

A CASE STUDY ON THE USE OF INFLIBNET OPEN ACCESS SERVICES BY THE COLLEGE FACULTY

Tinju Tom MLISc, UGC NET*

Chikku Balachandran MLISc, UGC NET&JRF (JRF Scholar)**

Abstract

The purpose of this study is to evaluate the use of INFLIBNET open access services among college faculty for which the faculty of St Berchmans College, Changanassery, Kottayam is selected. Questionnaires were distributed among the faculty which comprised of the topics like use of the resources, frequency of use, purpose of use, reason for nonuse of the same, training, level of satisfaction, problems faced and suggestions of the users on the services. Most of the faculty responded and it was found that nonusers are higher in number. Hence, findings of the study as well as suggestion of the researchers are included at the end.

Keywords: Open access, INFLIBNET, online communication network, online repository.

1 Introduction

Open access repositories are the boom of the time. There are a large number of such repositories both in the public as well as in the private sector. These repositories which come under the category of Green OA provides an infrastructure for research data management, i.e., the acquisition, organisation, storage and dissemination of research data. Besides they prevent technological obsolescence and media degradation. In public sector there are a number of

* **Faculty, Department of Library and Information Science, St Berchmans College (Autonomous), Changanassery, Kottayam. Kerala.**

** **Department of Library and Information Science, St Berchmans College (Autonomous), Changanassery, Kottayam. Kerala**

agencies that showcases and disseminates the research content and among which the prominent one is the online services of INFLIBNET Centre, Gujarat which is an autonomous inter university centre of University Grants Commission.

This centre has got an information and library network which is an online computer communication network for linking libraries and information centres in universities, deemed to be universities, colleges, UGC information centres, institutions of national importance, R & D institutions, etc.[1] This network works as an online repository where all the academic institutions networked to it can share their research output and access it free of cost though very few of the services are subscription based with a very minimal cost.

In the present study, the use of INFLIBNET open access services by the college faculty is evaluated to know the effective use of the same by the college faculty.

1 Review

Londhe, Nagesh Laxman, and Neela J. Deshpande[2] investigated on the usage of e-resources available through UGC-Infonet Digital Library Consortium by University of Pune users. It is conducted to find out the number of downloads or view and the popularity of the publisher. For this purpose data of e-resources is collected from e-resources access management system provided by INFLIBNET Centre, Ahmadabad. When the databases were ranked as per their usage ACS (American Chemical Society) was the most used, and most popular database among all the databases, and got first rank. 37 titles were subscribed through this database. Second position was occupied by the Springer link, but it includes 1763 subscribed journals titles. Third position was occupied by JSTOR which includes 2073 subscribed journals titles. Fourth position was occupied by Wiley-blackwell which cover 908 subscribed titles. RSC occupied 5th position but very close to 6th rank. The total downloads from all databases during 2007-2010 is 8,20,560 and average downloads/views per year is 1,36,760. The average downloads/views per title per year were 1940. The study concludes with the view that in the University of Pune, usage of e-resources is increasing day-by-day. Users from chemistry field are more active in using e-databases that may be due to more research is going on in Chemistry.

Ramesh, S., and T. Yuvaraj[3] evaluates the usage of INFLIBNET services among Research Scholars and Faculty Members at various universities in Tamilnadu. A questionnaire was used to find out the usage of INFLIBNET services. Five hundred sixty three respondents were chosen based on purposive sampling method from 3 Universities in Tamilnadu. The main objectives of the study are to identify the various INFLIBNET services used by the research scholars and faculty members and to know the extent to which INFLIBNET services are used by scholars and faculty members of different Universities in Tamilnadu. It was found that most of the respondents use INFLIBNET for their research purpose, as INFLIBNET provides latest scientific developments in all of the fields. As many as 95% of respondents have reported their experience in using e-resources. 33.7% of respondents had experience of less than 6 months, 19.5% had experience for up to one year and 41.6% of respondents had more than one year experience. Certain difficulties were faced by scholars in using INFLIBNET. In spite of these difficulties and slight discomfort, INFLIBNET is perceived to be improving the overall quality of research, as stated by the scholars and faculty members.

Singh, Vikas[4] identifies the use of e-resources by the faculty members and research scholars particularly at department of computer science and mathematics of Jamia Millia Islamia University. The main objectives were to study about the awareness of e-resources among the research scholars and faculty members, to check the purpose of using them and to study the users' satisfaction and collect users' opinion regarding E-Resources and their use. A structured questionnaire was distributed for data collection. Total 60 questionnaires were given to the faculty members and research scholars and 40 filled questionnaires were returned. The study showed that all the respondents are aware of the e-resources. 80% of faculty members and 90% of research scholars of both Mathematics and Computer Science Department use the e-resources for the purpose of writing article/research paper, and 80% of all the respondents to keep themselves up-to-date in their specialized fields. All the respondents opined that the e-resources are adequate for their purpose. The study shows that now libraries became electronic by providing the services like e-books, e-journals, e-databases, CD ROMs, DVDs, e-theses, e-dissertations, OPACs, full text journals services, newspaper clippings, online databases and the Internet. E-resources save time of the users as well as staff, and easy to use and is essential to meet the information needs of the of modern era users.

3Relevance, Scope and Limitation of the Study

Being one of the main ventures of University Grants Commission, use of INFLIBNET services is a major requirement for every institution of higher education in India and it is one of the evaluation criteria of National Assessment and Accreditation Council (NAAC) under the heading 'Infrastructure and Learning Resource'. [5]

This study is conducted among the faculty of St Berchmans college which is one of the oldest and prestigious higher education institutions of Central Travancore in Kerala and moreover it has come several times in the list of the top ten users of N-List programme – though it is a subscription based services use of the same shows the use and awareness of the total services of the network – which justifies the selection of the college to know the usage pattern of INFLIBNET services. The open access services of INFLIBNET are available in the website – <http://inflibnet.ac.in/>

The study is limited to the faculty because a teacher is to be sufficiently qualified in all areas of his/her life with special emphasis on the academics in order to train a student in the process of making him/her information literate. The ongoing learning of the teachers is unavoidable in this regard.

4INFLIBNET Open Access Services

IndCat – It is an online union catalogue of Indian Universities of books, theses and journals available in the university libraries of India. Bibliographic details, location and holdings of the books, theses and journals of all disciplines available from university libraries throughout the country are listed in this.

INFOPORT – It works as a gateway to all Indian scholarly electronic resources. It gathers up all the Indian scholarly content scattered over the Internet. It provides separate link to find a subject content by the form through which it is presented like lecture notes, e-books, institution wise content, maps, blogs, etc., by subject together with the number of items included under each subject heading and a subject tree as per the DDC scheme.

IR@INFLIBNET – It is the institutional repository of INFLIBNET.

OJAS – OJAS provides a platform for open access journals. It gives a platform for the Universities and Institutions which are publishing journals to host electronic versions of the same on online as free of cost.

Shodhganga – It is a reservoir of Indian Dissertations and Theses. It gives a platform for the researches to present their intellectual out put before the wide range of scholarly community.

Shodhgangotri – It hosts the synopses of university approved research proposals.

Research Project Database – It provides the details of the accomplished and ongoing funded projects, carried out by various faculty members, working at various universities in India.

e-PGPathshala – It is a gateway to all Post Graduate Courses providing study materials.

Vidwan Database – It is a database of the detailed profile of scientists and researches and other experts and faculty members working in field of teaching and research in the leading Academic Institutions and Research and Development organizations in India.

Integrated E-Content Portal – It is named as Vidya-mitra. It is a portal for online learning which includes all the e-content projects developed under the National Mission on Education through Information and Communication Technology (NME-ICT), MHRD.

Publications – The regular publications of INFLIBNET are

1. Annual Report.
2. The newsletter of INFLIBNET which is a quarterly publication.
3. The proceeding of the Conventions CALIBER and PLANNER.
4. The INFLIBNET directory.

5Objectives

1. To know the use of INFLIBNET open access services by the faculty members of different departments.
2. To know the purpose of use of the services.
3. To identify the satisfaction of the faculty with the content, coverage of INFLIBNET.
4. To find the problems faced by the faculty in accessing the INFLIBNET.
5. To collect the suggestions regarding the improvements to be done on INFLIBNET.

6Methodology

Survey method is used which is a systematic collection of data describing the status quo. In survey method three main tools are used for data collection which are observation, interview and questionnaire.

7Results

Population and Response Rate

Table 1: Response Rate

Total Number of Faculty	Total Number of Respondents	Number of Questionnaires Discarded	Response Rate
164	147	3	87.80%

As it is shown in Table 1 the total population of study is 164 and questionnaires were distributed to all of which 147 were returned with a response rate of 87.80%. Three questionnaires were discarded due to insufficiency and inaccuracy of filling them by the respondents and the rest of 144 questionnaires are analysed here in detail.

Use of INFLIBNET Open Access Services

Table 2: Use of INFLIBNET Services

Yes	No
38.19% (55)	61.81% (89)

Out of 144 respondents from 16 departments 38.19% (55) of the faculty uses INFLIBNET services and 61.81% (89) do not use the services.

Table 3: Use of INFLIBNET Services by Different Departments

Sl. No	Department	Total Number of Faculty	Total Number of Respondents	Total Number of Users
1	Language	27	19 70.37%	9 47.37%
2	Science and Technology	81	74 91.36%	22 29.73%

3	Social Sciences	39	34 87.18%	20 58.82%
4	Management Studies	15	15 100%	4 26.67%
5	Physical Education	2	2 100%	0
Total		164	144	55 38.19%

In the language section which comprises of English and Oriental Languages, i.e., Malayalam, Hindi and Syriac, there are 27 faculty members of which 70.37% have responded. Among the respondents 47.37% are using INFLIBNET services. In Science and Technology division comprising of Basic Science Subjects (Mathematics, Physics, Chemistry), Life Sciences (Botany, Zoology, Biotechnology, and Microbiology and Biochemistry) and Computer Science there are 81 faculty of which 91.36% have responded and among them 29.73% use INFLIBNET services. The Social Science departments that are Economics, Commerce, Social Work and Library and Information Science have got a total of 39 faculty and of which 87.18% have responded. Among the respondents 58.82% of faculty are using INFLIBNET services. There are 15 faculty members in the Management Studies department and all of them have responded of whom 26.67% are using INFLIBNET services. None of the Physical Education faculty uses INFLIBNET services.

Table 4: Preferred INFLIBNET Open Access Services

Sl. No.	INFLIBNET Services	Order of Preference					Total Number of Users	Percentage
		1	2	3	4	5		
1	Indcat: Union Database	0	0	1 1.82%	2 3.64%	0	3	5.45%
2	INFOPORT	0	0	0	1 1.82%	1 1.82%	2	3.64%
3	IR@INFLIBNET	1 1.82%	3 5.45%	3 5.45%	0	0	8	14.55%
4	OJAS	2 3.64%	0	0	0	0	2	3.64%
5	Shodhganga	27 49.09%	9 16.36%	5 9.09%	0	0	41	74.55%
6	Shodhgangotri	1 1.82%	9 16.36%	4 7.27%	3 5.45%	1 1.82%	18	32.73%

7	Research Project	11 20%	6 10.91%	2 3.64%	1 1.82%	1 1.82%	21	38.18%
8	e-PGPathshala	1 1.82%	4 7.27%	7 12.73%	2 3.64%	0	14	25.5%
9	Vidwan Database	0	1 1.82%	2 3.64%	0	0	3	5.45%
10	Annual Report/News Letter/Other Publications	0	4 7.27%	1 1.82%	2 3.64%	1 1.82%	8	14.55%
11	Integrated E-Content Portal	0	0	0	0	0		0

First Preference

Among the 55 respondents 49.09% have preferred Shodhganga as their first choice of service to be used in INFLIBNET. OJAS was used by 3.64% and IR@INFLIBNET, Shodhgangotri and e-PGPathshala are used by 1.82% each.

Second Preference

Among the services provided by the INFLIBNET, Shodhganga and Shodhgangotri are used by 16.36% respondents each. 10.91% prefers Research Project. e-PGPathshala is used by 7.27%, IR@INFLIBNET is referred by 5.45% and Vidwan Database is used by 1.82% of respondents.

Third Preference

e-PGPathshala is used by 12.73%, Shodhganga by 9.09%, Shodhgangotri by 7.27% and IR@INFLIBNET by 5.45% as their third choice of preference. Research Project and Vidwan Database are made use by 3.64% each. Annual Report/News Letter/Other Publications and Indcat: Union Database are used by 1.82% each.

Fourth Preference

9.09% respondents who use INFLIBNET services opt 5.45% use Shodhgangotri. Indcat: Union Database, e-PGPathshala as their fourth choice of preference and Annual Report/News

Letter/Other Publications are used by 3.64% respondents each. INFOPORT and Research Project are used by 1.82% respondents each.

Fifth Preference

INFOPORT, Shodhgangotri, Research Project and Annual Report/News Letter/Other Publications are used by 1.82% of respondents each as their fifth preference.

Frequency of Use of INFLIBNET Open Access Services

Five options have been provided for the respondents to opt regarding the frequency in the questionnaire to which they have responded.

Table 5: Frequency of Use of INFLIBNET Services

Frequency	Number of Users	Percentage
Daily	4	7.27%
2-3 times in a week	12	21.82%
Once in a week	0	0
2-3 times in a month	9	16.36%
Occasionally or when needed	30	54.55%

54.55% of respondents use the INFLIBNET services only occasionally or when needed. 21.82% use it two or three times a week where as 16.36% use it two or three times a month. 7.27% respondents use it daily.

Reason for Not Using INFLIBNET Open Access Services

Table 6: Reason for the Nonuse of INFLIBNET Services

Sl. No.	Reason	Number of Respondents	Percentage
1	Not familiar with electronic or web resources	8	8.99%
2	Not aware of INFLIBNET services	57	64.04%
3	I am satisfied with the print resources available to me	6	6.70%

4	Not satisfied with the quality of content provided by INFLIBNET	0	0
5	Lack of time	9	10.11%
6	Lack of facility and ICT infrastructure in the department	12	13.48%
7	I have access to other resources	2	2.25%

Among the respondents 61.81% (89) of faculty do not use INFLIBNET services and the reason of which are analysed here. As the reason for not using INFLIBNET services out of 89 respondents 64.04% opined that they are not aware of INFIBNET services and 13.48% of respondents said that there is lack of facility and ICT infrastructure in their departments. 10.11% do have lack of time to use the service where as 8.99% are not at all familiar with any kind of electronic or web resources. 6.70% of respondents are satisfied with the print resources available to them and 2.25% said that they have relayed on other resources to which they have got access. None of the respondents complained about the quality of contents provided in the INFLIBNET services and some of the respondents have pointed out more than one reason for not using the services.

Training on the Use of INFLIBNET Services

All the faculty were asked whether they had underdone any kind of training on the use of INFLIBNET services and if so from where. The response of the users of INFLIBNET services is analysed here.

Table 7: Training on the Use of INFLIBNET Services

Sl. No	Parameters	Total Number of Respondents	Percentage
1	Yes	9	16.36%
2	No	46	83.64%

None of the respondents who use the services except 9 has got any training regarding the use of INFLIBNET services. The respondents who do not use the services are also alien to any training neither from the college nor from any other agencies.

Purpose

The purpose of users in taking advantage of the INFLIBNET web services is analysed here so that basing on the purpose with which most number of users approach the services the future upgradations and additions of the existing services can be done.

The main purposes were listed and the users were asked to rank them in the order of their preference.

Table 8: Purpose of Using INFLIBNET Services

Purpose	Order of Preference				Total Number of Users	Percentage
	1	2	3	4		
For research	41 74.55%	4 7.27%	4 7.27%	1 1.82%	50	90.91%
For personal study	2 3.64%	10 18.18%	5 9.09%	2 3.64%	19	34.55%
To get updates on the subject of one's study	7 12.73%	10 18.18%	5 9.09%	1 1.82%	23	41.82%
To prepare for classes	5 9.09%	12 21.82%	6 10.91%	3 5.45%	26	47.27%

First Preference

74.55% of respondents who use INFIBNET services use it primarily for research purpose. 12.73% use it for getting updates on their respective subject areas. 9.09% use it with the purpose of preparing for their classes and again 3.64% use it for their personal study.

Second Preference

21.82% respondents use INFLIBNET services for preparing for classes while 18.18% respondents each use it for getting updates on their subjects and for personal study. 7.27% use it for research purposes.

Third Preference

10.91% of respondents use INFLIBNET with the aim to prepare for classes. For personal study and to get updates on the subjects are the reason for 9.09% respondents each. 7.27% faculty use it for research.

Fourth Preference

The purpose behind the use of INFLIBNET services for 5.45% is for preparing classes and 3.64% use it for personal study. Research and getting update on the subject are the reasons for 1.82% respondents each in using INFLIBNET services.

Level of Satisfaction in the Use of INFLIBNET Services

Four options (very much satisfied, satisfied, somewhat satisfied and not satisfied) were given to get the satisfaction level of the users.

Table 9: Satisfaction Level of Respondents

Level of Satisfaction	Number of Respondents	Percentage
Very much satisfied	3	5.45%
Satisfied	45	81.82%
Somewhat satisfied	6	10.91%
Not satisfied	1	1.82%

81.82% of respondents are satisfied with the services provided by INFLIBNET while only 1.82% is unsatisfied. 5.45% are very much satisfied and 10.91% of respondents are somewhat satisfied.

The Problems Faced While Accessing and Using the INFLIBNET Services

40% (22) of the users opined that they are faced with problems in the access and use of INFLIBNET services. Hence, it is essential to note the problems they usually face so that suggestions and information regarding the use of the services can be given.

Table 10: Problems Faced in Accessing and Using INFLIBNET Services

Problems	Number of Respondents	Percentage
Network Problems	13	23.64%
Not enough computer systems in the college or department	0	0
Most of the search results are irrelevant	3	5.45%
Difficulty in formulating search queries	5	9.09%
Lack of cooperation form the part of library staff and N-LIST administrator	6	10.90%

Many of the respondents pointed out more than one problem they faced while they access and use the services. Most of the respondents (23.64%) are faced with network problems. 10.90% complained about the lack of cooperation from the part of library staff and N-LIST administrator. 9.09% have found it difficult to formulate the search queries. 5.45% are of the opinion that most of the search results are irrelevant.

Table 11: Users of e-resources Besides/Other than INFLIBNET Services

Sl. No	Parameters	Total Number of Respondents	Percentage
1	Yes	23	15.97%
2	No	121	84.03%

It is clear from Table 11 that only 15.97% of respondents out of the 144 who responded, use some kind of electronic resources while the rest 84.03% do not use any of such materials.

Suggestions on the Use of INFLIBNET Services

Suggestions were collected from the respondents who use the INFLIBNET services by listing some of the popular suggestions and also giving option for free response.

Table 12: Suggestions

Suggestions		Total Number of Respondents	Percentage
Make the website more user friendly		33	60%
Give a video tutorial on the services provided in the INFLIBNET website		31	56.36%
Timely update the contents of services like ePGPathshala, OJAS, etc.		15	27.27%
More relevant resources are to be included in the subject of		16	29.09%
1	Linguists and English Literature	2	
2	Mathematics	1	
3	Chemistry	1	
4	Life Sciences	1	
5	Economics	3	
6	Commerce	2	
7	Social Work	2	
8	Library and Information Science	3	
9	Management Studies	1	

60% of the respondents who use INFLIBNET services suggested that the website is to be made more user-friendly. 56.36% opined that a video tutorial on the services provided in the INFLIBNET website is to be given. Timely updation of the contents of different services was the suggestion by 27.27% of respondents. 29.09% suggested that more relevant resources on their successive subject fields are to be added. The subject fields they specified were Library and Information Science, Economics (suggested by 3 respondents each), Commerce, Social Work, Linguistics and English Literature (suggested by 2 respondents each), Mathematics, Chemistry, Life Sciences and Management Studies (suggested by one respondent each).

8 Findings and Suggestions

Use of INFLIBNET Open Access Services

1. Among the 164 faculty of St Berchmans College majority of them responded to the questionnaire.
2. From Library and Information Science department and Physical Education department all the faculty responded to the questionnaire.
3. Among the 144 respondents (147 questionnaires were returned and 3 were discarded) only less than half of the total respondents use INFLIBNET services.
4. It is the Social Science Departments that uses the services most and the Language wing comes second.
5. Only in the Social Science department more than half of the faculty found to be using the services and in Physical Education department none of them use the same.

Reason for Nonuse of INFLIBNET Services

6. The majority of the respondents who do not use INFLIBNET services gave the reason that they are unaware of such a service. Still 9% of the respondents are not at all aware of any kind of electronic or web resources.

Frequency of Use of INFLIBNET Services

7. Most of the users utilizes the services only occasionally or when needed. Daily users are very less in number.
8. In all the departments except Social Science department half or more than half of the users use the INFLIBNET services occasionally or when needed.

Training on the Use of INFLIBNET Services

9. Only a very less number of the respondents have under gone any kind of training on the use of INFLIBNET services.
10. None of the nonusers have got any training on the use of INFLIBNET services.

The Purpose of Using INFLIBNET Services

11. The first preferred purpose of the use of the services by most of the respondents is for research.

12. The faculty who use it for the purpose of preparing for classes, for getting updates on the subject and for personal study is less than half of the total number of respondents.
13. In all the departments only less than half of the total number of respondents make use of the services for their personal study.

Satisfaction level

14. Majority of the respondents are Satisfied in the use of INFLIBNET services.
15. Only one of the users is not satisfied.
16. Only a simple minority is very much satisfied with the use of the services.

Problems

17. More than half of the users do not find any problem in accessing and using the INFLIBNET services.
18. Among those who faced the problems most of them are faced with network issues.

Use of E-resources other than INFLIBNET Services

40. Only a very less number of respondents use any kind of electronic resources other than INFLIBNET services.
41. It can be noted that awareness of the provision of electronic resource among the faculty is not sufficient enough to get knowledge.

Suggestions in the Use of INFLIBNET Services

42. A good number of the users are of the opinion that the INFLIBNET website is to be made more user friendly and a video tutorial on the services provided in the website is to be included.
43. A considerable number of users suggested to have timely updation of the contents of the services like e-PGPathshala, OJAS, etc. and more relevant resources are to be included in different subjects.

9 Conclusion

Basing of the study results and finding the researches would like to suggest that In the Science and Technology departments where more research are to be carried out, and also in the

Management Studies wing the use of INFLIBNET services is less in number. And majority of the nonusers of the services said that they are unaware of such a service. Hence an awareness campaign is to be conducted either by the college library or by the N-LIST administrator of the college. Among the services OJAS and e-PGPathshala are used by only a less number of respondents. Hence, the use of such services are to be projected. A vast majority of the users and all the nonusers have not got any kind of training in the use of the services and among those who got training most of them acquired it from their colleges. Therefore, it is essential to give expert training to all the faculty of the college on the use of the INFLIBNET Services to utilise it in its full potential.

Majority of the users access the INFLIBNET resources only occasionally or when needed and also the faculty who use it for the purpose of preparing for classes, for getting updates on the subject and for personal study is less than half of the total respondents. Thus, the curriculum has to be planned in a manner that promote the use of such electronic resources most often. There are comparatively less number of respondents who exclusively utilise it for the purpose of personal study and for preparing for classes. Therefore, it is good to project such aspects of the services.

When listing the problems some of them opined about the lack of cooperation from the part of the library staff and N-LIST administrator. Hence, that has to be checked and quality service is to be ensured to the users by the college administration.

Only a very less number of respondents use any kind of electronic resources and also some had opined that they are not at all aware of such resources. Thus, it is of utmost necessity to give awareness to the faculty regarding the provision and use of Open Access and other electronic resources including INFLIBNET services and the importance of such resources in acquiring timely knowledge in the present knowledge society.

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