

Dr. J. S. Dorothy
Regional Director

F.No. IG/RC14/Admsn/NAAC/4.26
Dated 07th June, 2020

To

All Learners under Regional Centre, Cochin (RC14)

Sub: NAAC Student Satisfaction Survey – reg.

Sir/Madam,

Greetings from IGNOU Regional Centre, Cochin!

IGNOU is in the process of seeking accreditation from National Assessment and Accreditation Council (NAAC).

In this process of Accreditation, NAAC would be contacting you for being the Learner of IGNOU through Email to know the Quality of Services offered by IGNOU. A Poster developed in this regard by IGNOU is enclosed for your perusal as an attachment.

NAAC is likely to approach you directly to seek your feedback. Hence, it is requested that your feedback highlighting the positive issues you have received from IGNOU will facilitate the Accreditation process.

Looking forward to your cooperation in the participating in the NAAC Student Satisfaction Survey..

Yours sincerely,

Dr. J.S. Dorothy
Regional Director

Encl: As above



NAAC

Participate in Student Satisfaction Survey (SSS) by NAAC

Dear IGNOU Learners

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.

**Have
your say
in quality
improvement**



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• 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.

• 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.

• 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>

Student Survey has 30 to 60 weightage (as per type of institution) 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.



Dear IGNOU Learners,

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**Please respond to the Emails/SMS
on the SSS being conducted by NAAC and
submit the form within a week.**

Stay Safe, Stay Healthy!!

If you have any Queries, please contact your nearest RC, you May also Contact:

NAAC Helpdesk Tel: +91-080-23005192, 193

Email: naachelpdesk@gmail.com