

THE ROLE AND IMPORTANCE OF SSR, SOP, DVV, BENCHMARKS, SSS AND NEP 2020 IN NAAC ASSESSMENT AND ACCREDITATION PROCESS

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Abstract :

ICT based evaluation method adopted by NAAC in its revised new manual has made a big shock in the domain of higher education but it is the most revolutionary step to evaluate HEIs through ICT based method for keeping the assessment and accreditation process very objective. All HEIs have to understand the SOP of NAAC as guidelines for the proper documentation. Submission of AQAR and upload the same on the institutional website is mandatory for the subsequent cycles of accreditation. NAAC has drastically reduced its metrics into 56 for UG colleges in the recent revise of the manual. NAAC has also revised 25% system-generated score as pre-qualifier for Peer Team visit. HEIs have to participate all stakeholders in the preparation of SSR and also have to follow the SOP for documentation. HEIs should make awareness about UGC CARE list Journal among the academia. Considering the role and importance of SSR, SOP, DVV, Benchmark, SSS and NEP 2020, every HEIs have to set up a full-fledged ICT based Management Information System (MIS) and form a team of teachers with ICT skill. Dynamic functioning of the IQAC and all activities of the institution shall be brought under the umbrella of IQAC initiatives with electronic documentation as per SOP and shall be credited to score of the institutional performance and a vibrant institutional website shall be the most urgent need for academic excellence of all HEIs in India.

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1. National Assessment and Accreditation Council (NAAC) has always revised its strategy to evaluate the higher education institutions since its inception from 1994. The revised new manual for self-study report (SSR) is the most revolutionary step of the NAAC to evaluate the higher education institutions through ICT based evaluation method. It is an explicit paradigm shift in the assessment and accreditation process and making the entire process as the most objective, transparent, scalable and robust. NAAC has already focused five core values to be incorporated in the higher education such as contributing to national development, fostering global competencies among students, inculcating a value system among students, promoting the use of technology and quest for excellence. ICT based evaluation method adopted by NAAC in its revised new manual has made a big shock in the domain of higher education when it is launched in 2017. But later, academicians and educationists have come forward to make awareness among the academic community about the importance of transparent and accountable evaluation method for measuring the genuine performance of the

- HEIs. Now NAAC has again simplified the methodology through the application of ICT in its assessment and accreditation process and reduced the total metrics into 56.
2. There are some important features in the revised assessment and accreditation framework. NAAC has introduced 25% System Generated Scores (SGS) as pre-qualifier for Peer Team visit and System Generated Scores in quantitative metrics (QnM) as per the final score after the DVV process. Self-Study Report has two type of metrics such as Qualitative Metrics and Quantitative Metrics. The Quantitative Metrics weightage is 62% and remaining 38% weightage comes under Qualitative Metrics. NAAC has introduced a separate benchmark for affiliating colleges in Quantitative Metrics and third party validation and verification of data within 30 days and also enhanced the participation of stakeholders in the assessment process. It has also exempted curriculum design and development, a key indicator in criterion I for undergraduate and postgraduate colleges and it is one of the important initiatives taken by NAAC for the affiliating colleges.
 3. As per the new manual of NAAC accreditation framework, there are many stages in the process which consists of online registration of Institutional Information for Quality Assessment (IIQA), online submission of Self Study Report (SSR), online process of Students' Satisfaction Survey (SSS), Data verification and Validation (DVV) of documents by the third party, Peer Team onsite visit and online submission of Peer Team Report (PTR), Outcome Report and conferment of grade to the institution.
 4. In the first stage, the institutions intending to apply for assessment and accreditation should have All India Survey of Higher Education (AISHE) ID and its registration certificate and also Institution Track ID from NAAC, Self-Declaration of the Head of the institution about the Programs, Courses and mandatory committees functioning in the institution. The institution should have an affiliation letter from the concerned university for all programs and recognition letters from the competent regulatory authorities. The institution should have statutory functioning committees such as Committee for SC/ST, Minority Cell, Grievance Redressal Cell, Internal Complaint Committee, Other Backward Community (OBC) cell and Anti-Ragging Committee. There shall be RTI officer and an appellate authority in the institution which should be displayed on the institutional website mandatorily. There should be a very vibrant website of the institution with maximum information and institutional data before applying for assessment and accreditation.
 5. If the institution is going for re-assessment or subsequent cycles of accreditation, the institution has to upload its previous four academic years Annual Quality Assurance Report (AQAR) on its website. Now NAAC has instructed to all higher education institutions to submit the AQAR mandatory in the online process. Therefore, the institutions which are very serious with its qualitative functioning will prepare the Annual Quality Assurance Report (AQAR) with all concerned data in advance in every academic year and submit to NAAC in time. If the institutions are preparing the AQAR very properly in time, such institutions will not have any difficulties at the

time of SSR preparation. And there would not be any deviation in the data between AQAR and SSR. NAAC has revised its manual recently and as per the revised manual for Under Graduate Colleges, there are 56 total metrics including 34 Quantitative Metrics and 22 Qualitative Metrics under 32 Key Indicators (KIs) in 7 criteria. There are three main components in the assessment process such as Self Study Report, Students Satisfaction Survey and the Peer Team Report.

6. Every higher education institution has to understand the new manual very thoroughly and follow the Standard Operating Procedure (SOP) of NAAC as per the general guidelines for the proper documentation of its functioning in an electronically retrievable format. Relevant original documents shall be signed by the concerned authorities or members of the committee. These original documents are expected to scan clearly and uploaded as per SOP. NAAC shall not accept the insertion of signatures and insertion of the header of the institutional letter head in the documents for proof of evidence. It is mandatory for the HEIs to fill the templates in the specific formats of the NAAC. HEIs are not supposed to make alteration on the template format of NAAC and ensure the uploaded documents should be readable clearly for the claims made. HEIs have to mandatorily respond to all clarifications raised by the DVV for the specific metrics within the stipulated time. Once the data of the institution is uploaded and the hyperlinks are submitted to the NAAC, any type of changes or additions are not permitted and such changes shall be tracked and viewed it as a serious mistake from the institution. HEIs have to face punishment action from the NAAC. While providing links, it is the entire responsibility of the institution to ensure that links are operational. If the links are not operational during the DVV process, institution has to face the loss, the decision of the NAAC shall be final. If the contents of the documents are in regional languages which should be translated into English language and should be endorsed and duly signed by the Head of the institution. Translated copy in English should also be uploaded along with the document in regional language. All relevant original documents submitted along with the SSR and any additional documents submitted during the DVV clarification process should be duly endorsed by the Head of the institution as the competent authority. Recently in the revised SOP, NAAC has provided enormous freedom to the HEIs for reducing the use of paper and printing the entire data, sign and a seal by the competent authority for all the papers, the Digital Signature is accepted by NAAC in filling of SSR, HEIs are allowed to use the Class-3 Digital Signatures of the Head of the institution to authenticate and upload a large number of documents in the SSR.
7. **Criterion I: Curricular Aspects (100)** has only four key indicators such as curriculum planning and implementation (20), academic flexibility (30), curriculum enrichment (30) and feedback system (20). There are only two qualitative metrics (1.1.1, 1.3.1) under the key indicators of curriculum planning and implementation and curriculum enrichment. The remaining four metrics (1.2.1, 1.2.2, 1.3.2, 1.4.1) are coming under the quantitative metrics under the key indicators of academic flexibility, curriculum enrichment and feedback system. There are two quantitative metrics (1.2.1, 1.2.2) with 15 weightage for each metric under the key indicator of academic

flexibility. If the institution has conducted the number of add on/Certificate/Value added program offered during the last five years are more than 25 the institution will get maximum 4 score and less than 5, the institution will get zero score as per the benchmark. (15-25 3, 5-15 2, 1-5 1, 0 0) If the institution has percentage of students enrolled in Certificate/Add on/Value added programs as against the total number of students during the last five years is more than 50%, the institution will get 4 score, and it is less than 10% , the institution will get zero score as per the benchmark. (35-50 3, 20-35 2, 10-20 1, 0-10 0) There are two qualitative metric (1.1.1, 1.3.1) with weightage of 20 and 10 under the key indicators of curriculum planning and implementation (1.1) and curriculum enrichment (1.3) respectively. If the percentage of students undertaking project work/field work/internship in latest completed academic year is more than 35%, the institution will get 4 score and less than 5%, the institution will get zero score as per benchmark. (20-35 3, 10-20 2, 5-10 1, 0-5 0) There is one quantitative metric under the key indicator Feedback system (1.4). If the institution obtains feedback on the academic performance and ambience of the institution from various stakeholders such as students, teachers, employers, alumni etc. and action taken report on the feedback, made available on the institutional website, the institution will get maximum 4 score. (A4, B3, C2, D1, E0) There are six metrics in this criterion with the total weightage of 100.

8. **Criterion II: Teaching Learning and Evaluation (350)** has seven key indicators such as student enrolment and profile (40), student teacher ratio (40), teaching learning process (40), teacher profile and quality (40), evaluation process and reforms (40), student performance and learning outcomes (90) and student satisfaction survey (60). There are three qualitative metrics (2.3.1, 2.5.1, 2.6.1 under the key indicators teaching learning process, evaluation process and reforms and student performance and learning outcome. The remaining seven metrics (2. 1.1, 2.1.2, 2.2.1, 2.4.1, 2.4.2, 2.6.3, 2.7.1) are coming under the quantitative metrics under the key indicators student enrolment and profile, student teacher ratio, teacher profile and quality, student performance and learning outcome and student satisfaction survey. If the institution has enrolment percentage of students more than 80% as per the sanctioned seats during last five years, the institution will get 4 score and less than 30%, the institution will get zero score as per benchmark. (60-80 3, 40-60 2, 30-40 1, 0-30 0) In this metric, only first year admission should be considered. If the institution has filled more than 80% of seats against the reserved seats for various categories (SC, ST, OBC etc.) as per applicable reservation policy during the last five years, the institution will get 4 score and less than 40%, the institution will get zero score. (60-80 3, 50-60 2, 40-50 1, 0-40 0) If the institution has more than 20:1 student-full time teacher ratio, the institution will get 4 score and less than 50:1 student-full time teacher ratio, the institution will get zero score as per the benchmark.(20-30:1 3, 30-40:1 2, 40-50 1, 50:1 0) Data for the latest completed academic year shall be considered. If the institution has more than 75% of full time teachers against sanctioned posts during the last five years, the institution will get 4 score and less than 40%, the institution will get zero score. (65-75 3, 50-65 2, 40 -50 1) If the institution has more than 75% full

time teachers with NET/SET/SLET, Ph.D. D.Sc. D.Litt. during the last five years, the institution will get 4 score and less than 30%, the institution will get zero score. (60-75 3, 50-60 2, 30-50 1, 30-0 0) If the institution has more than 90% pass percentage of final students who appeared for the university examination during last five years, the institution will get 4 score and less than 60% percentage, the institution will get zero score. (80-90 3, 70-80 2, 60-70 1, 60-0 0) There are ten metrics in this criterion with the total weightage of 350.

9. **Criterion III: Research, Innovations and Extension (110)** has only five key indicators such as resource mobilization for research (10), innovation ecosystem (10), research publication and awards (25), extension activities (40) and collaboration (20). There are only three qualitative metrics (3.2.1, 3.4.1, 3.4.2) under the key indicators innovation ecosystem and extension activities. The remaining six metrics are coming under the quantitative metrics. (3.1.1, 3.2.2, 3.3.1, 3.3.2, 3.4.3, 3.5.1) If the institution has received grants from government/non-governmental agencies for research projects/endowments during the last five years is more than 15 lakhs, the institution will get 4 score and less than 1 lakh, institution will get zero score. (10-15 3, 5-10 2, 1-5 1, 0-1 0) If the institution has published research papers in the journals notified on UGC CARE list during the last five years is more than 10, the institution will get 4 score. (5-10 3, 3-5 2, 0-3 1, 0 0) If the institution has published books and chapters in edited volumes/books and papers in national/international conference proceedings during the last five years is more than 10, the institution will get 4 score. (5-10 3, 3-5 2, 0-3 1, 0 0) If the institution has conducted extension and outreach programs through NSS/NCC etc. including programs such as Swachh Bharat, AIDS awareness, gender issues etc. and those programs organized in collaboration with industry, community and NGOs during the last five years is more than 40, the institution will get 4 score and less than 5, the institution will get zero score. (20-40 3, 10-20 2, 5-10 1) If the institution has MoUs, collaborations/linkages for faculty exchange, student exchange, internship, field project, on the job training, and research and other academic activities during the last five years is more than 20, the institution will get 4 score and less than 1, the institution will get zero score. (15-20 3, 10-15 2, 1-10 1) There are nine metrics in this criterion with the total weightage of 110.
10. **Criterion IV: Infrastructure and Learning Resources (100)** has only four key indicators such as physical facilities (30), library as a learning resource (20), IT infrastructure (30) and maintenance of campus infrastructure (20). If the institution has allotted percentage of expenditure excluding salary for infrastructure augmentation during the last five years is more than 25%, the institution will get 4 score and less than 1%, the institution will get zero score. (10%-25% 3, 5%-10% 2, 1%-5% 1) If the institution has student-computer ratio during the last five years is more than 5:1, the institution will get 4 score and less than 40:1, the institution will get zero score. (5-15 3, 15-30 2, 30-40 1) If the institution has percentage of expenditure incurred on maintenance of infrastructure (physical and academic support facilities) excluding salary component during last five years is more than 25%, the institution will get 4 score and less than 1%, the institution will get zero score. (20%-

- 25% 3, 10%-20% 2, 1%-10% 1) There are three qualitative metrics and three quantitative metrics with total weightage of 100.
11. **Criterion V: Student Support and Progression (140)** has only four key indicators such as student support (50), student progression (35), student participation and activities (45) and alumni engagement (10). If the institution percentage of students benefitted by scholarship and freeships provided from Government, Non-Government agencies and Philanthropists during last five years is more than 70%, the institution will get 4 score and less than 40%, the institution will get zero score. (60%-70% 3, 50%-60% 2, 40%-50% 1) If the institution has taken initiative for capacity building and skills enhancement on soft skills, language and communication skills, life skills (Yoga, physical fitness, health and hygiene) ICT/computing skills, the institution will get 4 score. (A B C D E) If the institution has percentage of students benefitted by guidance for competitive examination and career counseling during the last five years is more than 40%, the institution will get 4 score and less than 5%, the institution will get zero score. (30%-40% 3, 20%-30% 2, 5%-20% 1) If the institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases such as implementation of guidelines of statutory/regulatory bodies/organization of wide awareness and undertakings on policies with zero tolerance/mechanism for submission of online/offline students' grievances/timely redressal of the grievances through appropriate committees, the institution will get 4 score. (A B C D E) If the percentage of placement of outgoing students and students progressing to higher education during the last five years is more than 60%, the institution will get 4 score and less than 10%, the institution will get zero score. (40%-60% 3, 30%-40% 2, 10%-30% 1) If the institution has percentage of students qualifying in state/national/international level examinations (JAM, CLAT, GATE, GMAT, CAT, GRE, TOEFL, Civil Service and State Government Examinations) during the last five years is more than 10%, the institution will get 4 score and less than 1%, the institution will get zero score. (7%-10% 3, 4%-7% 2, 1%-4% 1) If the number of awards/medals for outstanding performance in sports/cultural activities at university/state/national/international level during the five years is more than 30, the institution will get 4 score and less than 5, the institution will get zero score. (20-30 3, 10-20 2, 5-10 1) If the number of sports and cultural programs in which students participated during the last five years is more than 30, the institution will get 4 score and less than 5, the institution will get zero score. (20-30 3, 10-20 2, 5-10 1) There are eight quantitative metrics and one qualitative metric in this criterion with total weightage of 140.
12. **Criterion VI: Governance, Leadership and Management(100)** has five key indicators institutional vision and leadership (15), strategy development and deployment (12), faculty empowerment strategies (33), financial management and resource mobilization (10) and internal quality assurance system (30). If the institution has implementation of e-governance in areas of operation such as administration/finance and accounts/ student admission and support/examination, the institution will get 4 score. (A B C D E) If the institution has percentage of teachers

provided with financial support to attend conferences/workshops and towards membership fee for professional bodies during the last five years is more than 50%, the institution will get 4 score and less than 5%, the institution will get zero score. (40%-50% 3, 20%-40% 2, 5%-20% 1) If the institution has percentage of teaching and non-teaching staff participating in FDP, Professional Development/administrative training programs during the last five years is more than 50%, the institution will get 4 score and less than 10%, the institution will get zero score. (40%-50% 3, 30%-40% 2, 10%-30%) If the institution has initiated quality assurance activities including regular meeting of IQAC; Feedback collected, analyzed and used for improvements /collaborative quality initiatives with other institutions/membership of international networks/participation in NIRF/any other quality audit/accreditation recognized by state. National or international agencies such as NAAC, NBA, ISO certification etc., the institution will get 4 score. (A B C D E) There are five qualitative metrics and four quantitative metrics with the total weightage of 100.

13. **Criterion VII: Institutional Values and Best Practices (100)** has three key indicators such as institutional values and social responsibilities (50), best practices (30) and institutional distinctiveness (20). If the institution has facilities and initiatives for alternative sources of energy and energy conservation measures, management of various types of degradable and non-degradable waste, water conservation, green campus initiatives and disabled-friendly, barrier free environment, the institution will get 4 score. (A B C D E) If the institution has undertaken quality audit on environment and energy regularly and the institutional environment and energy initiatives through the following activities Green audit/Environment audit, Energy audit, Clean and green campus initiatives, beyond the campus environmental promotion and sustainability activities, the institution will get 4 score. (A B C D E) There are four qualitative metrics and two quantitative metrics with total weightage of 100.

Previously, there was an optional metrics only applicable for affiliating colleges. Indian higher education institutions are functioning in different regions with different socio-economic cultural and linguistic background. NAAC had very thoughtfully considered the diversities of the higher education institutions. To assist the HEIs, NAAC had come forward with this concept of Non-Applicable Metrics. Non-Applicable Metrics should not exceed 3% (30 weightage) as per the manual revised on 4 February 2020. Metrics with a maximum of 10 weightage per criteria could only be opted out. Criterion 1, 2 and 7 were an essential component and no metrics could be opted out from these criteria. Metrics identified as optional could only be opted out and qualitative metrics could not be opted out. The calculation of Cumulative Grade Point Average (CGPA) of HEIs was done excluding the 3% metrics opted out by the higher education institutions. This policy for the colleges adopted by NAAC based on the recommendation of Core Working Group (CWG) in consultation with statistical experts who approved the provision to colleges to opt out some of the metrics which may not apply in their context for various reasons. But NAAC has drastically reduced the number of total metrics into 56 as per the recent revised Manual and simplified the qualitative metrics and quantitative metrics. At present, there is no need of opting out any metrics. Therefore, there is no such options as per the revised new manual on 20 July 2023.

14. Several modifications and updations had been carried out after launching the assessment and accreditation framework in July 2017. Recent updation of NAAC manual for affiliated/constituent colleges on 20 July 2023 is in line with the NEP 2020 recommendations without compromising the quality aspects in HEIs. Therefore, every HEIs has to implement NEP 2020 which consists of transforming into holistic multidisciplinary institution, initiate the registration of the students for the academic bank of credit (ABC), strengthen the institution through skill development of the students in alignment with National Skills Qualifications Framework (NSQF), ensure every student at least one skill based course during the graduation period, initiate for the integration of Indian Knowledge System (IKS), initiate to transform its curriculum towards outcome based education (OBE) and seek the possibilities of offering vocational courses to the students through ODL mode in the institution. Apart from this, every HEIs has to establish Electoral Literacy Club (ELC) and voluntary contribution of students in electoral processes-participation in voter registration of eligible students as well as people in their communities and promotion of ethical voting and advancing democratic and constitutional values. For fulfilling all these activities, every HEIs has to institutionalize a mechanism through the ELC.
15. The Internal Quality Assurance Cell (IQAC) plays a very substantial role in the quality initiatives, quality sustenance and quality enhancement. NAAC is an external quality agency to assess the overall performance of the higher education institution but IQAC as an Internal Quality Agency can assess the overall performance of the institution at any time periodically in a better way through the self-evaluation process. Therefore, the distinctive features of the institution are always decided by qualitative functioning of the IQAC and its qualitative leadership as a catalyst in every higher education institution. The quality of the performance of students after taking admission in the HEIs can be enhanced by the quality initiatives of the IQAC and its leadership under the Head of the institution and Management. Students are the main stakeholders of higher education institution and so in self-study report, IQAC has to mainly focus on student support and their academic progression in the institution. As internal stakeholders, management, staff-Teaching and Non-Teaching staff and students have the credibility of all types of activity for self-improvement, innovations and best practices.
16. Self-Study Report is the major documents in the assessment and accreditation process and therefore, it is most needed to involve the participation of all stakeholders such as management, teachers, administrative staff, students, parents, industrialists, surrounding community and alumni. Data requirements for Self-Study Report (SSR) are executive summary, the profile of the institution, the extended profile of the institution, and quality indicator framework and data templates/documents for quantitative metrics. The executive summary contains an introduction of the institution, criterion-wise summary, SWOC analysis, any additional information and an overall conclusive explication about the functioning of the institution. But this executive summary shall not exceed more than 5000 words.

17. NAAC has mentioned certain essential points for Quality Indicator Framework (QIF) in its manual for clearing the doubts of HEIs while filling up online SSR format on the website of NAAC. While going through the QIF, each metric has a particular type of information in the prescribed format such as data required, the formula for calculating the information and file description for uploading the document. Qualitative Metrics require descriptive data within a minimum of 500 characters and a maximum of 500 words. The HEIs have to compile and consolidate all information in advance before the submission of IIQA and prepare the response within the word limit beforehand to avoid stress at the time of online submission of SSR. For the Quantitative Metrics, NAAC has required data in a specified manner which can be processed digitally and it must be compatible for System Generated Scores (SGS).
18. NAAC has always revised and updated its process and procedure for supporting all HEIs intending for assessment and accreditation. At the beginning of the introduction of the new manual, there was a dearth of proper Standard Operating Procedure (SOP). HEIs were confused at that time because of the deficiency of the Standard Operating Procedure (SOP). Now NAAC has a revised Standard Operating Procedure (SOP) for Data Validation and Verification for Affiliated UG and PG Colleges.
19. As per the general guidelines of SOP and DVV for affiliated UG colleges, NAAC Portal only supports 5MB data for each metric. Therefore, if it is possible, kindly upload the data in NAAC portal. If the attachments are exceeded more than 5MB, then upload the supporting data in HEIs website and provide the link of the document in the particular template or the HEI-DVV clarification box on the institutional website. In the guidelines of SOP, NAAC has described the way of generating the hyperlink. If the HEIs have provided the relevant supporting documents at the time of online submission of SSR which will assist the speedy DVV clarification process.
20. There are some mandatory guidelines in the SOP of NAAC. HEIs have to mandatorily fill the templates in the specified format provided by NAAC and attach the template in SSR. Higher education institution is not supposed to amend the format in which data is sought. The uploaded documents should be readable clearly and then only HEIs can claim the credit in the metric's weightage. HEIs should mandatorily respond to all the DVV clarifications in the SSR within the stipulated timeline. DVV partner may ask details from selected documents for validation and verification. HEIs have to upload all the documents sought by the DVV partner. The institutional data should be uploaded either on NAAC portal or on the institutional website. Institutional data should not be put on Google Drive or any third party cloud memories.
21. It is to be noted seriously that once the data has been uploaded and the specific links are submitted to NAAC, HEIs are not supposed to make any changes or additions. Any changes in the documents must be tracked and such occurrences shall be viewed by NAAC as misappropriation of data. There is a probability of action against such HEIs. When HEIs have provided links, the institution should confirm whether the links are working properly or operational. If the links are not working properly during the DVV clarification, the decision of the NAAC shall be considered final.

- Sometimes, the supporting documents may be in regional languages, then it must be translated into English and the translated copy should also be duly signed by the Head of the Institution. Both copies should be uploaded in the online SSR.
22. As per the SOP of NAAC, all supporting documents uploaded in the SSR and any additional documents submitted during the DVV clarification process must be duly signed by the Head of the Institution. Photos are the important supportive evidence of activities in the institution but every HEIs must take Geo-tagged photos. SOP of NAAC has instructed certain steps to be taken for Geo-tagged photos. First of all, you should set the location on in your digital camera or if you are taking pictures in your Android Phone, then set the location on. You should also be careful in entering the title of the program before taking the pictures. After taking the pictures, you should download the pictures in Laptop or any computer system and examine the properties, click on the Details tab, scroll down to see GPS.
 23. HEIs shall consider certain points while submitting data concerning Quantitative Metrics in the online format. Each Quantitative Metrics have required the data in tabular form and documents. Documents such as Minutes of the meeting, decisions, statements of accounts, award letters, letters of appointments etc. are required to upload in online submission of SSR. Suppose these documents are in bulk, upload in the institutional website and provide hyperlinks to the website. The institution shall have complete freedom to upload the relevant documents according to the context, the list of the documents is only suggestive.
 24. NAAC has involved the students in the assessment and accreditation process as an integral and inevitable part and conducting an online survey of student satisfaction. In a certain degree, the satisfaction level of students and their feeling towards the institution are indicative in measuring the effectiveness and efficiency of the teaching-learning process in the institution. The institution's intellectual stimulation to the students might reflect from the 21 questions in the student satisfaction survey. SSS regarding teaching-learning, the evaluation will support to upgrade the quality in a higher education institution. NAAC will never reveal the identity of the students who participate in the satisfaction survey. Question number 21 is qualitative and provided an opportunity for the students to write suggestions to improve the quality of the institution. They can also mention the weakness and strength of the teaching-learning process of the HEIs. Student Satisfaction Survey shall be conducted along with DVV process of the institution. Every HEIs has to strictly upload data of at least 50% of currently on roll students as per data template format of excel sheet given in the portal of NAAC. The SSS questionnaire shall be emailed to all these students. Therefore, every HEIs has the freedom to select the list of the students as per their choice. At least 10% of the total student population or 100 response of the students whichever is lesser shall be expected to receive by NAAC. After its initiation, SSS process shall be completed within one month and if the student response rate is lesser than the expected limit, weightage of this metric shall not be considered for evaluation. So HEIs shall be very careful when selecting the 50% current enrolled students.

25. The internal quality of the teacher can be measured through the quality of research publications. Research papers published in UGC CARE list journals will only be considered. If the details given are not complete with the UGC link, the respective research publication shall not have any value in the assessment and accreditation process. For the upcoming academic years, the University Grants Commission's Consortium for Advanced Research Ethics (CARE) List journals shall have academic validity for all purposes. Therefore, every HEIs must have instructed to make awareness among the teachers about the new trend widespread in the academia.
26. Considering the above discussed different aspects of SSR, SOP, DVV, Benchmarks, SSS and NEP 2020 are concerned, there is an urgent need for full-fledged ICT based Management Information System (MIS) for every HEIs. All activities and its reports, documents and geo-tagged photos are consolidated from the in-charge teachers and recorded electronically in retrievable format by the Documentation Committee of the institution or upload the same on institutional website for access at anytime and anywhere of the world. Therefore, there is an urgent need for a vibrant institutional website and dynamic functioning of the IQAC with ICT enabled teacher members to catch and record every minute activity and every aspect of institutional function very wisely with utmost coordination.

Works Cited :

- Institutional Accreditation-Revised Manual for Affiliated/Constituent Colleges, retrieved from <http://www.naac.gov.in/apply-now/>
- Guideline for Student Satisfaction Survey retrieved from <http://www.naac.gov.in/apply-now/>
- Questionnaire for Students retrieved from <http://www.naac.gov.in/apply-now/>
- SOP for DVV Revised Manual of Affiliated UG and PG College retrieved from <http://www.naac.gov.in/apply-now/>