

Appeal for consideration of the effect of COVID-19 pandemic

The screenshot displays the HEI Portal interface. The browser address bar shows the URL: assessmentonline.naac.gov.in/public/index.php/he/tickets/2112171705. The page header includes the 'HEI Portal' logo and the user name 'Yenepoya (Deemed to be University)'. The left sidebar contains navigation options such as 'Dashboard', 'Manage IQA', 'Manage SSR', 'Manage DWV', 'Manage Assessment', 'Manage Appeal', 'Manage AGAR', 'Reports', 'Visit Feedback', 'Manage Profile Details', 'Support/Helpdesk', 'Guidelines', and 'FAQ'. The main content area is titled 'Support/Helpdesk' and features a navigation bar with 'Report an issue', 'Issues reported', 'Review responses', and 'FAQ'. The ticket details are as follows:

- Subject:** SSR : Appeal for consideration of the effect of COVID-19 pandemic
- Priority:** High
- Status:** Closed
- Created On:** 17/12/2021
- Attachment:** View
- Raised by:** Yenepoya (Deemed to be University)
- Reason to escalate:** Escalate to concerned officer

The ticket description reads: "Dear Sir/ Madam, With reference to the subject cited above, please find here in attached an appeal from the vice chancellor with regard to data submitted by Yenepoya (Deemed to be University) in the SSR in view of the COVID-19 pandemic infliction on the quality and quantity of the data in some of the metrics. Thank you."

The 'Query/Response' section shows a response from 'Naac' dated '22/12/2021 - 8 months ago'. The response text is: "Dear Sir / Madam, Thank you for the mail. All HEIs who have submitted SSR during this COVID-19 pandemic are considered as per NAAC - SOP norms. Your HEI is in DWV Process. This is for your kind information. Thank you."