

**GUIDELINES**  
**FOR**  
**STUDENT SATISFACTION SURVEY**

**Department of Higher and Professional Education**  
**National Resource Centre for Education, NIEPA**

**Under**

**Pandit Madan Mohan Malaviya National Mission on Teachers and Teaching**



**National Institute of Educational Planning and Administration**  
**New Delhi**  
**March 2019**

## **Guidelines**

The objective of Survey is to understand the students' point of view and satisfaction on some important parameters to guide the future of Higher Education. It is expected to provide accurate information for the good Higher Education system, which is responsive to students. The contents of the Questionnaire will be used purely for research and dissemination of students' views and will be kept confidential.

The objective of the guidelines is to ensure the responsibility of the Nodal Officer, college/department Co-ordinators in smooth conduct of survey through the questionnaires. The guidelines present the method of online survey, clarification on the questionnaire and the sample selection of students.

### **Institute**

Institute means a college or PG department or a specialized institution offering bachelor, master or research degree (M Phil or Ph D). Either one, two or all the programmes of study may be offered in the institute. No diploma level institute or students of diploma programme should be considered for the survey. A concurrence of the head of the institute is necessary, verbal or written, for the smooth conduct of the survey.

### **Method of Online Survey**

### **Role of the Nodal Officer**

Nodal Officer is the person who has sent the list of colleges and Co-ordinators of the colleges under her/his initiative and responsibility after the Workshop at NIEPA. It is expected that s/he conducts a meeting of all the College Co-ordinators of the colleges to clarify the guidelines of the online survey. In case the meeting is not possible due to the distance, then Nodal Officer is supposed to convey over the phone the important points of conducting the online survey. The following points are important in the conduct of the survey.

1. Method of Online Survey.
2. Sample Selection of Students in an Institute
3. Clarification on the Questionnaire
4. Selection of the Date/Week for the Conduct of the Survey

### **1. Method of Online Survey**

The questionnaire is to be filled up through an online survey. The student will be required to go to the NIEPA website and on the home page of NIEPA respondent will have to click on SSS online questionnaire. Thereafter online questionnaire main page will open. There is an option of

filling up the questionnaire in English language. However, if the student wants to fill up the questionnaire in any other language (options are limited to few languages) then the bilingual version of the questionnaire (English and the other regional language) will open up. Student may begin to fill up the questionnaire. When the first page of the questionnaire is filled up then only navigation to the next page will take place.

In case, it is not possible to fill up the questionnaire due to internet connectivity or any other reason then it is requested that questionnaire is filled up offline and the printed version is sent to NIEPA by the College Co-ordinator.

## **2. Sample Selection of Students**

It is the initiative and responsibility of the College Co-ordinator to conduct the survey. The College Co-ordinator may facilitate the task of conducting the survey by assigning a teacher the responsibility of conducting the survey. In the conduct of the survey the most important task is to maintain the randomization of sample students. This is necessary to remove any bias in the choice of students. Every institute needs to select 60 students from his/her own institute if the student enrolled in the college is 1000 or less. In case the enrolment of the institute is more than 1000 a College Co-ordinator may increase the sample size of students roughly in the proportion of 10 students per thousand students enrolled in the college in excess of 1000 enrollment. So a college with enrolment of 1500 or 2000 may have a sample size between 65 to 70.

Suppose it is an institution up to bachelor's level only then all 60 students must be from the **final year** of bachelor programme. In case of Universities, having only PG departments, we could take 60 students equally distributed in different disciplines.

If institution is offering programme at bachelor as well as master level, then the 50 students so selected should be from final year of Bachelor Courses and 10 students should be from the final year of Masters Degree. The idea is to take 80 per cent of UG and 20 per cent of the PG sampled students.

Select only students who are regular in attending the classes; it is better to select students with at least 50 per cent of attendance.

A sample selection of students is given as an illustration for a comprehensive arts and humanities, science and commerce and professional college where bachelor and masters program is being conducted. The distribution of 50 students in a bachelor programme may be as follows:

**Table 1 Suggestive selection of students from different streams of Bachelor Program.**

Bachelor Program									
	Arts/ Humanities* (15)			Science (15)			Commerce (10)	Technical/professional courses/any other** (10)	
Subject Stream	Economics	Sociology	Political Science	Physics	Chemistry	Mathematics		B.Tech	B.Ed.
No. of sample students	5	5	5	5	5	5	10	5	5

\* Arts/ Humanities includes language, literature, social science, liberal arts etc.

\*\* Technical/professional courses/any other includes law, B.Ed, Nursing, Pharmacy, B.C.A, BBA etc.

The selection of students should be random. For example, if there are 40 students present in the class and ten sample students have to be chosen. Then from the Attendance Register, Sl. No., 1, 5, 9, 13, 17, 21, 25, 29, 31, 35, 39 students should be chosen. Since the total number of students so selected is 11, one student from beginning or end be omitted. In a similar manner depending upon the size of class the random selection may be maintained by deciding suitable interval. Similar approach should be adopted according to the size of enrolment in a discipline.

If a college is not offering any of the above streams, then the College Co-ordinator can equally distribute the required no. of students (i.e. 50) from the other available disciplines. The simple idea in above illustration is to ensure that students are spread across different streams and sample is not taken from one or two streams only. Any deviation from the illustrated sample is permissible. Similarly for masters program a sample selection of 10 students should be spread as far as possible.

Every teacher is a researcher and understands the importance of random selection. Care should be taken in the number of students at different levels – Bachelors and Masters programme.

### **3. Clarification on the Questionnaire**

Questionnaire is purely objective type and except 2-3 places where name, institution is to be filled up, a student has to tick with the help of cursor. First of all, general information has to be filled up. In the state and discipline there is a system of drop down menu where one option has to be ticked. There should not be any difficulty in filling up the general information. In the item on fees per annum the range is given and appropriate range should be ticked. Next item 1 is socio economic background in which family details such as level of education, occupation, nature of employment and income for father and mother is to be given, based on the information available to a student. Out of the many options student is supposed to tick one option. Then there are questions on admission, teachers, teaching methods, examination and graduate outcome, campus

and governance, skills and employability, capabilities of students, students' representation. Most of the questions relate to satisfaction level of students. Satisfaction level is to be given on 5 point scale. 5 indicate highest level of satisfaction and 1 indicates lowest level of satisfaction. 4 is on higher scale of satisfaction and 2 is on the lower level of satisfaction whereas 3 indicates average level of satisfaction. Students should be advised to tick appropriately based on their experiences in the institutions. The next item is on policy awareness and answer has to be given in yes or no. 10 pertains to the views or problems of students and only one item has to be ticked. An important point to note is that in some institutions some of the facility, etc. may not be available at all. Hence it may not be possible to ascertain the satisfaction level. In such cases the student may tick the option, not available.

#### **4. Focus Group Discussion**

Alongside the filling up of the online questionnaire it is important that the survey also takes into account the thick description on different items of the survey and collects the view point of students through a focus group discussion. It would be excellent if the College Co-ordinators undertakes a focus group discussion preferably from amongst the sample students and sends the report in 1000 words to us. It may be selected as a box item in the report of the survey, if found in order.

As a parallel exercise NIEPA faculty may also like to visit the institute and conduct/ participate in the FGD. **It will be necessary that the survey date is sent to us in advance so that Faculty from our institute can visit on the survey date and conduct/ participate in the FGD.**

Lastly, I would like to convey that conduct of SSS is a task that is much required to understand student's satisfaction and views to guide higher education system in a desirable direction. We would acknowledge your hard work and contribution in the final survey report.

If there is any query regarding the Guidelines and the Survey thereafter, we will be happy to guide you (Sudhanshu Bhushan- 011- 26544844, A. Mathew- 011-26544810; 8851419996 and email id: *nrcss.niepa@gmail.com*).

Sudhanshu Bhushan

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