

STUDENT SATISFACTION SURVEY (SSS) POLICY

Background

“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.” - http://www.naac.gov.in/images/docs/apply_online/RAF-SSS-Guideline.pdf

In accordance with the NAAC policy, the college accords highest priority to the Student Satisfaction about the Teaching Learning Process. Even before the Student Satisfaction Survey and even now the college has its own Student Feedback Mechanism in place. This survey is a mandatory part of NAAC Accreditation Process and annual AQAR Reporting system. This survey is an important mean for collecting information that can assure and maintain education quality, enhance the effectiveness of the Teaching Learning Process, improve the Student and Teacher Satisfaction and contribute in the success of the college as an education institution.

The college has well defined policy on the subject which is presented below.

1. Key Principles

- ❖ The Survey would be strictly conducted based on the questionnaire provided by the NAAC
- ❖ There would be a separate committee for conducting and creating awareness about the survey.
- ❖ The Student Satisfaction Survey Committee would have adequate representation of teachers from each faculty.
- ❖ As far as possible the survey would be conducted online and it would be endeavored to keep the paper wastage to the minimum.
- ❖ The survey will be based on the Likert Scale which is adopted by NAAC.
- ❖ The anonymity of the respondents would be maintained.
- ❖ The findings of the survey would be used in academic planning of the next year.

2. Creating Awareness about the Student Satisfaction Survey

It is necessary to create awareness about the conduct of such and its importance in NAAC Accreditation Framework amongst Student and Teachers. Hence, all efforts would be made to underline the importance of the survey. The placards of the Survey provided by NAAC would be sent on Student Telegram Groups before the survey. A session would be reserved for the Student Satisfaction Survey in the

Induction Programme conducted for new students inducted in the First Year of each faculty. The disclaimer information about the survey, its background and the policy of keeping the anonymity of the respondents would be declared and assured to the students along with the survey form.

3. Survey and Sampling

Generally, any survey is conducted with a sample frame in mind. But in case of this survey, the college not only wants to complete the formality but it wants to use this tool as an effective tool of measuring and understanding the students' opinion. Hence, it is the policy of the college that rather than sending the survey link to a limited number of students, it would be sent to all of them so that the awareness about the survey is created automatically. Though, it is again underlined that though the links will be sent to each and every student but no student would be coerced to respond the survey. All efforts would be made to promote the students to respond the survey voluntarily.

4. Survey Calendar

The survey for this academic year would be conducted before the end of the first semester in the next academic year. The report of the survey would be presented to the IQAC at the beginning of the second semester. The finding would be discussed and finalized.

5. Evaluation of the Inputs

Inputs of the survey would be used for improving the teaching learning process in the next academic year. After assessing the findings in the IQAC, relevant instructions would be given to all the academic and administrative sections to include the suggestions given by the students. Based on the suggestions each department would be asked to make changes in the service delivery system i.e. methods of teaching. Similarly, administrative section would be advised to improve their services and to fulfill verified physical infrastructure requirements of the students.

6. Reporting

After the deliberations on the survey findings in the IQAC, the report would be finalized and this report would then be sent to the NAAC along with the AQAR. The college makes it a point to put the findings of the survey report on its website. The contents of the report would be open for public viewing.

7. Consultancy

Considering the good tradition of the conduct of such surveys in the college, if a mentee college under Paramarsh Scheme or any other college that approaches to the college for consultancy and guidance, it will be provided wholeheartedly at a nominal cost.

Flow Chart of the Student Satisfaction Survey





NAAC

Participate in Student Satisfaction Survey (SSS) by NAAC

Dear Students,

NAAC (National Assessment and Accreditation Council) has endeavoured to conduct a **Student Satisfaction Survey (SSS)** the results of which will encompass the accreditation process. The Survey will capture student responses from the list of students provided by the Higher Education Institutes (HEIs). This survey is conducted directly by NAAC to give an opportunity to the students to have their say in assessment and quality improvement process.

NAAC will send online link of the survey to the email address of the student provided by the HEIs, and the student will have to complete and submit the survey in a stipulated time.



• Rate your Institution

The questionnaire is based on the Likert type scale that means the students will have to give responses 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. Analysis of the survey is done using software which will aggregate the responses and generate the score of Student Satisfaction Survey which is important Key Indicator in overall grade of institution.

• Identity Not Disclosed

Students are randomly selected for the survey by system. Except particular student nobody will know which student has received the SSS email and what they have responded. Thus the students will remain anonymous throughout the process.

More details on survey are available on NAAC website <http://www.naac.gov.in/apply-now>

• Suggest Improvements

In SSS, twenty of the twenty one questions will be objective in nature, while one question is open ended to elicit observations and suggestions for improvements thereby providing an opportunity to the student to give suggestions and criticisms in their own words. The questionnaire consists of several facets of the teaching learning process.

Student Survey has 30 to 50 weightage in the scoring of institutional Grade and hence responses from students can play a critical role in determining institutional grade. It is desired that active participation of students in survey will not only empower the students but also help institutions in continuous quality improvement through student engagement.



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