



NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL, BENGALURU

Revised Accreditation Framework - Student Satisfaction Survey

Guidelines for Higher Education Institutions (HEIs) - Student Satisfaction Survey (SSS)

- Higher Education Institutions (HEIs) have to strictly upload data of all currently enrolled students as per data template format of excel sheet given in portal.
- Data will be accepted in text format only as per the template given by NAAC.
- Column names (case sensitive) and order should not be altered. No column/cell should be left blank
- Repetition of Name, e-mail address, Mobile number is not allowed.
- There are two separate columns for Student ID and Enrollement ID. In the absence of separate Ids the institutions can repeat same Id in the two columns.
- Total entries should not be greater than the students marked in Institutional Information for Quality Assessment (IIQA).
- **SSS will be administered to institutions simultaneously with Data Validation and Verification (DVV) process.**
- The SSS questionnaire (20 objective & 01 subjective) which is available in NAAC website and will also be e-mailed to students and the following rules will be applied for processing the responses.
 - a) Maximum of Two survey attempts will be initiated to reach the desired level of response as per requirements mentioned below
 - i. For Colleges – (UG/PG and Autonomous) responses should be received from at least 10% of the student population or 100, whichever is lesser.
 - ii. For Universities – 10% of the student population or 500, whichever is lesser.
 - b) If the response rate is lower than the limits mentioned by NAAC, the metric will not be taken up for evaluation.
 - c) **SSS will be completed within 30 days simultaneously with Data Validation and Verification (DVV) process.**
 - d) As soon as survey is initiated by the coordinator of NAAC it has to be completed within 10 days.
 - e) The institute can encourage students to participate in survey and guide them about survey to make the SSS possible within the given time period of 10 days.
 - f) SSS questionnaire is in English. NAAC website will have both English and Hindi version available. If needed HEIs can make local language translation available for information of students before they take the survey.



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Student Satisfaction Survey (Key Indicator 2.7.1) Under Criteria II on Teaching – Learning and Evaluation

Note on the Student Satisfaction Survey

Context:

From 2017 onwards the NAAC (National Assessment and Accreditation Council) has endeavoured to conduct a Student Experience Survey the results of which will go into the accreditation process. The Survey will capture student responses through the list of students provided by the Higher education institutes (HEIs). The students will remain anonymous throughout the process. The institution is supposed to send a list of total student strength, with details of their student ID number, Aadhaar ID number (Any other Valid ID No. in the absence of Aadhaar), degree programme, email id and mobile number. NAAC will send online link to the survey to the email address/mobile no of the student, and the student will have to fill the survey before a stipulated date.

About questionnaire:

The questionnaire will be based on the Likert type scale, that means the responses are scaled on a scale of 0 to 4, with the most positive response being rated as 4 and the most negative response being rated as 0. The score emerging out of the survey is part of the second criterion on Teaching—Learning and Evaluation, out of the seven NAAC criteria. 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 providing an opportunity to the student to give suggestions and criticisms in their own words. Analysis of the survey would be done using software which will aggregate the responses and generate the score. The score will range from a minimum of 0 to a maximum of 4 on a five point scale and would affect the overall score of second criteria on Teaching-Learning and evaluation. Responses to the open ended question would also be aggregated to find out the most common suggestion and criticisms emerging out of the survey.

Process:

The survey analysis score will be used as a key component of accreditation. A predetermined weightage is also assigned to this key indicator in this accreditation framework.

A stratified random sample of students will be chosen for the survey. Response rate below 10% will not be considered. In sample, students would be spread evenly across different classes, year of enrolment and gender as far as possible. The HEIs are required to submit data of all students. (Class wise with name, e-mail & mobile number and Aadhaar number)

The institution, teachers; should not by any way try to influence the students with respect to the survey. This will ensure genuine feedback for the institute to improve further.

Analysis of questionnaire:

There are twenty objective questions in the questionnaire and one open ended question.

Analysis of objective questions:

There are twenty objective questions and students will respond on a scale of 4 to 0, with the most positive response rated as 4 and most negative response rated as 0. The mean score for each question will be calculated and the overall mean will be arrived at. This figure will range from 4 to 0 and will give the mean satisfaction level of the students for the particular institute. This figure in the range of 4 to 0 will be the score of key indicator 'Student Satisfaction Survey' (2.7.1) which is part of criterion II on Teaching – Learning and Evaluation

Analysis of the open-ended question:

The students are asked to give three observations/suggestions to improve the overall teaching-learning experience in the institution. Analysis would be carried out by aggregating the most occurring suggestions in the student responses. This would provide an idea of the most general expectations, observations and suggestions from the students. This Information can be provided to peer team conducting onsite visit, to be used for validation as well as peer team report preparation.