USER MANUAL

FOR

HEI PORTAL

VERSION 1.0

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KELTRON

Document Control Data Sheet

Classification	CONFIDENTIAL		
Project Name	Implementation of Software Solution for NAAC Processes		
Doc. Issue No:	01	Document Revision No:	01
Document ID:	ITBG/SWG/NAAC/SRS/2017/006		

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Document	Organisation Name	Date
Prepared by	Kerala State Electronics Development Corporation (KELTRON)	20/09/2018
Received by	National Assessment and Accreditation Council (NAAC)	

Contents

1) HEI Registration Process

1.1 A&A process steps on whole

- All HEIs have to complete the registration process to initiate the accreditation process.
- Registration is mandatory for both new Institutions and also previously accredited Institutions irrespective of the cycle number.
- On Approval of registration, new Institutions can start with IIQA filling & already accredited institutions can have three options based on the previous accreditation date, it can be for Re-assessment, AQAR filling or Accreditation for next cycle (Re-accreditation).
- There is no timeline for submission of IIQA.
- After submission of IIQA it will undergo a process of verification by NAAC during which clarifications might be sought by NAAC based on the information submitted.
- On Approval of IIQA, SSR should be submitted within 45 days from the date approval (As per current policy but, subjective to change based on policy, if any).
- On submission of SSR parallel processes are initiated, one is Student Satisfaction Survey (SSS), Data Validation and Verification (DVV) and INFLIBNET data submission about publications (If University or Autonomous College only).
- On initiation of SSS auto generated mail is sent to HEIs, on receipt of which the HEI should monitor the status of response percentage by students in the Student Survey Details page in their portal. The process of survey is initially 30% of the students are chosen by the system, and the invite is sent, within 15 days from initiation if the minimum response is not recorded system automatically sends the invite to remaining 70% of the students.
- For survey to be successfully completed the minimum response of either 10% or 100 students (whichever is minimum) should respond to the survey invite in case of college. And for university minimum response of either 10% or 100 students (whichever is minimum) should respond to the survey invite.
- On initiation of DVV process auto generated mail is sent to HEIs. Further there may be clarifications asked by DVV (auto generated mail regarding clarification is sent) and HEIs should submit response within 15 days.

- After response is submitted the DVV further verifies the data for each metric in the clarification and suggests the final input for the metric based on the supporting documents and response given by the HEI. **Please note that there is only one round of clarification.** The decision of DVV for each metric can be viewed by the HEI in "View clarification History" of SSR-DVV Clarifications in the portal.

- After completion of SSS & DVV process each HEI undergoes the Pre-qualification process in the system. An HEI is termed as Pre-qualified and goes ahead to the assessment only if it scores 30% in Quantitative Metrics. If the score is less than 30% the HEI is said to be Pre-qualification failed and the HEI cannot go ahead with the assessment process.

- Pre-qualification failed HEIs should apply for the Accreditation Process after 6 months from the date of intimation about pre-qualification fail. These HEIs should start their accreditation again from IIQA process and the fee paid is forfeited.

- The pr-qualified HEIs should login to the portal and do the payment of 2nd Installment (SSR) & Logistics Advance. After successful payment, the tab for selecting the dates for visit & logistics information regarding nearby airport, railway station & hotel.

- Once the dates are fixed an auto generated mail will be sent to HEI regarding the dates, the same will be visible in portal also. 3 days before the visit the Peer Team member details will also be made visible in the portal. (Manage Assessment -> View visit details).

- After visit on submission of Peer Team Report by peer team the same will be available in portal (Reports).

- On declaration of grade an auto generated mail is sent to HEI with grade details and the assessment outcome documents (AOD) will be made available in the portal. HEI can analyze the various reports in AOD to identify the criterion with low performance and plan the improvisation.

1.2 Introduction

- HEI Registration is the first step in the new assessment and accreditation process which is completely online. This is a onetime process which means credentials first created can be used for further assessments. New Institution and already accredited institution should follow the same process.

- The institutions are required to register in the AISHE (All India Survey of Higher Education) portal of MHRD as this AISHE ID is mandatory for registration with NAAC. Those institutes which are applying for cycle 2 onwards (which are already accredited

by NAAC before) are required to provide the data of previous accreditation comprising of the assessment date, Grade, and need to upload the scanned copy of accreditation certificate for verification. Hence it is advised to keep the data and the scanned Certificate ready before the registration process.

* The registration for HEI portal creates a unique login credentials for an institution. All the correspondence and applications including the submission of AQAR is through the HEI portal, hence it is advised to keep the credentials with the concerned persons dealing with A&A process. The accredited institutions are required to register with NAAC as the submission of AQAR is on-line and through HEI portal only.
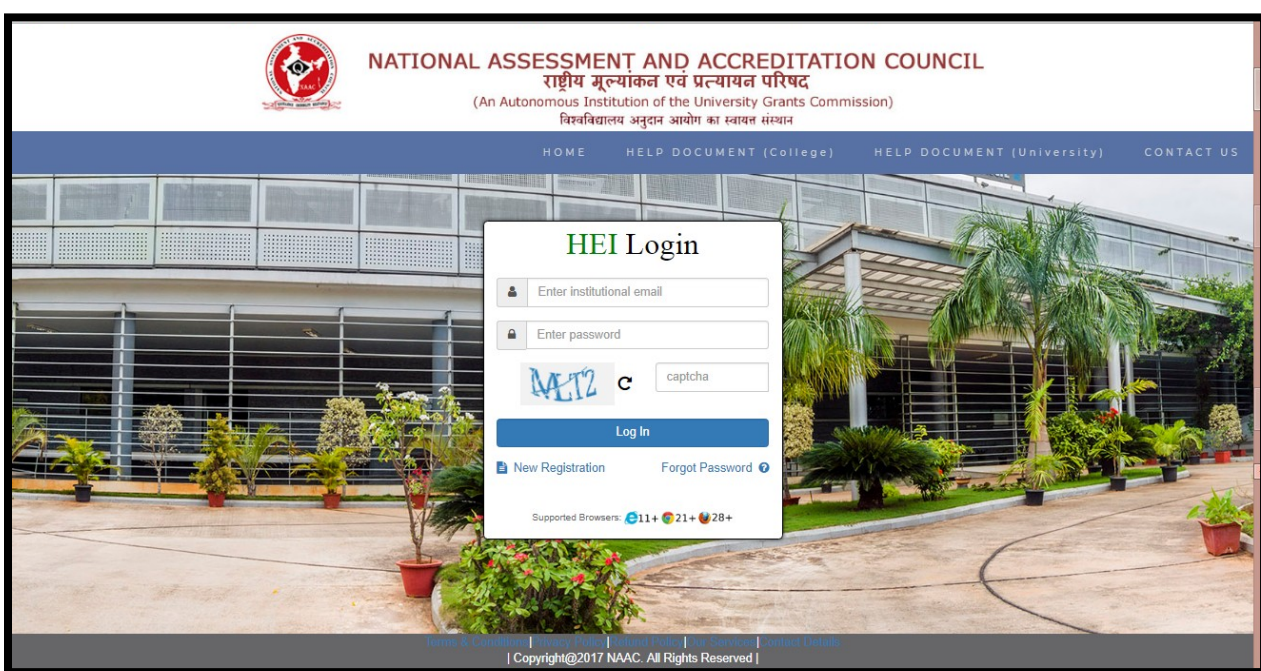
1.2 Steps for Registration with NAAC

* The institutions which would like to apply for A&A and for submission of AQAR are required to register with NAAC by using the portal http://www.naac.gov.in/apply-now.

* Type in your HEI details as shown below and click **Proceed**.

  * HEI Name : Type Full Name without abbreviations
  * HEI Type : College or University
  * MHRD AISHE ID

- HEI Email: This should be a university or college email only that shall be used for all communication by NAAC. You should not submit any personal email id.

- Mobile Number: This should be a university or college level Mobile number, preferably the Head of Institution's Mobile number that shall be used for sending all SMS alerts.

- Are you Previously Accredited- **Select No** (if institution is applying for the first time) or **Select Yes**, if the institution is already accredited by NAAC and are ready to submit AQAR or ready for subsequent cycle.

1.3 Registration for already Accredited Institution

Higher Education Institution(HEI)
Registration for Assessment and Accreditation

Name of the Institution — Enter HEI name

Institution type — --Select HEI type--

MHRD AISHE Id — --Sele-- / Enter AISHE Id

Institution email Id — Enter HEI email

Re-enter Institution email Id — Re-enter email

Mobile number for communication — Enter Mobile number

Are You previously Accredited — Yes ● No ○

Terms and Conditions

- Visit NAAC website www.naac.gov.in for Eligibility Criteria, Fee structure, Grading pattern etc.
- Provide official institutional e-mail id's and contact numbers only. All future communications from NAAC shall be done with this e-mail id's and contact numbers.
- Requests for change in e-mail id's will not be accepted.
- New registration is applicable only for institutions not so far accredited by NAAC.
- Already Accredited institutions need to use the user ID and Password provided for submission of LoI and other documents during the earlier accreditation.
- Registration does not imply institutional eligibility for assessment.

Proceed   Cancel

↓ If the HEI that is already accredited and needs to register with NAAC, they are required to select the radio button as **yes** and then click **proceed** button. If the HEI have selected yes, then they need to enter few details regarding the previous assessments like **cycle, assessment date, grade, district, city etc and upload the certificate of accreditation. Once all information are provided** click on the **Register** button.

Higher Education Institution(HEI)
Registration for Assessment and Accreditation

Provide Following Details For Verification

Next Cycle of Accreditation ✱	Cycle2 ▾
Previous Email ID	Enter Previous Email ID
Establishment Date ✱	
State ✱	Delhi ▾
City ✱	Enter City
Pin Code ✱	Enter Pin Number

Previous Accreditation Details ✱

Cycle No	Assessment Date	Grade Obtained	Certificate/Proof
1	05/06/2018	A ▾	Choose File No fil...hosen

☑ I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief. I have fully read and understood all the terms and conditions mentioned above and confirm to abide by all the terms and conditions.

NAAC ↻ captcha

[Register]   [Back]

1.4 Activation on Registration

- Once the Registration process is completed, the HEI will receive an activation link to the registered email id which was provided during the time of registration. Then **Click** on the activation link to receive the credential details. The link is valid only for 7 days.

- Please note the email you have registered with NAAC cannot be updated further.
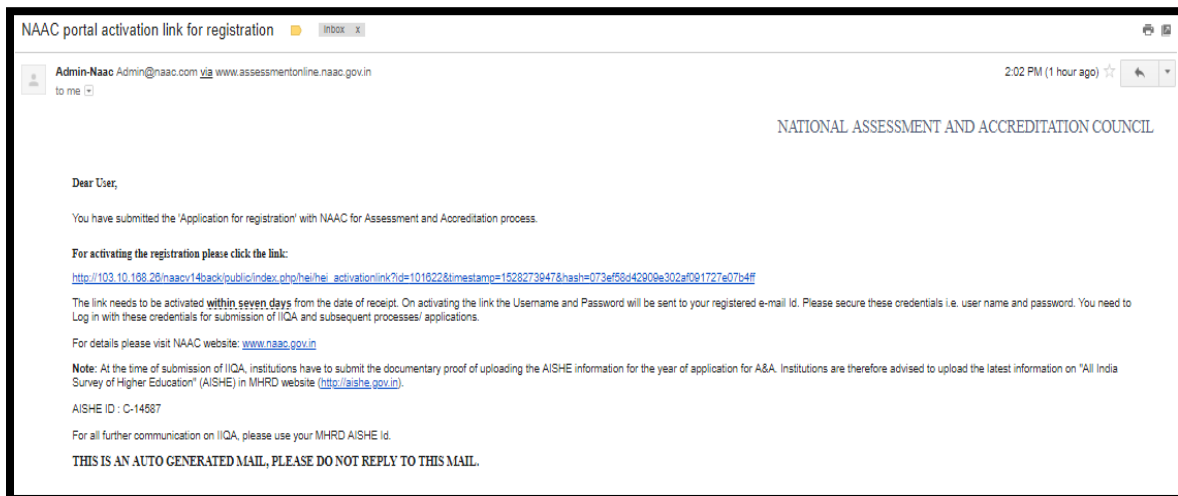
1.5 Receiving Login Credentials

- Once the link is activated, the user name and password for logging in to your portal will be sent to the same mail. Use these credentials to login to your HEI portal by clicking to the link provided.

- The user credential will be unique for an HEI for Assessment and accreditation process.
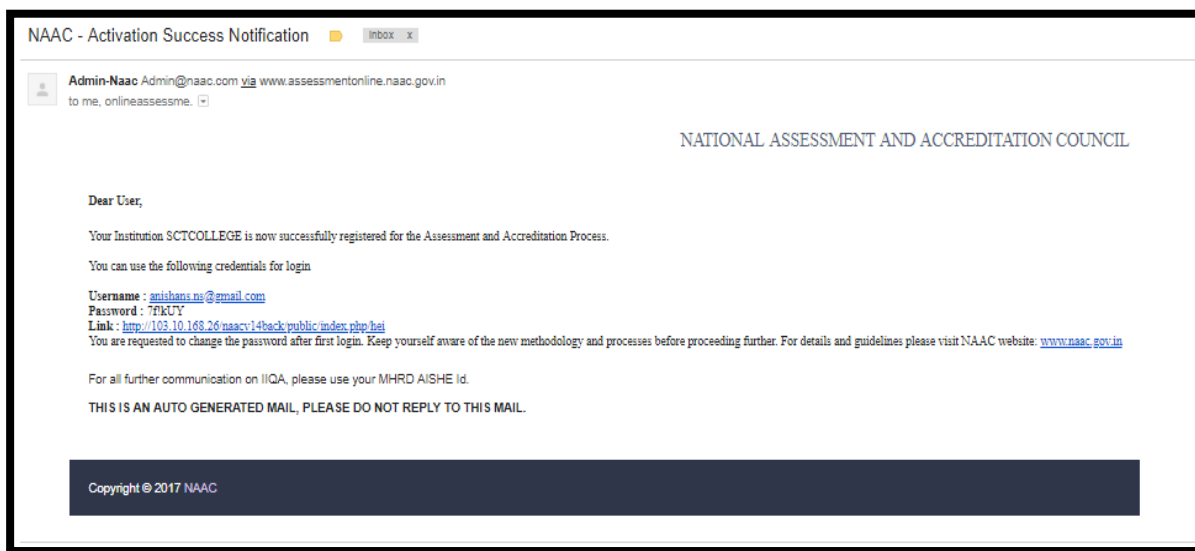
1.6 Verification of the previous accreditation data of accredited Institution

- The verification process is usually an auto approval process which matches with the existing information with regards to accreditation. If there is a match then the approval will happen automatically and further details like track id EC number etc. will be updated from the record available with NAAC.

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- If a match is not found because of any issue/typo error or due to other issues, the NAAC designated officers should approve the registration for the HEI to start Accreditation process. In this case, institution can fill IIQA only once their registered data get manually approved by the NAAC designated officer.

- There will be mail intimation after the verification of accreditation data to start filling AQAR or IIQA.

Naac - Approved   Inbox   x

Admin-Naac Admin@naac.com via www.assessmentonline.naac.gov.in
to me

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

Dear SCT COLLEGE,

Your registration has been verified and approved. You can start filling IIQA form.

For all further communication on IIQA, please use your MHRD AISHE Id.

THIS IS AN AUTO GENERATED MAIL, PLEASE DO NOT REPLY TO THIS MAIL.

Copyright © 2017 NAAC

2) HEI Common Operations

2.1 How to Change password

- HEI can access the change password option by clicking on **Account** icon.

- Type the old password once and new password twice, and then click on **submit**.

- HEI will receive an email in registered email id with the new password.

- Password Policy to be followed by user for creating secure password is given below.

  - o length should be between 6 to 9
  - o One character (A-Z or a-z)
  - o One number (0-9)
  - o One special character (!,$,#,%,_,@)

2.2 Managing Support/Helpdesk

If the HEI has any issues related to submission of IIQA, SSR, AQAR, etc. using the HEI portal, they can create issue through support/helpdesk. The status of the issue will be communicated to HEI through dashboard. There are 4 tabs for managing issues, they are "Report an issue, issue reported, Review Response and FAQ".
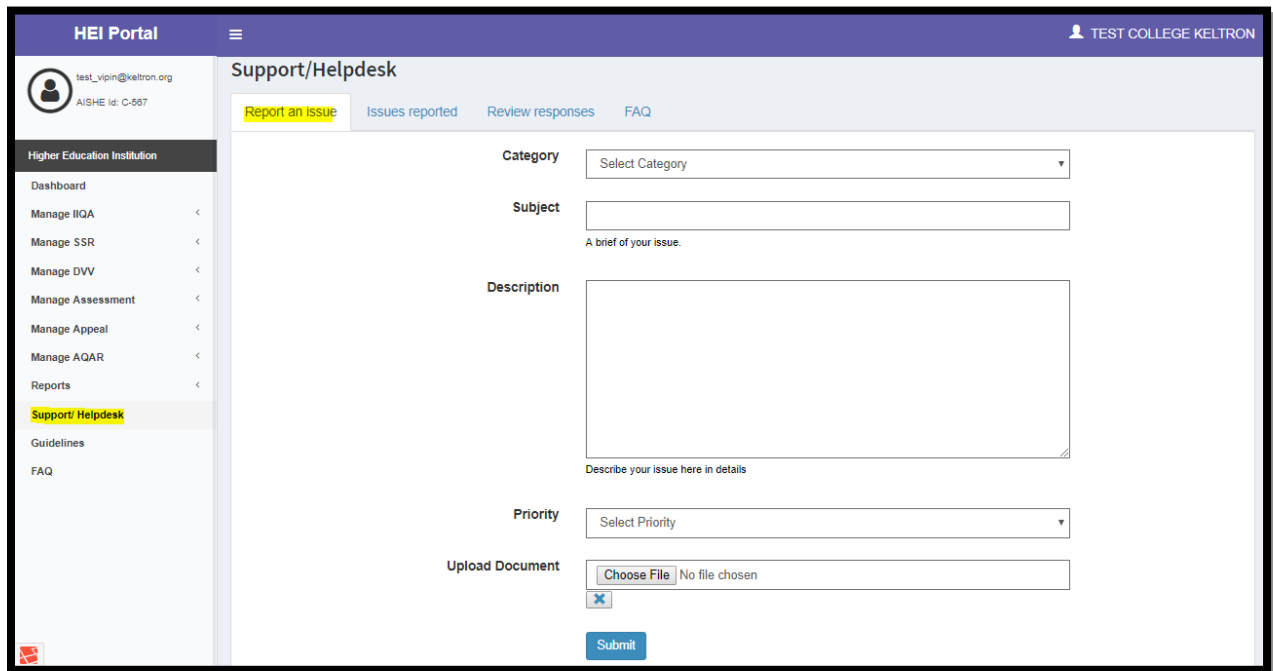
1) Creating Support issue

- HEI can raise a complaint/issue under different category like technical, appeal, IIQA filling etc. The user has to provide the necessary information like subject, description, priority etc and click on the submit button. On successful submission, a unique issue ID is created for each issue and will be available on the support/helpdesk page of HEI portal.

- The issue created will have a different status like open, Resolution in progress, Resolved and closed. The default status of the issue is open.

- When the concerned NAAC officer attends the issue, the HEI can view the communication and the status through support/helpdesk menu.

- After the issue is resolved the status of the Issue will Auto-Close after 5 days

2) How to view created issue

- To view a created issue, select the second tab issue reported; here we can get the status of the issue

- To get the details of the issue, click on the **view** button, it will open the page where HEI can view the status and the response.

If the institution is not satisfied, HEI may raise query for the response received.

3) How to Review response for the issue
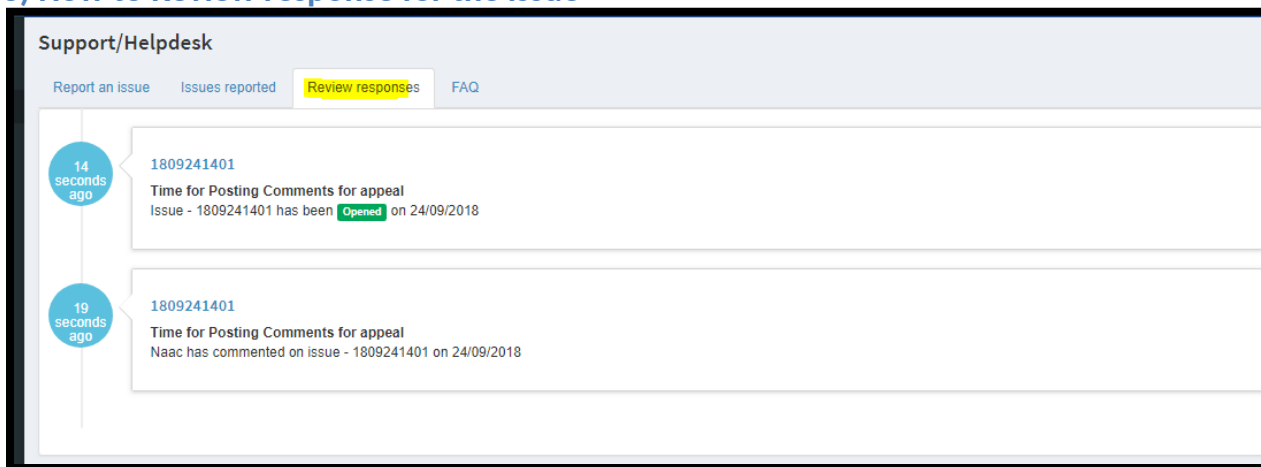
- ⬇ This is the third tab under the support/Helpdesk; here you can get history of responses received for a issue like date/time/status etc

4) What is FAQ
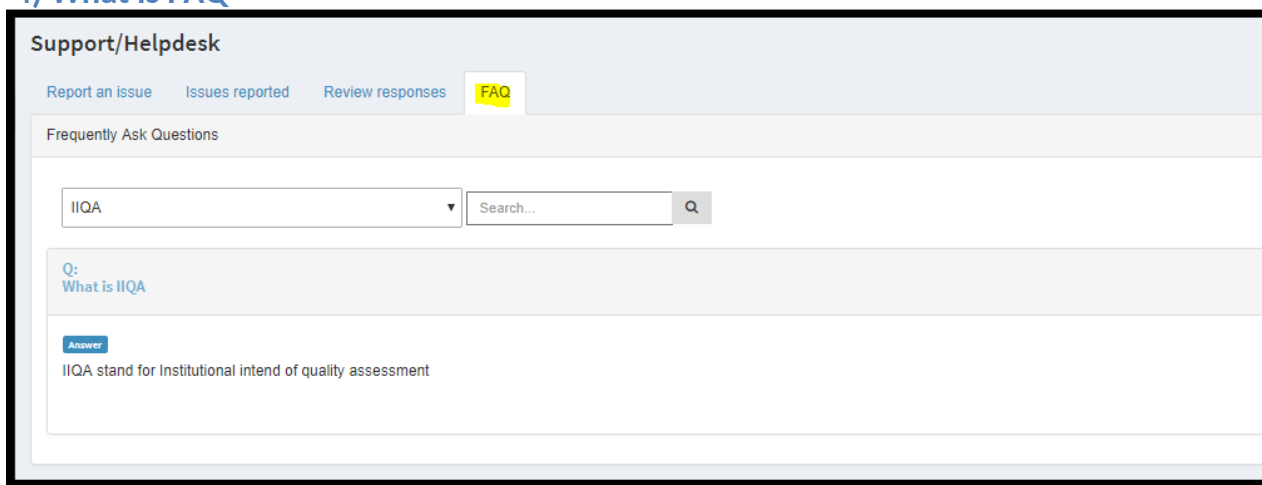
- ⬇ FAQ is the last and forth tab for support/helpdesk, here we can see some frequently asked questions and answers
- ⬇ Select the type from the dropdown list like IIQA, Appeal, AQAR etc and it will list the question related to that type.
- ⬇ To view the answer click on the questions and the answer will be displayed.

2.3 Understanding the Dashboard

After login, the first page which appears to HEI is the Dashboard screen. In this screen the status of each activity shall appear,

Institution details – About the HEI Assessment and Accreditation

🔹 Notifications/Alerts – Important Information or Guidelines NAAC has provided

🔹 Important Dates – Dates to be taken care of, regarding IIQA and SSR process.

🔹 On the left hand side all the menu options are available.
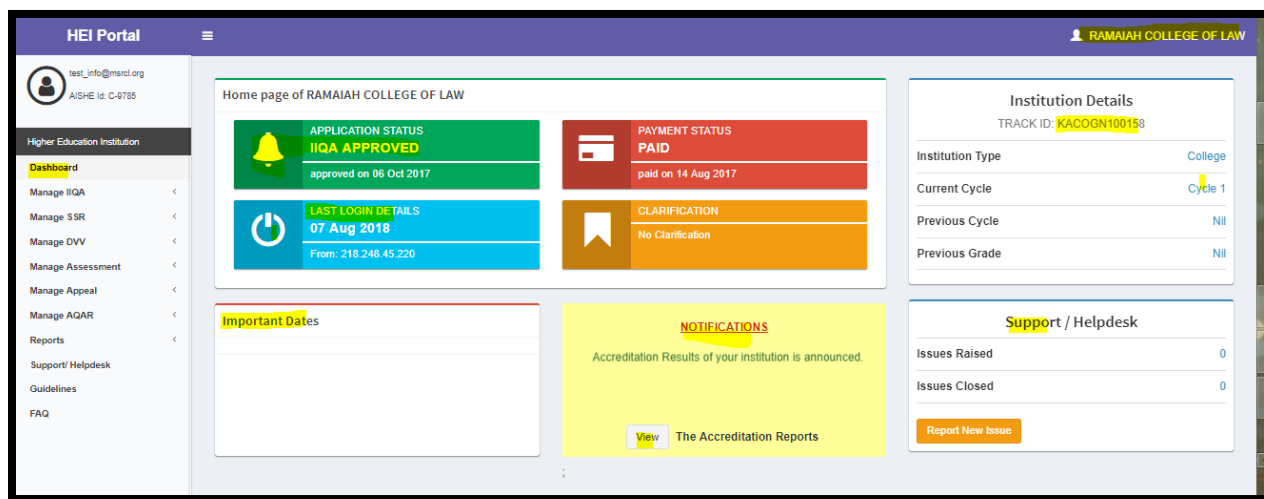
3) IIQA Submission

3.1 Introduction

IIQA Submission is the first sub process of the accreditation. Before submitting the IIQA the HEI must ensure if they have filled all details correctly and have done the payment correctly. Once submitted intimation on the status of IIQA will be communicated to the HEI through auto generated mail, sent to registered email-id. For IIQA filling Select **Manage IIQA** menu. Under Mange IIQA Menu we have

Manage IIQA   ⌄
　│─ **Prepare IIQA**
　│─ Make Payment
　│─ Submit IIQA
　│─ View IIQA Clarifications
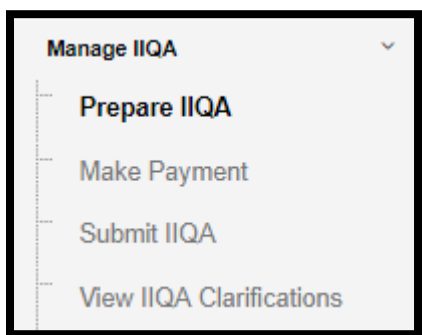
➢ Prepare IIQA- To Fill IIQA

➢ Make Payment- To make the payment for IIQA

➢ Submit IIQ- Final submission of IIQA

➢ View IIQA Clarification- To view and respond for the Clarification sent by NAAC for IIQA

3.2 How to Fill IIQA

3.2.1 Basic Eligibility

🔸 This tab is for capturing the basic eligibility criteria of an HEI, to be eligible for Assessment Process.

🔸 In Basic eligibility form the following important details are to be filled:

　o Name of HEI: The complete name of the HEI without abbreviations, as per records of UGC for Universities, or as per Affiliation letter for colleges should be filled.

　o City: The situated city of the HEI should be filled.

　o State: The situated State of the HEI should be filled; the state field has autosuggestion functionality, i.e., as and when first few letters of the name of state is typed system will suggest the names below and you can select the correct name.

　o Date of establishment of the institution: The date of establishment or year, if date is unknown should be mentioned.

　o Years of graduation of the last two batches: Last two batch's years of graduation should be mentioned.

- o E.g. If since date of institution, two batches in any stream have graduated on 2015 and 2016;

- o 2015, 2016 should be filled in the textboxes.

- o If only one batch 2016 has graduated from the HEI till now, please mention only one year of graduation 2016 in first box.

- You will get a confirmation message, asking whether all details are correct

- After filling all details please click on **Save** and **Next** to proceed.

- If basic eligibility is met, you will be able to proceed to the next tab **Affiliation Compliance**.

Ineligibility Condition

The conditions for basic eligibility of IIQA are as follows:

- At least six years since inception of HEI. OR

- At least two batches have graduated from the college.

- If both these conditions are not met, on submission of IIQA eligibility, you are declared ineligible, implying you cannot apply for accreditation at this point. If this is the case, you will receive a mail regarding the same.

- You will have to come back at a later stage, when you are eligible to apply for accreditation

3.2.2 Affiliation Compliance

- In this tab, you will fill information regarding Affiliations and SRA Programs.

- If HEI is offering any programs recognized by SRAs other than UGC, that information should be filled.

- You can add SRA Programs applicable to your HEI from the list, and upload supporting document.

University Sample filled form

College sample filled form

🔸 If College is affiliated or not.

🔸 Affiliated to which university located in which state, must be filled. If your affiliating University is not in the list i.e. autosuggestion does not show your details, you can click Request for Inclusion and add your University name, which will be added to the University Master list after approval by NAAC.

- If your college is not affiliated, and are offering programs by any SRA, then proof of recognition by Association of Indian Universities or other Government authorities must be attached.

- After all details are filled click **Save**

3.2.3 Profile Information

This tab is for capturing all Profile related Information of the HEI.

- o The following important information is to be filled

- o Salutation and Name of Head of Institution

- o Designation of Head of Institution

- o Function from own campus

- o Address of HEI

- o Phone numbers of HEI

- o Email information of HEI

- o Alternate faculty details- Salutation, Name and Designation

- o Alternate faculty addresses details etc.

🔸 When there is no recognition for University under purview of UGC, you must specify the Parent Authority under which it was established along with documentary proof for the same. (18)

College Sample Filled Form

🔸 Nature of the college can be a combination of two or more natures and must be specified. (12).

- If the College is recognized as an autonomous college, proof for same must be uploaded. (22)

- If the College is recognized as College of Excellence, proof for same must be uploaded. (23)

📥 After filling the form, please click on the **save** button to proceed.

3.2.4 Academic Information

📥 This tab is to capture all Academic information of the HEI, like

- o Number of programs offered
- o Program details
- o Details of staff
- o Details of students etc.
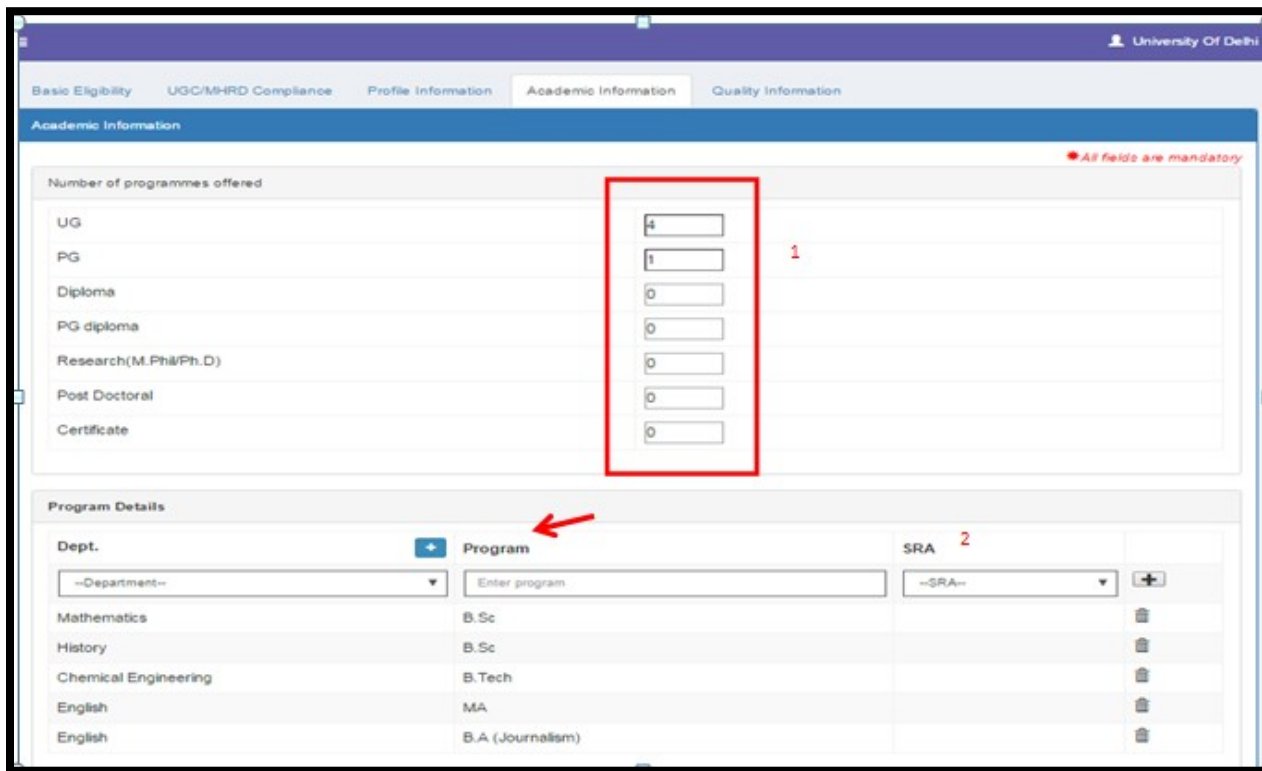
- You can add the Departments in your HEI, by clicking on + button under Program details, which then gets populated in the Department list. (2).

- You can now select the Department, add corresponding programs, related SRA Programs and Affiliation Status for the same. (2)

- You need to enter the Program details of the all programs you have given here. E.g. If you choose 2 UG programs but fill details only about 1, your information is incomplete, and IIQA form submission is not permissible.

- Please note: For Certificate & Diploma programs only numbers are to be entered and details need not be entered.

- You need to enter the number of all Permanent, Other and Non-Teaching Staff and Regular Students. (3, 4)

3.2.5 Quality Information

- Quality related information is captured in this tab such as:

  o Date of establishment of IQAC

  o Minutes of IQAC meeting and Action Taken Report
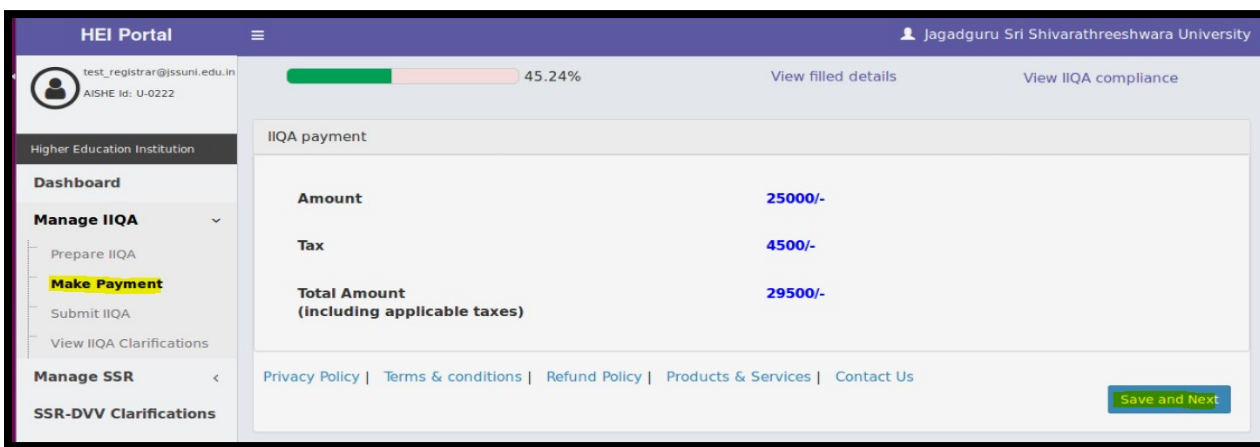
  o Date of submission of AQARs of last 4 years to NAAC and supporting documents for the same

3.3 How to Make IIQA Payment

- After filling all tabs under **Prepare IIQA**, you may proceed to make payment by clicking **make payment** sub menu

- We have only online payment option available.

- Click on the **save** and **next** button to get redirected to the payment gateway screen, fill the information needed, after the payment is done it will get redirect to NAAC site.

- Following details should be kept ready before making online payment.

  o Card details/internet banking details, enable transaction limit facility in your card.

  o Issue with payment provider will be answered by the corresponding bank.

- The details like amount, Tax etc will be prefilled

3.4 How to submit the filled IIQA

- Before Submission of IIQA, HEI have to make sure the following is done,

  o Correctness of IIQA is ensured

  o Correctness of Contact information like Phone, Email etc.

  o Uploaded all documents wherever required.

  o Payment is made successfully

- At most care should be given to IIQA details as these details will carry on for the upcoming process also.

- After successful submission Email alert will be given to the HEI.

- Please note after submission of IIQA, IIQA details cannot be edited.

- To proceed to with submission of IIQA click on **Preview Details** and your IIQA pdf will be generated, at the end of pdf **Submit IIQA** button will be available.

NAAC - IIQA Submitted.   Peopl

Admin-Naac <naactech@gmail.com>   Today at 17:33
To University Of Delhi

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

NAAC - IIQA submitted

Hi,
Your IIQA has been submitted on 24-06-2017. Please login to view/download/print submitted IIQA and
supporting documents. On approval or rejection,you will be intimated regarding the same.
Thanks
The NAAC Team

Copyright © 2017 NAAC

Henceforth whenever you login to HEI Portal, you will see the following message

👤 University Of Delhi

100%   View filled details

Your IIQA is successfully submitted. The status of your application will be intimated
through registered email Id.
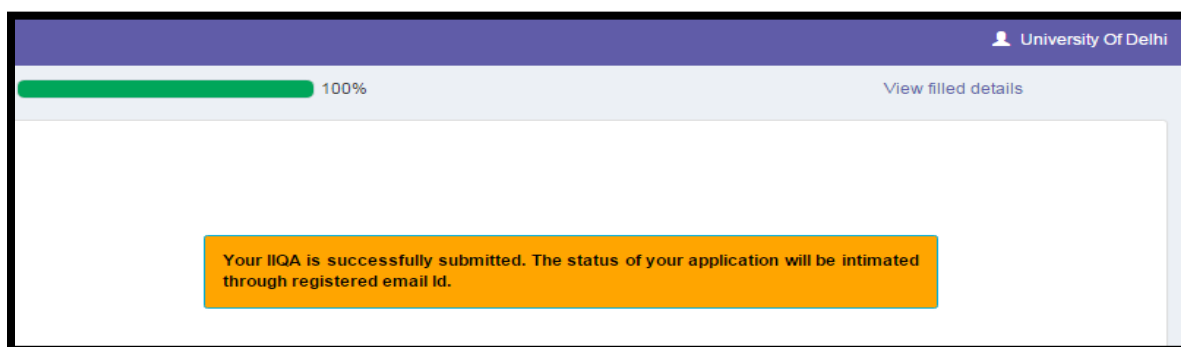
4) IIQA Clarification and Edit IIQA

4.1 Introduction

After the Submission of IIQA, the NAAC can ask for Clarification regarding details filled in
the IIQA. Timely Response on clarification is required for processing the IIQA.

To view and respond for the clarification the NAAC have sent, Click **View IIQA
Clarification** menu.

4.2 How to know the NAAC have raised a Clarification

- Clarification from NAAC will be communicated to HEI as **Alerts** and **Notification** in their Dashboard, as well an auto generated mail will be sent to registered Email-id. To View the Clarification click on **Manage IIQA>View Clarification** in the portal**.**
- **Please Note:** During Clarification process your IIQA will available for editing. You can read the clarification asked and update the information/documents previously provided, accordingly in IIQA. To Edit IIQA click on Manage IIQA > Prepare IIQA.
- After updating IIQA HEI should write the response and submit the response from View Clarifications page, this is mandatory for further processing of your IIQA.
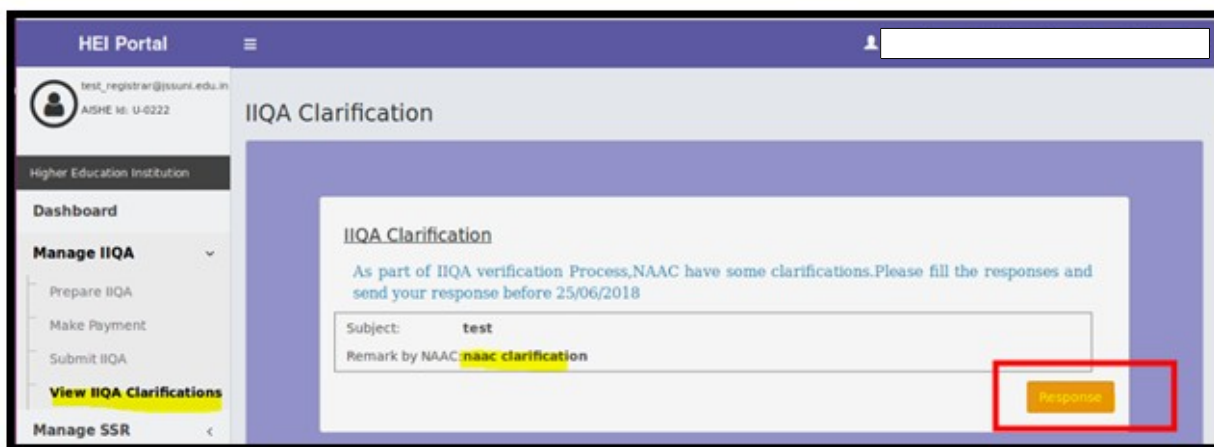
4.3 Action required from the HEI on Clarification

- Except payment details rest all fields will be editable in IIQA.The HEI can update the details from the IIQA form with reference to the clarification asked by NAAC.
- The HEI can update the details, upload the documents and click **Save**

4.4 Submission of Clarified Responses from HEI to NAAC

- Click on the **Response** button as shown above and a dialog box will open where you can type the reply for the clarification NAAC has asked for.

- Enter the response in the **text box** provided as shown below and click on the **submit** button.

4.5 Important timeline for Clarification of Responses

- The Clarification for the response request by NAAC has to be given by HEI within stipulated timeline;   on failing to do so; NAAC Coordinator can reject the IIQA Application for some time period.

<img> Alert regarding the status of IIQA will be displayed in dashboard and auto generated mail will be sent to registered email-id.

5) What Next after IIQA Submission

<img> IIQA Verification

This will be done by the NAAC Designated officer prior to approval of IIQA.

<img> IIQA Approval

Once the IIQA is approved by NAAC Designated officer then the HEI will be eligible for further assessment.

> **Dear User,**
> **Institution Name:**
> **Your Institution TRACKID is:**
>
> Your IIQA has been accepted for submission of Self Study Report (SSR). NAAC accepts only online submission of the SSR. Institutions shall submit the SSR by logging onto their portal.
> The online SSR has to be submitted within 45 days from the date of acceptance of IIQA. Kindly note that data for Student Satisfaction Survey & Data templates for respective metrics are mandatory for submission of SSR.
> For further details/ instructions on procedures and timelines for processing A&A applications etc. kindly visit our website: www.naac.gov.in
>
> **THIS IS AN AUTO GENERATED MAIL, PLEASE DO NOT REPLY TO THIS MAIL.**

<img> IIQA Rejection

If the IIQA details entered is not satisfied by NAAC, then the NAAC designated officers can reject the IIQA. The rejection mail with reason will be sent via mail. Henceforth you have to enter IIQA as a new entry.

6. How to Reapply IIQA after Rejection

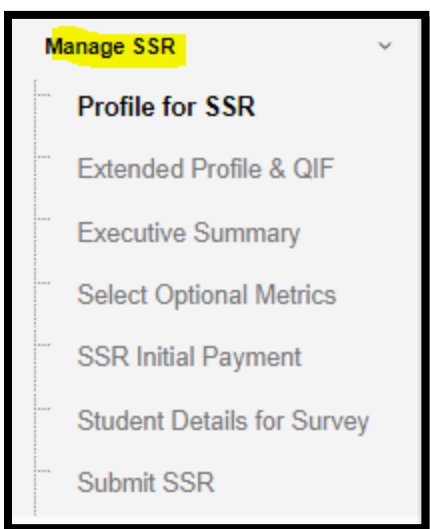<img> If the rejection is not because of the payment, HEI can reapply the IIQA with the same payment for the next 2 iteration, within 1 year from initial rejection.

7. SSR Submission

7.1 Introduction

<img> The first step towards SSR submission is Profile for SSR. In SSR Profile preparation there are three sections 1, Basic information, 2, Academic Information, 3, Evaluative report of the department.

- The second section will be the extended profile and QIF

- The third section of the SSR form will be the Executive summary, where in there is option to add introductory note, Criterion wise summary, SWOC and conclusion

- The fourth Section deals with map the not applicable metrics. This menu is used to mark to mark the non applicable question by HEI.

- The fifth section deal with payment of SSR. We are having only online payment mode.

- The sixth section deal with Student details upload and submission of SSR

- As in the display, there will be two parts for the SSR and assessment. First part of SSR is till the prequalification score generation and the second part is the assessment by the peer team.

- Menu details are listed below

Manage SSR ⌄
Profile for SSR
Extended Profile & QIF
Executive Summary
Select Optional Metrics
SSR Initial Payment
Student Details for Survey
Submit SSR

- Profile for SSR- To fill the 1, Basic information, 2, Academic Information, 3, Evaluative report of the department (Only for University & Autonomous institutions).

  ➢ Extended Profile & QIF- To Fill Extended Profile & QIF

  ➢ Select Optional Metrics- To exclude the not applicable metrics by HEI

  ➢ SSR Initial Payment- To submit payment for SSR

  ➢ Student Details for Survey- To submit Student details for Survey

  ➢ Submit SSR- Final Submission of SSR

8. How to Fill SSR

Before filling the SSR we have to understand all the tabs under each menu, all the information have to be filled with required documents and information. Editing is possible before the final submission of SSR.

8.1 Profile for SSR
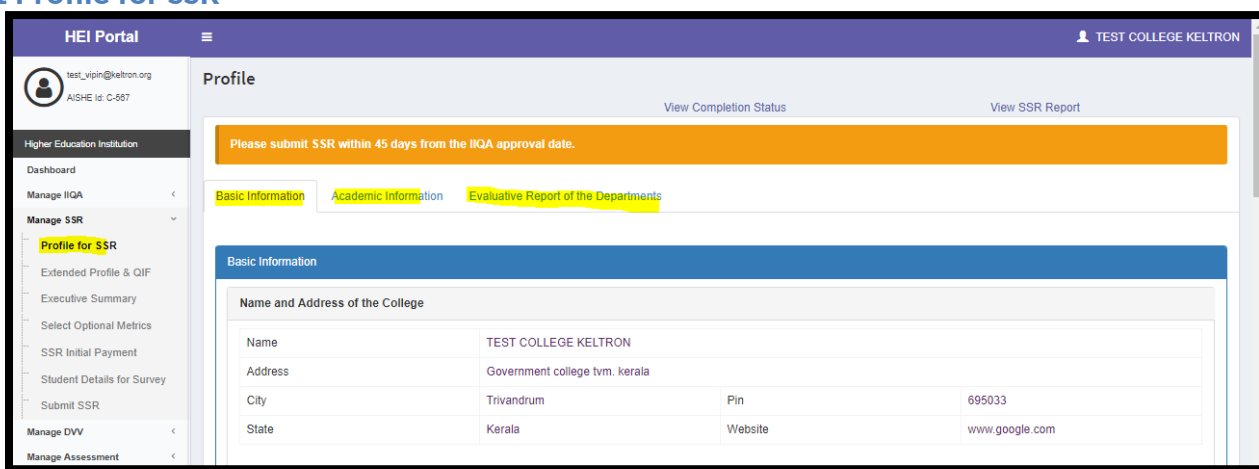
The first tab Basic Information is used to get the information of the HEI, Majority of the information will be pre filled from the IIQA, if any further changes then the HEI can modify from the information. Academic Information tab deals with the academic details of the HEI. The last tab is Evaluative Report of the department, this tab deals with the information like departmental details, the department names listed here are from IIQA.

8.2 Extended Profile & QIF
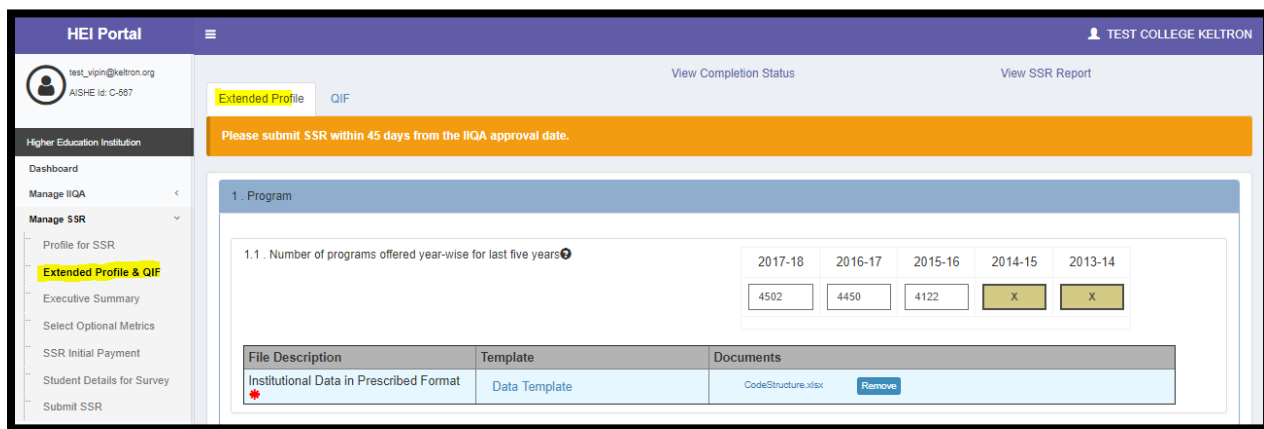
The extended Profile has 2 tabs Extended Profile and QIF.

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- Here based on the dynamic questionnaire configured in the applicable QIF scheme, the form will be displayed. The questions will be asked section wise.

- The questions can be value type, yes or no or 5 year type.

- There will be provision for uploading supporting documents for supporting their answer as configured in the scheme.

- Tool tips and help text will be displayed if the same is set in the scheme dynamic questionnaire settings.

- The validation on questions will be based on the question validation settings as well as the settings in the dynamic questionnaire setting where in the mandatory upload is asked.
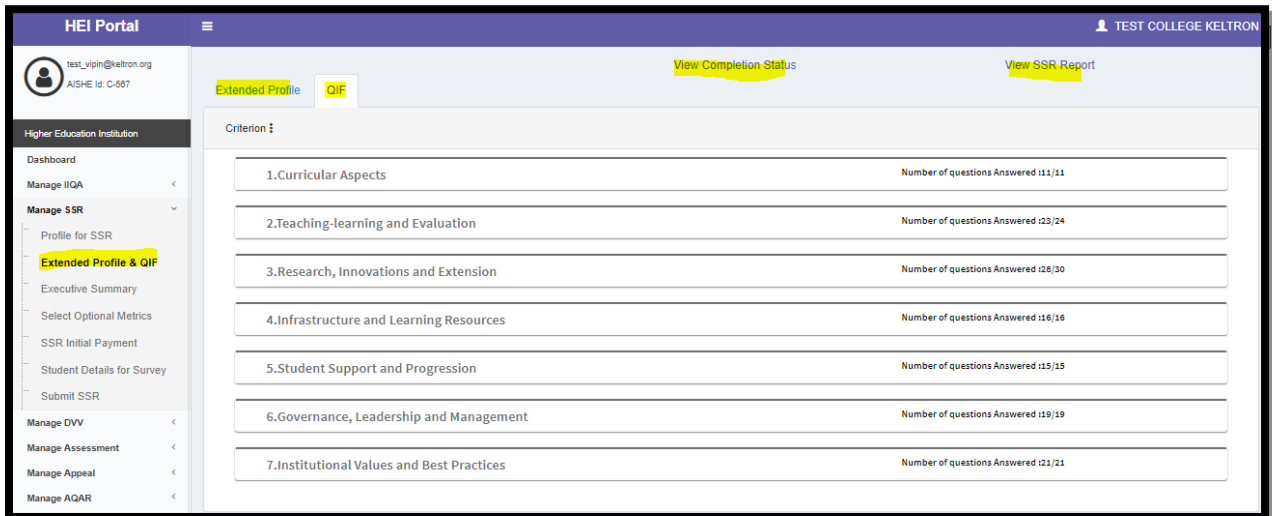
- The display of QIF will be as shown in the image above.

- The QIF will be available as an accordion menu. On clicking the criteria, questions for the criteria will open and institution can fill the details of the questions available in the criteria.

- The indicator metrics will be rendered based on the configuration of the metrics.

8.3 Executive Summary
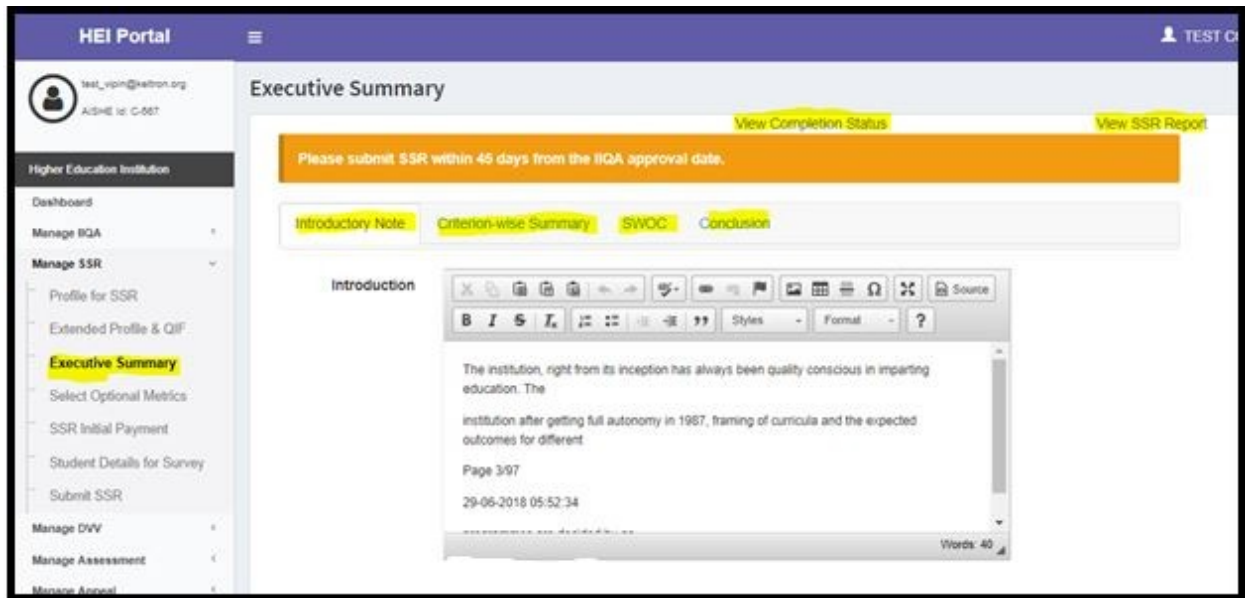
- This page contains 4 tabs named Introductory Note, Criterion wise Summary, SWOC and conclusion.

- The first tab contains information to be filled in the text area like introduction, Mission, Vision etc with a maximum word limit of 350. The Next tab is Criterion wise Summary; here information about each criterion has to be filled.

- The next tab is the SWOC, this tab collect the Institutional strength, weakness, Opportunities & Challenges. The last tab is conclusion; here additional details and conclusion are to be filled. After entering all the information you can proceed by clicking the save & text tab.

8.4 Select Optional Metrics

- This screen is used to Mark the Metrics which is not applicable to the HEI.

- Select the matrices and click **save** and **finalize** button.

- Please note: To decide the metrics to opt out, you can see the matrices with low performance.

8.5 Student details for survey

- Student survey is conducted after SSR submission.
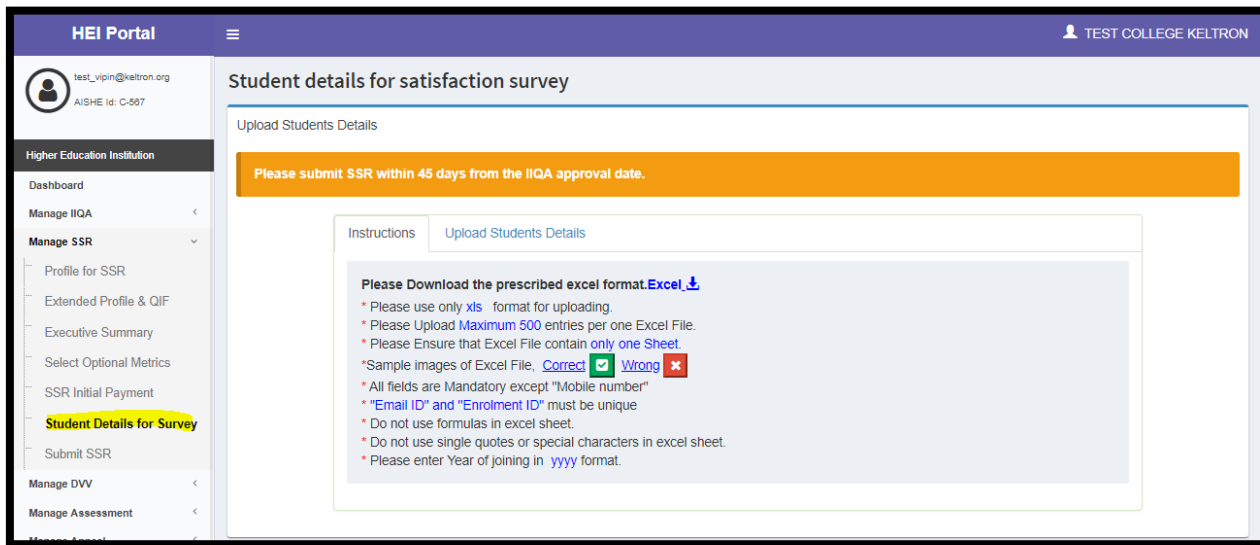
- In Student Details for Survey page the institution can upload the student list with details of 500 students at once. They can upload as many student details as needed with subsequent upload if the student count is more than 500.

- The student list should be in the specific template format decided by NAAC which is downloadable from the page itself.

- The percentage of student details uploaded against the total students available in the institution is displayed.

- The percentage of students uploaded should be above 60% of the total students (as per IIQA count) for student satisfaction survey to be conducted.

- Survey will be initiated after submission of SSR and an auto generated mail will be sent regarding the same.

- Once initiated, 30% of students randomly selected from the uploaded list will get emails with the survey link through which they will be able to answer the survey.

a) Conduct Survey

- The survey status will be updated as and when new survey submissions are made, in the same Student Details for Survey page.

b) Survey response & Success

- For survey to be considered as successfully completed for a college, 10% or 100 students response, whichever is minimum has to be received by NAAC.
- For survey to be considered as successfully completed for a University, 10% or 500 students response, whichever is minimum has to be received by NAAC.
- The percentage of 30 or 10 is calculated from the IIQA count of students submitted by HEI.
- Survey will be conducted for 30 days from initiation and system will wait for 15 days for the minimum response to be received from initial 30% students.
- In case within 15 days the minimum response is not recorded system will send the invites to remaining 70% of students.
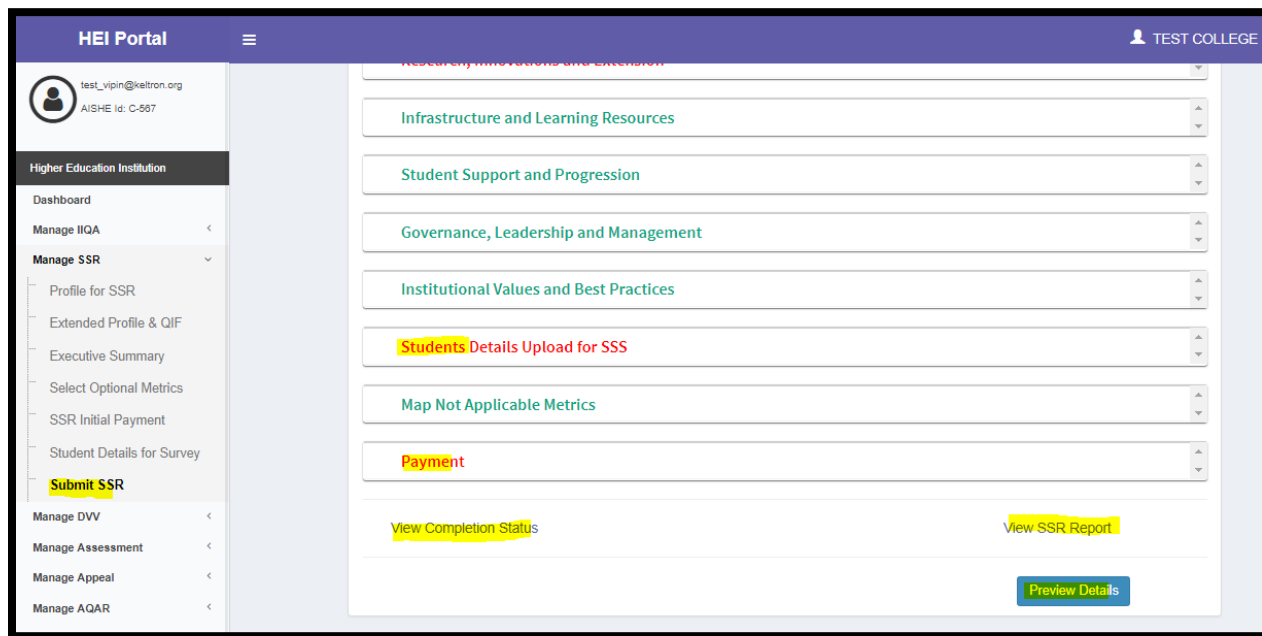
9. How to do online payment for SSR

Click on the SSR initial payment screen, it will open up the pages where the amount information is displayed, click on the save button. It will redirect to the initiated button, click the button and it will redirect to the payment page.
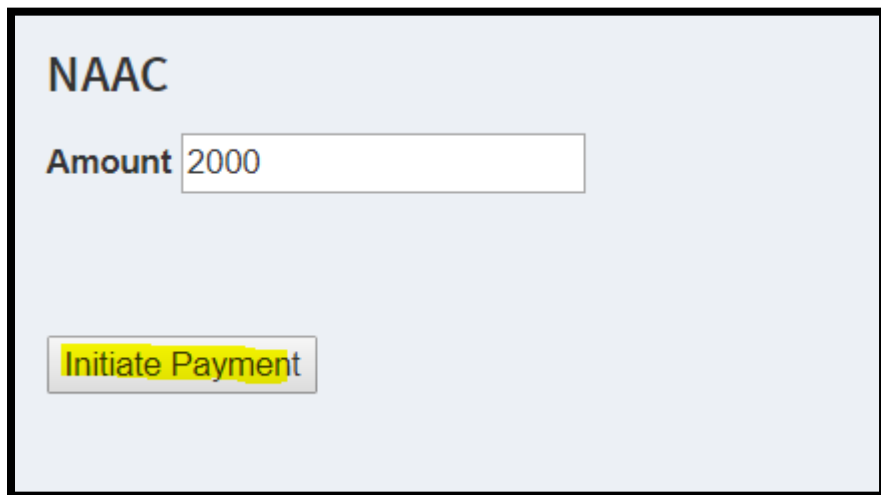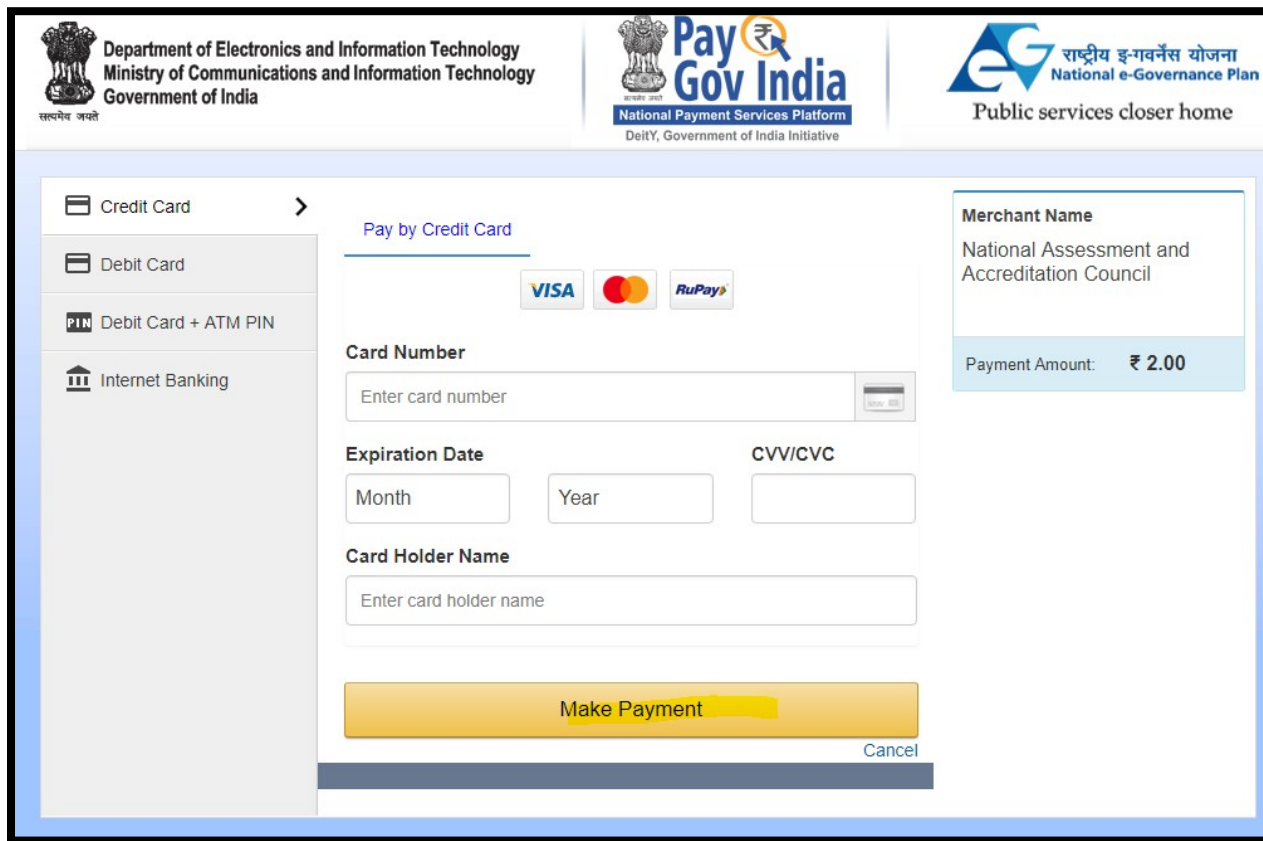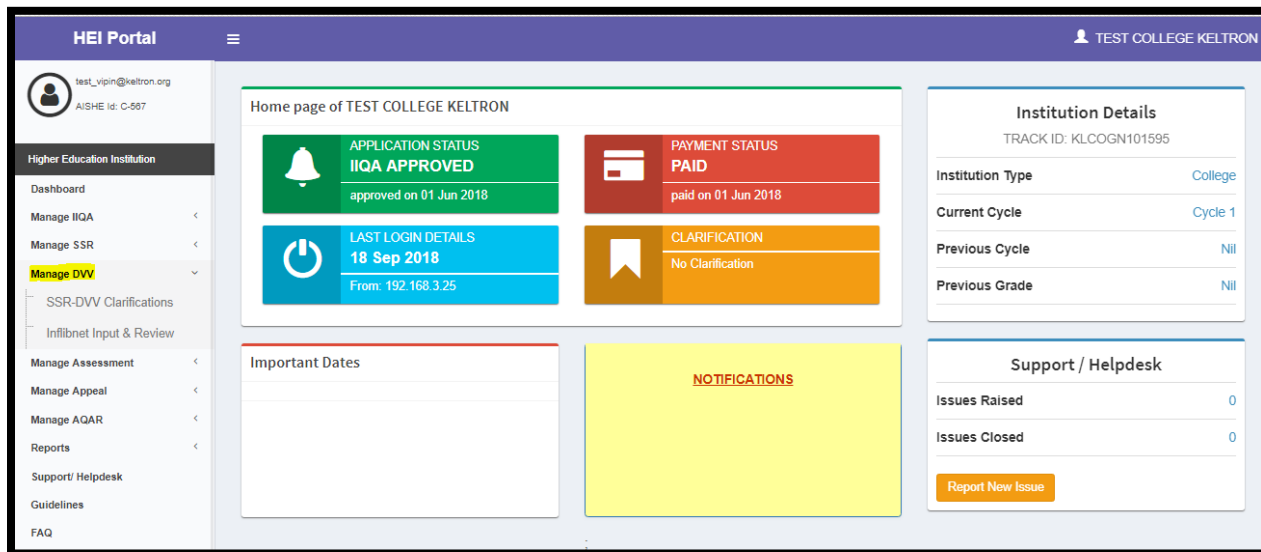
10. How to Submit SSR

- To submit the SSR, click on the **Submit SSR** Menu under **Manage SSR** menu.
- If all details are completed the red color will change to green, red color indicates that particular area is not completed.

- To proceed to with submission of SSR, click on **Preview Details** and your SSR pdf will be generated, at the end of pdf **Submit SSR** button will be available.

## 11. How to view DVV Clarification & Inflibnet data

- ➢ SSR Dvv Clarification- Clarification asked by DVV

- ➢ Inflibnet input & review- To view the input of inflibnet and to comment if needed.

11.1 SSR - DVV Clarifications

- The DVV can send the Clarification to the HEI, during the verification process. When clarification is asked by DVV an auto generated mail, SMS Alert & Dashboard notification will be sent.
- To view clarification from NAAC, click **Manage DVV** menu and then click **SSR-DVV Clarifications**.
- To view the clarifications against each question from Extended Profile / Metric Wise, click on View details. (As shown in the screenshot below).
- During clarification HEI may say the initial value submitted in SSR is correct or may accept the value suggested by DVV or may give new input along with supporting documents and state the reason in the HEI Response text box provided against each question.
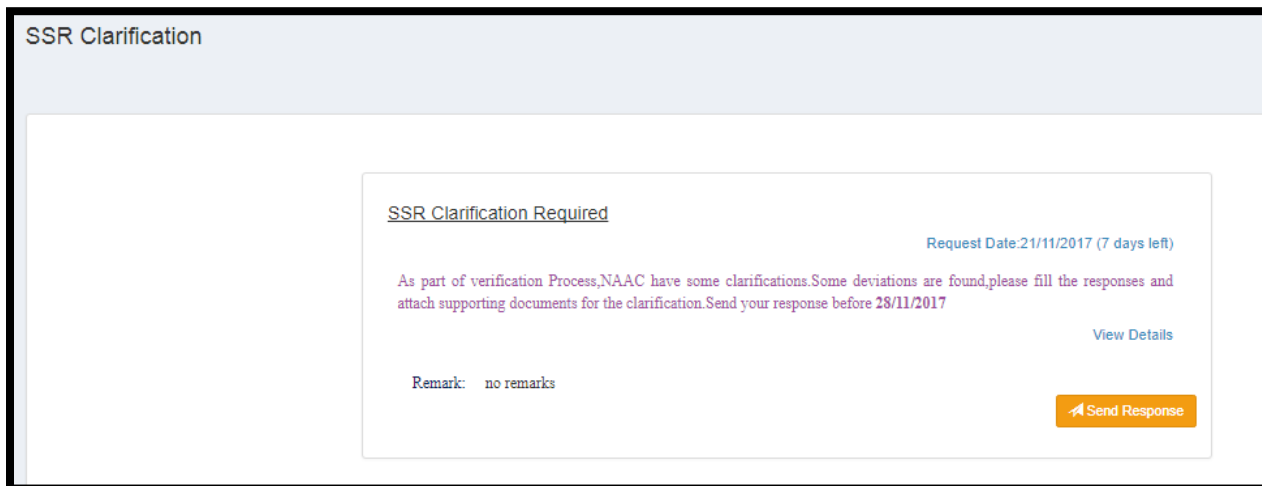
- HEI can submit their response to clarifications by clicking the send Response button.
- After submission of response the clarification and response along with the decision of DVV against each question is available in the View Clarification History page. (Refer screenshot below).
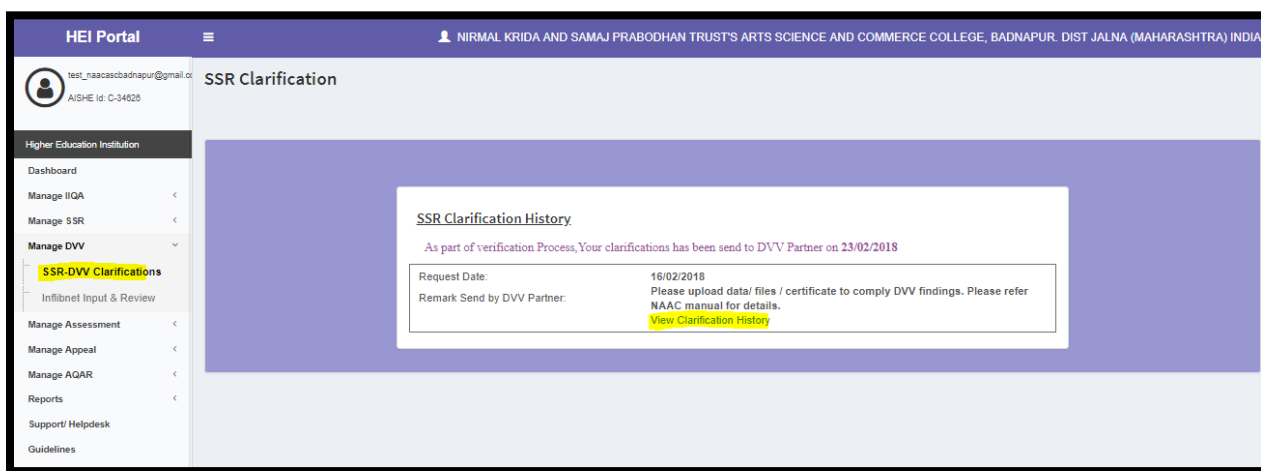

11.2 Inflibnet Input & Review

- **Please note: This is applicable only for Universities & Autonomous Institutions.**
- To view data submitted by Inflibnet regarding publications & citations for your HEI, click on **Inflibnet input & review**
- **After INFLIBNET submits data, an auto generated mail will be sent to registered email-id, i**n case the HEI is not convinced with the data given by INFLIBNET they can raise a comment within 10 days from the day of submission by inflibnet.

➕ For raising comment, click on Raise Comment Check box as shown in image below. Now a textbox to enter your comment and browse button to upload the document will be available.

➕ After filling the comment box with reason for concern and providing required documents, click on Submit.

➕ After submission of comment by HEI, INFLIBNET will review the comment and may decide to edit the data if required.
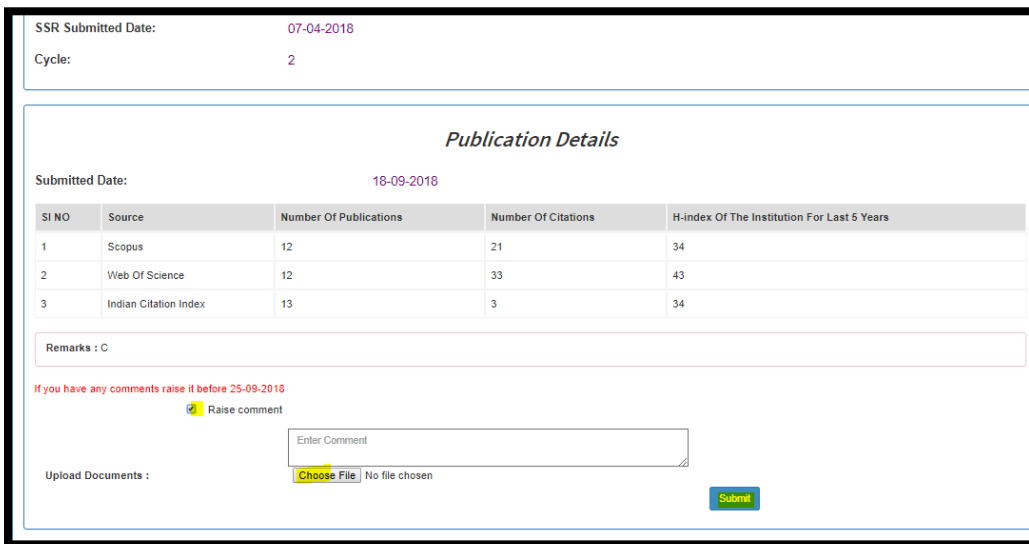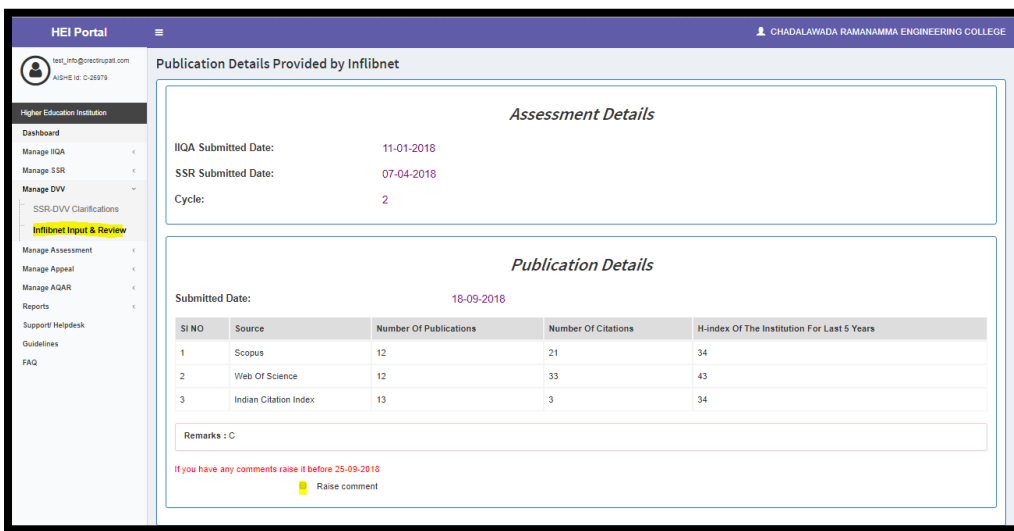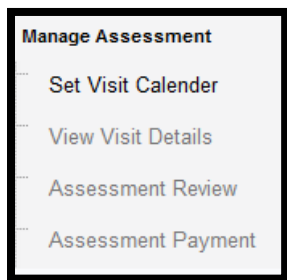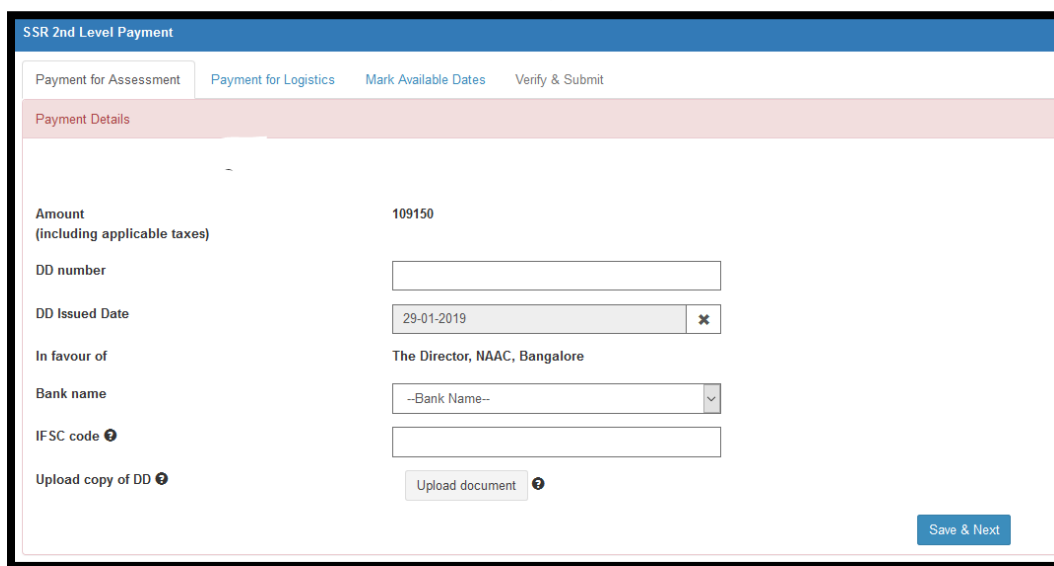
12. What is Manage Assessment Menu
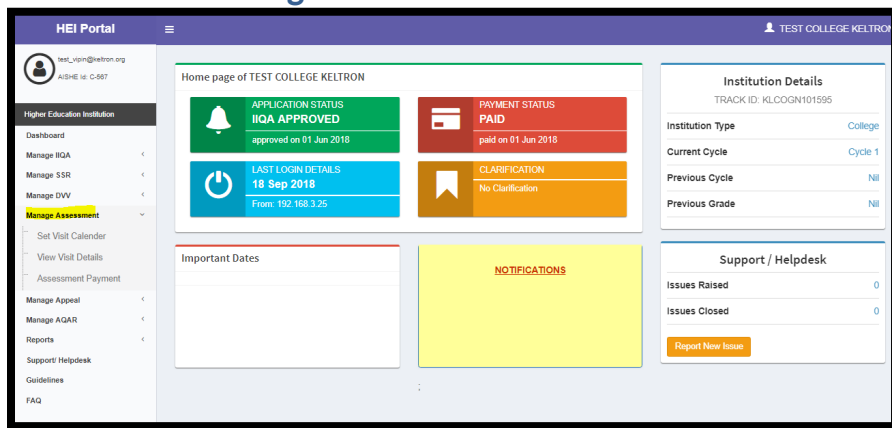
12.1 Introduction

- An auto generated mail will be sent to registered email-id if an HEI has Pre-qualified/Not Pre-qualified.

- Manage Assessment Menu will be enabled only after the HEI has Pre-qualified.

- **Click on Set Visit calendar** & following screen will be visible.

- Now 2nd Installment of SSR has to be paid (only online payment).

- After successful payment click on Save & Next.

- Now Logistics Advance payment has to be paid (only online payment).

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➕ After successful payment click on Save & Next.

➕ HEI has to select minimum 3 possible date ranges for the visit to be conducted. (For

help click on [?] and rules for date selection as below is displayed.

➕ Select one range and click on Save Date & then select 2 more ranges one after the

other.

➕ In the same page fill the details Nearby Airport, Railway station & Land Mark.

- And select the number of Nearby Hotel Details you can provide for the Peer Team Members to stay during the visit. And enter the details of the respective hotels below. (Refer screenshot below).
- Click on save details for each hotel details to be saved.
- Now click on Next button to verify all the payment & visit details and submit it to NAAC for further processing of conducting the visit.

13. How to Manage Appeal

13.1 How to create Proforma

HEI have 5 tabs in create Performa page. The First tab is institutional Profile, PT Visit Details, Grievances details, Appeal payment and Declaration. The last tab is a self declaration tab, on accepting the declaration it will redirect to final submission page. The HEI must submit the Appeal before 45 days from date of declaration of grade.
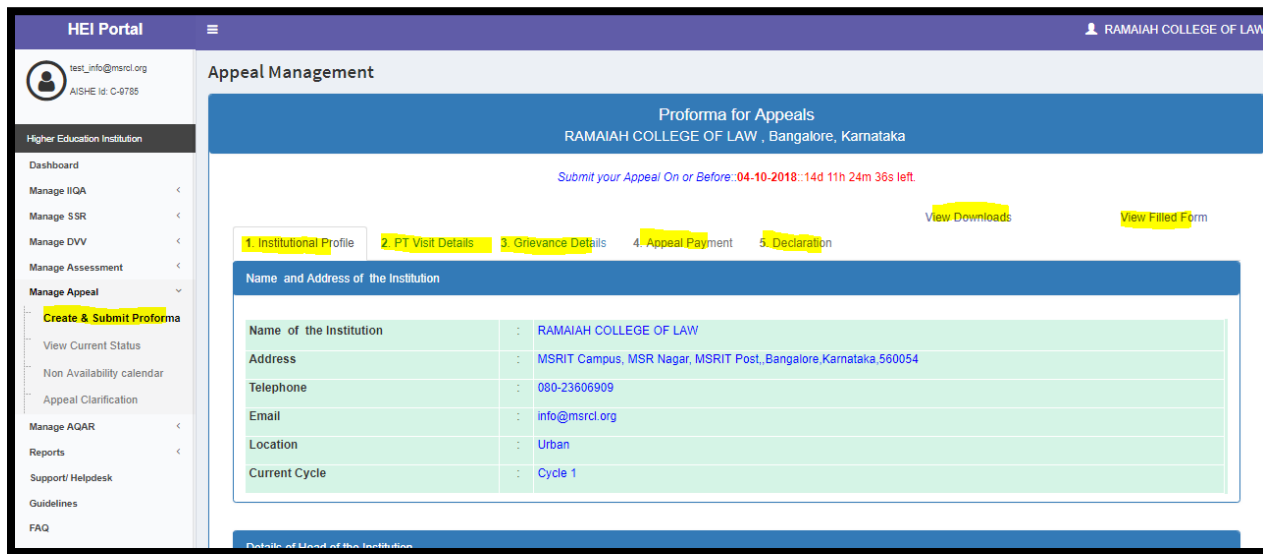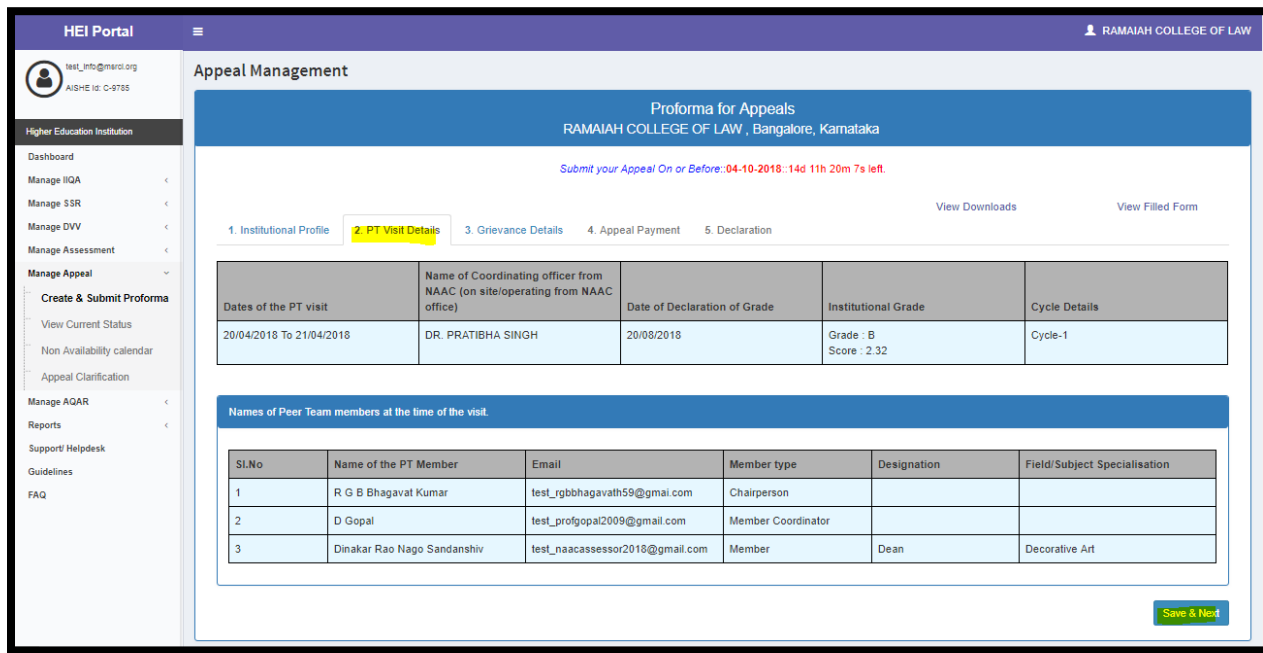
13.1.1 Create Proforma > Section 1

The first tab, is the institutional profile page, here the textbox will be prefilled from the IIQA or SSR details which can updated by HEI if there is any change. After filling all the details click on the save button.
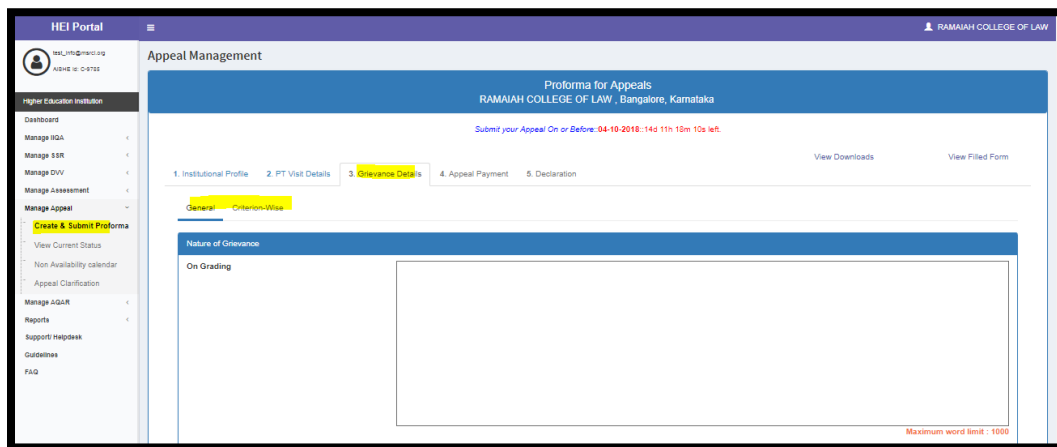
13.1.2 Create Proforma > Section 2

Section 2 displays the NAAC Co-ordinator (during A&A Process) details & Peer team Member details. Verify and click on Save & Next.

13.1.3 Create Proforma > Section 3

- Third section is where the HEI has to enter appeal details in 2 tabs.

- First tab: General Grievance, Here HEI can write the appeal on Grading & On other issues of A&A process. And select the criterion for which the HEI wants to appeal.

- Second Tab: Criterion-Wise, Here HEI has to select each criterion in the dropdown provided and enter their expected score, Remarks and upload related documents.

- They can submit by clicking **Save and Next** button, it will then redirect to the payment page.

13.1.4 Create Proforma > Appeal Payment

- Only online payment option is available and amount will be displayed for which the HEI has to do the payment.

13.1.5 Create Proforma > Declaration

- In this tab the HEI have to download the Declaration Format provided in the same page and upload the scan copy with sign and sealed of the Head of the Institution or concerned authority.

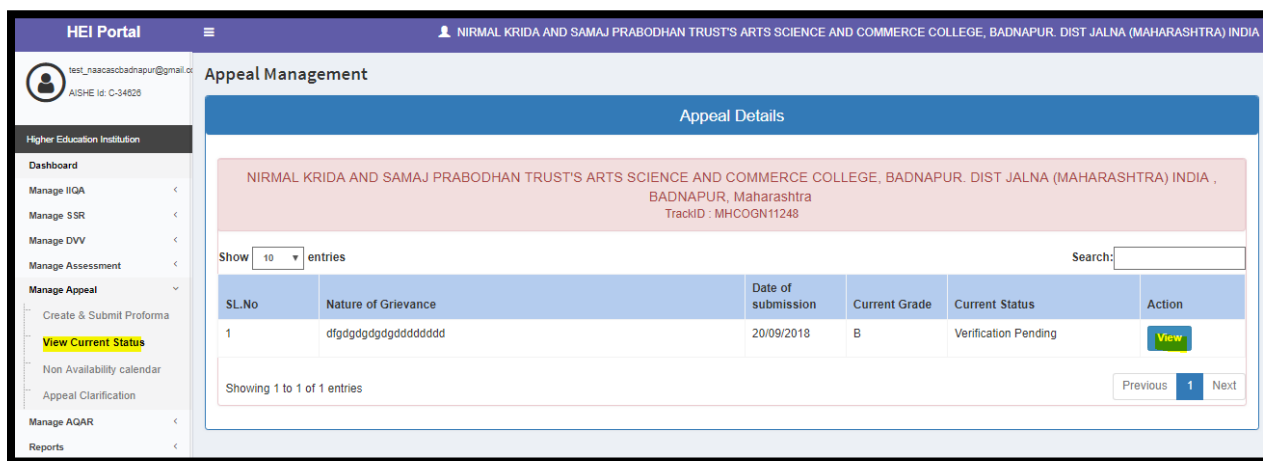🔸 On clicking the **submit** button here the preview of Appeal Proforma pdf(with details filled in proforma) will be displayed and at the end of pdf the final submit is provided.
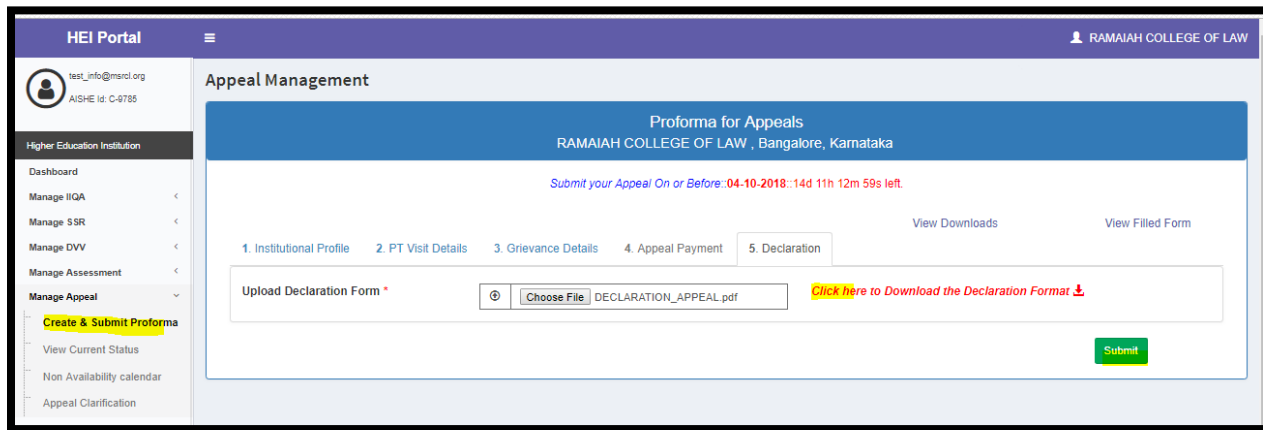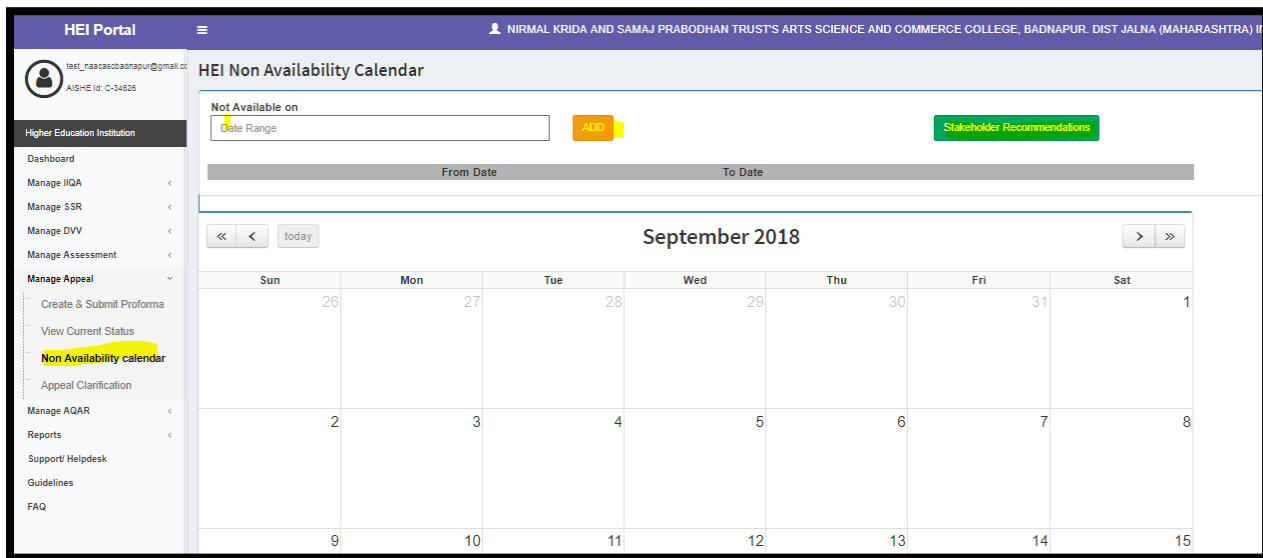

13.2 View Current Status

Here HEIs can view the submitted appeal proforma & status of their appeal.

13.3 Set Non Availability calendar

🔸 The HEI can set the Non Availability calendar to shown there availability for stakeholder meeting and ORT or onsite review team.

🔸 The HEI can give recommendation for the members participating for the stakeholder meeting.

13.4 Appeal Clarification

- During verification of the Appeal submitted NAAC may ask clarification and auto generated mail will be sent to registered mail-id of HEI with stipulated time for response.
- For further processing of Appeal HEI response is mandatory, to be submitted within the time given.
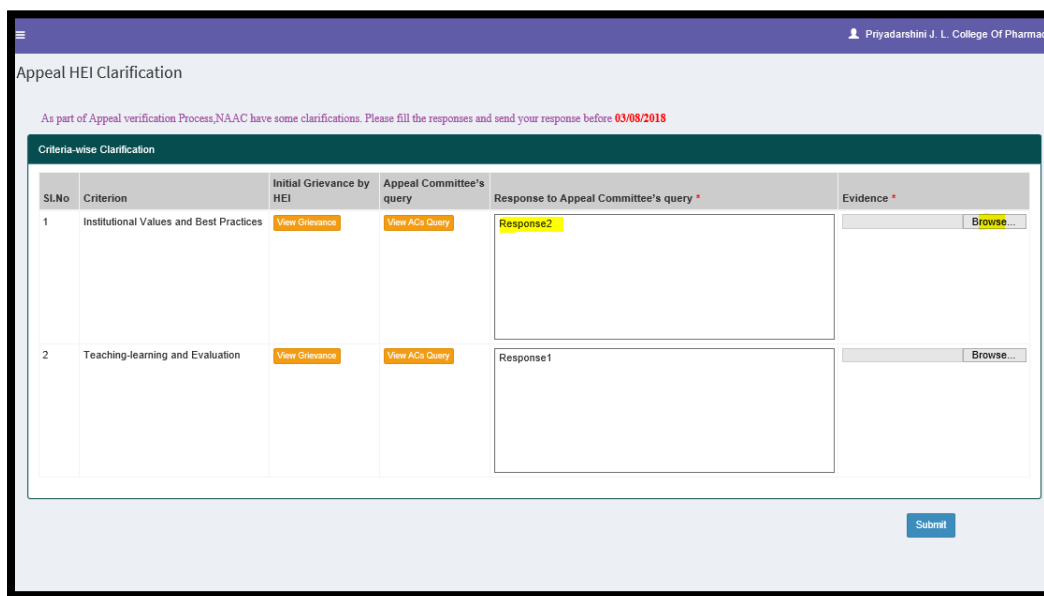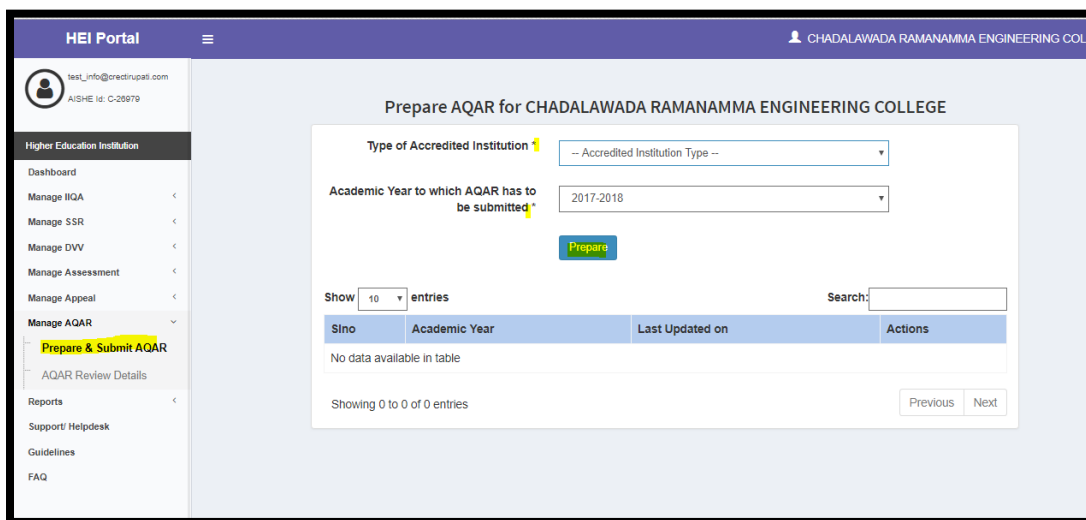

14. How to Manage AQAR

- After assessment is over HEI have to submit AQAR reports to NAAC every year.

🦋 This option will be active for all the HEI who have completed the registration process, based on date of previous accreditation.

🦋 Each HEI has to submit 4 AQARs over a period of 4 years during valid accreditation.

🦋 In portal the following status message will be displayed if:

1. Means: HEI registration is pending for approval. Refer registration process described previously in manual here.

2. Means: HEIs for which IIQA has been approved, meaning the HEI is in A&A process so; HEI is not eligible for filling AQAR for the respective year.

3. Means: If AQAR 1, it will be available for filling only after 1 year from the date of previous accreditation date and similarly for AQAR 2,3 & 4 will be available only after 2, 3 & 4 years from previous accreditation date.

AQAR Filling and submission is deactivated for you because of one of the following reasons:
1. Your Registration Approval is pending.
2. You are currently under A & A process.
3. Your due date for activation of AQAR has not yet lapsed.
If none of the above conditions are applicable you can contact NAAC through Support/Helpdesk page in your portal.

🦋 Enter the type of accredited institution as Autonomous College or Affiliated or constituent college, select academic year and click **Prepare**. After this the further form of AQAR will display to enter details as shown below.

- After entering details, few fields will be prefilled with information from IIQA, after completing first page click **Proceed to Part B**.
- Filled details can be viewed by clicking the **View Filled Details** link at the right top corner.

- After submitting the AQAR to NAAC, the report will be automatically assigned to NAAC designated officer, the officer in turn can give comment (Comments will be visible to HEI in portal).

- Auto generated mail will be sent to HEI on submission of AQAR, Comment received from NAAC & Timeline notifications regarding submission will be displayed dashboard along with mail.

- The AQAR submitted details along with comments from NAAC will be available in **AQAR Review details.**
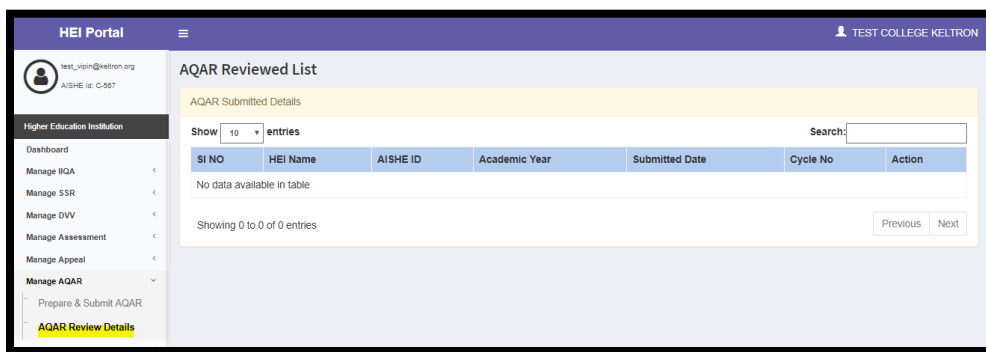

15. How to view Reports
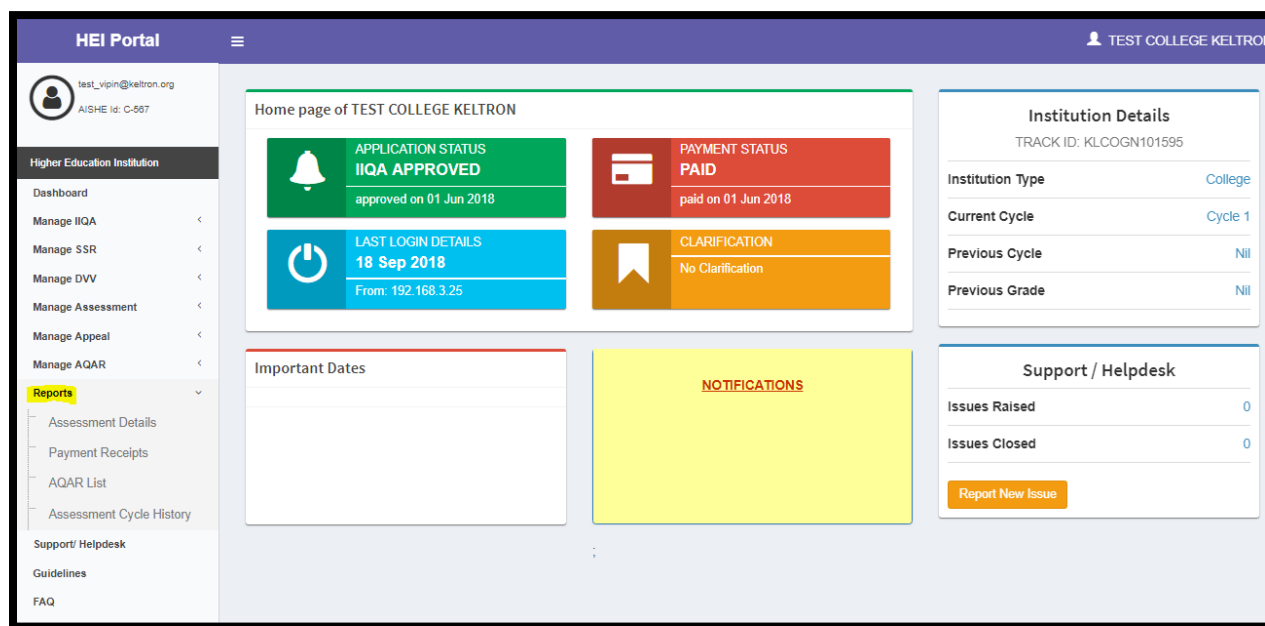
- There are different types of reports for HEI like Assessment detail report, payment receipts, AQAR reports, Assessment cycle History.

- Assessment details- In Assessment details menu all the details will be shown irrespective of the success or failure status of an A&A process for respective cycle.
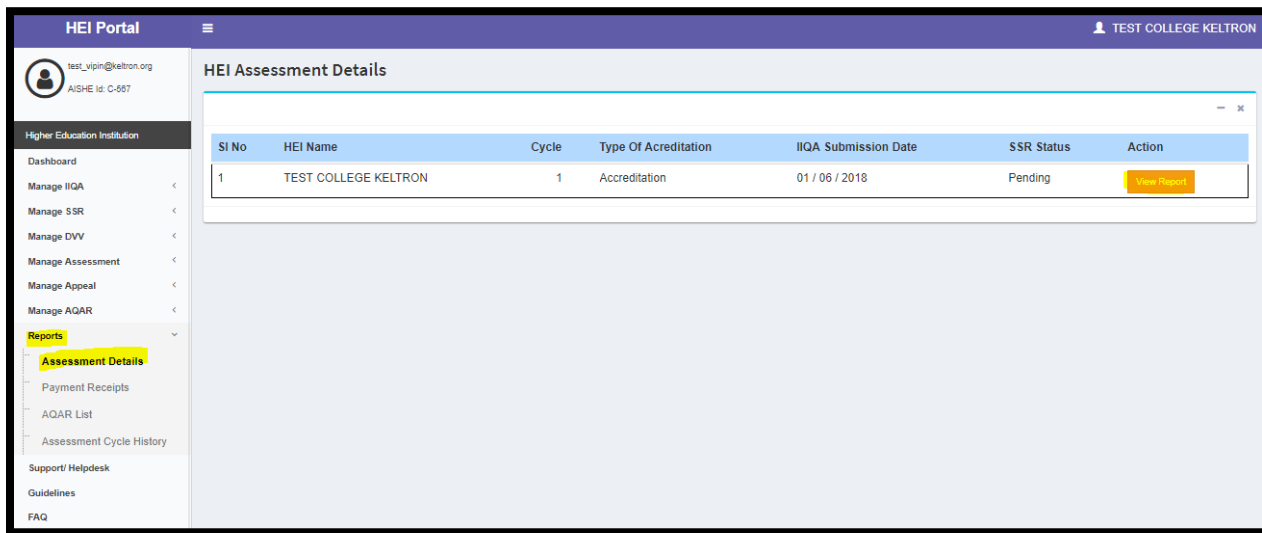

Click on the view Report button to get reports related to respective cycle/A&A process like, IIQA pdf, SSR pdf, Opted Out metrics list, PTR report, AOD Documents (Assessment Outcome Documents).
Payment Receipts- All the payment receipt of HEI which is approved by the finance officer will be available in this menu. (IIQA receipt, SSR installments receipts, Logistics Advance receipt, Appeal receipt(if any)).
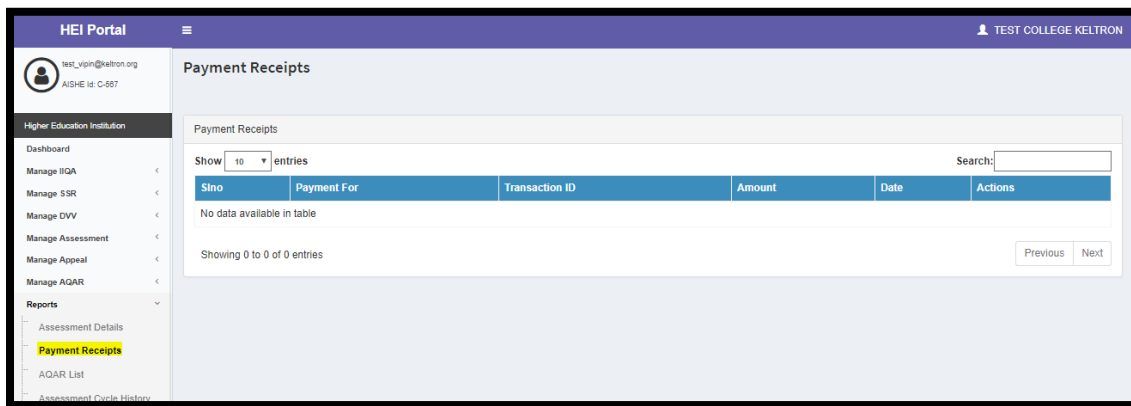
AQAR List- List of AQARs submitted will be shown in this menu.
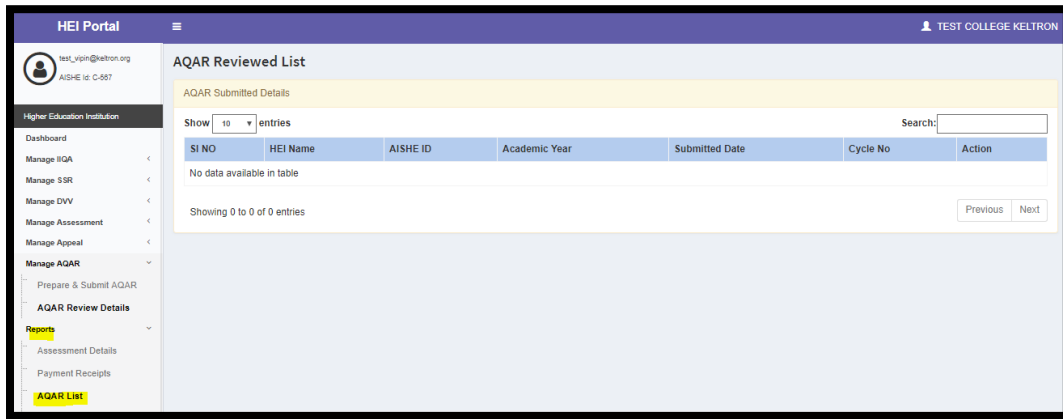
- Assessment cycle History – The menu will be active only after grade is declared and will show only successful cycle History.