**STUDENT SATISFACTION SURVEY**

QUESTIONNAIRE



**NATIONAL RESOURCE CENTRE FOR EDUCATION**

**NATIONAL INSTITUTE OF EDUCATIONAL PLANNING AND ADMINISTRATION**

**December 2018**

**Declaration**

The objective of Survey is to understand the students’ point of view and satisfaction on some important parameters to guide the future of Higher Education. It is expected to provide accurate information for the good Higher Education system, which is responsive to students. The contents of the Questionnaire will be used purely for research and dissemination of students’ views and will be kept confidential.

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**GENERAL INFORMATION**

Name of the Institution:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

i. State (drop down menu) \_\_\_\_\_\_\_\_\_\_\_\_ ii. College (01) University (02) (one option for tick)

iii. Discipline/ Subject/ Stream (drop down menu)

01. Arts

02. Education

03. Law

04. Home Science

05. Engineering & Technology

06. Medical Science

07. Agriculture & allied

08. Science

09. IT & Computer

10. Language

11. Social Sciences

12. Commerce

13. Management

14. Others

iv. Name of the student \_\_\_\_\_\_\_\_\_\_\_\_\_(generate three digit code) v. Age : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

vi. Gender : M (1) F (2) TG (3)

vii. Course/ Programme: UG (1) PG(2) M. Phil(3) Ph.D(4) Integrated(5)

viii. Year**: I (1) II (2) III (3) IV (4) V(5)**

ix. Semester (if applicable) I (1) II (2)

x. Nationality: Indian (1) Others (2)

xi. Social Category : GEN (1) OBC (2) SC (3) ST (4)

xii. Religion : Hindu (1) Muslim (2) Sikh (3) Christian (4) Buddhist (5) Jain (6) Other (7)

xiii. Management type: Govt. (1) Govt. Aided (2) Private (3)

xiv. Type of University: State University (1) Central University (2) Private University (3)

xvi. Total fees paid per Annum (drop down menu): Less than 2 thousand (1) 2-5 thousand (2) 5-10 thousand (3) 10-20 thousand (4) 20-50 thousand (5) 50- 1 Lakh (6) 1Lakh & above (7)

**1. SOCIO – ECONOMIC BACKGROUND**

**1.1 Family Details:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Give code**1-Illiterate 2-Literate but up to primary3- Above primary & up to secondary education (X Class)4- Above secondary and up to graduate5-Post Graduate and above  | **Give code**1- Professional/ Technical2- Administrative/ Managerial3- Clerical4- Sales & Services5-Farming & related6- Laborer | **Give code**1-Government employee2-Private employee3- Self employed | **Give code**1-Less than 5 thousand 2-5-10 thousand3-10-20 thousand4.20-50 thousand5. 50 thousand & above |
|  | **Level of Education** | **Occupation** | **Nature of employment** | **Income (Per month)** |
| **Father** |  |  |  |  |
| **Mother** |  |  |  |  |

**1.2 Medium of Instruction:**

**School: College presently studying**

* English English
* Hindi Hindi
* Regional Language (specify) Regional Language (specify)

**1.3 Place of education up to secondary level (Class X):** Rural school (1) Urban school (2)

**2. ADMISSION**

**2.1 Why did you choose the college? Near to home (1) Reputation (2) Affordability of fee (3) No other option available (4)**

**2.2. How much satisfied are you with the admission process of your institution?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No** | **Roles** | **Highly Dissatisfied**  | **Dissatisfied** | **Partially Satisfied** | **Satisfied** | **Highly Satisfied** |
| a. | Availability of Information in prospectus or institution website |  |  |  |  |  |
| b. | Guidance in the choice of subjects in institution |  |  |  |  |  |
| c. | Fees Payment Procedure |  |  |  |  |  |
| d. | Fair selection criteria in admission |  |  |  |  |  |

**3. TEACHERS**

**3.1. How much are you satisfied with your teachers?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No** | **Roles** | **Highly Dissatisfied**  | **Dissatisfied** | **Partially Satisfied** | **Satisfied** | **Highly Satisfied** |
| a. | Subject Knowledge |  |  |  |  |  |
| b. | Teaching Ability |  |  |  |  |  |
| c. | Regularity/ Punctuality |  |  |  |  |  |
| d. | Fair as evaluator/examiner |  |  |  |  |  |
| e. | Mentor / Role Model and Guide |  |  |  |  |  |

**4. TEACHING METHODS, EXAMINATION AND GRADUATE OUTCOME**

**4.1. What is your satisfaction on teaching methods/techniques used in your institution?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No** | **Methods** | **Highly Dissatisfied**  | **Dissatisfied** | **Partially Satisfied** | **Satisfied** | **Highly Satisfied** |
| a. | Lectures |  |  |  |  |  |
| b. | ICT Based Teaching (PPT/videos etc.) |  |  |  |  |  |
| c. | Extra coaching/ classes |  |  |  |  |  |
| d. | Seminars/Group Discussion |  |  |  |  |  |
| e. | Assignments / Project work  |  |  |  |  |  |
| f. | Practical classes (If applicable in your subject) |  |  |  |  |  |

**4.2. Are you satisfied with the examinations and evaluation process in your institution?**

| **Sl. No** | **Methods** | **Highly Dissatisfied**  | **Dissatisfied** | **Partially Satisfied** | **Satisfied** | **Highly Satisfied** |
| --- | --- | --- | --- | --- | --- | --- |
| a. | The pattern of Question Papers |  |  |  |  |  |
| b. | Practical / External Viva Examinations (If applicable in your subject) |  |  |  |  |  |
| c. |  Internal evaluation  |  |  |  |  |  |
| d | External evaluation (If applicable in your subject) |  |  |  |  |  |
| e. | Timely Declaration of Results |  |  |  |  |  |
| f | Grading / Marking System |  |  |  |  |  |
| g. | Reassessment / Re-evaluation Process  |  |  |  |  |  |

**4.3. How do you evaluate yourself regarding satisfaction from your institution?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No** | **Self-Assessments** | **Highly Dissatisfied**  | **Dissatisfied** | **Partially Satisfied** | **Satisfied** | **Highly Satisfied** |
| a. | Level of Knowledge Gained |  |  |  |  |  |
| b. | Skills Gained (Life /Soft /Practical) |  |  |  |  |  |
| c. | Employability |  |  |  |  |  |

**5. CAMPUS LIFE AND GOVERNANCE OF STUDENTS**

**5.1. Are you satisfied with the campus facilities available on your campus?**

| **Sl. No** | **Particulars** | **Highly Dissatisfied**  | **Dissatisfied** | **Partially Satisfied** | **Satisfied** | **Highly Satisfied** |
| --- | --- | --- | --- | --- | --- | --- |
| a. | Library  |  |  |  |  |  |
| b. | Laboratory  |  |  |  |  |  |
| c. | Sports and games |  |  |  |  |  |
| d. | Smart classrooms |  |  |  |  |  |
| e. | Toilets |  |  |  |  |  |
| f. | Drinking Water |  |  |  |  |  |
| g. | Hostel |  |  |  |  |  |
| h. | Canteen  |  |  |  |  |  |
| i. | Transport Facility  |  |  |  |  |  |
| j. | Medical Facility |  |  |  |  |  |
| k. | Banking facility/ ATM |  |  |  |  |  |
| l. | Supportive Campus for Differently Abled |  |  |  |  |  |
| m. | Earn While You Learn Facility |  |  |  |  |  |
| n. | Common Room |  |  |  |  |  |
| o. | Student’s Grievance Redressal Cell |  |  |  |  |  |
| p. | Cleanliness of the campus |  |  |  |  |  |

**5.2. Are you satisfied with the institutional governance?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No** | **Particulars** | **Highly Dissatisfied**  | **Dissatisfied** | **Partially Satisfied** | **Satisfied** | **Highly Satisfied** |
| a. | Timely response to your application |  |  |  |  |  |
| b. | Information Services/Easy Access to Officials |  |  |  |  |  |
| c. | Cooperation of Administrative/Support/ Security Staff |  |  |  |  |  |
| d. | Institutional Leadership |  |  |  |  |  |

**6. SKILLS AND EMPLOYABILITY**

**6.1. Are you satisfied with the initiatives taken by your institution for enhancing the employability of the course?**

| **Sl. No** | **Particulars** | **Highly Satisfied** | **Satisfied** | **Partially Satisfied** | **Dissatisfied** | **Highly Dissatisfied** |
| --- | --- | --- | --- | --- | --- | --- |
| a. | Career Counseling |  |  |  |  |  |
| b. | Placement Cell |  |  |  |  |  |
| c. | Training and Internship |  |  |  |  |  |

**7. ENHANCING STUDENTS CAPABILITIES**

**7.1. Are you satisfied with the opportunities in your institution to enhancing the capabilities?**

| **Sl. No** | **Opportunities in Your Institution** | **Highly Dissatisfied**  | **Dissatisfied** | **Partially Satisfied** | **Satisfied** | **Highly Satisfied** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. | Discussion in the Classroom |  |  |  |  |  |
| 2. | Activities Like Theatre, Art, Painting, Music |  |  |  |  |  |
| 3. | Sports and Games |  |  |  |  |  |
| 4. | Open Discussion on Public Issues |  |  |  |  |  |
| 5. | Interaction With Scholars and Eminent Personalities |  |  |  |  |  |
| 6. | Campus Environment |  |  |  |  |  |
| 7. | Social Outreach Activities (NSS/NCC etc.) |  |  |  |  |  |

**8. STUDENTS REPRESENTATION**

**9.1. Are you satisfied with the democratic environment/atmosphere in your institution?**

| **Sl. No** | **Particulars** | **Highly Dissatisfied**  | **Dissatisfied** | **Partially Satisfied** | **Satisfied** | **Highly Satisfied** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. | Student Representation in Departmental Committees and Bodies |  |  |  |  |  |
| 2. | Fair and regular student Body Elections |  |  |  |  |  |
| 3. | Student Representation in Cultural /Sports Committees  |  |  |  |  |  |
| 4. | Functioning of the Student Alumni Association. |  |  |  |  |  |

**9. POLICY AWARENESS**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Awareness | Yes (1) | No (2) |
| a. | Whether student council election is held? |  |  |
| b. | Are you aware of Anti-Ragging cell in your institution? |  |  |
| c. | Are you aware of Sexual Harassment cell in your institution? |  |  |
| d. | Are you aware of IQAC (Internal Quality Assurance Cell) in your institution? |  |  |
| e.  | Are you aware of Equal Opportunity Cell in your institution? |  |  |
| f. | Whether option for SWAYAM / MOOC / Online Courses exists in your institution? |  |  |
| g. | Are you aware of Credit System (CBCS) in your institution? |  |  |
| h. | Are you aware of Student Counseling Centre in your institution? |  |  |
| i. | Do you want student elections to be held in your institution? |  |  |

**10. VIEWS / PROBLEMS**

**10.1 Which is the most serious problem in your institution? (Tick only one)**

i. Admission process (1)

ii. Quality of teachers (2)

iii. Examination system (3)

iv. Syllabus updating (4)

v. Governance in your institution (5)

vi. Technological up gradation (6)

vii. Practical skill/ knowledge (7)

**11. RESEARCH CULTURE & ENVIRONMENT**

**11.1 Are you satisfied with the research environment in your institution? (To be filled by M.Phil/ Ph.D students)**

| **Sl. No** | **Methods** | **Highly Dissatisfied**  | **Dissatisfied** | **Partially Satisfied** | **Satisfied** | **Highly Satisfied** |
| --- | --- | --- | --- | --- | --- | --- |
| a. | Research facility |  |  |  |  |  |
| b. | Research Culture |  |  |  |  |  |
| c. | Support to Students for Getting Patent Rights (If applicable) |  |  |  |  |  |
| d. | Quality of supervision/ guide |  |  |  |  |  |
| e. | Quality of coursework |  |  |  |  |  |
| f. | Timely disbursement of scholarship |  |  |  |  |  |