



STUDENTS & ALUMNI THE GAME-CHANGERS IN NAAC'S REVISED ACCREDITATION FRAMEWORK

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ABSTRACT

In efforts to make our educational HEIs highly globally competent to meet with the changing demands of the global market, NAAC has revamped its accreditation process through introducing various new parameters. To move a step forward to make accreditation process more transparent, genuine and more outcomes based NAAC has introduced student satisfaction survey wherein students and alumni are given prime importance in the quality assurance process and they are the one who can decide the fate of your accreditation grade.

Keywords: Students, Alumni, NAAC, Student Satisfaction Survey.

INTRODUCTION

In the wake up global scenario and with a young population of around 35 % to cope up with the demand of global markets employability, NAAC has made a subtle change in accreditation process since July 2017. The revised accreditation process which is made more ICT enabled, transparent, robust and outcome based. As stated by NAAC the revised NAAC framework is a nice addition of system generated scores (SGS) with a combination of online evaluation (around 70 %) and Peer evaluation (around 30 %). In general it is solid proof cocktail of machine evaluation followed by human evaluation which is made more emotionless and error free by given higher weightage to online evaluation.

Further in the naac accreditation process, NAAC's introduction of Student Satisfaction Survey (SSS), onsite assessment -peer review by visiting teams, data validation and verification (DVV) and pre-qualifier score, and introducing system generated scores (SGS) are the main

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1Page

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pillars of the revised accreditation framework. Of the above pillars in NAAC's accreditation process, the introduction of Student Satisfaction Survey (SSS) was made purposely by NAAC, which is an attempt to engage the main stakeholders i.e. students, current and pass out students in the current quality assurance process. The SSS is conducted concurrent to the DVV. The scores obtained in the SSS will be part of the overall CGPA¹.

The basic aim of current student satisfaction survey was to maintain a fair feedback system data from current plus pass out students as it may have observed that the feedback data generated on paper is pompous enough and always influenced by concern College, university faculty member. Hence under this circumstance it was very difficult for NAAC to judge fairly enough what an institutions outcome are, in terms of a student's achievement? Further various questions are getting answerless that includes the infrastructure facilities available or made available to the students in the campus, students grievances addressed basically girls' students, the safety and security made available to girls students, the various programs conducted and organized in the campus, other facilities like library, placement, ICT facilities, e-facilities with e-resources, sport facilities and most importantly attainment of regular classes with enriched teaching learning process and fair evaluation process. Further it was also important to know the teacher to student relationship rather than classroom attendance. To cover all these issues NAAC has decided to bring the main stakeholder of any HEIs in the accreditation process and they have introduced the student satisfaction survey window. Through this window any current student or alumni can give their fair feedback at their own ease from any place so that an authenticated data will be incorporated to set a parameter of any HEI in terms of outcome that, they have given to any students during the accreditation process. Further based on the survey, NAAC can ask any HEI to make compliance in terms of the survey outcome so that such satisfaction survey can act as an alarming sign to any HEI on the quality parameter judgement.

Finally, although NAAC has given massive importance to students and alumni in the overall accreditation process for maintaining quality globally but a student cum teacher like me thinks that there is need of change in educational system that starts with our recruitment system. As if quality teachers are not recruited in HEIs, we can't assure a quality education and since we are not assured with the quality of a teacher, we can't deliver quality education to our young generation who are going to face challenges with tomorrow's world and in turn if it not achieved, it is just a game of paper which goes on and on with no outcome. So I must suggest NAAC should reform our educational system in terms of recruitment, globally competent syllabus, and outcome based robust education the dream of a institute where all these aims are fulfilled are far away from existence.

DR. VIVEKANAND B. JADHAV

2 Page

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Finally as a token of remedy, and to maintain an overall quality of a HEI such student satisfaction survey needs to be taken on a yearly basis. In addition I must say the feedback that is related to all the stakeholders that are related directly or indirectly to students and alumni are required to take on yearly basis. In addition such surveys are needed to incorporate into yearly AQAR. If NAAC followed by MHRD, UGC and other higher education maintaining government body make mandatory such inclusions then we can dream of any HEI either rural or urban as equivalent as to IIT and central universities of our country which are standing tall enough making a impactful global impact universally. If such mandatory inclusions are made then and then only students and alumni can act as a game changes in the revised NAAC accreditation process in current era. But such wilful act is a nightmare in today's era and unfortunately there are no signs of such acts in current scenario where our education policy is run under the hands of non-educated politicians.

CONCLUSION:

In the current NAAC accreditation process due to weightage to student's and alumni now HEIs are need to be more conscious in terms of providing robust outcome based education to all students. Again these are the students who in turn going to play vital role in enhancing the grade and fate of your HEIs through NAAC accreditation process. Further its student's responsibility to know what they want from a HEI and after getting the desired aim, they should remain responsible when the accreditation process asks their feedback *via* student satisfaction survey and also share their hand in the overall growth and development of their institute then and then the goal of building a compatible nation equivalence to global need will be satisfied.

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