



ST. ANNE'S COLLEGE OF ENGINEERING AND TECHNOLOGY

Approved by AICTE, New Delhi. Affiliated to Anna University, Chennai

Accredited by NAAC

ANGUCHETYPALAYAM, PANRUTI – 607 106.

2.7.1 STUDENT SATISFACTION SURVEY ON OVERALL INSTITUTIONAL PERFORMANCE



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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

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.

A) Please confirm this is the first and only time you answer this survey.

- a) Yes b) No

B) Department:

C) Year of Study:

D) Gender: a) Female b) Male

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)



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Criterion II – Teaching–Learning and Evaluation Student

Satisfaction Survey on Teaching Learning Process

Following are questions for online student satisfaction survey regarding 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

3 – Satisfactorily

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, and field visit Opportunities for students

4 – Regularly

3 – Often

2 – Sometimes

1 – Rarely

0 – Never



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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 to

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



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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 – Somewhat
- 1 – Very little
- 0 – Not at all

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 – Somewhat
- 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)
- c)


Dr. R. AROKIADASS, M.E., Ph.D.,
Principal,
St. Anne's College of Engineering & Technology,
ANGUCHETTYPALAYAM,
Srinagar (Post), Panruti (T.k),
Cuddalore (Dist), Pin: 607 110.



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REPORT ON SATISFACTION SURVEY ON TEACHING-LEARNING PROCESS FOR THE ACADEMIC YEAR 2024-2025

The Student Satisfaction Survey on the Teaching-Learning Process was conducted at St Anne's College of Engineering and Technology during the Academic Year 2024-2025 to gather valuable feedback from Undergraduate (UG) students across all years. The survey aimed to assess students' satisfaction levels regarding various aspects of their teaching and learning experiences throughout their academic journey. By systematically identifying strengths and areas for improvement, that can refine the teaching-learning process and create a more enriching experience. Google forms with the link have been designed and are circulated among all the students. The feedback was collected in anonymous mode. The responses have been carefully analysed and appropriate action plan has been prepared by the academics team of the institute to enhance the quality of Teaching Learning Process.

Objective of the Survey

- **Assess Teaching Effectiveness:** To evaluate the effectiveness of teaching methods employed by faculty members, including the clarity of instruction, student engagement, and the integration of innovative teaching techniques.
- **Evaluate Course Content:** To assess students' perception of the relevance, adequacy, and comprehensiveness of course content that satisfies their academic and career goals.
- **Measure faculty Performance:** To gather insights into student's perception of faculty member's performance, focusing on approachability, responsiveness to questions, and overall support for students' learning.
- **Access Assessment Methods:** To measure student satisfaction with the evaluation processes used in the course (e.g., exams, assignments, projects), including both process and outcome impartiality, transparency, and alignment with course objectives.
- **Evaluate Academic Support Services:** To identify the effectiveness and availability of academic support services, such as tutoring, counseling, and mentorship.
- **Understand overall Satisfaction:** To understand the overall satisfaction of students with their educational experience, focusing on the teaching-learning process and institutional commitment to their academic success.

Questionnaire:

The questionnaire has been designed with specific focus on curriculum, content delivery, learning resources, faculty performance, assessment methods, support services and overall student satisfaction and support system /infrastructure. The Survey consisted of a well-structured questionnaire, comprising various aspects of the teaching-learning process.

Analysis:

The questionnaire has been framed based on NAAC guidelines. Students have rated the question in a scale of 0 to 4. Highest positive response is rated as 4 and the lowest negative response is rated as 0. This removes the binary forced approach and provides a more comfortable wider range for students to register their opinion. A student will have to respond to all the questions given in the following format by the Internal Quality Assurance Cell for the year 2024-2025. The results of this survey are attached below based on the response of all the students with her/his sincere effort and thought. This will help to upgrade the quality of education. Her/his identity will not be revealed.

