



Seshadripuram Institute of Commerce
and Management

A Report on Student Satisfaction Survey – 2025-26

Student Satisfaction Survey Academic Year –2025-26

This report presents the findings of the Student Satisfaction Survey (SSS) conducted during the academic year- 2025-26 at Seshadripuram Institute of Commerce and Management, an affiliated college under Bengaluru City University. The aim of the survey was to gather student feedback on various aspects of their academic experience and their learning experience at the college.

The SSS, conducted within the framework of the National Assessment and Accreditation Council (NAAC) guidelines, employs a 4-point Likert-type scale. This scale allows students to rate their satisfaction on a graded scale from 1 (worst) to 4 (best) experience. NAAC uses a numeric score calculated as the overall mean to serve as the key indicator for SSS. This survey demonstrates our commitment to fostering a sensitive environment where student voices are heard and valued.

We would like to extend sincere gratitude to all participating students for their valuable feedback and to the Class counsellors for facilitating this process. All stakeholders - students, faculty, and management are deeply committed to the betterment of the college and to foster a vibrant academic environment. This report is a testament to that commitment.

Collected and analyzed by

IQAC

Seshadripuram Institute of Commerce and Management

Details of the survey

The survey was conducted online via 'Google Form'. This method was chosen due to its familiarity, accessibility and ease. The survey was circulated at the end even semester. The G- form was circulated among all students of the institution studying across first, second and final years from B. Com, BBA programs and first years and second years from BCA

Basic Statistics -

Total number of respondents	422
Total number of female respondents	199
Total number of male respondents	223
B. Com Respondents	269
BBA Respondents	88
BCA Respondents	65

Analysis Structure

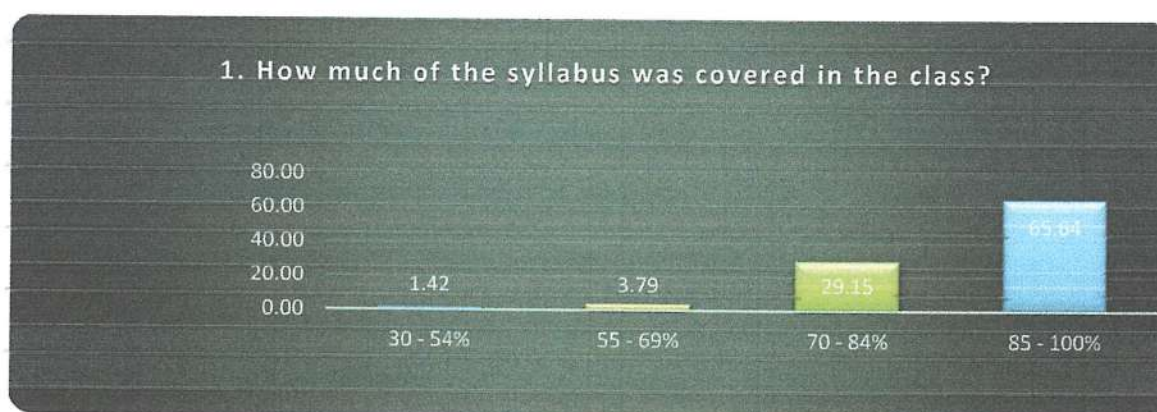
The Student Satisfaction Survey (SSS) questionnaire has been designed in accordance with the NAAC guidelines for conducting the Student Satisfaction Survey. The questionnaire is based on a Likert Scale, wherein the responses are measured on a scale of 1 to 4, with 4 representing the most positive response and 1 representing the most negative response.

The score derived from the survey forms a part of Criterion II – Teaching, Learning and Evaluation, under the key indicator 2.7.1 of the NAAC assessment framework. The questionnaire covers various dimensions of the teaching-learning process, including teaching skills, communication ability, subject knowledge, class preparation, use of ICT tools, mentoring practices, feedback mechanisms, and the overall approach of the institution towards creating a conducive learning environment.

As prescribed by NAAC, the responses collected from students were analyzed by assigning scores from 4 to 1 for each response category. The mean score for each question was calculated, and the overall mean score was derived to determine the satisfaction level of students with respect to the teaching-learning process of the institution. The overall score ranges from 1 to 4 and represents the Student Satisfaction Survey score under Criterion II – Teaching, Learning and Evaluation.

Question wise analysis

1. How much of the syllabus was covered in the class?			
Particulars	% Response	Number of responses	Mean score
30 - 54%	1.42	6	0.01
55 - 69%	3.79	16	0.08
70 - 84%	29.15	123	0.87
85 - 100%	65.64	277	2.63
Total	100.00	422	3.59



For the question on syllabus coverage in the class, the Student Satisfaction Survey results indicate a positive response from students. A majority of the respondents (65.64%) stated that 85–100% of the syllabus was covered, while 29.15% reported coverage between 70–84%. The overall mean score of 3.59 reflects effective and satisfactory completion of the syllabus by the faculty.

2.How well did the teachers prepare for the classes?			
Particulars	% Response	Number of responses	Mean score
Indifferently	2.61	11	0.03
Poorly	6.64	28	0.13
Satisfactorily	69.19	292	2.08
Thoroughly	21.56	91	0.86
Total	100.00	422	3.10

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



For the question on how well the teachers prepared for the classes, the Student Satisfaction Survey results indicate a satisfactory response from students. A majority of the respondents (69.19%) stated that teachers prepared satisfactorily for the classes, while 21.56% felt that the teachers prepared thoroughly. The overall mean score of 3.10 reflects effective preparation and commitment of the faculty towards classroom teaching.

3. How well were the Teachers able to communicate?

Particulars	% Response	Number of responses	Mean score
Generally ineffective	3.08	13	0.03
Just satisfactorily	17.54	74	0.35
Sometimes effective	41.23	174	1.24
Always effective	38.15	161	1.53
Total	100.00	422	3.14

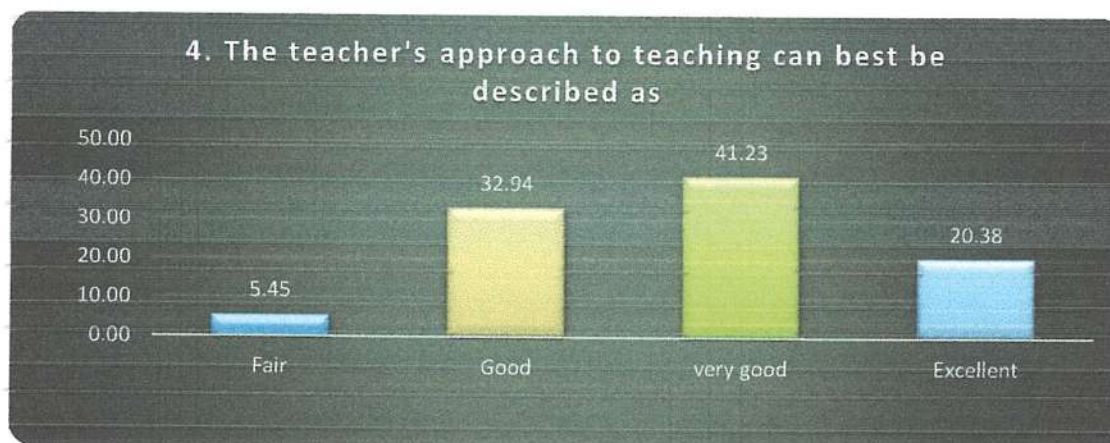
3. How well were the Teachers able to communicate?



For the question on how effectively the teachers were able to communicate, the Student

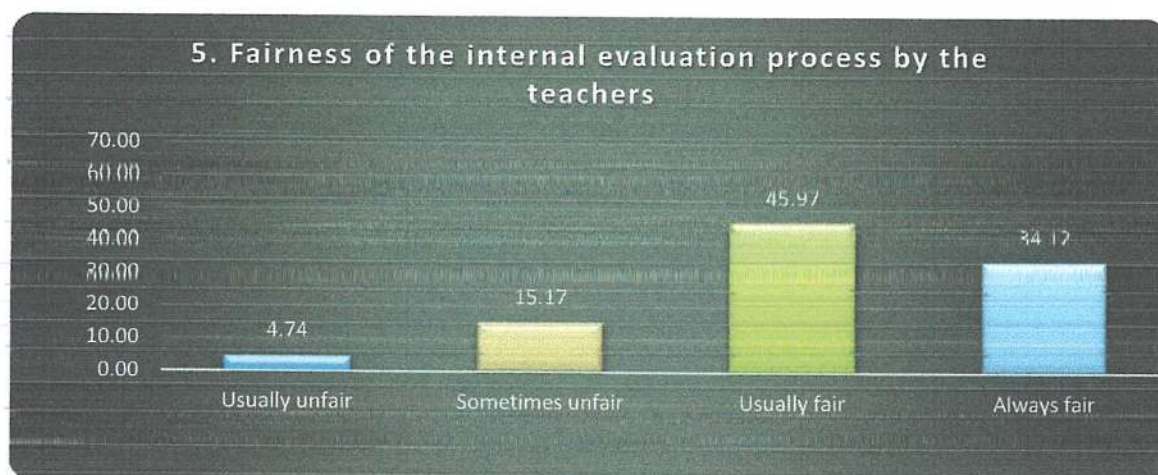
Satisfaction Survey responses reflect a favorable opinion from students. A significant percentage of respondents rated the teachers as sometimes effective (41.23%) and always effective (38.15%) in their communication. The overall mean score of 3.14 indicates that the faculty members were largely successful in ensuring clear and effective communication during classroom teaching.

4.The teacher's approach to teaching can best be described as			
Particulars	% Response	Number of responses	Mean score
Fair	5.45	23	0.05
Good	32.94	139	0.66
very good	41.23	174	1.24
Excellent	20.38	86	0.82
Total	100.00	422	2.77



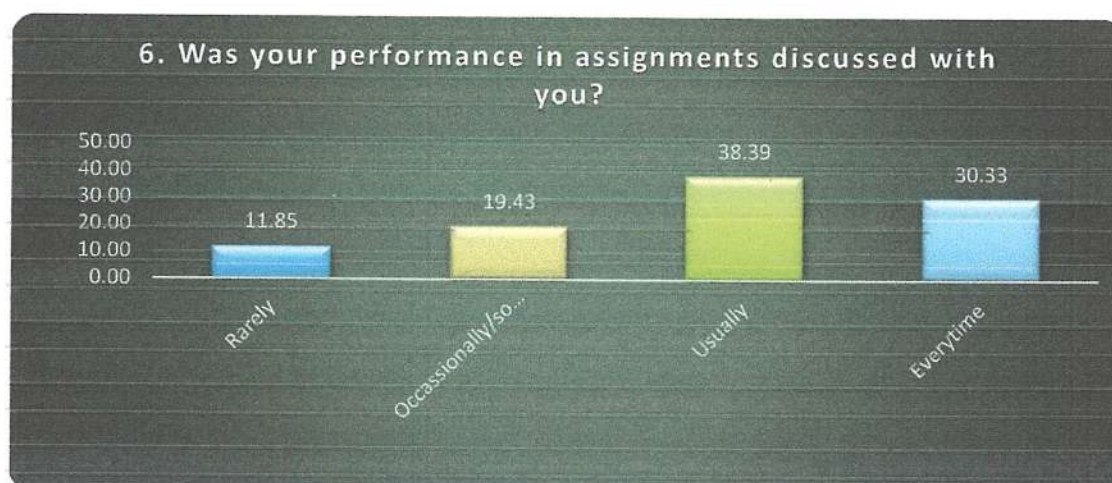
For the question on the teacher's approach to teaching, the Student Satisfaction Survey responses indicate a positive perception among students. A majority of the respondents rated the teaching approach as very good (41.23%) and good (32.94%), while 20.38% rated it as excellent. The overall mean score of 2.77 reflects that the faculty adopted effective and student-friendly teaching approaches in the classroom.

5. Fairness of the internal evaluation process by the teachers			
Particulars	% Response	Number of responses	Mean score
Usually unfair	4.74	20	0.05
Sometimes unfair	15.17	64	0.30
Usually fair	45.97	194	1.38
Always fair	34.12	144	1.36
Total	100.00	422	3.09



For the question on the fairness of the internal evaluation process by the teachers, the Student Satisfaction Survey responses indicate a positive opinion among students. A majority of the respondents stated that the evaluation process was usually fair (45.97%) and always fair (34.12%). The overall mean score of 3.09 reflects transparency, fairness, and consistency in the internal evaluation practices followed by the faculty.

6. Was your performance in assignments discussed with you?			
Particulars	% Response	Number of responses	Mean score
Rarely	11.85	50	0.12
Occasionally/sometimes	19.43	82	0.39
Usually	38.39	162	1.15
Everytime	30.33	128	1.21
Total	100.00	422	2.87



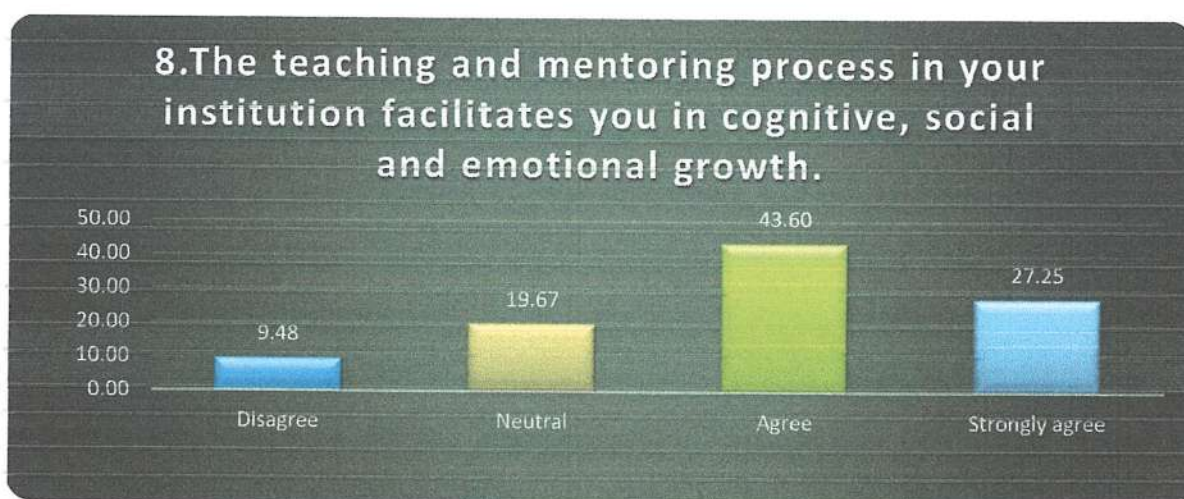
For the question on whether students' performance in assignments was discussed with them, the Student Satisfaction Survey responses indicate a satisfactory level of academic feedback. A majority of the respondents stated that their performance was usually discussed (38.39%) and discussed every time (30.33%). The overall mean score of 2.87 reflects the faculty's consistent efforts in providing feedback and guiding students for academic improvement.

7.The institute takes active interest in promoting internship, student exchange and field visit opportunities for students.			
Particulars	% Response	Number of responses	Mean score
Rarely	14.69	62	0.15
Occasionally/sometimes	19.43	82	0.39
Usually	32.70	138	0.98
Everytime	33.18	140	1.33
Total	100.00	422	2.84



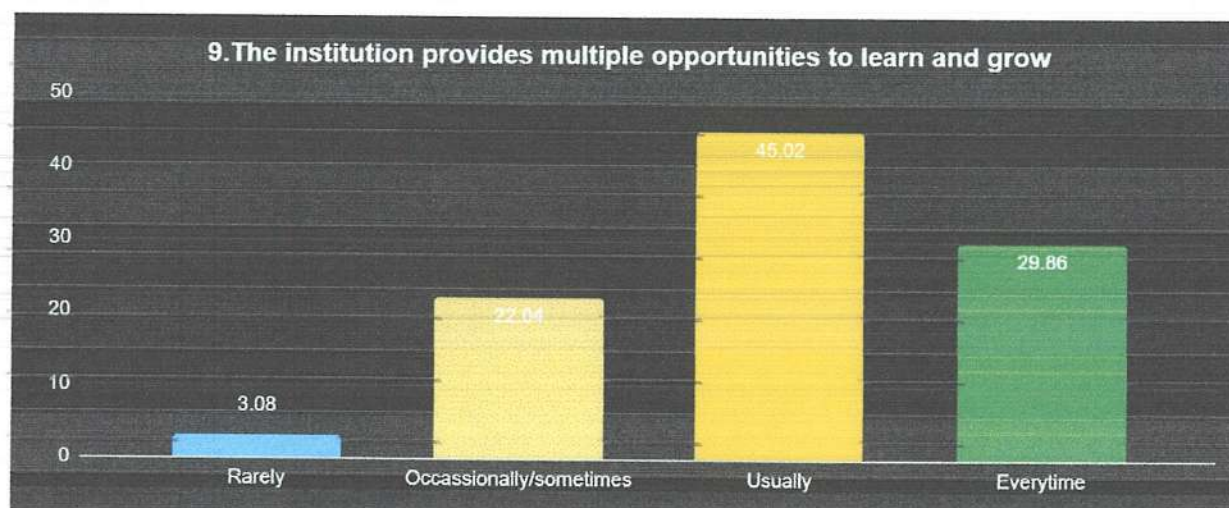
For the question on the institution's active interest in promoting internships, student exchange programs, and field visit opportunities, the Student Satisfaction Survey responses indicate a positive perception among students. A majority of the respondents stated that such opportunities were provided usually (32.70%) and every time (33.18%). The overall mean score of 2.84 reflects the institution's consistent efforts in encouraging experiential learning and exposure beyond the classroom.

8.The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.			
Particulars	% Response	Number of responses	Mean score
Disagree	9.48	40	0.09
Neutral	19.67	83	0.39
Agree	43.60	184	1.31
Strongly agree	27.25	115	1.09
Total	100.00	422	2.89



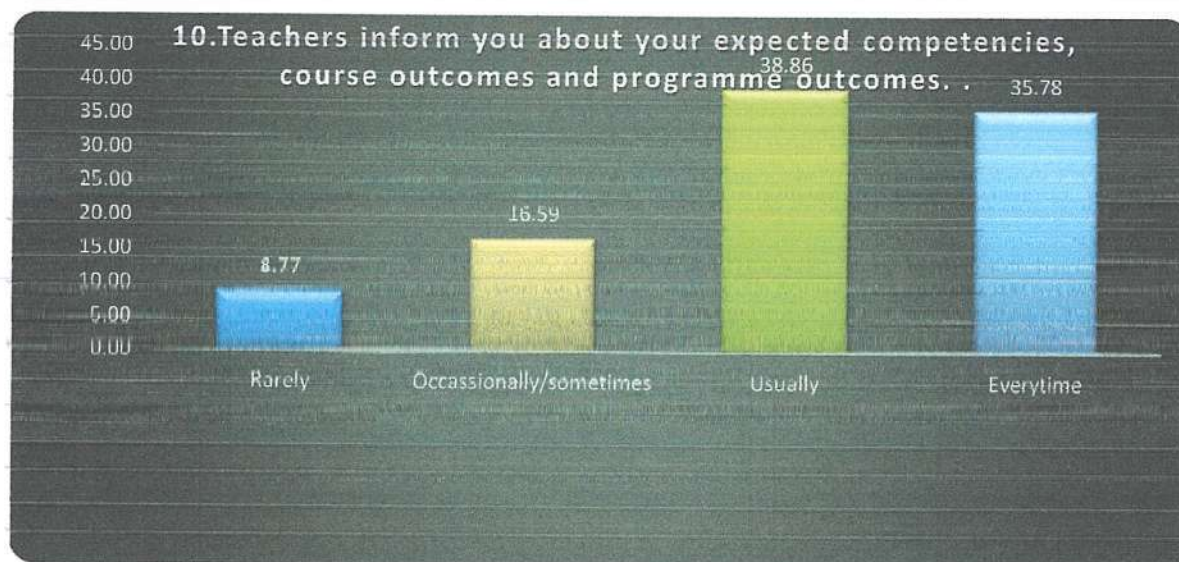
For the question on whether the teaching and mentoring process in the institution facilitated students' cognitive, social, and emotional growth, the Student Satisfaction Survey responses indicate a positive opinion among students. A majority of the respondents agreed (43.60%) and strongly agreed (27.25%) that the institution supported their overall development. The overall mean score of 2.89 reflects the institution's effective teaching and mentoring practices in promoting holistic student growth.

9.The institution provides multiple opportunities to learn and grow			
Particulars	% Response	Number of responses	Mean score
Rarely	3.08	13	0.03
Occasionally/sometimes	22.04	93	0.44
Usually	45.02	190	1.35
Everytime	29.86	126	1.19
Total	100.00	422	3.02



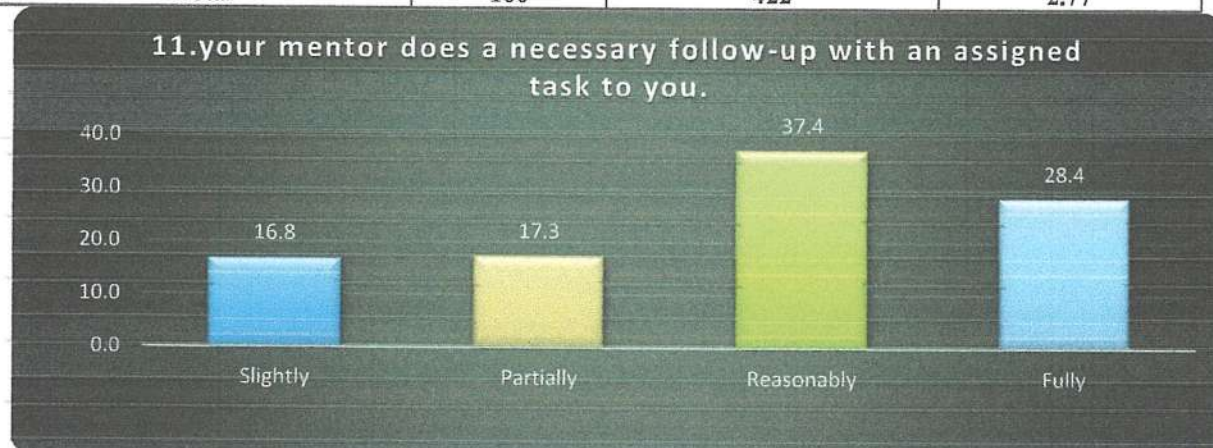
For the question on whether the institution provides multiple opportunities to learn and grow, the Student Satisfaction Survey responses reflect a positive perception among students. A majority of the respondents stated that such opportunities were provided usually (45.02%) and every time (29.86%). The overall mean score of 3.02 indicates the institution's continuous efforts in creating learning opportunities that support student growth and development.

10. Teachers inform you about your expected competencies, course outcomes and program outcomes.			
Particulars	% Response	Number of responses	Mean score
Rarely	8.77	37	0.09
Occasionally/sometimes	16.59	70	0.33
Usually,	38.86	164	1.17
Every time	35.78	151	1.43
Total	100	422	3.02



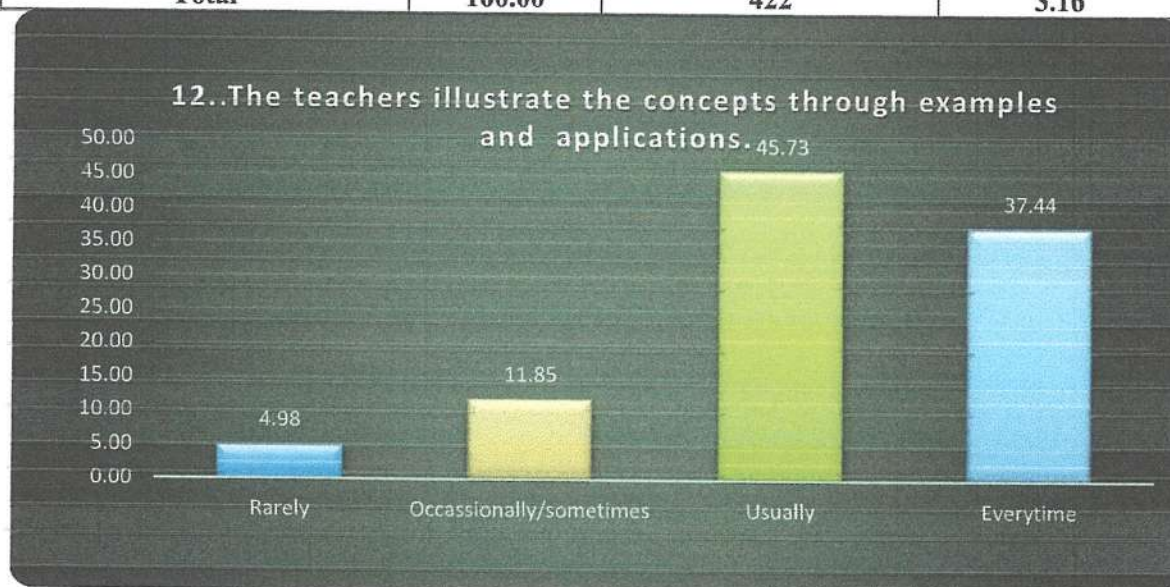
For the question on whether teachers inform students about expected competencies, course outcomes, and program outcomes, the Student Satisfaction Survey responses indicate a positive response from students. A majority of the respondents stated that teachers usually (38.86%) and every time (35.78%) informed them about the learning outcomes and expectations. The overall mean score of 3.02 reflects the faculty's commitment towards creating awareness about academic goals and student competencies.

11.your mentor does a necessary follow-up with an assigned task to you.			
Particulars	% Response	Number of responses	Mean score
Slightly	16.8	71	0.17
Partially	17.3	73	0.35
Reasonably	37.4	158	1.12
Fully	28.4	120	1.14
Total	100	422	2.77



For the question on whether the mentor does the necessary follow-up with assigned tasks, the Student Satisfaction Survey responses indicate a satisfactory level of mentoring support. A majority of the respondents stated that mentors followed up reasonably (37.4%) and fully (28.4%) with assigned tasks. The overall mean score of 2.77 reflects the institution's supportive mentoring system and the faculty's efforts in guiding students effectively.

12. The teachers illustrate the concepts through examples and applications.			
Particulars	% Response	Number of responses	Mean score
Rarely	4.98	21	0.05
Occasionally/sometimes	11.85	50	0.24
Usually,	45.73	193	1.37
Every time	37.44	158	1.50
Total	100.00	422	3.16

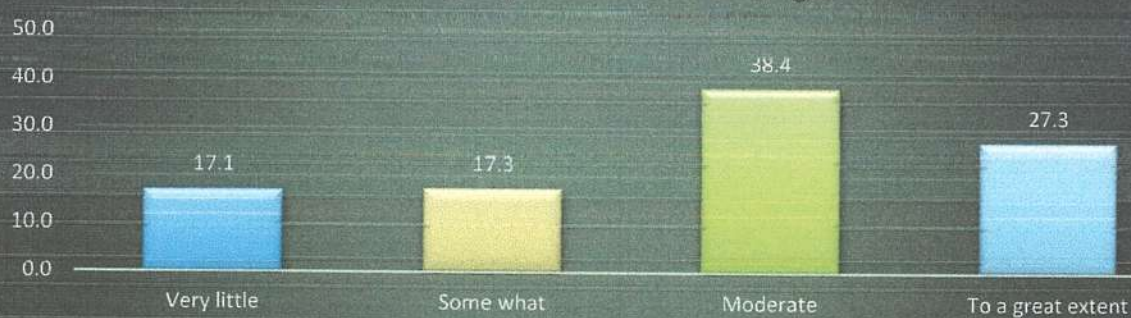


For the question on whether teachers illustrate concepts through examples and applications, the Student Satisfaction Survey responses reflect a positive learning experience among students. A majority of the respondents stated that teachers usually (45.73%) and every time (37.44%) explained concepts using relevant examples and applications. The overall mean score of 3.16 indicates the faculty's effective teaching methods in enhancing conceptual understanding and practical learning.

13.The teachers identify your strengths and encourage you with providing right level of challenges

Particulars	% Response	Number of responses	Mean score
Very little	17.1	72	0.17
Some what	17.3	73	0.35
Moderate	38.4	162	1.15
To a great extent	27.3	115	1.09
Total	100.0	422	2.76

13.The teachers identify your strengths and encourage you with providing right level of challenges



For the question on whether teachers identify students' strengths and encourage them by providing the right level of challenges, the Student Satisfaction Survey responses indicate a supportive academic environment. A majority of the respondents stated that teachers encouraged them to a moderate extent (38.4%) and to a great extent (27.3%). The overall mean score of 2.76 reflects the faculty's efforts in recognizing student potential and motivating them towards academic growth and improvement.

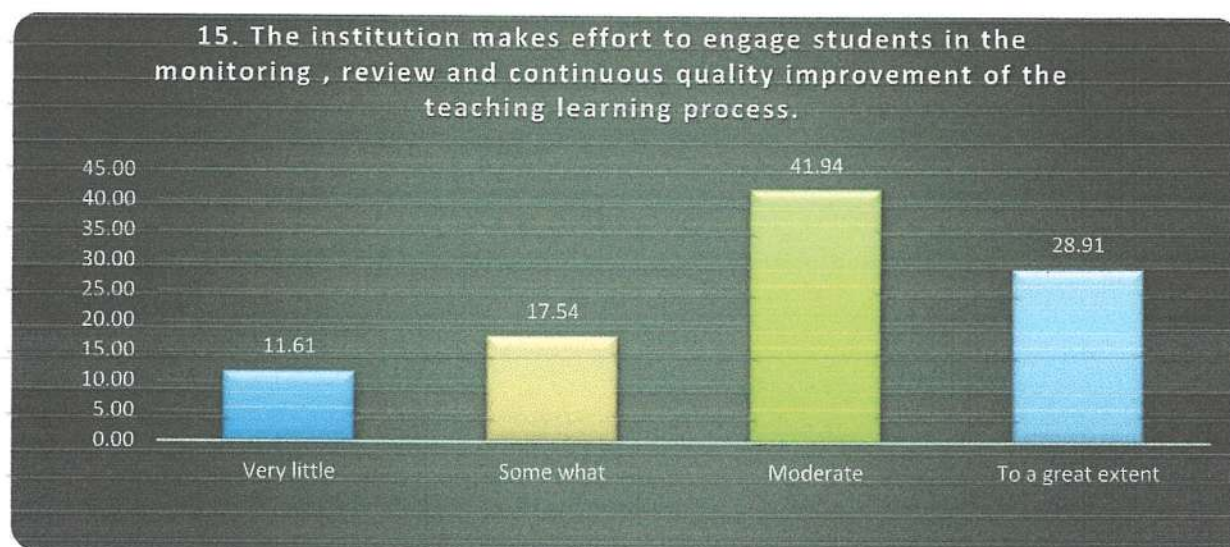
14.Teachers are able to identify your weaknesses and help you to overcome them.

Particulars	% Response	Number of responses	Mean score
Disagree	22.04	93	0.22
Neutral	17.54	74	0.35
Agree	37.91	160	1.14
Strongly agree	22.51	95	0.90
Total	100.00	422	2.61



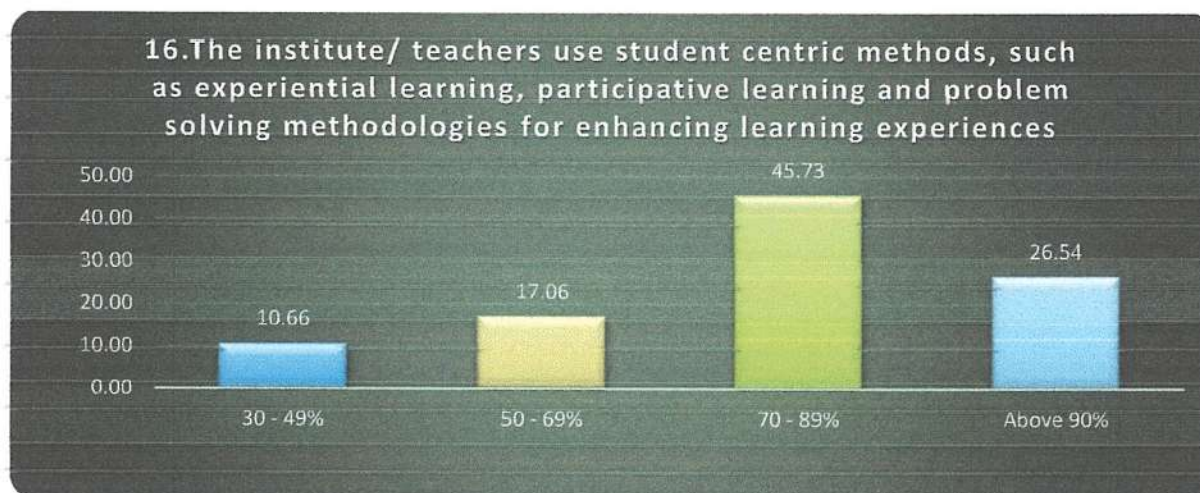
For the question on whether teachers are able to identify students' weaknesses and help them overcome them, the Student Satisfaction Survey responses indicate a satisfactory level of academic support. A majority of the respondents agreed (37.91%) and strongly agreed (22.51%) that teachers assisted them in improving their weaknesses. The overall mean score of 2.61 reflects the faculty's efforts in providing guidance and individual attention to support student development.

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.			
Particulars	% Response	Number of responses	Mean score
Very little	11.61	49	0.12
Some what	17.54	74	0.35
Moderate	41.94	177	1.26
To a great extent	28.91	122	1.16
Total	100.00	422	2.88



For the question on whether the institution makes efforts to engage students in monitoring, review, and continuous quality improvement of the teaching-learning process, the Student Satisfaction Survey responses indicate positive student involvement. A majority of the respondents stated that the institution involved them to a moderate extent (41.94%) and to a great extent (28.91%). The overall mean score of 2.88 reflects the institution's commitment towards participative and quality-oriented teaching-learning practices.

16.The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences			
Particulars	% Response	Number of responses	Mean score
30 - 49%	10.66	45	0.11
50 - 69%	17.06	72	0.34
70 - 89%	45.73	193	1.37
Above 90%	26.54	112	1.06
Total	100.00	422	2.88



For the question on whether the institute and teachers use student-centric methods such as experiential learning, participative learning, and problem-solving methodologies, the Student Satisfaction Survey responses indicate a positive learning experience among students. A majority of the respondents stated that such methods were used between 70–89% (45.73%) and above 90% (26.54%). The overall mean score of 2.88 reflects the institution's focus on adopting learner-centered teaching practices to enhance student engagement and understanding.

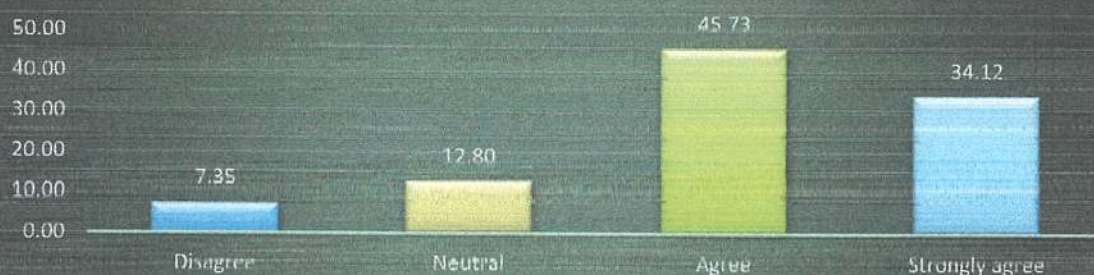
17. Teachers encourage you to participate in extracurricular activities.			
Particulars	% Response	Number of responses	Mean score
Disagree	5.21	22	0.05
Neutral	15.17	64	0.30
Agree	42.18	178	1.27
Strongly agree	37.44	158	1.50
Total	100.00	422	3.12



For the question on whether teachers encourage students to participate in extracurricular activities, the Student Satisfaction Survey responses indicate a positive and encouraging academic environment. A majority of the respondents agreed (42.18%) and strongly agreed (37.44%) that teachers motivated them to take part in extracurricular activities. The overall mean score of 3.12 reflects the faculty's active support in promoting holistic student development beyond academics

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.			
Particulars	% Response	Number of responses	Mean score
Disagree	7.35	31	0.07
Neutral	12.80	54	0.26
Agree	45.73	193	1.37
Strongly agree	34.12	144	1.36
Total	100.00	422	3.07

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.

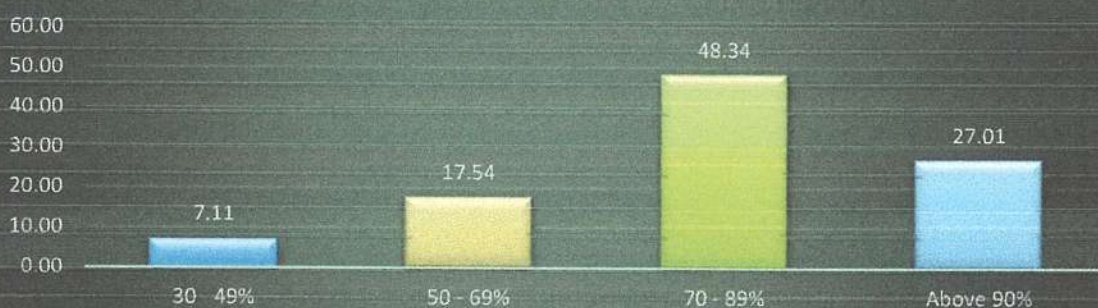


For the question on whether efforts are made by the institute and teachers to inculcate soft skills, life skills, and employability skills, the Student Satisfaction Survey responses indicate a positive perception among students. A majority of the respondents agreed (45.73%) and strongly agreed (34.12%) that the institution focuses on preparing them for the world of work. The overall mean score of 3.07 reflects the institution's commitment towards skill development and career readiness.

19. What percentage of teachers use ICT tools while teaching?

Particulars	% Response	Number of responses	Mean score
30 - 49%	7.11	30	0.07
50 - 69%	17.54	74	0.35
70 - 89%	48.34	204	1.45
Above 90%	27.01	114	1.08
Total	100.00	422	2.95

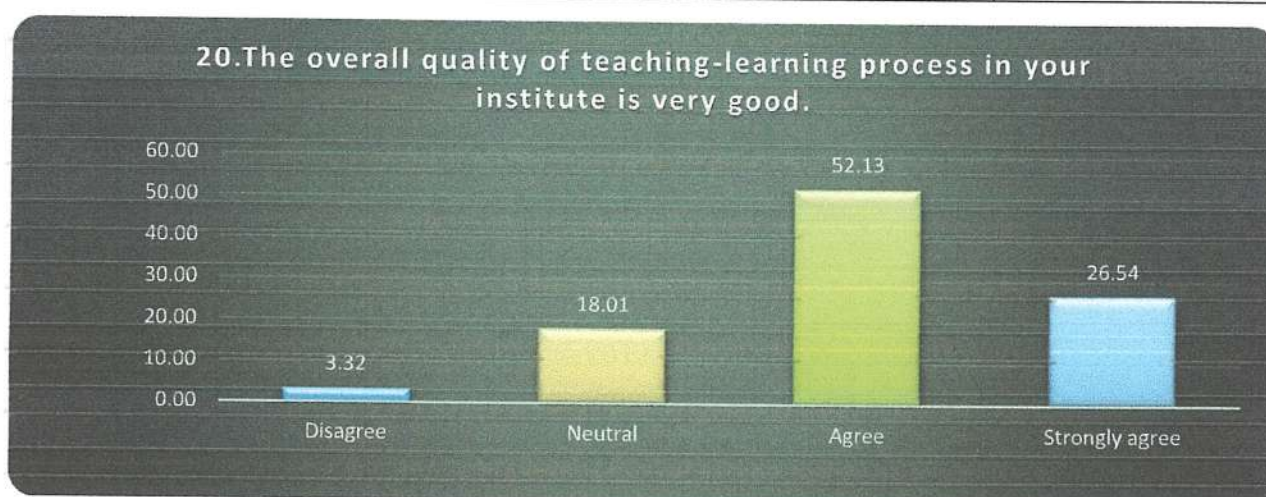
19. What percentage of teachers use ICT tools while teaching?



For the question on the percentage of teachers using ICT tools while teaching, the Student Satisfaction Survey responses indicate effective integration of technology in the teaching-learning process. A majority of the respondents stated that 70–89% (48.34%) and above 90% (27.01%) of teachers used

ICT tools during classroom teaching. The overall mean score of 2.95 reflects the institution's emphasis on technology-enabled and interactive learning practices.

20.The overall quality of teaching-learning process in your institute is very good.			
Particulars	% Response	Number of responses	Mean score
Disagree	3.32	14	0.03
Neutral	18.01	76	0.36
Agree	52.13	220	1.56
Strongly agree	26.54	112	1.06
Total	100.00	422	3.02



For the question on the overall quality of the teaching-learning process in the institute, the Student Satisfaction Survey responses indicate a highly positive perception among students. A majority of the respondents agreed (52.13%) and strongly agreed (26.54%) that the teaching-learning process in the institution is very good. The overall mean score of 3.02 reflects the institution's commitment towards maintaining effective teaching practices and a supportive academic environment.

22. Give three observation / Suggestions to improve the overall teaching- learning experience in your institution.

Teaching–Learning Process

- ✓ Students appreciated the overall teaching quality and supportive faculty.
- ✓ Many students suggested the use of more real-life examples, practical teaching, and case studies for better understanding.
- ✓ Requests were made for interactive and student-centric teaching methods, including group discussions, quizzes, and project-based learning.
- ✓ Some students expressed the need for slower and more detailed explanation of concepts.

Practical Exposure & Skill Development

- ✓ Students recommended increasing industrial visits, workshops, internships, and certification courses.
- ✓ Greater focus on employability skills, communication skills, and industry-oriented learning was suggested.
- ✓ BCA students particularly requested more lab sessions and practical assignments.
- ✓ Technology Integration
- ✓ Students encouraged wider use of ICT tools, smart boards, videos, PPTs, and AI-based teaching methods.
- ✓ Suggestions were made to improve digital learning resources and practical demonstrations.
- ✓ Mentoring & Student Support
- ✓ Students highlighted the importance of better student-teacher interaction and personalised attention.
- ✓ Some respondents requested fair treatment, continuous mentoring, and understanding of student difficulties.

Evaluation & Assignments

- ✓ Students suggested reducing last-minute assignment pressure and providing assignments earlier.
- ✓ Preference was shown for practical assignments instead of repetitive written work.
- ✓ Infrastructure & Campus Facilities
- ✓ Suggestions included improving cleanliness, canteen services, Wi-Fi facilities, labs, and classroom infrastructure.
- ✓ Some students requested better maintenance and more extracurricular opportunities.

Overall Observation

The feedback reflects that students are generally satisfied with the institution's teaching-learning environment while also expecting more practical exposure, interactive teaching, skill-oriented programmes, and enhanced student support systems for holistic development.


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Student Satisfaction Survey – 2025-26

Overall Analysis Sheet

SL. No	Student Satisfaction Survey – Questions	Scores
1	How much of the syllabus was covered in the class?	3.59
2	How well did the teachers prepare for the classes?	3.10
3	How well were the Teachers able to communicate?	3.14
4	The teacher's approach to teaching can best be described as	2.77
5	Fairness of the internal evaluation process by the teachers	3.09
6	Was your performance in assignments discussed with you?	2.87
7	The institute takes active interest in promoting internship, student exchange and field visit opportunities for students.	2.84
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	2.89
9	The institution provides multiple opportunities to learn and grow	3.02
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.02
11	your mentor does a necessary follow-up with an assigned task to you.	2.77
12	The teachers illustrate the concepts through examples and applications.	3.16
13	The teachers identify your strengths and encourage you with providing right level of challenges	2.76
14	Teachers are able to identify your weaknesses and help you to overcome them.	2.61
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	2.88
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	2.88
17	Teachers encourage you to participate in extracurricular activities.	3.12
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.	3.07
19	What percentage of teachers use ICT tools while teaching?	2.95
20	The overall quality of teaching-learning process in your institute is very good.	3.02
	Total	59.55
	OVERALL MEAN SCORE	3.32


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