

Students Satisfaction Survey

The students Satisfaction survey (SSS) questionnaires have been given in the SSR. However, this reflects only the teaching-m learning aspects.

Other aspects of institutional operations and performance also need to be assessed, especially where student's satisfaction is concerned. For this students Satisfaction is useful tool.

All the efforts of teachers and the institution to make learning to make learning a meaningful process can be considered impactful only to the extent students perceive it to be meaningful. Their satisfaction level is decided by the kinds of experiences they undergo, the extent of the "comfort" feeling as well as intellectual stimulation provide. Their feedback significantly showcases the actual quality of teaching learning process enabling identification of the strengths of teaching as well as the possible improvements. Student satisfaction, thus is a direct indicator of the effectiveness of teaching learning in the institution to capture this aspect from every student; however, every HEI can resort to a sample survey on a formalized basis to capture this significant feature. This is the reason the revised assessment framework of NAAC adopts survey of student satisfaction.

Sample of Students Satisfaction Survey

1. Will you recommend this college to others?

A. Yes

B. No

2. Are you satisfied with the teaching staff and their teaching methods?

A. Extremely satisfied

B. Very satisfied

C. Satisfied

D. Neutral

E. Dissatisfied

F. Very dissatisfied

G. Extremely dissatisfied

3. How satisfied are you with the facilities provided by the college?

A. Extremely satisfied

B. Very satisfied

C. Satisfied

D. Neutral

E. Dissatisfied

F. Very dissatisfied

G. Extremely dissatisfied

4. Was it easy to obtain the necessary resources from the college library?

A. Yes

B. No

5. Is it easy to obtain the necessary resources from the college library?

A. Yes

B. No

6. Do you feel it is easier to register for different courses within the college?

A. Extremely satisfied

B. Very satisfied

C. Satisfied

D. Neutral

E. Dissatisfied

F. Very dissatisfied

G. Extremely dissatisfied

7. How satisfied are you with the cleanliness and variety of food items available in the canteen?

A. Extremely satisfied

B. Very satisfied

C. Satisfied

D. Neutral

E. Dissatisfied

F. Very dissatisfied

G. Extremely dissatisfied

8. How supportive were the faculty members?

A. Extremely supportive

B. Very supportive

C. Supportive

D. Neutral

E. Unsupportive

F. Very unsupportive

G. Extremely unsupportive

9. Are you satisfied with the teaching staff and their teaching practices?

A. Yes

B. No

10. Do you think faculty and support staff at the college was helpful?

- A. Very helpful**
- B. Helpful**
- C. Neither helpful nor unhelpful**
- D. Unhelpful**
- E. Very unhelpful**

11. How likely are you to continue attending this college next year?

- A. Extremely likely**
- B. Very likely**
- C. Somewhat likely**
- D. Not so likely**
- E. Not at all likely**

12. How satisfied are you with the accommodation?

- A. Extremely satisfied**
- B. Very satisfied**
- C. Satisfied**
- D. Neutral**
- E. Dissatisfied**
- F. Very dissatisfied**
- G. Extremely dissatisfied**

13. Given a chance, are you willing to pursue another course at the college?

- A. Definitely, Yes**
- B. Probably, Yes**
- C. Probably, No**
- D. Definitely, No**
- E. Can't say**

14. Do you think your siblings or friends will be benefited by studying at this college?

- A. Definitely, Yes**
- B. Probably, Yes**
- C. Probably, No**
- D. Definitely, No**
- E. Can't say**

15. How about your overall experience with this college?

- A. Extremely satisfied**

B. Very satisfied

C. Satisfied

D. Neutral

E. Dissatisfied

F. Very dissatisfied

G. Extremely dissatisfied

16. What do you think about extracurricular activities?

A. They are too few

B. They are just right

C. I was overwhelmed with the number

17. Do you think that the college takes enough measures to curb racial and ethnic bias?

A. Definitely, Yes

B. Probably, Yes

C. Probably, No

D. Definitely, No

E. Can't say

20. Please provide us with additional feedback on areas that need improvement

Comment --

Colleges conduct surveys to fulfill specific objectives. These questions can be used by colleges to conduct surveys or polls for taking feedback from the students and to understand the areas needing improvement.

Benefits of a college survey

Running college surveys primarily benefits three parties – the students, teachers, and the college. Here are the benefits.

Student benefit: The College gives students a chance to express themselves. They provide feedback about their main pain points. Institutes collect feedback about the course, the faculty, the campus, student readiness, and other topics to improve the students learning experience.

College benefit: Based on the feedback received, colleges take steps to step up their education game. They understand the pain points of students and work towards improving facilities and functions to benefit students, teachers, and finally themselves.

Teacher benefit: Teachers get direct feedback from students and know exactly what they need to do to improve their performance. Feedback on the curriculum and the teaching approach helps teachers connect in a better way with the students.

Campus safety surveys:

When students are staying within the campus, their safety is a primary concern for colleges. Therefore, from time to time, the college administration and security department conduct a short campus safety survey to understand the fears of students, blind spots, and safety measures on the campus. Knowing these things allows the college administration and security personnel to offer a safe and healthy college environment.

Faculty and administration surveys:

Like students, professors, faculty members, instructors, and other teaching staff also face challenges and garner expectations. Understanding these expectations and undertaking efforts to remove obstacles and meet their expectations results in increasing their productivity leading to job satisfaction. A short survey questionnaire or a poll play a significant role in gathering feedback on issues and expectations

Coursework evaluation surveys:

Colleges give similar importance to both what to teach and how to teach. Course evaluation and improvement surveys conducted to evaluate courses allow administrators and faculty members to either update the course in the coming semester or replace it. A more in-depth insight into the curriculum allows developing a robust criterion for evaluating the course.

College concern committee analysis this questionnaire and put it before CDC committee. It form a action taken team. Lastly action taken report submitted to next.CDC meeting.