



### STUDENTS' SATISFACTION SURVEY IN NAAC'S NEW FRAMEWORK

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### ABSTRACT

*There are several agencies which define the quality of Higher education system of India. The National Assessment and Accreditation Council (NAAC) is one of them as an autonomous body. This body was established by the University Grants Commission (UGC) to assess and accredit the higher educational institutions in India. It was established in 1994. The headquarters of NAAC is in Bangalore. There are three different stages and changes in the method and process of NAAC. In 1994, it has different method, in 2007 it was framed with new frame work and now in 2016, the entire process is changed. In this new framework, students' role is very important. Online survey of the students NAAC office is taking and after the expected survey the verification of SSS and DVV templates will be done. Therefore current paper is a focus of importance of students' satisfaction survey in NAAC New Framework.*

**Key Words:** UGC, NAAC, Students, satisfaction, survey, online data etc.

### INTRODUCTION

The NAAC assessment and accreditation are terms broadly used for understanding the "Quality Status" of an institution. The NAAC's accreditation process follows a holistic, systematic, and objective approach for institutional improvement. Moreover, the assessment process provides an opportunity for the institution as:

- a. To measure its effectiveness and efficiency,
- b. To identify its strengths and weaknesses and
- c. To take necessary steps for improvement.

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d. To meets essential regulatory norms.

Central and State universities are issuing directions to their affiliated colleges to get NAAC Accredited if they wish to launch a new program, add to intake or seek annual renewals. Accreditation top grade colleges' enables for the graded autonomy, enhances research funding and allows online courses, off campuses, open programs, foreign collaborations and more. It benefits students. Employers get drawn to top grade institutes for superior placements. Admissions abroad become easier to score for top grade institutes only. Student centric methods are expected in this current method.

The current method starts from IIQA to PEER Team Visit. For IIQA following instruction are given by NAAC:

1. Sit down with the "Eligibility Criteria" before Applying on-line IIQA.
2. HEIs applying for Assessment and enfranchisement (A&A) ought to register 1st.
3. HEIs United Nations agency have registered on or once July fifth 2017 could login exploitation their credentials (Institutional Email id, Password). Others got to click on "New Registration" link and proceed as tutored.
4. For cycle 2/3/4 etc. even though the validity of earlier enfranchisement amount has irreligious the establishment ought to click affirmative for the question "Are you antecedent Accredited" and proceed as tutored. Just in case you click "No" the registration can mirror your establishment for Cycle one and at IIQA stage your application can get rejected.
5. For re-assessment the establishment ought to click affirmative for the question "Are you antecedently Accredited" and proceed as tutored.  On no-hit Completion of Registration, a HEI portal is formed that is restricted to your establishment. For all future submissions HEI could login to their portal (HEI portal) with the credentials (Institutional Email id, Password) that area unit received in HEI's registered email id.
6. You have got to submit all of your applications or send communications to NAAC solely through HEI portal.
7. Just in case you have got forgotten the word, Click on "Forgot Password" link and follow the directions.
8. For any queries relating to credentials please contact NAAC service naachelpdesk@gmail.com All told your communications, kindly mention faculty Name, AISHE ID/ Track ID.
9. Establishment should submit the IIQA application through the HEI portal. Please note the system can mechanically show the Cycle variety within the IIQA application supported the registration record.



10. Exploitation the tabs (Basic Eligibility, Affiliation Compliance, Profile data, tutorial data, Quality Information) proceed for finishing and submitting the IIQA.
11. Please verify and edit the data/information before submission.
12. For IIQA fee details, please visit NAAC web site. NAAC accepts solely on-line Payments.
13. All documents to be uploaded in pdf format solely and will not exceed 1MB.
14. Click on "IIQA user manual" for facilitate.

After approval of IIQA, the submission of SSR and DVV is starts. With it simultaneously student satisfaction Survey Starts. In this process the concern college has to give more than 75% data and details of the students including ID numbers, Adhar numbers, enrolment number, and email and contact numbers. The steps of SSS are as:

- a. Higher Education establishments (HEIs) have to be compelled to strictly transfer knowledge of all presently registered students as per knowledge model format of stand out sheet given in portal.
- b. Data are going to be accepted in text format solely as per the model given by NAAC.
- c. Column names (case sensitive) and order mustn't be altered. No column/cell ought to be left blank
- d. • Repetition of Name, e-mail address, Mobile range isn't allowed.
- e. There are 2 separate columns for Student ID and Enrolment ID. Within the absence of separate Ids the establishments will repeat same Id within the 2 columns.
- f. Total entries mustn't be bigger than the scholars marked in Institutional info for Quality Assessment (IIQA).
- g. SSS are going to be administered to establishments at the same time with knowledge Validation and Verification (DVV) method.
- h. The SSS form (20 objective & 01 subjective) that is obtainable in NAAC web site and can even be e-mailed to students and also the following rules are going to be applied for process the responses.
- i. Maximum of 2 survey tries are going to be initiated to succeed in the specified level of response as per necessities mentioned below:
  1. For faculties – (UG/PG and Autonomous) responses ought to be received from a minimum of 100% of the scholar population or a hundred, whichever is lesser.
  2. For Universities – 100 % the scholar population or five hundred, whichever is lesser.
- j. If the response rate is not up to the bounds mentioned by NAAC, the metric won't be concerned for analysis.
- k. SSS are going to be completed among thirty days at the same time with knowledge Validation and Verification (DVV) method.

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1. As before long as survey is initiated by the organizer of NAAC it's to be completed among ten days. The institute will encourage students to participate in survey and guide them regarding survey to form the SSS doable among the given fundamental quantity of ten days.

### **SSS AND NAAC NEW FRAMEWORK:**

From 2017 forward the NAAC (National Assessment and enfranchisement Council) has endeavoured to conduct a Student expertise Survey the results of which can come in the enfranchisement method. The Survey can capture student responses through the list of scholars provided by the upper education institutes (HEIs). The scholars can stay anonymous throughout the method. The establishment is meant to send a listing of total student strength, with details of their student ID range, Aadhaar ID range (Any different Valid ID No. within the absence of Aadhaar), degree programme, email id and mobile range. NAAC can send on-line link to the survey to the e-mail address/mobile no of the scholar, and also the student can have to be compelled to fill the survey before a stipulated date.

### **About Questionnaire of SSS:**

The form are going to be supported the Likert kind scale, which means the responses are scaled on a scale of zero to four, with the foremost positive response being rated as four and also the most negative response being rated as zero. The score rising out of the survey is an element of the second criterion on Teaching-Learning and analysis, out of the seven NAAC criteria. The form consists of many sides of the teaching learning method. Queries vary from specific teaching skills of the teacher, to his overall approach to the academic method. Specific skills of the teacher like, subject information, communication skills, category preparation, and use of ICT tools are a part of the form. The approach of the teacher and establishment with relevance providing the correct surroundings, motivation, social relationships, feedback etc. forms the second major element of the form. Twenty of the twenty one queries are objective in nature; whereas one question is open complete to elicit observations and suggestions for enhancements providing a chance to the scholar to relinquish suggestions and criticisms in their own words. Analysis of the survey would be done victimisation computer codes which can mixture the responses and generate the score. The score can vary from a minimum of zero to a most of four on a 5 purpose scale and would have an effect on the score of second criteria on Teaching-Learning and analysis. Responses to the open complete question would even be aggregate to search out out the foremost common suggestion and criticisms rising out of the survey.

### **Process of SSS:**

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The survey analysis score are going to be used as a key element of enfranchisement. A present weightage is additionally assigned to the present key indicator during this enfranchisement framework.

Stratified random samples of scholars are going to be chosen for the survey. Response rate below 100 per cent won't be thought-about. In sample, students would be unfold equally across completely different categories, year of registration and gender as way as doable. The HEIs are needed to submit knowledge of all students. (Class wise with name, e-mail & mobile range and Aadhaar number) The establishment, teachers; mustn't by any approach try and influence the scholars with relevance the survey. this may guarantee real feedback for the institute to boost additional.

### **Analysis of questionnaire:**

There are twenty objective queries within the form and one open complete question.

### **Analysis of objective questions:**

There are twenty objective queries and students can respond on a scale of four to zero, with the foremost positive response rated as four and most negative response rated as zero. The mean score for every question are going to be calculated and also the overall mean are going to be found out. This figure can vary from four to zero and can provide the mean satisfaction level of the scholars for the actual institute. This figure within the vary of four to zero are going to be the score of key indicator 'Student Satisfaction Survey' (2.7.1) that is an element of criterion II on Teaching – Learning and analysis

### **Analysis of the open-ended question:**

The students are asked to relinquish 3 observations / suggestions to boost the teaching-learning expertise within the establishment. Analysis would be applied by aggregating the foremost occurring suggestions within the student responses. This may offer an inspiration of the foremost general expectations, observations and suggestions from the scholars. This info is provided to look team conducting onsite visit, to be used for validation likewise as peer team report preparation.

### **CONCLUSION:**

Thus, SSS is an important process of new NAAC Framework. SSS form is available on the NAAC web-site in English and Hindi both. NAAC web site can have each English and Hindi

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version on the market. If required HEIs will build native language translation on the market for info of scholars before they take the survey. Student Satisfaction Survey (Key Indicator a pair of.7.1) beneath Criteria II on Teaching- Learning and analysis

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