type scale, that means the responses are scaled on a scale of 0 to 4, with the most positive response being rated as 4 and the most negative response being rated as 0. The score emerging out of the survey is part of the second criterion on Teaching—Learning and Evaluation, out of the seven NAAC criteria. The questionnaire consists of several facets of the teaching learning process. Questions vary from specific teaching skills of the teacher, to his overall approach to the educational process. Specific skills of the teacher like, subject knowledge, communication skills, class preparation, and use of ICT tools are part of the questionnaire. The overall approach of the teacher and institution with respect to providing the right environment, motivation, interpersonal relationships, feedback etc. forms the second major component of the questionnaire. Twenty of the twenty one questions are objective in nature, while one question is open ended to elicit observations and suggestions for improvements providing an opportunity to the student to give suggestions and criticisms in their own words. Analysis of the survey would be done using software which will aggregate the responses and generate the score. The score will range from a minimum of 0 to a maximum of 4 on a five point scale and would affect the overall score of second criteria on Teaching-Learning and evaluation. Responses to the open ended question would also be aggregated to find out the most common suggestion and criticisms emerging out of the survey.

Process:

The survey analysis score will be used as a key component of accreditation. A predetermined weightage is also assigned to this key indicator in this accreditation framework.

A stratified random sample of students will be chosen for the survey. Response rate below 10% will not be considered. In sample, students would be spread evenly across different classes, year of enrolment and gender as far as possible. The HEIs are required to submit data of all students. (Class wise with name, e-mail & mobile number and Aadhaar number) The institution, teachers; should not by any way try to influence the students with respect to the survey. This will ensure genuine feedback for the institute to improve further.

Analysis of questionnaire:

There are twenty objective questions in the questionnaire and one open ended question.

Analysis of objective questions:

There are twenty objective questions and students will respond on a scale of 4 to 0, with the most positive response rated as 4 and most negative response rated as 0. The mean score for each question will be calculated and the overall mean will be arrived at. This figure will range from 4 to 0 and will give the mean satisfaction level of the students for the particular institute. This figure in the range of 4 to 0 will be the score of key indicator 'Student Satisfaction Survey' (2.7.1) which is part of criterion II on Teaching – Learning and Evaluation

Analysis of the open-ended question:

The students are asked to give three observations/suggestions to improve the overall teaching--learning experience in the institution. Analysis would be carried out by aggregating the most occurring suggestions in the student responses. This would provide an idea of the most general expectations, observations and suggestions from the students. This Information can be provided to peer team conducting onsite visit, to be used for validation as well as peer team report preparation.

Criterion II – Teaching-Learning and Evolution

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 - 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 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 the 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 the institute is very good.**

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

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

    1 2 3 4 5

    Teachers very well teaching Support to students for study.

National Assessment and Accreditation Council
(NAAC) Student Satifaction Survey
Key Indicator 2.7.1

Under Criterion II of Teaching – Learning and Evaluation

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
Shri Mulikadevi Mahavidyalay, Nighoj
Tal. Parner, Dist. Ahilyanagar

2.7.1 Student Satifaction Survey (SSS)

Year 2024-25

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 quations given in the following formate 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?
a) Bachlor'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 questionnair.

- **All questions should be compulsorily attempted.**
- **Each question has five responces, 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 Evolution
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?**

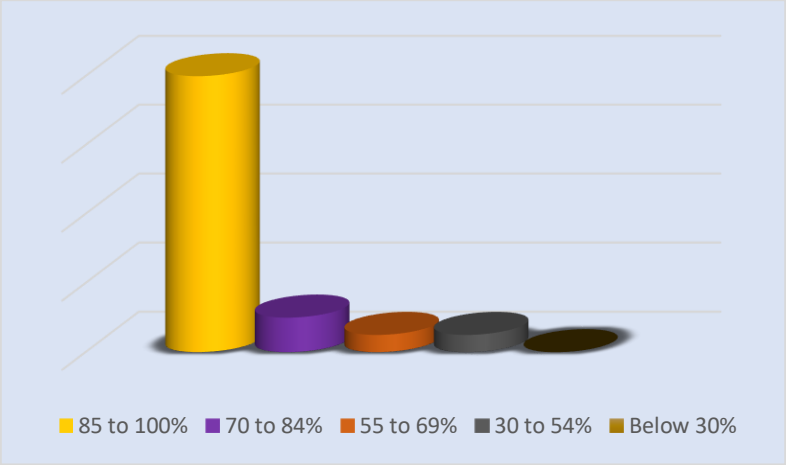
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2. **How well did the teachers prepare for the classes?**

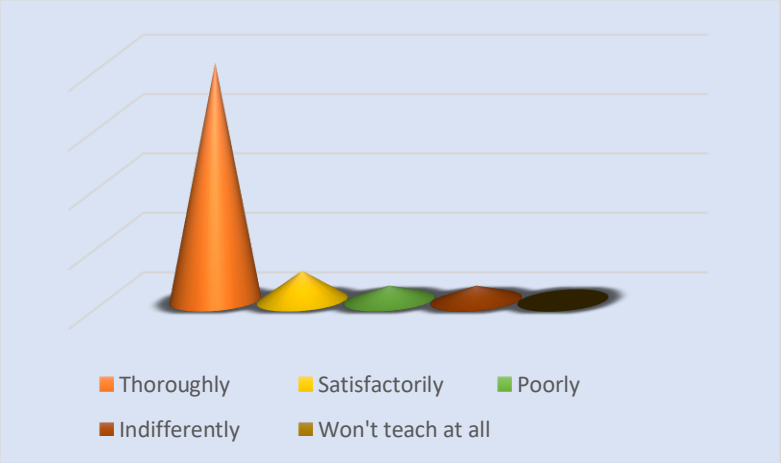
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3. How well were the teachers able to communicate?

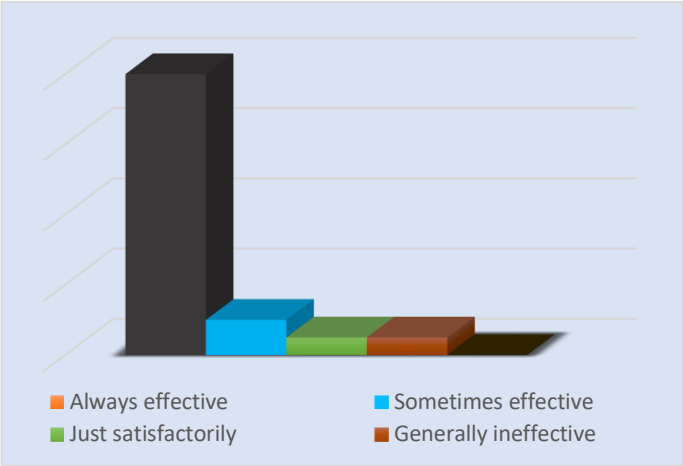
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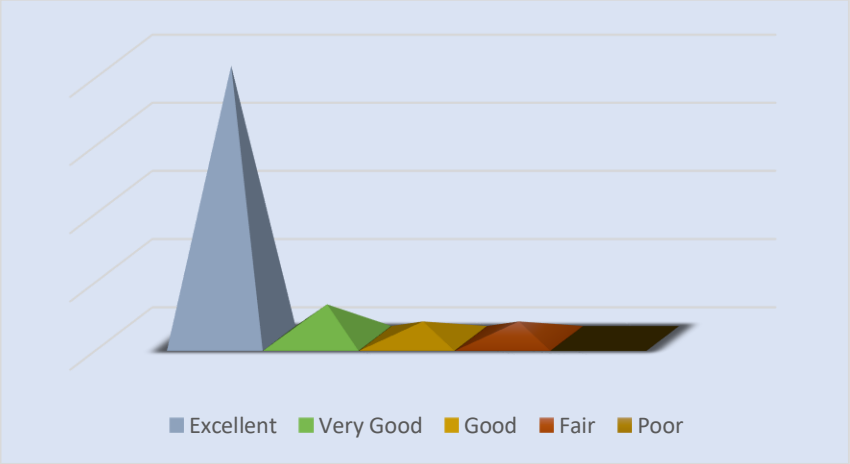
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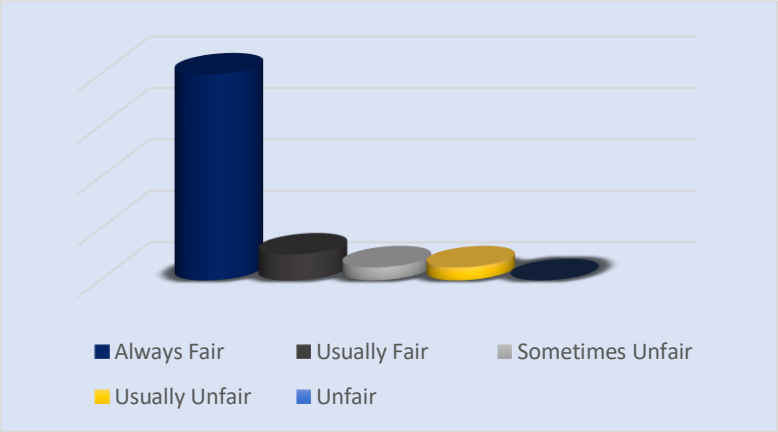
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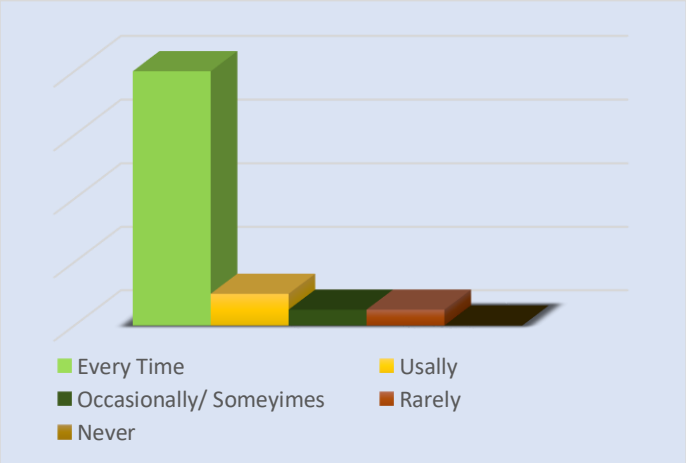
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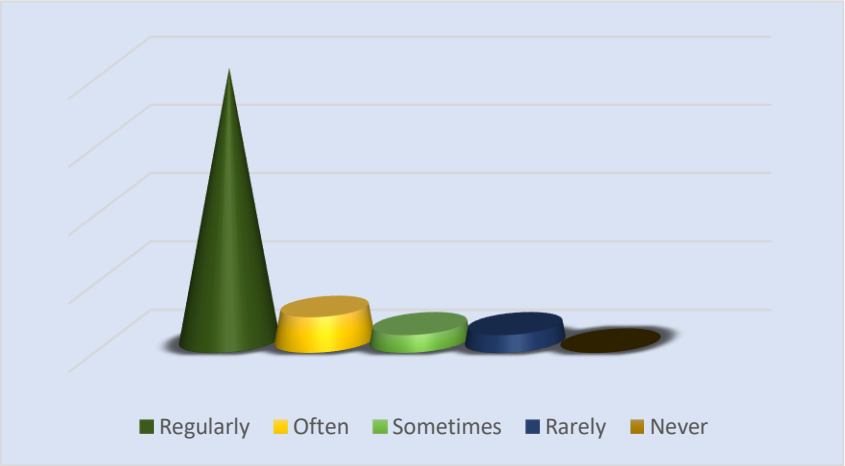
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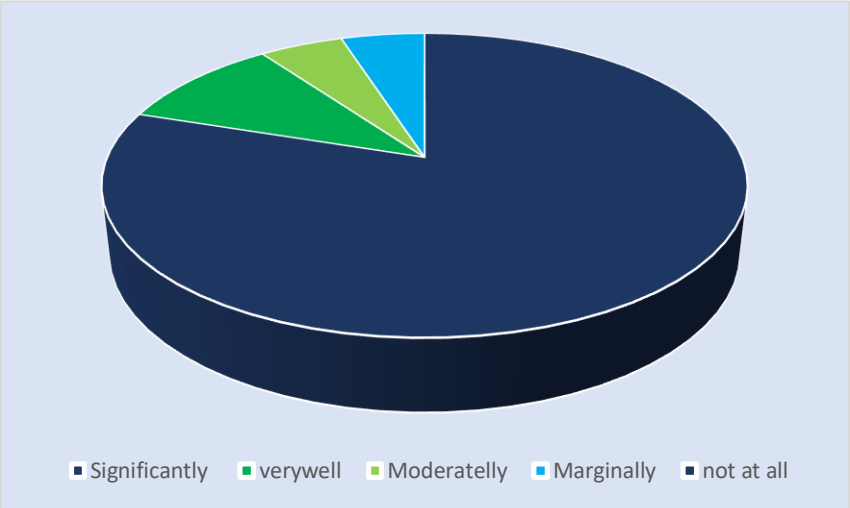
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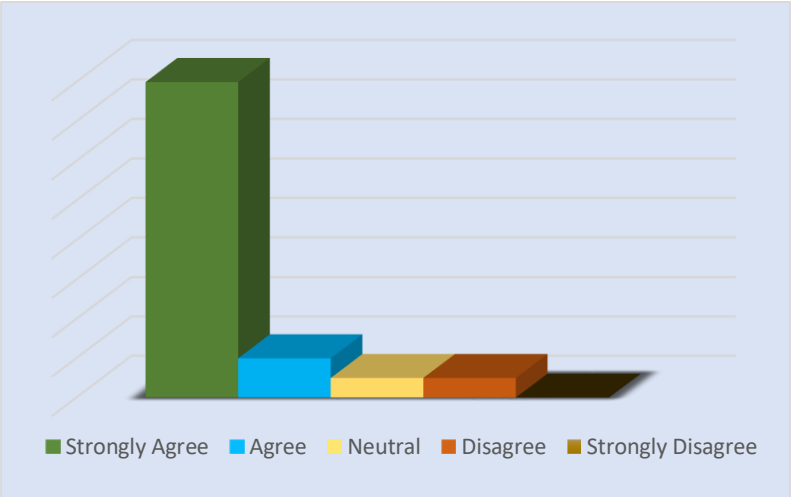
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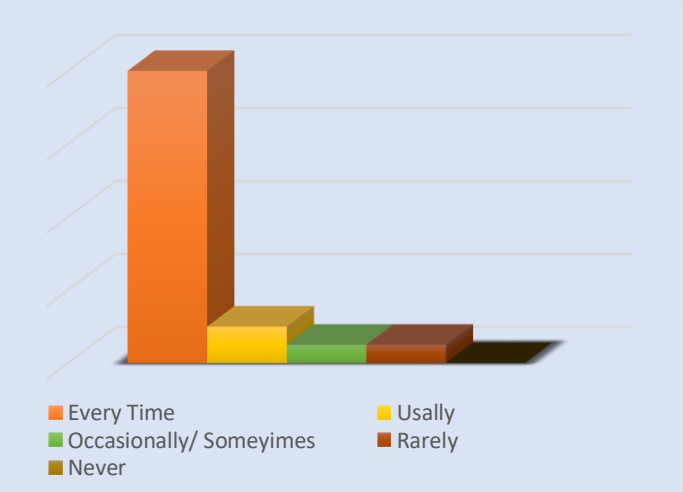
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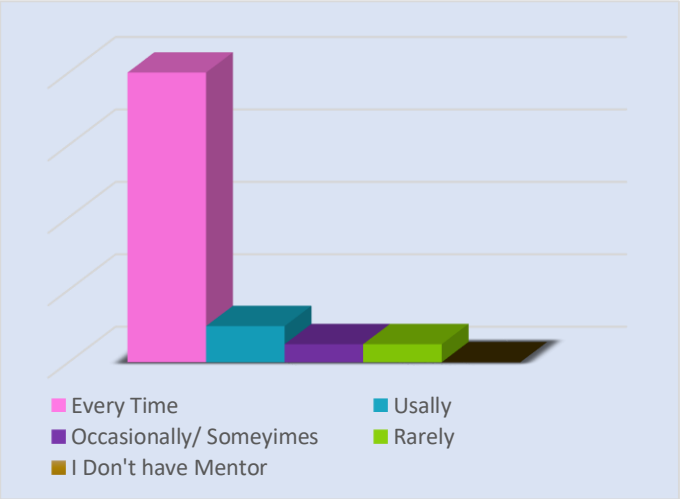
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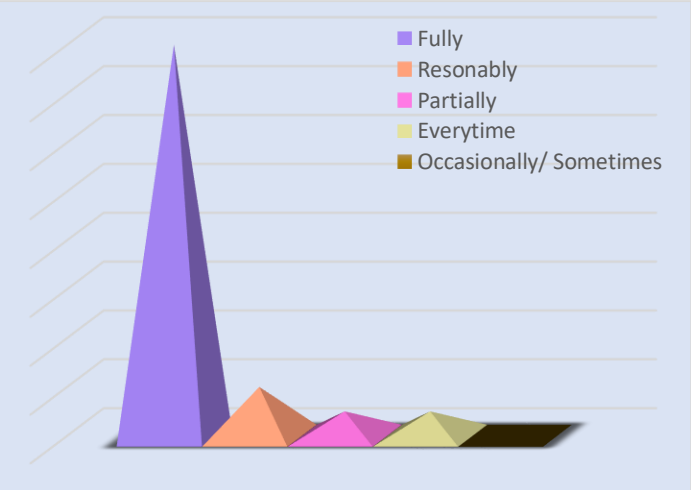
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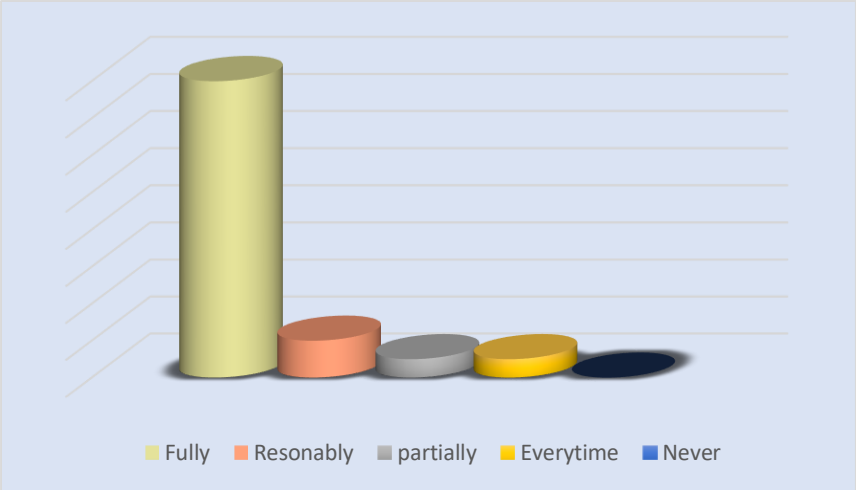
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14. Teachers are able to identify your weaknesses and help you to overcome them.

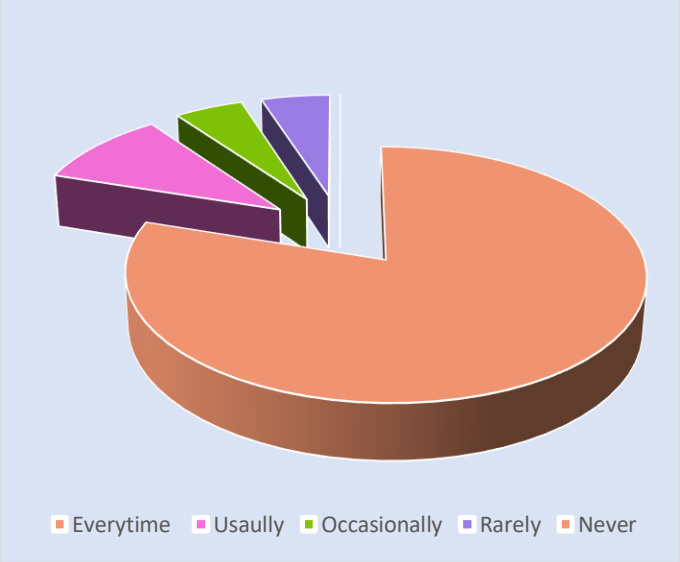
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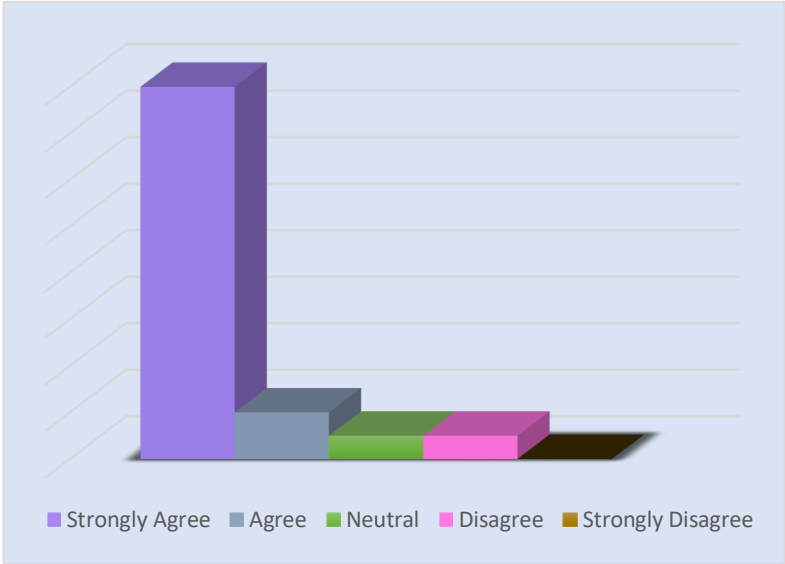
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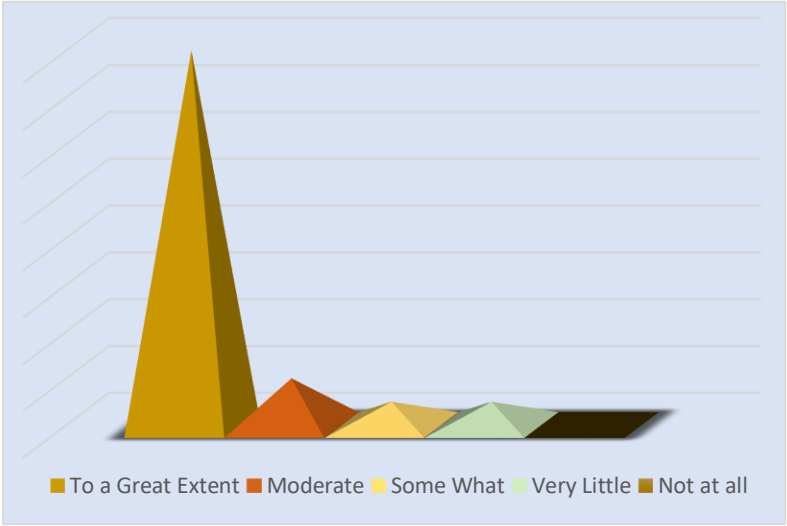
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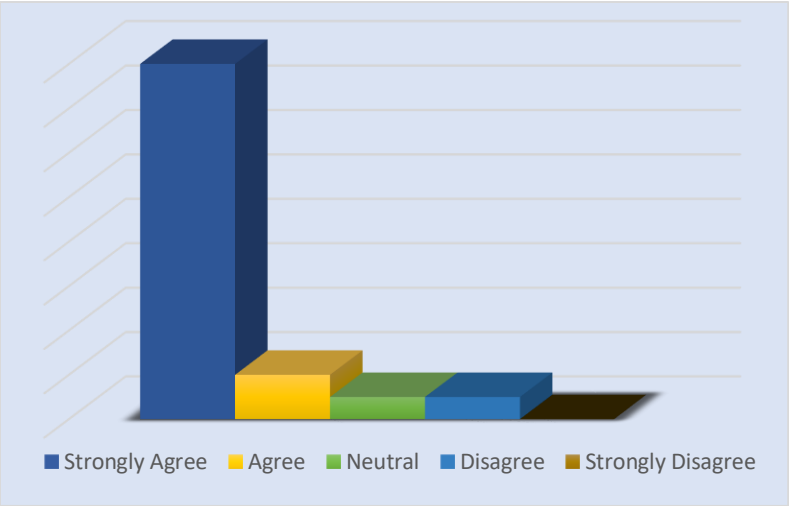
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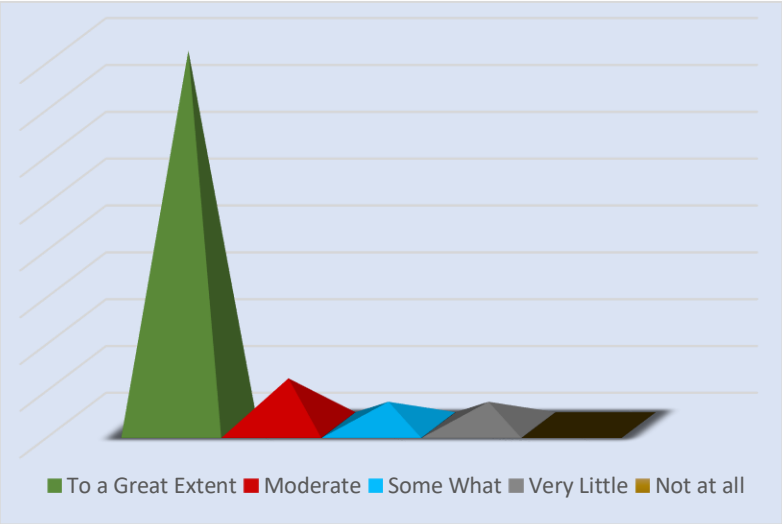
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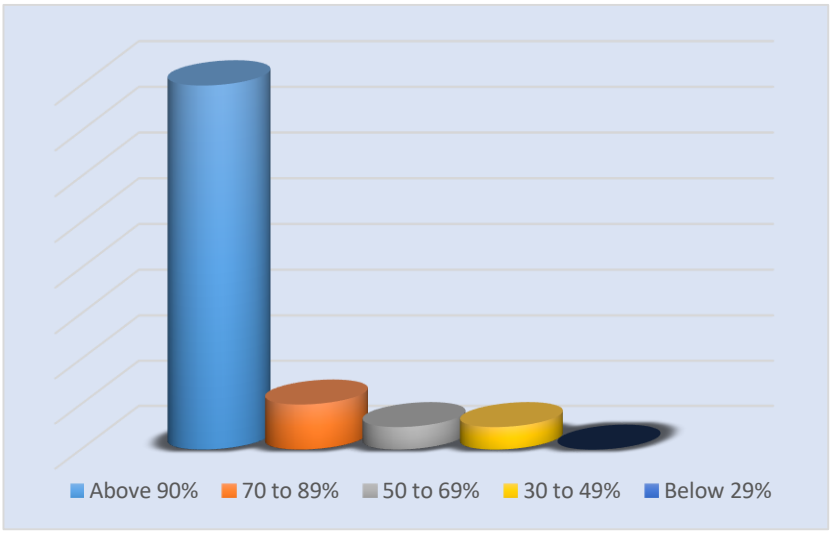
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