



**GITAM: GANDHI INSTITUTE OF TECHNOLOGY AND MANAGEMENT**

**(Deemed to be University u/s 3 of the UGC Act, 1956)**

**A Category - I Deemed to be University**

**Visakhapatnam | Hyderabad | Bengaluru**

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**2.7.1 - Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design its own questionnaire) (results and details need to be provided as a web link)**

**GITAM: Student Satisfaction Survey**

**Metric No: 2.7.1**

**Academic Year: 2023 - 2024**

Compiled by  
IQAC - Director

## 2. 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

**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) 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' support unity 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.

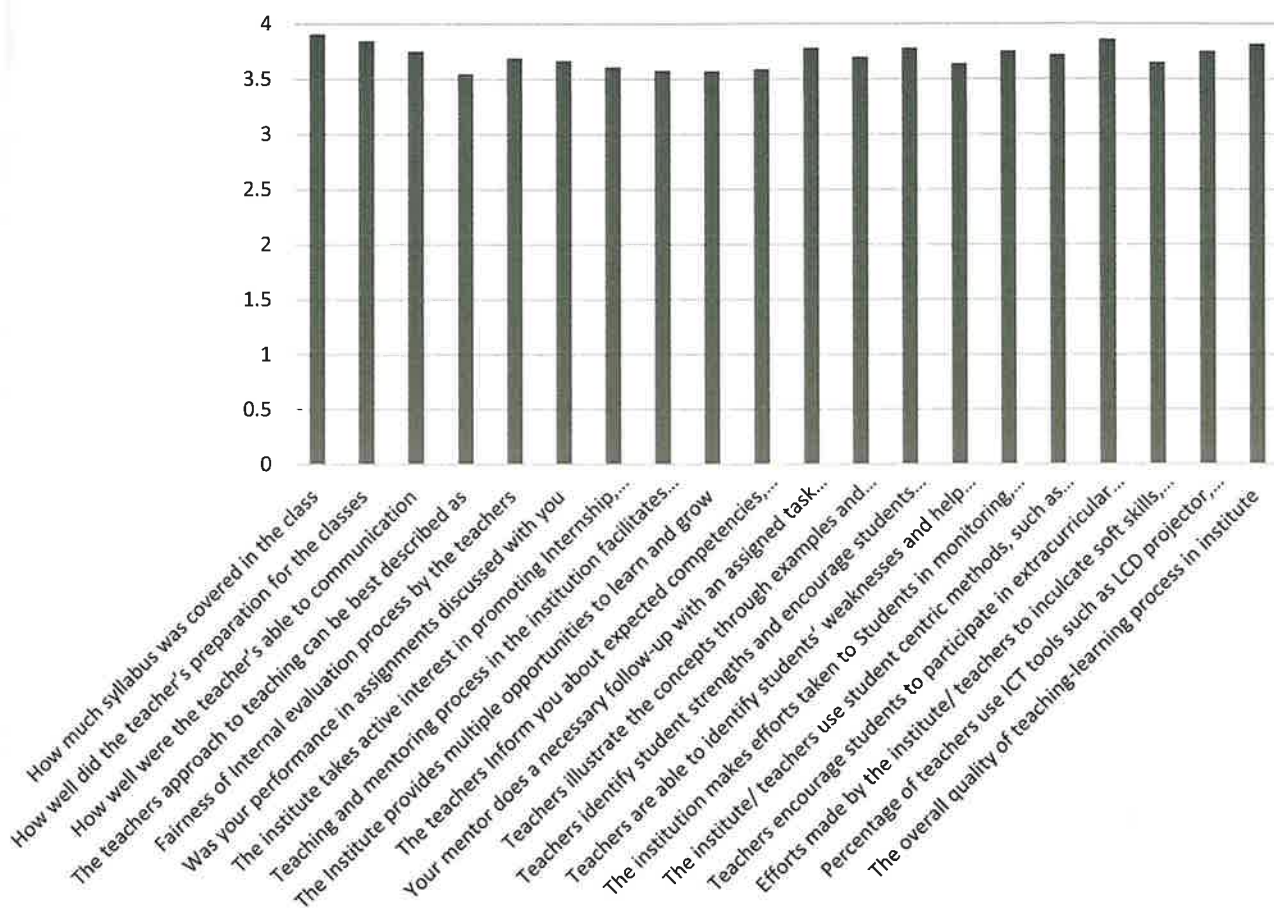
- 4 – Strongly agree
  - 3 – Agree
  - 2 – Neutral
  - 1 – Disagree
  - 0 – Strongly disagree
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.
- 4 – To a great extent
  - 3 – Moderate
  - 2 – Somewhat
  - 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)

**GITAM: Analysis of the Student Satisfaction Survey**

<b>S. No</b>	<b>Description</b>	<b>Average Score</b>
1	How much syllabus was covered in the class	3.91
2	How well did the teacher's preparation for the classes	3.85
3	How well were the teacher's able to communication	3.75
4	The teachers approach to teaching can be best described as	3.55
5	Fairness of Internal evaluation process by the teachers	3.69
6	Was your performance in assignments discussed with you	3.67
7	The institute takes active interest in promoting Internship, student exchange, field visit opportunities	3.61
8	Teaching and mentoring process in the institution facilitates you in cognitive, social and emotional growth	3.58
9	The Institute provides multiple opportunities to learn and grow	3.57
10	The teachers Inform you about expected competencies, course outcomes and programme outcomes	3.59
11	Your mentor does a necessary follow-up with an assigned task to students	3.78
12	Teachers illustrate the concepts through examples and applications	3.7
13	Teachers identify student strengths and encourage students with providing right level of challenges	3.78
14	Teachers are able to identify students' weaknesses and help students to overcome them.	3.64
15	The institution makes efforts taken to Students in monitoring, review and continuous quality improvement of the teaching learning process.	3.75
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	3.72
17	Teachers encourage students to participate in extracurricular activities	3.86
18	Efforts made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make students ready for the world of work	3.65
19	Percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	3.75
20	The overall quality of teaching-learning process in institute	3.82

**2.7.1 - Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design its own questionnaire)**

**Analysis of the Student Satisfaction Survey Average Score**



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 20/01/25  
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