

STUDENT SATISFACTION SURVEY (SSS)

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

Student Satisfaction Survey

(Key Indicator 2.7.1)

Under Criteria II on Teaching – Learning and Evaluation

2.7.1 STUDENT SATISFACTION SURVEY

About the survey:

Student's email id and Mobile numbers are submitted to NAAC as per protocol. The survey will be administered by NAAC, for which progressively batches of students in random order will receive email and SMS to authenticate themselves before receiving the survey link. The survey to be attempted by students promptly after activation and with utmost sincerity and integrity. The questionnaire will use the Likert type scale, which means that replies will be graded on a range of 0 to 4, with 4 representing the most positive response and 0 representing the most negative one. The survey score is part of the second of seven NAAC criteria, Teaching-Learning and Evaluation. The questionnaire includes numerous aspects of the teaching-learning process. Questions range from specific teaching skills to the teacher's overall attitude to the educational process. The questionnaire includes information about the teacher's specific talents, such as subject knowledge, communication skills, class preparation, and use of ICT resources. The general approach of the teacher and institution towards giving the right environment, motivation, interpersonal relationships, feedback, etc. forms the second major component of the questionnaire. Twenty-one of the questions are objective in nature, while one is open-ended to elicit observations and suggestions for improvement, allowing students to provide comments and criticisms in their own words. The survey will be analysed by NAAC using software that aggregated the replies and generated a score. The score will range from 0 to 4 on a five-point scale and will influence the overall score of the second criteria on Teaching-Learning and Evaluation for BITS Pilani. Responses to the open-ended question would also be collected to determine the most popular suggestions and criticisms derived from the survey. The questions are fixed and are [available at NAAC site](#).

Analysis of questionnaire:

The questionnaire contains twenty objective questions and one open-ended question.

Analysis of objective questions:

There are twenty objective questions, to which students will react on a scale of 4 to 0, with 4 representing the most positive response and 0 representing the most negative one. The mean score for each question will be calculated, and the total average will be determined. This value, which ranges from 4 to 0, represents the average degree of student satisfaction with the institute. This figure, ranging from 4 to 0, will represent the score of the 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:

Students are required to make three observations/suggestions to improve the overall teaching-learning experience at the institution. The analysis would be conducted by collecting the most common proposals from the student answers. This would provide insight into the students' most general expectations, observations, and ideas.



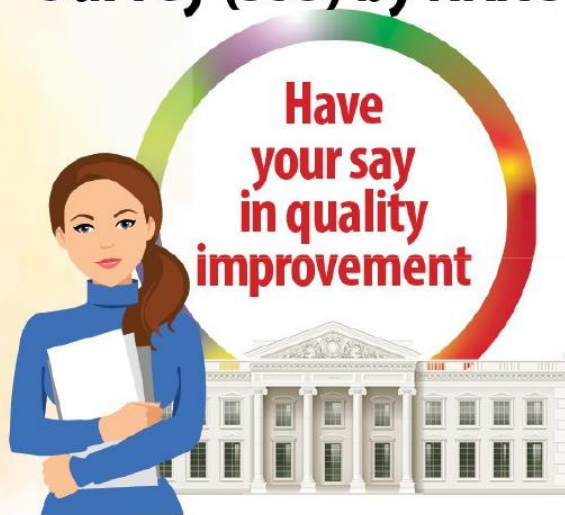
NAAC

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.



Have your say in quality improvement



• 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.

• 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>

• 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.

Student Survey has 30 to 50 weightage 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: Prof. M. S. Dasgupta

Email: iqac_bits@pilani.bits-pilani.ac.in

And/or

NAAC Helpdesk Tel: +91-080-23005192, 193

E-mail: naachelpdesk@gmail.com



View of the survey you will be asked to respond:

National Assessment and Accreditation Council (NAAC)

██████████@pilani.bits-pilani.ac.in [Switch account](#)



* Indicates required question

Email *

Your email

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.

Please confirm this is the first and only time you answer this survey *

Choose

Age *

Your answer