

1. Our University is offering both Regular Programs and Distance Mode Programs. In which manual we have to submit? Is there any timeline for submission?

Ans: Universities established by an Act of Parliament or State Legislature, Deemed to be Universities declared by the Central Government under Section 3 of the University Grants Commission Act, 1956 and Institutions of National Importance (INI) declared by an Act of Parliament, offering academic Programmes in face to face mode and also offering academic programmes through ODL mode by establishing Directorates of Distance Education (DDE) as Departments/ Centres/ Institutes to offer their academic programmes through ODL mode, are known as Dual Mode Universities (DMUs).

The Universities which are offering Regular Programs and Distance Mode Programs, the option is given to such Universities that they may come forward for NAAC Assessment and Accreditation (A&A) Process either in General University Manual or Dual Mode University Manual; this option will be continued till June 2021.

For more details please refer to the notifications dated 11/12/2019, 14/01/2020 and 03/02/2020 from NAAC website.

2. We have teachers in our college and we are running educational Institution. Can we follow Teacher Education Manual?

Ans: No. Teacher Education Institutions are those Higher Education Institutions (HEIs) in which all the programs offered are recognised by Statutory Regulatory Authority(s) (SRA) i.e. NCTE or RCI or HEIs in which more than 50% of the programmes offered are recognized by SRAs i.e. NCTE or RCI.

3. Related to Students Email ID for Survey, we have been requested to provide 500 entries in one excel sheet and upload one excel file. We have more than 2200 students; in such case, kindly clarify that whether we have to give the e-mail ID of only 500 students (at random) in one excel sheet or we have to give the mail ID of 2200 students in five different excel sheets at the rate of 500 IDs in each sheet?

Ans: Only 500 records (500 students details) to be mentioned in one excel file and upload. Then download empty data template for metric 2.71 and enter next 500 records and upload. Similarly, details of all students to be uploaded and at 50% of students details are mandatory for submission of online SSR.

1. I am a Student & I received an email related to "Survey" from NAAC, What is to be done?

Ans: Student Satisfaction Survey has to be submitted online only through the link sent in your email address. Please click on "**Click here to Take Survey**" button to take survey.

2. My friends received SSS form but, I didn't get any form in my e-mail. We are all studying in the same Institution. How is that possible?

Ans: Student Satisfaction Survey is a system generated process and questionnaire for Student Satisfaction Survey (SSS) is sent randomly to a few of the students in the Institution.

3. I am a Student & I deleted my SSS form by mistake. Please send it to me again.

Ans: Student Satisfaction Survey is a system generated process and is initiated only once.