



20/10/2020-(4pm) LIVE

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NAAC Awareness Programme on Students Satisfaction Survey

Organized by

Centre for Internal Quality Assurance

NETAJI SUBHAS OPEN UNIVERSITY

20 OCTOBER 2020

REPORT

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 20/10/2020. The following university officials attended the programme for interaction.

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
7. Dr. Papiya Upadhyay, Asst. Professor, School of Education

The university invited the students to attend the LIVE programme through website notification and WhatsApp group. 61 students attended the online programme from across the state of West Bengal. We also arranged for LIVE Streaming on YouTube where 15 students attended online.

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.

Professor Subhas Sankar Sarkar, Hon'ble Vice-Chancellor, through his video message appealed all the students to participate in the SSS through online submission of the survey form and contribute their valuable opinion for overall improvement of the university.

After the video message, the Director, CIQA elaborated the NAAC A & A process in detail as follows.

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

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

A) Quantitative Metrics

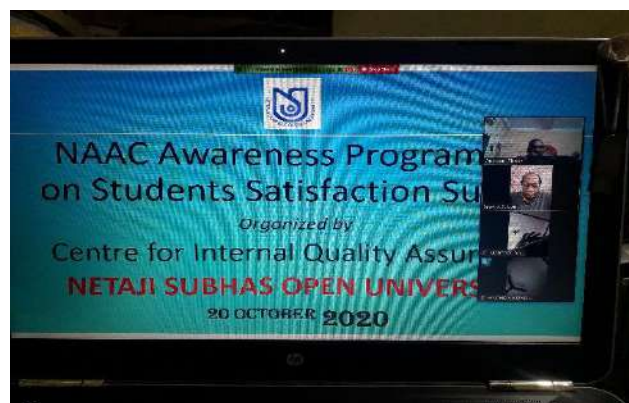
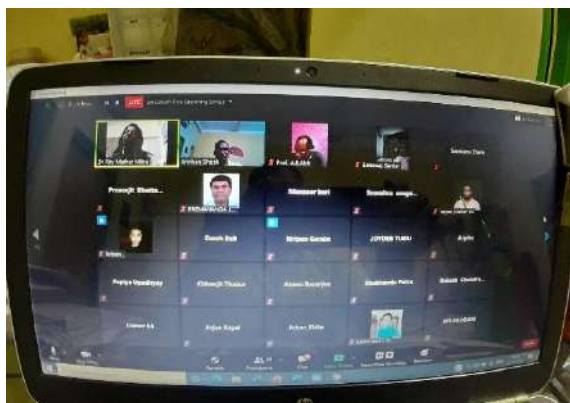
B) Qualitative Metrics

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

Step IV: Onsite visit

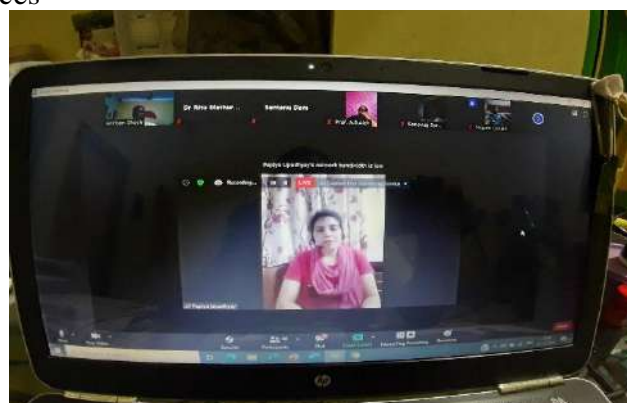
Accreditation Result (GRADE): A+B+ Step III+ Step IV

All the members present in the programme discussed the different aspects of A & A process and importance of students' participation in overall improvement of university services and activities.



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. During the deliberations, all the speakers elaborated the importance of NAAC for HEIs in India and students' role in SSS and requested the students to participate in the A & A process through submission of survey form received from NAAC. The students can contribute in Accreditation process by their valuable opinion on teaching-learning system of the university.

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.

Professor Anirban Ghosh
Director, CIQA