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# Accreditation: student satisfaction a key factor

## Varsities to ensure at least 10% students' feedback

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**NEW DELHI, DHNS:** Under revised accreditation norms, universities and colleges will have to ensure that at least 10% of their students give their feedback to the NAAC teams on the quality of their institutions and teaching faculty.

The Council has incorpo-

rated a provision for this after revising the framework for conduct of students satisfaction survey (SSS) — one of the main parameters for assessing the quality of higher education institutions. Based on the score the institutions obtain out of 1,000, accreditation and quality assurance certificate is granted. "For all colleges, including those with auto-

nous tag, students feedback should be received from at least 10% of the student population or 100, whichever is lesser," the revised SSS framework stipulates. For universities too, the percentage of students giving their feedback to the National Assessment and Accreditation Council's (NAAC) team should be at least 10% of the student population or 500, whichever is lesser.

"If the response rate is lower than the limits prescribed, the metric will not be taken up for evaluation," the NAAC

has made it clear to all higher education institutes while notifying the revised SSS framework.

Students satisfaction — which is one of the seven main parameters for assessment of the quality of a higher education institution — was introduced last year and carries a total score of 100. Students will have to answer 20 objective type questions and one subjective question to give a fair idea to the NAAC's team of the teaching-learning process in their respective higher educa-

tion institutions.

### Students vs teachers

The survey will also seek students response on the quality of their teachers and their commitment towards their job. Students will also have opportunity to give their suggestions to improve "the overall teaching-learning experience" in their respective institutions.

"A maximum of two survey attempts will be initiated to reach the desired level of response from the students," a NAAC official said.

Though the SSS questionnaire will be available on the NAAC's website both in English and Hindi, they will also be e-mailed to the students of the universities and colleges concerned.

"An institute can encourage students to participate in the survey and guide them to make the SSS possible within the given period of 10 days. If needed, the institutes may translate the questionnaire to the local language for the benefit of their students before they take the survey," the NAAC said.