



Jagannath International Management School

MOR, Pocket-105, Kalkaji, New Delhi-110019
(Affiliated to Guru Gobind Singh Indraprastha University and Approved under
Section 2(f) of UGC Act 1956)
Accredited by National Assessment and Accreditation Council (NAAC)



Criteria II- Teaching Learning and Evaluation

Key Indicator 2.7.1

Student Satisfaction Survey

2023-24

Supporting Documents:

1. Overview of SSS
2. SSS form and Questions
3. SSS Analysis



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2.7.1 Student Satisfaction Survey **OVERVIEW**

Online student satisfaction survey regarding teaching learning process

For assessing the student's satisfaction regarding teaching learning process in the institute, an online student satisfaction survey is conducted for the undergraduate students of BCOM (H) and BBA. The questionnaire consists of several facets of the teaching learning process. Questions vary from specific teaching skills of the teacher, to his overall approach to the educational process. Specific skills of the teacher like subject knowledge, communication skills, class preparation, and use of ICT tools are part of the questionnaire. The overall approach of the teacher and institution with respect to providing the right environment, motivation, interpersonal relationships, feedback etc. forms the second major component of the questionnaire. Twenty of the twenty-one questions are objective in nature, while one question is open ended to elicit observations and suggestions for improvements.



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SSS FORM AND QUESTIONS

2023-24



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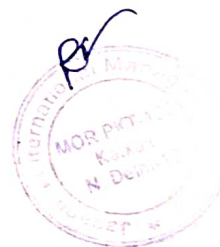
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Student Satisfaction Survey is conducted every year to know about the students' perception about Teaching – Learning and Evaluation, which will help to upgrade the quality of process followed in our institution.

Students are randomly selected for the survey by system. Only that particular student who was chosen randomly will get the Questionnaire. The students will remain anonymous throughout the survey process.

In SSS there would be twenty one questions all over and out of which, twenty questions would be objective type and one question provides opportunity for the students to give their observations /suggestions in a descriptive way to improve the overall teaching – learning experience in our institution.

The questionnaire covers a wide array of skills involved in the teaching process which vary from teaching skills of the teacher, technical knowledge, effectiveness of communication, preparedness, doubt clearing skills and use of ICT, to overall approach to the educational process like motivation, interpersonal relationships, feedback, dynamically modifying teaching methodology to help weak students etc.

The email ids of all the students in the institution currently pursuing the degree was acquired for all the UG programmes (B.COM (H) & BBA)

Questionnaire were sent in Google forms through the BBA/BCOM Student Satisfaction Survey 2022-23 - Google Forms to that mail ids selected randomly. This fetched response from 122 students. The responses were recorded and performance of stakeholders was analysed with regards to the feedback provided.

End analysis of the survey is done using software which will aggregate the response and generate the score of student satisfaction survey. A robust mechanism is followed by this software so as to follow a holistic unambiguous approach towards quantifying the student feedback in a comprehensively inferable manner.

Inference from the feedback is analysed thoroughly by the appellate authorities and corrective measures are implemented.



Teaching – Learning and Evaluation

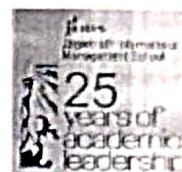
S.No.	Description
1	Syllabus covered in the class
2	Teachers preparation for the classes
3	Teachers communication
4	Teaching approach
5	Internal evaluation process by the teachers
6	Discussion of Students performance in assignments
7	Internship, student exchange, field visit opportunities
8	Teaching and mentoring process to facilitates cognitive, social and emotional growth
9	Multiple opportunities to learn and grow
10	Information about expected competencies, course outcomes and programme outcomes
11	Mentor follow-up with an assigned task to students
12	Teachers illustrate the concepts through examples and applications.
13	Teachers identify student strengths and encourage students with providing right level of challenges
14	Teachers are able to identify students' weaknesses and help students to overcome them
15	Efforts taken to Students in monitoring, review and continuous quality improvement of the teaching learning process.
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences



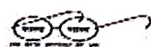
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17	Teachers encourage students to participate in extracurricular activities
18	Efforts made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make students ready for the world of work
19	Percentage of teachers use ICT tools such as LCD projector, Multimedia, etc.while teaching.
20	The overall quality of teaching-learning process in institute



Handwritten signature/initials over a circular stamp



BBA/BCOM Student Satisfaction Survey 2023-24

This form is an attempt to assess the level of student satisfaction related to teaching learning process during the ongoing academic year 2023-24.

* Indicates required question

1. Email *

2. Name of the student *

3. Age *

4. Enrollment No. *

5. Shift *

6. Course *

7. 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%
- ☐ Below 30%

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

Mark only one oval.

- ☐ Thoroughly
- ☐ Satisfactorily
- ☐ Poorly
- ☐ Indifferently
- ☐ Won't teach at all

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

Mark only one oval.

- ☐ Always effective
- ☐ Sometimes effective
- ☐ Just satisfactorily
- ☐ Generally ineffective
- ☐ Very poor communication

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

Mark only one oval.

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

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

Mark only one oval.

- ☐ Always fair
- ☐ Usually fair
- ☐ Usually unfair
- ☐ Unfair

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

Mark only one oval.

- ☐ Every time
- ☐ Usually
- ☐ Occasionally/Sometimes
- ☐ Rarely
- ☐ Never

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

Mark only one oval.

- ☐ Regularly
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

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

Mark only one oval.

- ☐ Significantly
- ☐ Very well
- ☐ Moderately
- ☐ Marginally
- ☐ Not at all

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

Mark only one oval.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

16. 10. Teachers inform you about your expected competencies, course outcomes and programme outcomes. *

Mark only one oval.

- ☐ Every time
☐ Usually
☐ Occasionally/Sometimes
☐ Rarely
☐ Never

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

Mark only one oval.

- ☐ Every time
☐ Usually
☐ Occasionally/Sometimes
☐ Rarely
☐ I don't have a mentor

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

Mark only one oval.

- ☐ Every time
☐ Usually
☐ Occasionally/Sometimes
☐ Rarely
☐ Never

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

Mark only one oval.

- ☐ Fully
- ☐ Reasonably
- ☐ Partially
- ☐ Slightly
- ☐ Unable to

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

Mark only one oval.

- ☐ Every time
- ☐ Usually
- ☐ Occasionally/Sometimes
- ☐ Rarely
- ☐ Never

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

Mark only one oval.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

22. 16. 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.

- ☐ To a great extent
- ☐ Moderate
- ☐ Some what
- ☐ Very little
- ☐ Not at all

23. 17. Teachers encourage you to participate in extracurricular activities. *

Mark only one oval.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

24. 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. *

Mark only one oval.

- ☐ To a great extent
- ☐ Moderate
- ☐ Some what
- ☐ Very little
- ☐ Not at all

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

Mark only one oval.

- ☐ Above 90%
- ☐ 70 – 89%
- ☐ 50 – 69%
- ☐ 30 – 49%
- ☐ Below 29%

26. 20. The overall quality of teaching-learning process in your institute is very good. *

Mark only one oval.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

27. 21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution. *

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Google Forms



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Student Satisfaction Survey- ANALYSIS

2023-24

BBA/BCOM Student Satisfaction Survey 2023-24

271 responses

[Publish analytics](#)



Name of the student

271 responses

Deepak Gupta

Devansh Mittal

Vanshika singh

Mansi

Raman Sharma

Nitin R

Aryan Purwar

Kesar bhalla

SAMEER KUMAR

Shreya Vats

Nitesh joshi

Vanshika Sachdeva

Harshdeep Jha

Riddhima Agarwal

Hriday khanchandani

Shantanu Bhardwaj

Vinay kumar

Avichal Raghuvanshi

Vanshika Gupta

Nikhil Sharma

Janvi Chachra



Manmeet kaur

Devyanshi wadhwani

Pavani Omar

Garima Singh

Aditi Gupta

Medhansh Bhardwaj

Aditya Jain

Chaitanya Mahajan

Yash jain

Sinjeet rai

Aman pandey

Bhumi Tiwari

Saksham Sharma

Harsh Goyal

Anubhav

Keshav Sharma

Samit satija

Swayam gupta

Namit Satija

Shreya Chugh

Khushboo Arora

Ashish Kumar jha

Sanchit



Shashvat Sharma

Vaibhav Mendiratta

Preksha

Himanshu

Rishit jain

Sumit Singh

Kanika Rawat

Twinkle batra

Mahak Bansal

Kuhu Saxena

YASH VARDHAN

preeti

Dhavi Sharma

DEBRAJ ROY

Vidhi Bhatia

Gauri

Akshim Verma

Aman Agrahari

Anjali Saxena

Ravinder Singh

Sakshi Bhardwaj

Mahak Vats

Mishti Taneja



Shoaib saifi

Aastha Gupta

Ojas kalra

Vinita Jain

Sahil Khanna

Tushar khandelwal

Lakshya Sirohi

Aiyush Virmani

Akshit garg

Sarthak Chaturvedi

Manasvi

Raeaan Singh Rooprai

Vansh Narula

Srishti Gursey

Rishita Agarwal

Kashish Singh

Dev Verma

Vaibhav Khurana

Bhoomika Bisht

Kartik Saxena

Salman

Mohd Awais Ibrahim

Ayush Sehgal



Ritika Chauhan

Aayush Panchal

Stuti

Vineet Bishwakarma

varun areja

Kiran mahra

kaif

Pranav Pahuja

Mehak Gupta

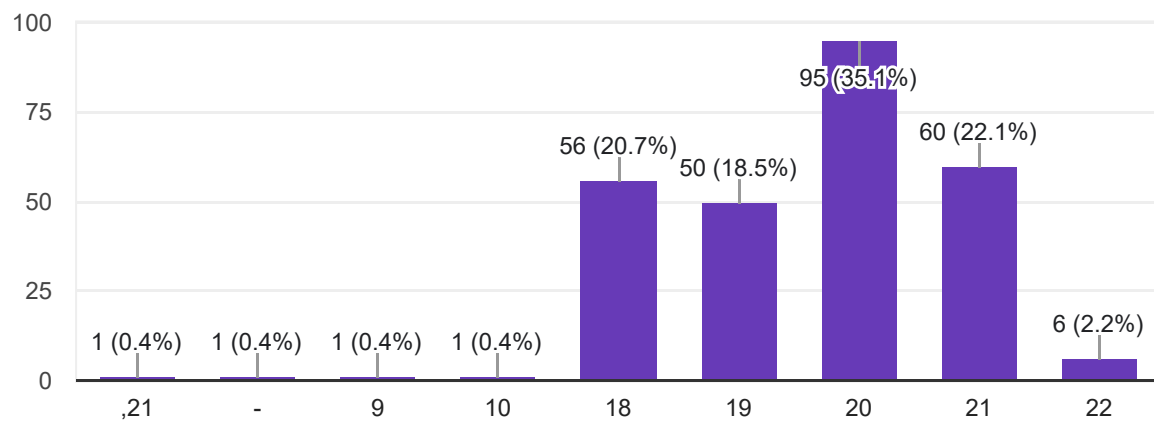
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171 more responses are hidden

Age

 Copy

271 responses



Enrollment No.

271 responses

03624501723

35524501723

00724501723

35624501723

00124588822

0072458822

70934588823

02924588822

72324588823

03624501722

00228001721

01024588823

01324501721

00524588823

01624588823

00624501721

72124588823

00224588822

01724501721

70824588823

01824501721



05224501721

70524588822

00924588822

70224588822

01424588822

01524501721

03224501721

00124501721

01724501722

04424588821

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03724588821

03524588821

03124588821

2624588821

01524588821

01724588821

01624588821

04124588821

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00724588821



00924588821

03624588821

1514188821

03024588821

71224588823

03025588821

01824588821

02624588822

04024501721

03214101722

017141

02314101722

02614101722

02024588821

03414101722

35114101722

00114101722

00124588821

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71724588823

05024501721

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70424588823



00324588823

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35825501722

35425501723

01224501723

01724501723

04524051723

70324588822

00114101273

00914188822

04124501722

00124501722

70424588822

71525588823

03724501722

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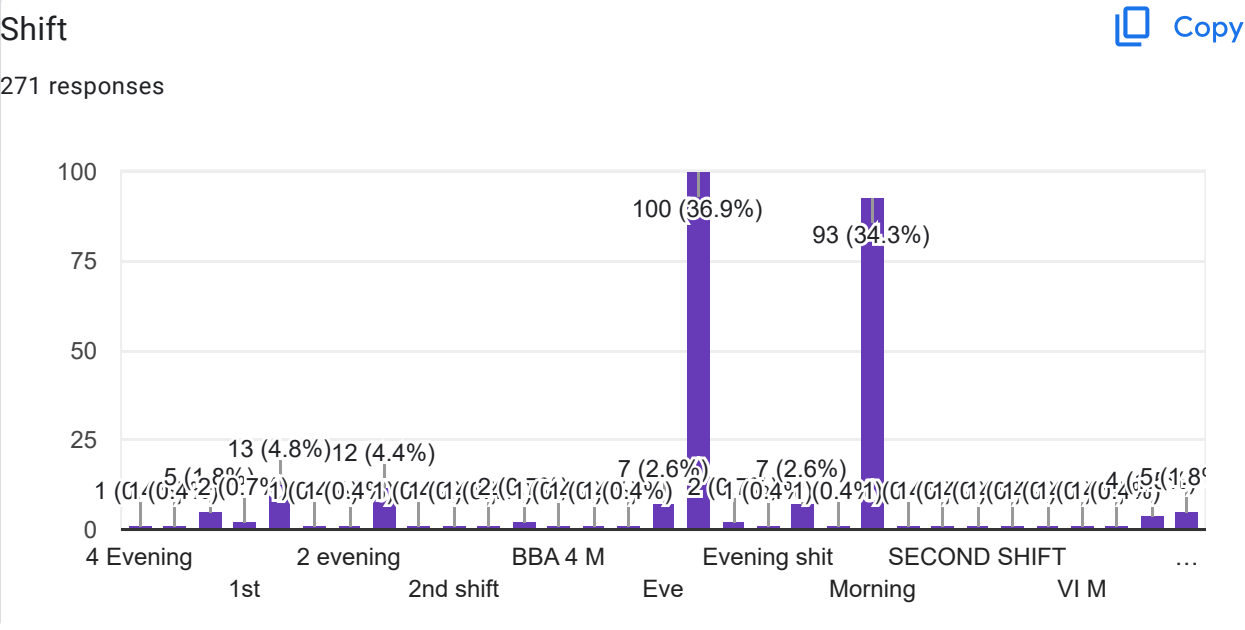
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01914188821

02614188821

02124501723

171 more responses are hidden



Course

271 responses

BBA

Bba

BBA

Bcom hons

Bba

Bcom hons

Bcom(H)

bba

B.com(hons)

Bcom

B.Com(H)

Bcom h

Bcom Hons

Bcom H

Bcom (H)

Bcom hons.

Bcom

Bcom(h)

Bcom h

BCom hons

Bcom hon



Bcom (hons)

Bcom Hons

Bcom(hons)

BCOM H

B.Com (H)

B.com(H)

B.com

B.com (h)

Bcom(h)

Bachelors of Commerce (Honours)

B com hons

Bcom Honors

Bcom H

B.com. (H)

B.comH

BCOM (H)

B com honours

B.Com

B.COM(HONOURS)

Bcom honours

BBA 2-M

B.com h

Bcom Hons.



B.com hons

B.com (H)

B.Com

bcom hons

B.Com H

BCom h

bcom

Bcom (H)

Bcom(Hons)

BCom(H)

B.com

Bcom hons 4

BBA 2nd year

BBA(G)

B.com Hons

B.COM(H)

BCOM(HONS)

Bcom(honours)

BCOM

B.com (Hons.)

BCom

BBAG

Bachelor Of Business admission



BBA-2

BBS

Bachelor of business administration

B.com hons

Bcom.hons

B.Com (Honors)

BCom (h)

B.com (Hons)

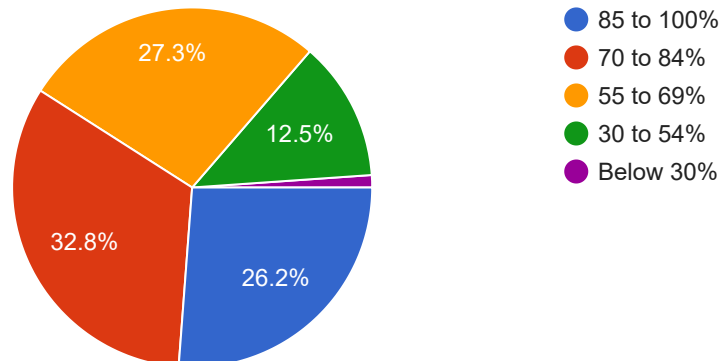
BBA (G)

B.Com 4

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

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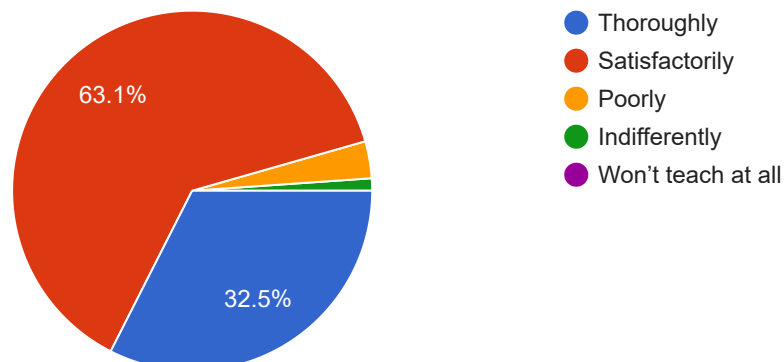
271 responses



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

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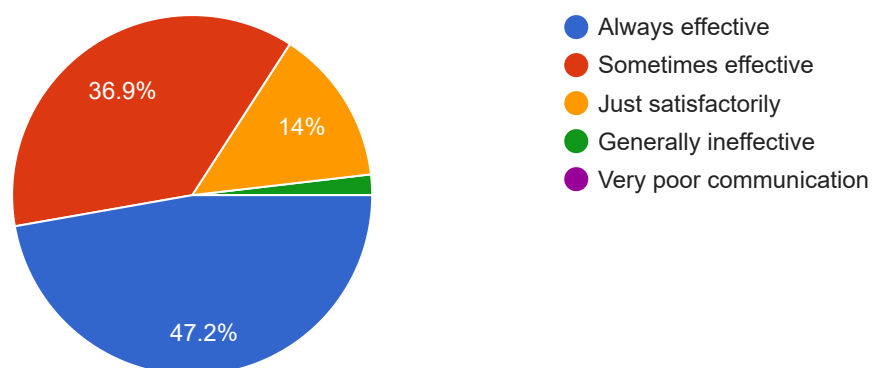
271 responses



3. How well were the teachers able to communicate?

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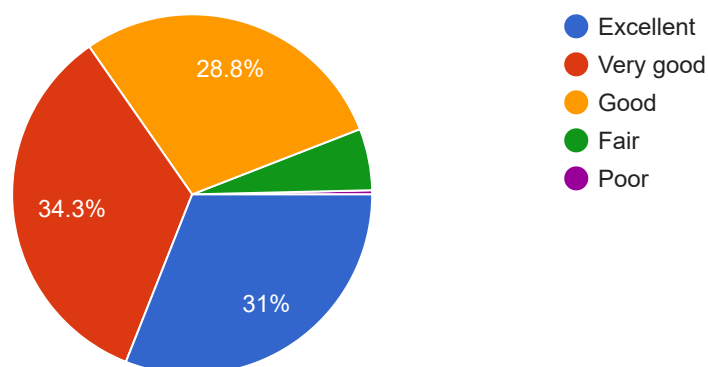
271 responses



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

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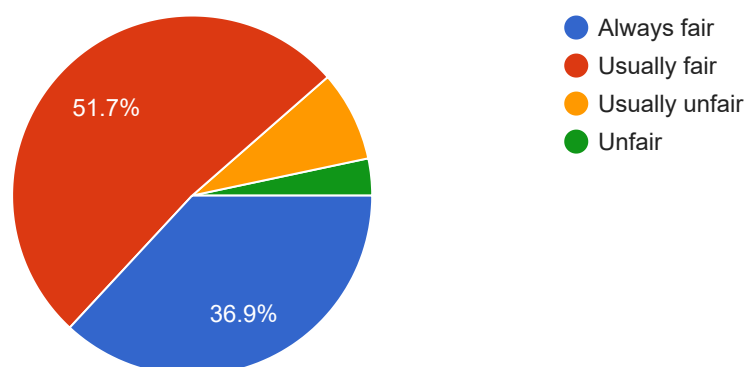
271 responses



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

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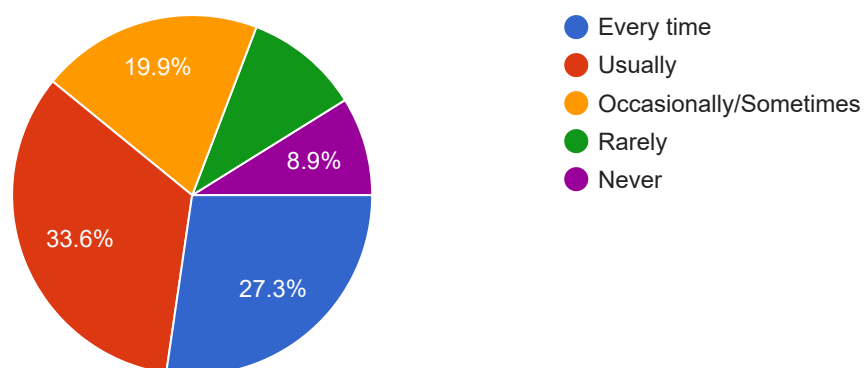
271 responses



6. Was your performance in assignments discussed with you?

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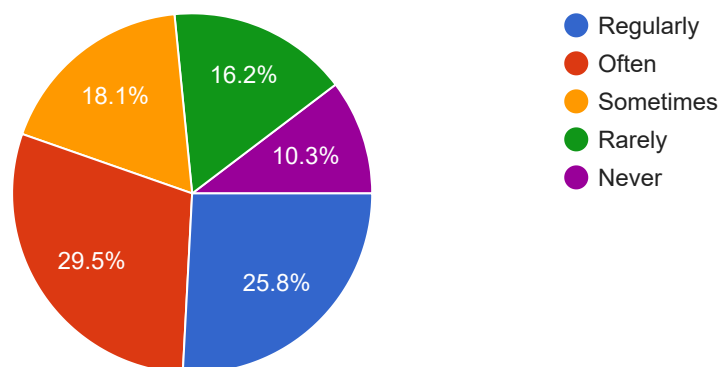
271 responses



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

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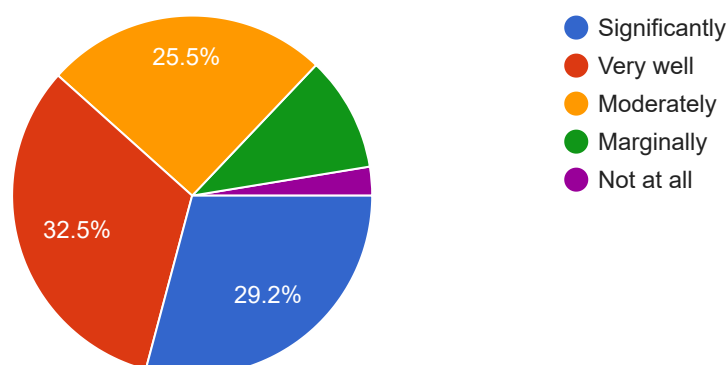
271 responses



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

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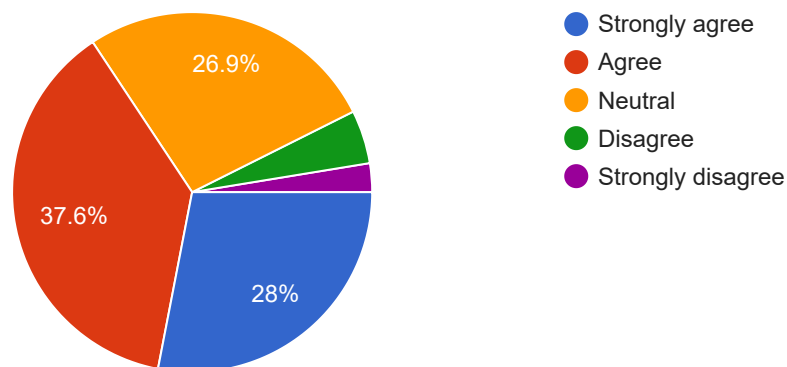
271 responses



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

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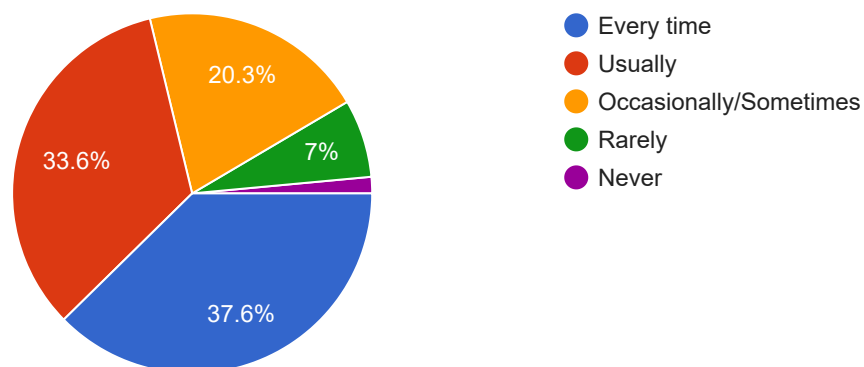
271 responses



10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

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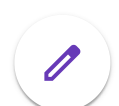
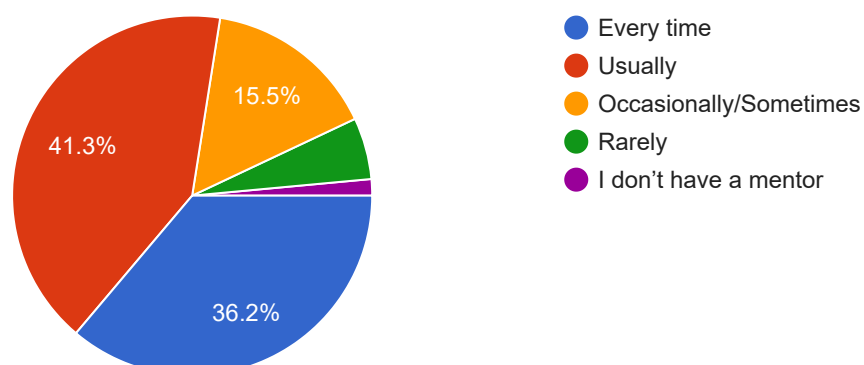
271 responses



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

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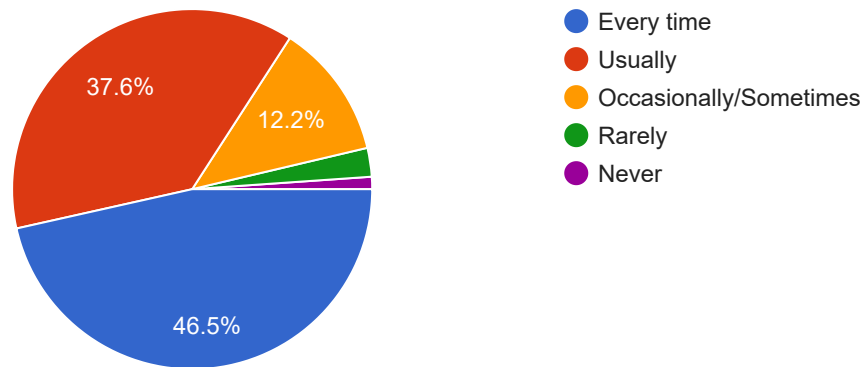
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12. The teachers illustrate the concepts through examples and applications.

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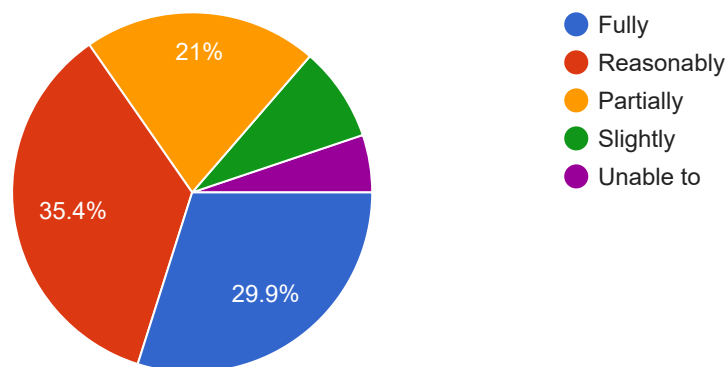
271 responses



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

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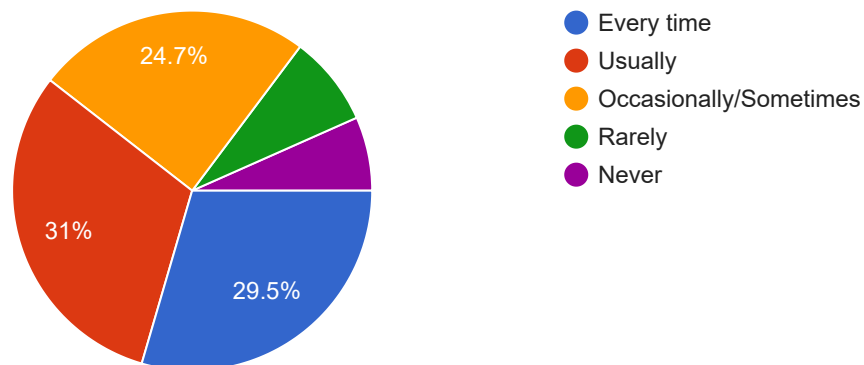
271 responses



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

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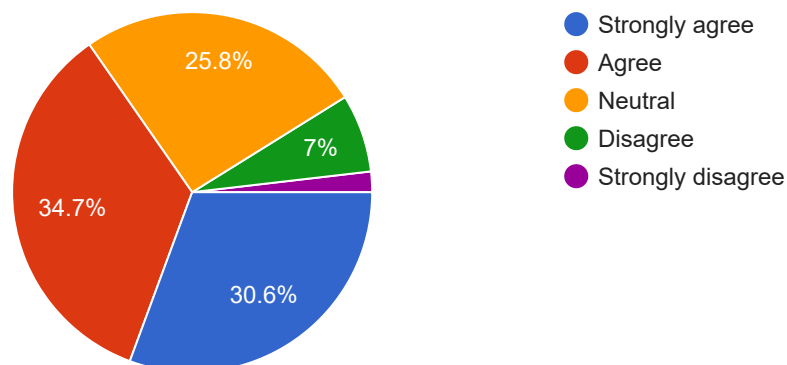
271 responses



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

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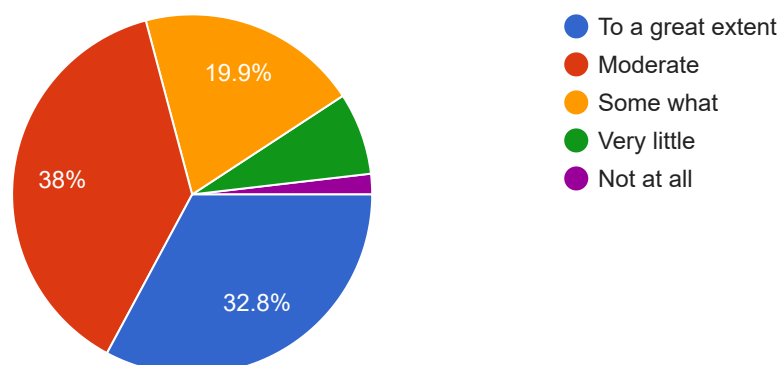
271 responses



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

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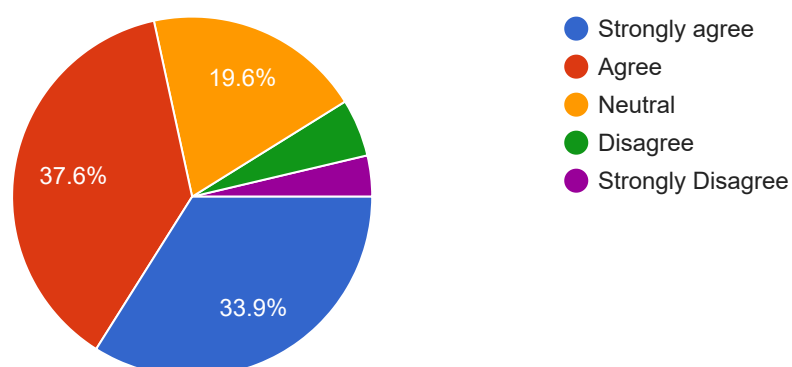
271 responses



17. Teachers encourage you to participate in extracurricular activities.

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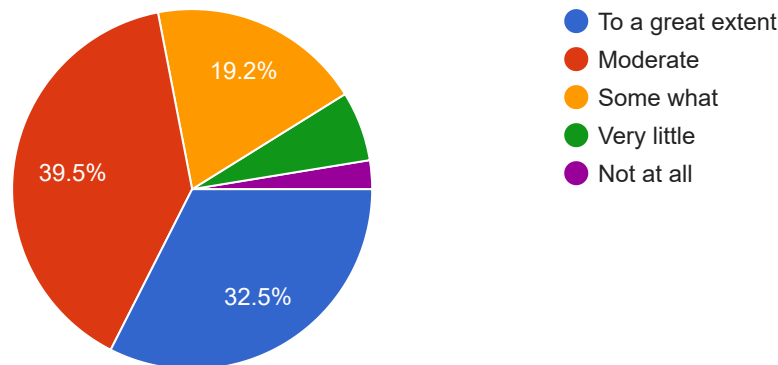
271 responses



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.

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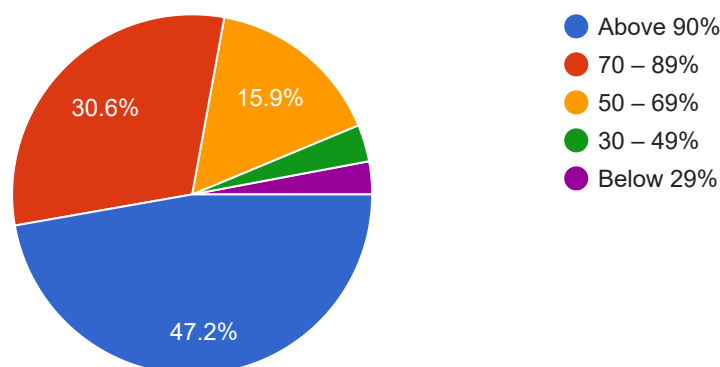
271 responses



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

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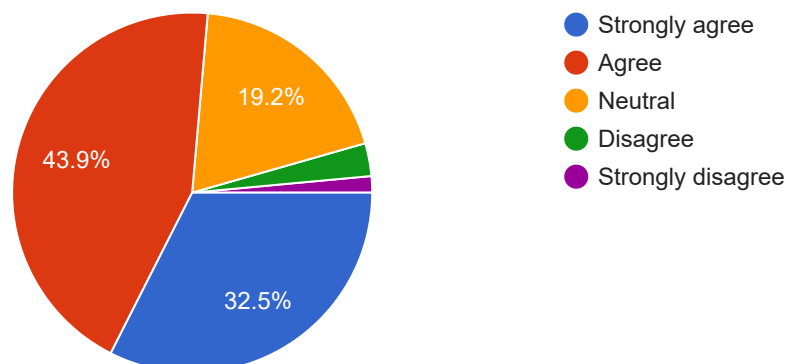
271 responses



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

 Copy

271 responses



21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

271 responses

.

No

-

Nothing

Good

None

Na

Nothing

N/A

...

No suggestions

Nil

Everything is good

..

None

NA

More industrial visits

.

Enhance Assessment Methods

Invest in Faculty Development

Promote Peer Learning and Mentorship



Teachers should take online test like (mcq type questions)to improve students skills.

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.
.

VIRTUAL LEARNING

EXAMPLE AND CASE BASED LEARNING

Realtime examples

- 1) increase sports facilities
- 2) use less online system in class
- 3) attendance of events are not marked in the erp

- 1) There should be more sports events.
- 2)Attendance promised is not yet marked on the erp which shows the faculty itself is not aware about the erp system and the faculty is highly incompetent in this matter .
- 3) internal evaluation is not fair .

Want teachers to talk about more career choices with the respective degree

- 1 take students opinion before changing teachers as it causes disruption.
- 2 More practical learning than textbook stuff

I don't there are any

.

Inculcate industry visits and some practical experiences

Attitude towards class

Include industrial visits

Encourage students to be comfortable in asking doubts

Canteen food

1. More practical approach
2. More real life examples should be used
3. More industrial visits

Ok

Good experience

Its innovative, thought-driven, data backed

...



Ridiculous Infrastructure

Good experience

Nothing, all good

Teacher should evaluate the learning of students through viva after every unit

Submission pf assignment should be online

!!!!

It's already good

Projector are not up to the mark.

Also labs are not up to the mark.

nice

1) The teachers lack comprehensive subject knowledge, (with only a few exceptions.)

In our corporate law class, the teacher assured us that practical questions wouldn't be tested in the external examination. However, the exam ended up comprising over 65% practical questions, which most students were unprepared for due to lack of instruction.

Similarly, in our econometrics class, the teacher neglected to cover theoretical questions, assigning them little importance. Yet, the external examination heavily tested theoretical concepts, constituting the entire paper. As a result, some of my classmates struggled but failed the exam.

2)The subject teacher must have Indepth subject knowledge ,

3)Teachers should possess the ability to anticipate external examination questions, as it aids in studying more effectively.

4)The teachers mustn't ignore any topic of the course /curriculum .

5)Teacher encouragement is minimal in extracurricular and co-curricular activities. Introducing specific recognition schemes can motivate our juniors to participate more actively in competitions.

Mentoring session needs to be give more importance.

There should be practical education regarding internship and job opportunity.

The majority of teachers lack comprehensive subject knowledge, with a few exceptions.

In our corporate law class, the teacher assured us that practical questions would not be included in the external examination. However, the exam consisted of over 65% practical questions, leaving most students unprepared due to inadequate instruction.

Likewise, in our econometrics class, theoretical questions were overlooked by the teacher,



deeming them insignificant. However, the external examination heavily focused on theoretical concepts, forming the entirety of the paper. Consequently, I failed this exam.

Timings of the evening shift

Fair teaching. Should take suggestions from students before swapping teachers with a new one.

- 1) A lot of concepts should not be taught all together.
- 2) Only few topics should be discussed in one lecture for the clarity of students.
- 3) Frequent doubt classes should take place before exams.

Plan and take students for Site visit

Student engagement activities should be promoted

Teaching-Learning Experience is perfect

Break time can be increased

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Duration of the break could be improved.

The mock tests should not be mandatory but be optional for students who wish to improve their scores obtained in the CTs.

Amount of assignments per week should be taken care of.

Teachers should be more understanding and supportive of students decisions and choices.

Internal evaluation in labs should be done better

There should be less students in one class

Giving practice of each type of questions in accounts

1

Should make a proper time table there should not be any changes at the last minute and if change is inevitable then it should be properly informed to both teachers and students

More engagement

More field visits

Interactive sessions

HDFC

There should be a gap of 10 to 15 minutes in between every class



1. The timetable is never followed according to the given timetable on ERP. Please look into it. We always get timetable at 8, which is the timing of the first class.
2. Our "New Venture Finance" teacher, she needs to improve her teaching style. Just reading the slides of the ppt and asking the children to search on google a topic in class is not the right way to engage students.
3. To increase cultural activities engagement, there should be a dedicated hour everyday where each society can pick up a day and practice. This way, attendance would not be a problem and students would be able to actually work more efficiently and not miss classes.

- 1) they should be fair to everyone
- 2) take a mental health check day every once in a while
- 3) allow students to use washroom more often during a lecture

20 min break between every period

40 min lunch break , empty stomach it is not possible to take the class

Share the questions in the class happened in group for the students who are absent

Good learning experience

Classes of evening batch should start early

Teachers should take review nd revise after class

Teacher should do fun way of teaching like quiz etc

What can I possibly suggest when everything is already implemented 🙄

Fans of the class not working

Relate with more real life examples

Time table should be sent timely

Don't need to give any suggestion.

Time table should be prepared welly

Everything is going good

More interaction

More activities

NIL

Practical knowledge should be considered

Make classes more fun to attend

Time table should be released atleast one day before

Longer lunch break



Students should not be pressurized mentally to do all the works and to attend the classes.

- 1) Practical knowledge
- 2) using critical thinking to improve thinking skills
- 3) Give knowledge of physics corporate World

There should be more Internship opportunities.

Narrow Minded approach is followed, the environment should be more open.

Interaction and counseling session should be increased.

industrial visits should be held every month to get more experience and internships should be provided . also there should be a little leniency regarding attendance as many teachers dont mark attendance if we are few mins late or sometimes even if we communicate in class (to a little extent only) because we are in college and there is a diff between college and school rules . 🙄 .

1. Treat everyone equally.
2. After assignments and other task better tell students what they got and why. What should they have to do it in professional manner or in a better way.
3. Teach students more about corporate world. Not providing only course related classes but also some prepare them for real work environment. We are provided personality development course (VAC) which doesn't seem to be much effective. Well it's not completely ineffective but the way she reach is not preferred.

Take less classes

None as such

Give more notes rather than showing ppts

More practice of the completed syllabus through tests

More practical assignment can be given rather than written one

1. Practical learning
2. Case study
3. Interactive discussion

Focus on practical teaching

Time table is sent very late, erp time table is wrong

Nothing as such for now

Start clg from 9 atleast

- 1- should arrange more internship opportunities for every student.
- 2- guidance for their related career



Classes should start from 9 am
Overall satisfied

Hardworking faculty
Encouraging Institution
Creating a student build community.

Stop being Biased; no growth; allowance for student to go to interviews; provide attendance

72 more responses are hidden

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