

ONLINE STUDENT SATISFACTION SURVEY QUESTIONNAIRE

National Assessment and Accreditation Council (NAAC) Learner Satisfaction Survey

Guidelines for Learners

NAAC (National Assessment and Accreditation Council), a body of the UGC is conducting a Learner Satisfaction Survey regarding Teaching-learning and Evaluation in your University. This will help us to upgrade the quality of Higher Education in the country.

There are a total of 21 questions in the survey. Of these the first 20 questions are MCQ type where you are expected to select the most appropriate choice. Question 21 is open ended wherein you are expected to give your honest opinion on the University in terms of its strengths and weaknesses and suggestions for its improvement.

Please provide your personal details here:

Name : _____

Age: _____

Gender: (Male / Female / Transgender) : _____

Name of the University you are enrolled with: _____

The programme of study you are enrolled in: _____

Level of the programme: _____

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 question no. 21 should be your honest opinion on the University in terms of its strengths and weaknesses and suggestions for its improvement.

Answer the following questions based on your experience in the institution you are enrolled with

1. Induction program conducted by the Learner Support Centre, where you are studying was useful

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

2. The study material for the programme was comprehensive and easy to understand with useful illustrations of concepts and examples

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

3. The assignments were very useful in grasping of the content given in the Study Material

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

4. The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to you

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

5. The academic counsellors are qualified and were well prepared for conducting the counseling sessions scheduled at the Learner Support Centre

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

6. The University adheres to schedule of admissions and term end examinations.

- 4– Strongly Agree ☐
- 3–Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

7. The counselling sessions organized at the Learner Support Centre helped you to clear doubts and keep you on track

- 4– Strongly Agree ☐
- 3–Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

8. The learner centric methods used by the institution to promote learning, enhanced your problem solving skills, employability skills, life skills and made you ready for the world of work

- 4– Strongly Agree ☐
- 3–Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

9. Online services provided to you were easily accessible and useful.

- 4– Strongly Agree ☐
- 3–Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

10. The internal assessment through assignments was fair and timely

- 4– Strongly Agree ☐
- 3–Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

11. Your queries were promptly addressed by the institution

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

12. The term end examination was conducted fairly and the sanctity of the examination was maintained

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

13. The results of term end examinations were declared timely

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

14. The academic program which you are pursuing, has all the requisite academic content to achieve the expected competency

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

15. Electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling.

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐

- 1– Disagree ☐
- 0– Strongly disagree ☐

16. The grievance redressal mechanism of the University was effective

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

17. The University website/mobile app gave useful information

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

18. The study material was available in digital form

- 4– Strongly Agree ☐
- 3– Agree ☐
- 2– Neutral ☐
- 1– Disagree ☐
- 0– Strongly disagree ☐

19. You are receiving the Self Learning Materials(Printed blocks/modules) on regular basis

- 4 – Complete set of material
- 3 – 75% of the material
- 2 – 50% of the material
- 1– 25% of the material
- 0 – None of the material

20. How will you rate the overall teaching-learning experience in the institution?

- 4– Excellent ☐
- 3– Very Good ☐
- 2– Good ☐
- 1– Satisfactory ☐
- 0– Unsatisfactory ☐

21. a) Please give your honest opinion on the university in terms of its strengths and weaknesses

b) Please give suggestions for the improvement of the University
