



**SJBIT**

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Sri Adichunchanagiri Shikshana Trust ®

# **SJB Institute of Technology**



(A Constituent of BGS & SJB Group of Institutions and Hospitals)

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## **Student Satisfaction Survey**

**Key Indicator - 2.7.1**

**Under Criterion II of Teaching – Learning and Evaluation**

**2021 - 2022**

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Student Satisfaction Survey is conducted every year to know about the students' perception about Teaching – Learning and Evaluation, which will help to upgrade the quality of process followed in our institution.

In Student satisfaction survey there would be twenty one questions all over and out of which, twenty questions would be objective type and one question provides opportunity for the students to give their observations / suggestions in a descriptive way to improve the overall teaching – learning experience in our institution.

The questionnaire covers a wide array of skills involved in the teaching process which vary from teaching skills of the teacher, technical knowledge, effectiveness of communication, preparedness, doubt clearing skills and use of ICT, to overall approach to the educational process like motivation, interpersonal relationships, feedback, dynamically modifying teaching methodology to help weak students etc.,

The email ids of 564 students in the institution currently pursuing the degree were acquired for all the UG and PG programmes. In this process the Questionnaire were sent to that mail ids of 578 students in Microsoft team forms. This fetched response from 578 students was recorded and performance of stakeholders were analyzed with regards to the feedback provided

End analysis of the survey is done using excel software which will aggregate the response and generate the score of student satisfaction survey.

Inference from the feedback is analyzed thoroughly by the appellate authorities and corrective measures are implemented.

# 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

SJB institute of Technology 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) MPhil   
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's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

## Student Satisfaction Survey on 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 Satisfactorily    3 –    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

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 – Some what    1 – Very little    0 – Not at all disagree

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 – Neutral    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)

## Summary of the Survey

### Programme wise student participation in the survey

Sl.No	Name of the Programme	No .of. Students Participated
1.	B.E – Computer Science and Engineering	133
2.	B.E – Information Science and Engineering	84
3.	B.E – Electrical and Communication Engineering	52
4.	B.E – Electrical and Electronic Engineering	171
5.	B.E - Civil Engineering	53
6.	B.E – Mechanical Engineering	67
7.	Master of Business Administration	02



## Teaching – Learning and Evaluation

Sl.No	Description	Average
1	Syllabus covered in the class	3.54
2	Teachers preparation for the classes	3.33
3	Teachers communication	3.44
4	Teaching approach	3.03
5	Internal evaluation process by the teachers	3.43
6	Discussion of Students performance in assignments	3.30
7	Internship, student exchange, field visit opportunities	2.99
8	Teaching and mentoring process to facilitates cognitive, social and emotional growth	3.06
9	Multiple opportunities to learn and grow	3.08
10	Information about expected competencies, course outcomes and programme outcomes	3.35
11	Mentor follow-up with an assigned task to students	3.35
12	Teachers illustrate the concepts through examples and applications.	3.35
13	Teachers identify student strengths and encourage students with providing right level of challenges	3.13
14	Teachers are able to identify students' weaknesses and help students to overcome them	3.00
15	Efforts taken to Students in monitoring, review and continuous quality improvement of the teaching learning process.	3.16

16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	3.21
17	Teachers encourage students to participate in extracurricular activities	3.09
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	3.25
19	Percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	3.46
20	The overall quality of teaching-learning process in institute	3.25

## Action Taken Report (Sample)

Sl.No	Feedback/Verbatim Response	Action Taken
1	Technology updates are needed	Certificate courses introduced by Ethotech solution and training is provided by same every semester
2	Need more quality time in Alumini Interaction.	Number of Alumni Meets is increased and it had been converted into a periodical activity within a year
3	Need Increase in core placement	Steps taken to More MOUs signed with core companies and more students attending internships /inplant trainings in companies in core domain
5	More Industry Related activities	More Industry oriented and Industry supported Laboratory being setup
5	More Co Curricular activities that should include latest trends in technology are required	Special Workshops and with hands on Sessions done periodically to address this