

## Student Satisfaction Survey

A student satisfaction survey was conducted separately for each class,:

### Process

- The students who were regular for the academic sessions were considered for feedback session
- A feedback form with 13 questions was prepared based on the model feedback form given by the NAAC.
- Class wise session was conducted and feedback forms distributed to each student present in the under the supervision of teacher.
- Teacher explained the concept of each question to the students understand so that they can give a fair feed
- All the filled in feedback forms were evaluated question wise and following is the summary

### Satisfaction level

- Around 85% of the students of B. Com, Accounting & Finance (A&F) course are satisfied with completion of syllabus, preparedness of teacher for the lecture, the way of communication, students centric teaching. And all students given satisfactory feedback about extra-curricular activities, activities on skills development
- Few students around 1% to 2% give given specific suggestions about a particular subject teacher regarding conduction of more practical examples, better interpersonal relation
- All most all the students of Bachelor in Management Studies (BMS) course gave satisfactory feedback about all the teachers, they are satisfied with the facilities in the college and extracurricular activities
- 100% of the students of Bachelor of Commerce (B. Com) have satisfactory feedback on all the teachers with an exception of a teacher in the subject accounts for one class and only 80% students were satisfied with the teaching of that teacher

**sample of feedback form**  
**NCRD's Sterling College of Arts, Comm. & Science, Nerul**  
**Student Satisfaction Survey Dec. 2018**

**Guidelines for Students**

The students have to respond to all the questions given in the following format with your sincere effort and thought. Your identity will not be revealed.

**Note:- Give score in the range of 0 to 4**

a) Class: **FYBAF** (First Semester)                      b) Gender: \_\_\_\_\_

- 1 How much of the syllabus was covered (completed) in the class?  
 4 – 85 to 100%    3 – 70 to 84%  
 2 – 55 to 69%    1– 30 to 54%  
 0 –Below 30%

Subjects	Accounts	Cost Acct	F. M	BC	F. C	Comm.	Eco.
Score							

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

- 4 –Thoroughly    3 – Satisfactorily  
 2 – Poorly    1 – Indifferently  
 0 – Won't teach at all

Subjects	Accounts	Cost Acct	F. M	BC	F. C	Comm.	Eco.
Score							

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

Subjects	Accounts	Cost Acct	F. M	BC	F. C	Comm.	Eco.
Score							

4. Fairness of the internal assessment process by the teachers.

- 4 – Always fair    3 – Usually fair  
 2 – Sometimes unfair                                      1 – Usually unfair  
 0– Unfair

Subjects	Accounts	Cost Acct	F. M	BC	F. C	Comm.	Eco.
Score							

5. The college takes active interest in promoting internship/Industrial Visit/field visit.

4 – Regularly   
 2 – Sometimes   
 0– Never

3 – Often   
 1 – Rarely

6. The Class teacher and subject teachers help you in your social and emotional growth.

4 – Significantly   
 2 – Moderately   
 0– Not at all

3 – Very well   
 1 – Marginally

7. The college provides multiple opportunities to learn and grow.

4 – Strongly agree   
 2 – Neutral   
 0– Strongly disagree

3 – Agree   
 1 – Disagree

8 . The teachers illustrate the subject concepts through examples and practical applications.

4 – Every time  
 2 – Occasionally/Sometimes  
 0 – Never

3 – Usually  
 1– Rarely

Subjects	Accounts	Cost Acct	F. M	BC	F. C	Comm.	Eco.
Score							

9. The teachers identify your strengths and weaknesses and help you accordingly.

4 – Every time   
 2 – Occasionally/Sometimes   
 0 – Never

3 – Usually   
 1 – Rarely

10. The teachers use student centric methods of teaching, such as, participative learning and problem solving methodologies for enhancing learning experiences.

4 – To a great extent  
 2 – Somewhat  
 0 – Not at all

3 – Moderate  
 1 – Very little

Subjects	Accounts	Cost Acct	F. M	BC	F. C	Comm.	Eco.
Score							

11. Teachers encourage you to participate in extracurricular activities.

4 – Strongly agree   
 2 – Neutral   
 0 – Strongly disagree

3 – Agree   
 1 – Disagree

12. Efforts are made by the college to develop soft skills, life skills and employability skills to make you ready for the world of work.

4 – To a great extent

3 – Moderate

2 – Somewhat   
0 – Not at all

1 – Very little

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

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_