



Netaji Subhas Open University

Centre for Internal Quality Assurance (CIQA)

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REPORT

Awareness Programme on Student Satisfaction Survey (SSS) of NAAC

Date: 11 Sept.2020, Time: 5pm

Platform : ZOOM

The Centre for Internal Quality Assurance (CIQA) of the University organized the awareness programme for student satisfaction survey for NAAC Assessment and Accredited process on 11/9/2020. The following university officials attended the programme .

1. Professor Anirban Ghosh, Director, CIQA & Director (I/c) SPS & SVS.
2. Dr. A.B. Aich, Director, Study Centres
3. Dr. Ritu Mathur Mitra, Convener, NACC Steering Committee
4. Dr. Premananda Jana, Director, Regional Centre, Kalyani
5. Shri Prasenjit Bhattacharya, Dy. Director, Durgapur RC
6. Shri Santanu Dam, Dy. Director, Jalpaiguri RC

The students enrolled in the period July 2014 to July 2019 were invited to participate in the programme and 113 students attended the online programme from across the state.



The Director, CIQA initiated the discussions with objectives and importance of NAAC A & A process. He informed that there are number of steps involved in the process which requires huge data of the assessment period of five years (2014-15 to 2018-19). It was mentioned that the university started its process in May 2019 and submitted the required documents (IIQA, SSR, DVV clarifications etc. within the time frame. Now the SSS is under process. Professor Ghosh mentioned that all the possible efforts have been taken to reach the students despite the fact of the lockdown situation in the state. The students have been continuously sensitized by the university through poster, SMS, phone call, twitter, website notification, video message etc.

All the members present in the programme were appraised the present status of A & A process.

Step-I: Submission of IIQA (Submitted on 24/12/2019)

Step-II: Submission of SSR (Submitted on 4/3/2020)

- A) Quantitative Metrics
- B) Qualitative Metrics

Step III: **Students Satisfaction Survey** (started on 18/3/2020)

Step IV: Onsite visit

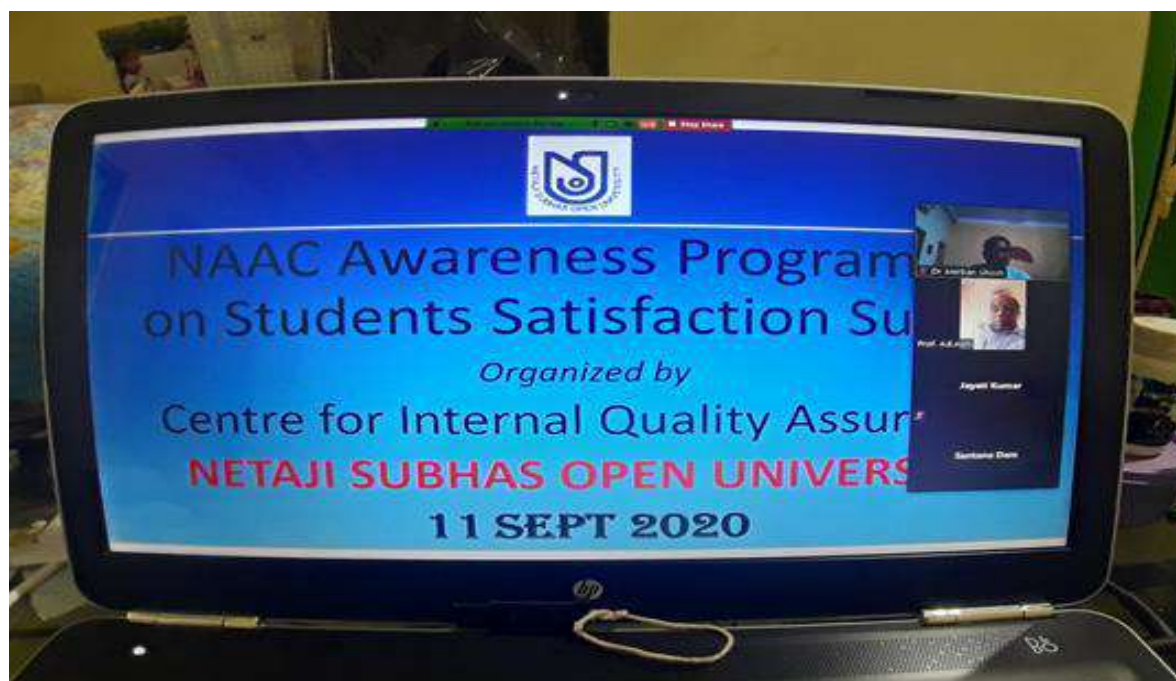
Accreditation Result (GRADE): A+B+ Step III+ Step IV

National Assessment and Accreditation Council (NAAC) of India is an autonomous institution who assess and accredit all the HEIs in India. While discussing the process, Director CIQA highlighted the major objectives of NAAC A & A system in India as follows which may ensure the.

- Brand value of the University
- Brand value of the students
- Recognition of UGC (ODL/ Online education) Regulation 2020
- Direct contact with the students
- Overall improvement of quality of services



The survey form (SSS) was discussed in detail which is made available in bilingual on the university website for the benefit of the students. While speaking on SSS, all the speakers elaborated the importance of SSS and requested the students to participate in the A & A process through submission of survey form received from NAAC.



During the Q & A session, all the queries and questions raised by the students were dealt with by the University representatives present in the programme.

Director, CIQA