

Domain 7: Beneficiary Satisfaction

7.1.1 The school tracks and assesses student satisfaction on the learning experiences provided to them at all stages of engagement, inside and outside the classroom.

Students participate in activities as per the plan.

The school provides a platform for all students to express their opinions, views and suggestions in and outside the classroom.

School has a mechanism to act upon feedback/queries/suggestions of the students in a timely, transparent, objective and fair manner while maintaining complete confidentiality.

The School Beneficiary Satisfaction Policy inclusive of student satisfaction is in place.

Student Teams are involved in planning, executing, tracking and assessing the satisfaction of all students.

Satisfaction of the students is assessed formally through one or more modes of Feedback.

The students engage in the activities as per plan and there is a mechanism to track the participation of each student.

Teachers undergo ongoing Capacity Building Programmes to understand their students' developmental and sequential milestones.

The school provides a safe and secure environment in which Feedback and Feedforward is taken from the students.

Students are involved in decision making process and encouraged to give their opinion/ views/ suggestions on the policies or the programmes/activities of the school.

School Leader establishes a culture of self-reflection and self-assessment of school practices, and uses the data to improve the systems to ensure satisfaction of students.

School provides career counselling services to the students.

The school has an Annual Calendar and Annual Curriculum and Pedagogical Plan that addresses student engagement as per the school vision.

Satisfaction of the students is assessed through an informal mode.

There are guidelines to plan engagement of all students in cognitive, affective and psychomotor domains throughout the year, inside and outside the classroom/school.

There is a defined process through which the satisfaction of students is assessed at regular intervals with respect to the programmes and services offered to them.

Strategic action planning and goal setting is demonstrated in terms of improvement on the basis of regular feedback received from students of all age groups.

The school provides exposure to all students through intra and inter school events and competitions.

The teachers undergo Capacity Building Programmes as per mandate.

7.2.1 The school tracks and assesses staff (teaching and non-teaching) satisfaction on the working conditions, safety, recognition, opportunities for creativity, growth and sense of belongingness at all stages of engagement.

Staff is recruited through a recruitment policy.

Satisfaction of the staff is assessed through informal modes.

The working conditions of staff members are assessed at regular intervals and improvements made as per gaps identified.

Constructive and timely feedback is given to the staff for the efforts put in by them.

There is a documented process or method to assess the professional satisfaction of all staff members.
Platforms for appreciating and recognition of staff - individually and collectively are organized by the school.
The School Beneficiary Satisfaction Policy inclusive of Staff Satisfaction is in place.
School Leader tracks the latest trends and advancements in the field of school education and management and provides for training of staff in these trends.
School has a mechanism to act upon feedback/queries and address concerns of the staff in a timely, transparent, objective and fair manner while maintaining complete confidentiality.
There is a provision for the staff to meet formally and informally for exchange of ideas and best practices.
The staff performs duties as per the duty list.
The staff is empowered to use technology and digital facilities.
A mechanism to take Feedback and Feedforward from the staff members with respect to their overall satisfaction in the school exists.
Review of the feedback received from staff members, regarding their professional satisfaction is taken on a regular basis, need analysis done and appropriate action taken.
Staff members are provided opportunities to conduct relevant sessions and participate in innovative projects inside and outside the school.
Overall satisfaction of staff is assessed through a Feedback Form.
School provides adequate resources, feasible workload, collegial cooperation, opportunities for professional development, leadership support and decision-making opportunities to the staff members.

The staff attends Capacity Building Programmes as per mandate.

Appreciation and recognition of individual efforts of the staff is evidenced.

Relevant Capacity Building Programmes are organised for the staff.

HR Policies reflect practices that focus on physical, socio-emotional and mental well -being of staff members.

Individual Plans are made for each staff member and professional development plans are made in consultation.

Self-developmental opportunities, short term courses, seminars, workshops, appreciation and rewards for commendable individual and team work are evidenced.

Strategic action planning and goal setting is demonstrated in terms of improvement in HR practices on the basis of regular feedback received from staff members.

Staff members are involved in Institutional Planning and encouraged to give their opinion/views/ suggestions on the policies/activities/ programmes of the school.

7.3.1 Intrinsic and extrinsic factors influence the job satisfaction experienced by the principal.

The Organisational Climate optimises the principal's job satisfaction by: A acknowledging and appreciating his/her efforts for improving academic results of students B making available all the required resources to achieve their goals C providing opportunities to participate in professional development programmes.

The satisfaction of the principal is assessed through formal feedback mechanisms in a culture of collaboration and mutual respect.

The School Management has a mechanism to assess the satisfaction of the principal; to address his/her concerns in a timely, transparent, objective and fair manner.

The satisfaction of the principal is assessed through informal interactions with the management.

The School Beneficiary Satisfaction Policy inclusive of Satisfaction of Principal is in place.

The Organisational Climate optimises the principal's job satisfaction by: A enhancing his/her desire to succeed and excel B acknowledging and appreciating his/her actions through multiple modes C supporting and optimising the democratic leadership style D facilitating interpersonal relationships of principal with staff, students, parents, alumni, community and organisations that support learner outcomes E identifying his/her professional development needs and building his/her capacity in the required domains F making available all the required resources to achieve his/her goals G providing opportunities for the overall wellbeing of the principal in a safe environment.

The Organisational Climate optimises the principal's job satisfaction by: A involving the principal in the decision making processes B providing opportunities to attend mandatory capacity building programmes C making available basic resources for the running of the school.

The Organisational Climate optimises the principal's job satisfaction by: A acknowledging and appreciating his/her actions B facilitating interpersonal relationships of principal with staff, students, parents, alumni and community C providing autonomy to the principal to address and be responsive to the school's unique needs.

7.4.1 The school maintains a healthy relationship with parents and alumni and assesses their satisfaction through connection, engagement and interaction.

The meetings with the Parents and Alumni Association are recorded.

School adopts different methods to keep parents satisfied through a welcoming environment, orientations, providing learning diverse learning experiences and safety and security for their wards and good faculty.

The school ensures that all policies and rules are clearly communicated to parents to ensure that they remain informed.

School has a Parent Teacher Association/Council and records of all its pass out students.

The school ensures the satisfaction of its parents by providing safe learning environment to their wards.

School invites its alumni to share their ideas and experiences with the school and the students.

The school ensures the satisfaction of its parents by providing diverse fun and friendly learning experiences to their wards.

The feedback received is analyzed and action is taken to improve the teaching learning processes and experience of the stakeholders.

Parents and alumni play a constructive role in the overall growth of the school.

School has an effective system to communicate frequently with parents and alumni and keep them updated with the school programmes and its progress.

The school has a mechanism to assess the satisfaction of parents and alumni.

School provides a digital space to parents and alumni to facilitate connection, engagement, interaction and networking.

School has a mechanism to act upon feedback/queries and address the concerns of parents and alumni in a timely, transparent, objective and fair manner while maintaining complete confidentiality.

There is an active and structured Parents and Alumni Association that meets with school management and Principal periodically to find ways and means to contribute to the school's growth.

The school optimises the satisfaction of parents and alumni by: A being responsive to their needs B keeping the lines of communication open for them C being proactive D acknowledging their efforts E sharing timely information F receiving feedback and acting upon it G customising their experiences H establishing personal contacts with them I conducting frequent surveys to measure their satisfaction J thanking and appreciating them early and often.

School keeps the parents updated about their ward's progress and activities through different channels.

The existing school practices are reviewed in the light of the feedback/suggestions received from the Parents and Alumni and further course of action is determined accordingly.

The school invites its alumni consistently and engages them in the activities of the alma mater.

The School Beneficiary Policy inclusive of Satisfaction of Parents and Alumni is in place.

Parents express themselves during the PTM(s)

Suggestions are invited from the parents and alumni for improving school practices.

The school leverages social media to establish relations with its parents and alumni and to enable them to network with each other.

7.5.1 The school ensures the satisfaction of the community by establishing a culture of meaningful and sustainable community engagement in school programmes.

Teachers, students, parents and the community are constructively involved in conducting community outreach programs.

School collaborates with the community to provide real-world and workplace experiences to its students.

The School optimises the satisfaction of the community by

- A establishing a positive school culture to collaborate with the community to make societal improvements
- B involving the community in decision-making process
- C charting and conducting relevant contextualized community outreach programmes in collaboration with community members that assist in enhancing life skills of students
- D adopting sustainable projects
- E encouraging community members to get involved and volunteer in student enrichment programmes throughout the year
- F building strong school community networks for enhanced learner outcomes
- G entering into long-term partnerships with local businesses and non-profit organisations
- H shaping learning experiences around the challenges or projects as proposed/brought forward by the community members to provide meaningful and engaging learning experiences to the students
- I expanding the students' classroom beyond the walls of the school to include the community as a whole.

Community representatives are the members of the School Managing Committee (SMC).

Age appropriate community outreach programs are integrated in the annual curriculum plan for all age groups.

School shares its physical space and resources with the community.

The school has adopted one sustainable project.

Community members are invited to school events at regular intervals.

School has a mechanism to assess the satisfaction of the community.

Students participate in age appropriate programmes and contribute to the welfare of the community.

School invites community representatives for different activities at special occasions.

Community outreach programmes are conducted on a regular basis to address different social and environmental issues.

School arranges visits and talks by local professionals.

The school involves community members in school functions by providing opportunities like: A Volunteering in schools B Mentoring students C Organising workshops involving community organizations

School Leaders, teachers and students visit the community and participate in its events to strengthen the school ties with the community.

The school has created a resource map to avail the services or materials which the community members can advance to the school for enhanced learner outcomes.

School has a mechanism to act upon feedback/queries and address concerns of the community in a timely, transparent, objective and fair manner while maintaining complete confidentiality.

School provides educational opportunities to children belonging to the underprivileged or marginalized groups in the community.

School has adopted two sustainable projects in its community.

The School Beneficiary Satisfaction Policy inclusive of Community Satisfaction is in place.

7.6.1 The Management Satisfaction is assessed through stakeholders' attitude and behaviour towards the institution.

The Management shares its expectations with the School Leader

The Management in collaboration with the School Leader frames rules and regulations for the smooth functioning of the institution

The School Leader engages in practices that conserve resources.

Management and the school teams meet regularly to assess the growth of the school.
The Management fulfils the expectations of stakeholders in collaboration with the School Leader as per the Vision and Mission of the school
The Management supports the School Leader in implementation of the rules and regulations.
The school teams translate the vision into the school's organisational climate.
The Feedback and Feedforward from the stakeholders is shared with the Management along with the action plan for improvement.
The Management supports the school leader and the teams in the implementation of the school development plan for enhanced achievement of learning outcomes.
The School Beneficiary Satisfaction Policy inclusive of Satisfaction of Management is in place.
Management and School Leader hold regular dialogue to design strategies for retention of staff and prevention of attrition.
The School Leader has identified the criteria for Management Satisfaction in collaboration with the members of the management.
The School Leader monitors the efficacy of the school practices on an ongoing basis.
Management provides support and resources to accomplish and achieve the school's Vision and Mission.
School Registrations show an upward trend of 25% per year.
School registrations show an upward trend of 10% per year.
The School Leader aligns the expectations of the Management with the Vision and Mission of the school and NEP and NCF recommendations.

Feedback and Feedforward is taken on the satisfaction of the stakeholders with respect to student centric practices; transparent systems; learning quality; safe, secure, clean and hygienic environment; qualified and trained faculty; and optimal usage of resources.

The Management convenes periodic meetings with various stakeholders to understand their expectations

The School Leader provides feedback to the Management on a regular basis

Regular Meetings with stakeholders and their suggestions and recommendations provide a basis for the School Development Plan.

The Management is mindful of the standing of the school in the community and keeps a track of the stakeholders' attitude and behaviour towards the institution.