




Affiliated to IKG-PTU (Kapurthala) & Approved by AICTE (New Delhi)

Criterion II – Teaching–Learning and Evaluation

Student Satisfaction Survey on Teaching Learning Process


Director
CT Institute of Mgt.& IT
Jalandhar



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Table of Content

SR NO.	CONTENT
1	Introduction
2	Questionnaire
3	No. of Participants
4	Students Satisfaction Survey-Report Analysis

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Introduction

CT Institute of Management & IT, Maqsudan, Jalandhar, regularly administers the Student Satisfaction Survey (SSS) to evaluate and analyze students' viewpoints regarding teaching, learning, institutional performance, infrastructure, and their welfare. The survey holds significant participation of students in improving the quality of education within the institution. The survey primarily employs a questionnaire comprising total 19 questions out of which 18 were choice based/objective-type and 1 question was open ended questions that cover various aspects such as teacher communication, mentor responsiveness, ICT-based education, industrial visits, internships, and more. To guarantee anonymity, students' identities are kept confidential throughout the survey process. All currently enrolled undergraduate and postgraduate students, totaling approximately 764 individuals, were invited to participate. Within this group, around 258 students voluntarily responded anonymously, ensuring objectivity throughout the entire process.

The questionnaire was distributed through a WhatsApp group using the following link:
<https://forms.gle/btFmtMwZANsBbUZL6>. A total of 258 out of the 764 students responded to the Survey, and their responses were duly recorded.

Details of Participants

Total Number of students in Academic year 2023-24	Students participated
764	258

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Student Satisfaction Survey on Teaching Learning Process

Following are questions for online student satisfaction survey regarding teaching learning process.

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has four responses, choose the most appropriate one.
- The response to the qualitative question no. 20 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)

* Indicates required question

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

Mark only one oval.

☐ YES

☐ NO

2. B) Gender: *

Mark only one oval.

☐ MALE

☐ FEMALE

3. C) Course Name *

4. D) Semester: *

5. E) University Roll. No.: *

6. 1. How much of the syllabus was covered in the class? *

Mark only one oval.

☐ 85 to 100%

☐ 70 to 84%

☐ 55 to 69%

☐ 30 to 54%

7. 2. How well did the teachers prepare for the classes? *

Mark only one oval.

☐ Well Planned

☐ Informative

☐ Satisfactory

☐ Indifferently

8. 3. How well were the teachers able to communicate? *

Mark only one oval.

☐ Effective

☐ Sometimes effective

☐ Satisfactory

☐ Ineffective

9. 4. The teacher's approach to teaching can best be described as *

Mark only one oval.

- ☐ EXCELLENT
☐ GOOD
☐ SATISFACTORY
☐ FAIR

10. 5. Fairness of the internal evaluation process by the teachers. *

Mark only one oval.

- ☐ ALWAYS FAIR
☐ USUALLY FAIR
☐ SOMETIMES UNFAIR
☐ USUALLY UNFAIR

11. 6. Was your performance in assignments discussed with you? *

Mark only one oval.

- ☐ EVERYTIME
☐ USUALLY
☐ OCASIONALLY
☐ RARELY

12. 7. The institute takes active interest in promoting internship, student exchange, *
field
visit opportunities for students

Mark only one oval.

- ☐ REGULARLY
☐ OFTEN
☐ SOMETIMES
☐ RARELY

13. 8. The teaching and mentoring process in your institution facilitates you in *
cognitive, social
and emotional growth.

Mark only one oval.

- ☐ VERY WELL
☐ SIGNIFICANTLY
☐ MODERATELY
☐ marginally

14. 9. The institution provides multiple opportunities to learn and grow *

Mark only one oval.

- ☐ ALWAYS
☐ USUALLY
☐ PERIODICALLY

15. 10. Teachers inform you about your expected competencies, course outcomes and program outcomes. *

Mark only one oval.

- ☐ EVERYTIME
☐ USUALLY
☐ OCASSIONALLY
☐ RARELY

16. 11. Your mentor does a necessary follow-up with an assigned task to you *

Mark only one oval.

- ☐ ALWAYS
☐ USUALLY
☐ OCASSIONALLY
☐ RARELY

17. 12. The teachers illustrate the concepts through examples and applications. *

Mark only one oval.

- ☐ ALWAYS
☐ USUALLY
☐ OCASSIONALLY
☐ RARELY

18. 13. Teachers are able to identify your weaknesses and help you to overcome them. *

Mark only one oval.

- ☐ ALWAYS
☐ USUALLY
☐ OCASSIONALLY
☐ RARELY

19. 14. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. *

Mark only one oval.

- ☐ ALWAYS
☐ USUALLY
☐ OCASSIONALLY
☐ RARELY

20. 15. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences *

Mark only one oval.

- ☐ STRONGLY AGREE
☐ AGREE
☐ Neutral
☐ Disagree

21. 16. Teachers encourage student to participate in extracurricular activities. *

Mark only one oval.

- ☐ TO A GREAT EXTENT
☐ MODERATE
☐ SOMEWHAT
☐ VERY LITTLE

22. 17. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. *

Mark only one oval.

- ☐ Above 91%
☐ 71 - 90%
☐ 51 - 70%
☐ 30 - 50%

23. 18. The overall quality of teaching-learning process in your institute is very good.

Mark only one oval.

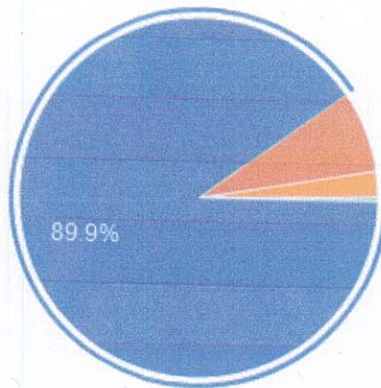
- ☐ EXCELLENT
☐ GOOD
☐ SATISFACTORY
☐ FAIR

24. 19. Give any two suggestions to improve teaching learning process *

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Students Satisfaction Survey-Report Analysis

Sr No.	Question	Remarks	
1	How much of the syllabus was covered in the class?	1. 85-100%	232
		2. 70 to 84%	19
		3. 55 to 69%	6
		4. 30 to 54%	1

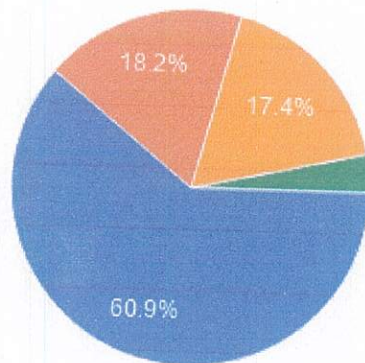


- 85 to 100%
- 70 to 84%
- 55 to 69%
- 30 to 54%

Sr No.	Question	Remarks	
2.	How well did the teachers prepare for the classes?	1. Well Planned	157
		2. Informative	47
		3. Satisfactory	45
		4. Indifferently	9

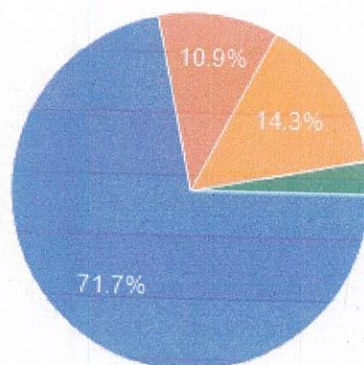
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- Well Planned
- Informative
- Satisfactory
- Indifferently

Sr No.	Question	Remarks	
3.	How well were the teachers able to communicate?	1. Effective	185
		2. Satisfactory	37
		3. Sometimes effective	28
		4. Ineffective	8

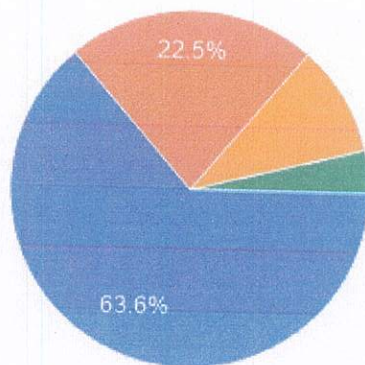


- Effective
- Sometimes effective
- Satisfactory
- Ineffective

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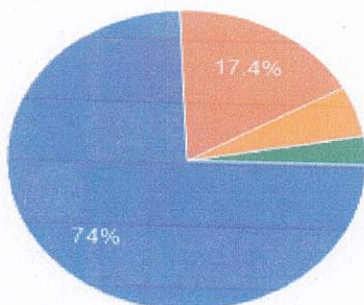
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Sr No.	Question	Remarks	
4.	The teacher's approach to teaching can best be described as	1. Excellent	164
		2. Good	58
		3. Satisfactory	26
		4. Fair	10



● EXCELLENT
● GOOD
● SATISFACTORY
● FAIR

Sr No.	Question	Remarks	
5.	Fairness of the internal evaluation process by the teachers.	1. Always Fair	191
		2. Usually Fair	45
		3. Sometimes Unfair	14
		4. Usually Unfair	08

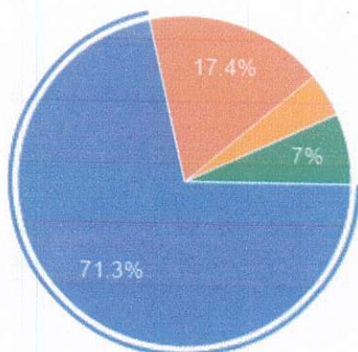


● ALWAYS FAIR
● USUALLY FAIR
● SOMETIMES UNFAIR
● USUALLY UNFAIR

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Sr No.	Question	Remarks	
6.	Was your performance in assignments discussed with you?	1. EVERYTIME	184
		2. USUALLY	45
		3. OCASIONALY	11
		4. RARELY	18

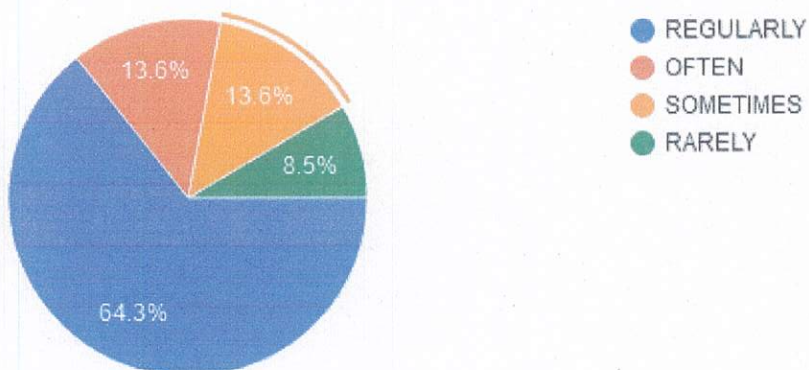


● EVERYTIME
● USUALLY
● OCASIONALY
● RARELY

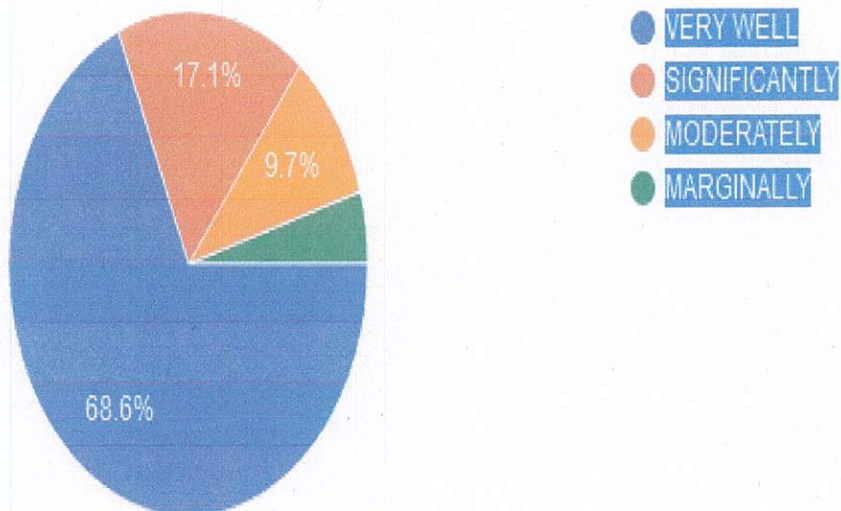
Sr No.	Question	Remarks	
7.	The institute takes active interest in promoting internship, student exchange, fieldvisit opportunities for students	1. REGULARLY	166
		2. OFTEN	35
		3. SOMETIMES	35
		4. RARELY	22

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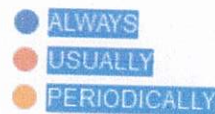
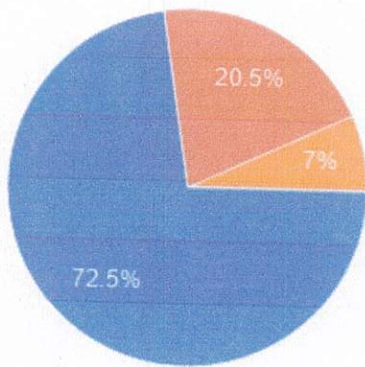
Sr No.	Question	Remarks	
8.	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	1. VERY WELL	177
		2. SIGNIFICANTLY	44
		3. MODERATELY	25
		4. marginally	12



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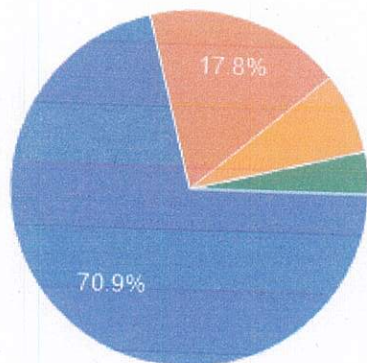
Sr No.	Question	Remarks	
9.	The institution provides multiple opportunities to learn and grow	1. ALWAYS	187
		2. USUALLY	53
		3. PERIODICALLY	18



Sr No.	Question	Remarks	
10.	Teachers inform you about your expected competencies, course outcomes and program outcomes.	1. EVERYTIME	183
		2. USUALLY	46
		3. OCASSIONALLY	19
		4. RARELY	10

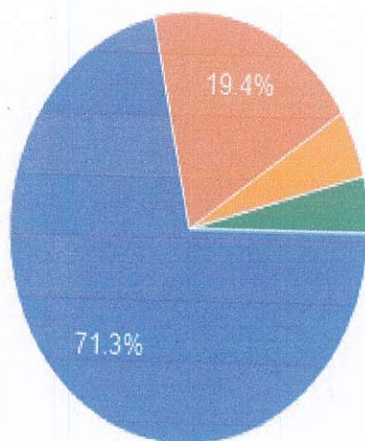
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● EVERYTIME
● USUALLY
● OCASSIONALLY
● RARELY

Sr No.	Question	Remarks	
11.	Your mentor does a necessary follow-up with an assigned task to you	1. ALWAYS	184
		2. USUALLY	50
		3. OCASSIONALLY	13
		4. RARELY	11

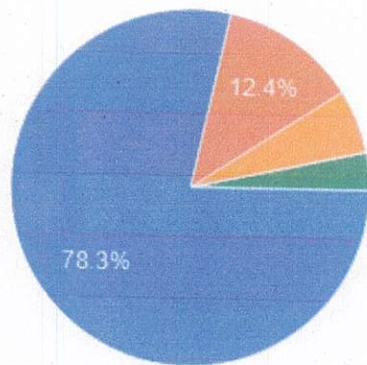


● ALWAYS
● USUALLY
● OCASSIONALLY
● RARELY

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Sr No.	Question	Remarks	
12.	The teachers illustrate the concepts through examples and applications.	1. ALWAYS	202
		2. USUALLY	32
		3. OCASSIONALLY	15
		4. RARELY	9

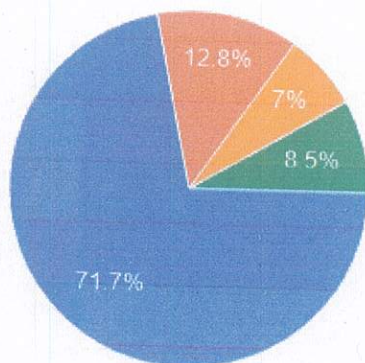


● ALWAYS
 ● USUALLY
 ● OCASSIONALLY
 ● RARELY

Sr No.	Question	Remarks	
13.	Teachers are able to identify your weaknesses and help you to overcome them.	1. ALWAYS	185
		2. USUALLY	33
		3. OCASSIONALLY	18
		4. RARELY	22

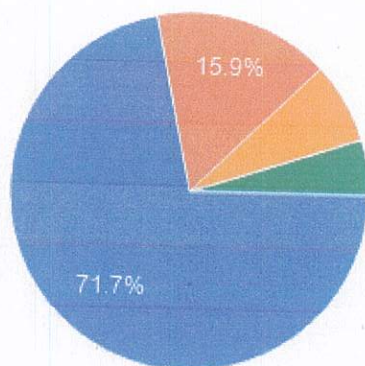
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● ALWAYS
● USUALLY
● OCASSIONALLY
● RARELY

Sr No.	Question	Remarks	
14.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	1. ALWAYS	185
		2. USUALLY	41
		3. OCASSIONALLY	19
		4. RARELY	13

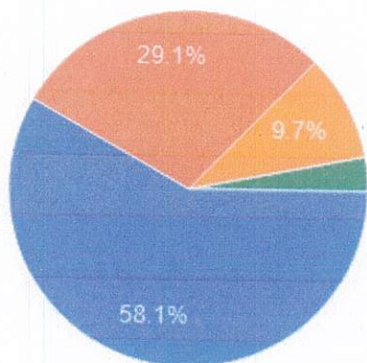


● ALWAYS
● USUALLY
● OCASSIONALLY
● RARELY

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Sr No.	Question	Remarks	
15.	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences	1. STRONGLY AGREE	150
		2. AGREE	75
		3. NEUTRAL	25
		4. DISAGREE	8

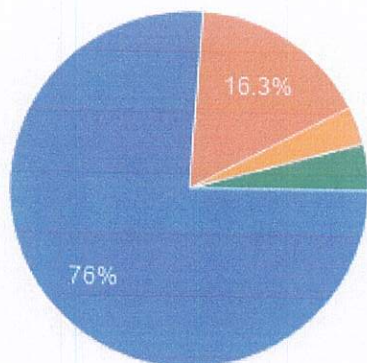


● STRONGLY AGREE
● AGREE
● Neutral
● Disagree

Sr No.	Question	Remarks	
16.	Teachers encourage student to participate in extracurricular activities.	1. TO A GREAT EXTENT	196
		2. MODERATE	42
		3. SOMEWHAT	9
		4. VERY LITTLE	11

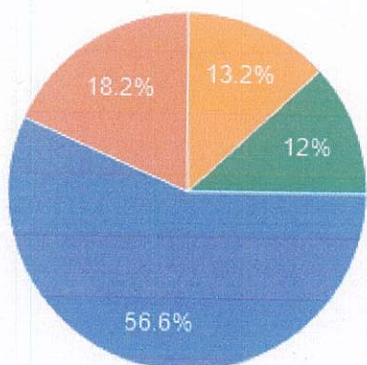
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TO A GREAT EXTENT
MODERATE
SOMEWHAT
VERY LITTLE

Sr No.	Question	Remarks	
17.	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	1. ABOVE 91%	146
		2. 71-90%	47
		3. 51-70%	34
		4. 30-50%	31

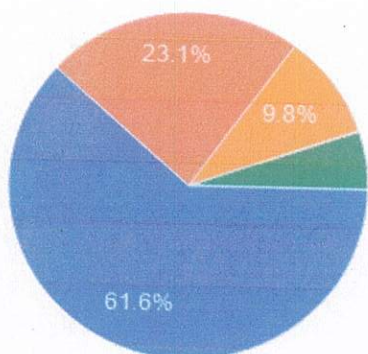


Above 91%
71 - 90%
51 - 70%
30 - 50%

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Sr No.	Question	Remarks	
18.	The overall quality of teaching-learning process in your institute is very good.	1. EXCELLENT	157
		2. GOOD	59
		3. SATISFACTORY	25
		4. FAIR	14



● EXCELLENT
● GOOD
● SATISFACTORY
● FAIR

19. Give any two suggestions to improve teaching learning process

1. Majority of students shows satisfactions for Teaching Learning process, Which indicates positive sign for a institution.
2. Some students expressed need of more practical assignments and job focused lectures emphasizing student's interest for bright future.
3. It is worth noting that some students expressed more need of ICT Tools based education to make teaching leaning more interesting.
4. Some students expressed more discussion on current affairs topics via Debates and seminars which will improve engagement of students.
5. Additionally, a small group of students expressed need of teaching with real time examples and need updation in syllabus with current trends.

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