Date: 23rd to 25th August, 2018

Report

Faculty Development Programme

On

Quality Assurance in Higher Education Institutions

Objective:

To educate and train faculties of colleges about NAAC new guidelines

To upgrade about various Criterions and new metrics formed by NAAC.

To share best practices that can be used for institutional development

To Interact with various experts and resolve the problems facing during NAAC

Accreditation process

Time : 9:30 a.m. to 5:00 p.m.

Execution:

A Faculty Development programme (FDP) on **Quality Assurance in Higher Education** by Shree Halari Visa Oswal college of commerce form 23rd August to 25th August, 2018 in association with Maharashtra State Cluster Group. With and objective to educate and train faculties of colleges about NAAC new guidelines & upgrade about various Criterions and new metrics formed by NAAC which they have to field while submitting SSR also to share best practices that can be used for institutional development & provide a platform for interacting with various experts and discuss the problems and thirr solution for overall functioning and accreditation process of the institution. The programme was begun with inauguration of workshop by Shri Deepak Kerlekar honorable Additional Municipal Commissioner Bhiwandi. Shri Deepak Kerlekar in his speech appreciated the Two Ph.D done by her in two different fields among which specially related to Education and how she is utilizing things in overall functioning and development Oswal College and Bhiwandi. He also appreciated her work on Kamvari River as a community service and connecting young youth with socity as well as contribution towards water literacy and conservation as Jalnayak of Maharashtra. Looking to her efforts and various programmes and activities conducted by her in overall personality development of students & Faculties he assured that he will be happy to joining any occasion and will provide support as he also belongs to education field.

Day -1

The 1st technical session has begun by Dr. Bhalchandra Bhole, Former Head, Microbiology Department & IQAC Coordinator, Abasaheb Garware College, Pune, he explain how IQAC can be the nerve centre of a institution, and is attributed with the presence of members who constitute the 'think tank' of the institution. The IQAC is responsible for all 'Quality Assurance' giving attention to every stage of educational processes and support systems in colleges, to achieve and maintain a desired level of quality in service and 'product' – the student.

He said It needs to be clarified that though the term 'Quality Assurance' (QA) is included in IQAC, we must not neglect Quality Control (QC). This is necessary as, by definition, QA is process oriented and QC is product oriented. QC activities focus on identifying defects in actual products, deploying remedial measures, validation and testing, which is a key role of the IQAC.

The onus of understanding and deploying mechanisms and procedures for accreditation lies on the IQAC. Hence, the operations and working of the IQAC has become vitally important and critical thinking and expression is essential. He also discuss about latest Maharashtra Universities Act (MUA), 2016 [Mah. Act. No. VI of 2017, Section 97 (g)] has stated the inclusion of the Coordinator of the IQAC in the College Development Committee, a statutory body of the College. It is therefore implied that the IQAC is also a statutory body of the college.

With this preamble, it is established that the IQAC has a managerial position in the institution's hierarchy and should be constituted of members who can contribute to the institutions well-being and academic progression. The role of the IQAC therefore becomes multifaceted (administrative, directorial, executive and supervisory), and should be recognized so by the college management in its deliberations.

❖ The IQAC will now not be just another committee in the college, responsible for affairs and work related to NAAC accreditation, working in conjunction with the 'Documentation Committee' and other teaching departments to implement their Workshops, Seminars, etc.
❖ The IQAC will be a proactive, managerial team planning and deploying all quality enhancement mechanisms and processes for the overall enhancement of institutional quality based on the benchmarks set for all academic and support service activities in the institution.

The operations of the IQAC encompass all activities on campus, thereby interacting with all task and statutory committees and work areas, as shown below.
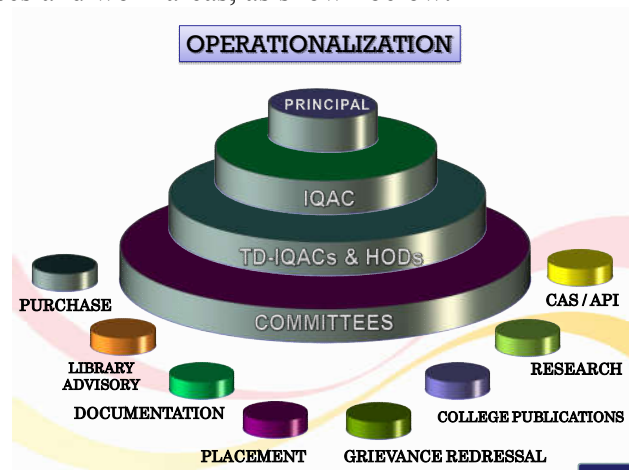
He elaborated how the IQAC composition can be formed and members to be selected where he said that the IQAC composition should be a good mix of experience and youth & should be encouraged to keep the teamwork perpetual. The **IQAC Coordinator** is the most vital member of this team, both as a leader, colleague and motivator and to achieve the core functions, he said the following are necessary:

1. Policies and Procedures for assurance of quality, and standards for the conducted programs.
2. Formal strategies should be developed and implemented for continuous QE with involvement of students and other stakeholders.
3. The College should have formal mechanisms for the approval, periodic review and monitoring of their programs.
4. Formal and published criteria, rules and procedures for assessment of students.
5. Continuous periodical quality assurance of teaching, administrative and other support staff. This may be done through internal / external reviews.
6. Ensuring that learning resources and student support facilities are adequate for each program offered.

7. Information systems (MIS) should be strong to ensure that relevant data and information is collected, analyzed and used for effective management of academic programs and other activities.
8. Information should be published in the public domain (e.g. website). Publication should be up to date, impartial and factual regarding all campus activities and academic programs.

The Quality Assurance System may be divided into 5 major areas:

- Academic Programs
    - Intended Learning Outcomes
    - Curriculum
    - Student assessment
    - Student achievement
- Quality of Learning Opportunities
    - Teaching and learning
    - Student support
    - Learning resources
- Research and other scholarly activities
- Community Involvement
- Effectiveness of Quality Management and Enhancement

To monitor and assess the course of events in all of the above, **specific tools / instruments** suggested below need to be designed and implemented:
1. Academic Audit
2. Administrative Audit
3. Feedback
4. Appraisal
5. Examination Results
6. Student Satisfaction Survey
7. Self evaluation

Using these tools effectively is one of the responsibilities of the IQAC. The IQAC needs to educate all stakeholders on the purpose and operation of these tools. Correct use of a tool will lead to a fine product. If examined critically, accreditation agencies essentially gather information and use these tools to assess the results. These tools need specific attention.

He highlighted the A-Z approach requires ***strategic planning***, which typically involves a review and examination of the institution's mission, vision, values, goals and objectives. The IQAC needs to brainstorm and strategically plan QE activities with an overall goal of the creating / molding a 'market-ready product', the student.

Certain steps in planning that he covered are: Steps in Planning:
1. Understanding the 'market requirements' for your students.
2. Creating robust curricular, co- and extra-curricular processes to groom students' skill sets (Technical, Functional and Employability Skills).
3. Assessing the infrastructural and support manpower (academic and administrative) available / needed for the above processes.
4. Assessing the monetary requirements to accomplish the tasks required.

5. Decisive prioritization of processes through, at least, 10 years of progression.
6. Benchmarking for all the process.
7. Brainstorming the issues with all stakeholders (Higher Management, Teachers, Alumni, Student-Council, Potential Employers and Parents).
8. Preparing appropriate academic calendars to deploy the plans.

At the end of the planning stage, the IQAC should have come up with processes integrative with the curriculum (academic syllabus) of study. Though the institute may have a range of academic courses and technical skills may vary, the functional and employability skills to be imparted remain fairly the same, hence, the need for integrative planning.

He also categorize planning that can be done on the basis of:

- **Sources**: Department (including Sports and Library), College Office, UGC, State Govt., NAAC, IQAC, Seminars / Workshops / Conferences
- **Directed segregation**: NAAC Criteria; Departments / Activities (including Office); Feedback / Students Survey
- **Stand-alone and shared files**: Stand-alone (raw data / information); Shared (data useful to several stakeholders)

Some of the other areas which he were highlighted are:

- Website
- Minutes of Meeting
- Action taken Reports
- Feedback Analysis
- Annual Planning

Facts covered by him are :

- Archaic systems and regulations
- Outdated syllabus
- Lack of skill based (practical) education
- Teacher training required
- Pedagogy neither student-centred nor dynamic
- Personality development not prioritized
- Poor language skills
- Lack of hi-tech libraries
- Economic difficulties

- In the second session Dr. Anil Dusane from Parashurambhau College, Pune, highlighted about criterion –I & II where he covered about Curricular Aspects and Teaching-Learning and Evaluation, he elaborated the curricular aspect strategies to achieve good score where he said for achieving this it need to set a goal and before that go through NAAC manual understand it thoroughly and even read SSR of few colleges for reference and make your strategies according to your conveyance draft rough SSR and go for mock.

  Some major requirement he highlighted for achieving this are:
- Team work
- Enthusiasm- High energy levels
- Hard work and smart work
- Documents collection and its proper recording
- Warrior mindset and not a worrier mindset
- Positive attitude towards NAAC accreditation
- Motivation and activation of all the stakeholders

Apart from this he explain the various metrics of Criterion – I & II where he mention about departmental documentation in which he covered following points

1. Teacher profile (CVs of all teachers) file

2. Academic calendar

3. Workload file

4. Time tables and monthly teaching schedule file

5. Teachers' diary

6. Teaching plan and Implementation plan file

7. Work distribution (curricular, co-curricular and extra-curricular file

8. Course outcomes and Programme outcomes file

9. Result analysis file

10. Students projects file

11. Value added/career oriented courses file

12. Students major achievements file

13. Meetings and minutes file

14. Feedback on syllabus

 For developing new curriculum aspect he suggested above strategy can be formed
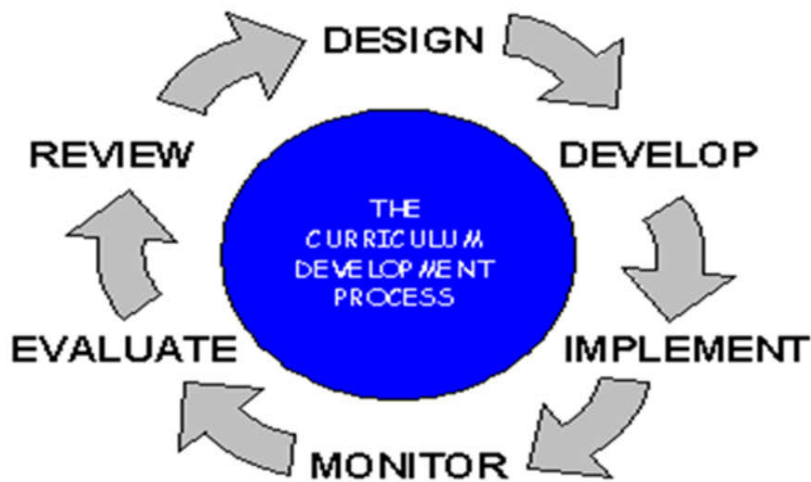
Day -2

The first session was conducted by Shrihari Ashok Pingle, Coordinator, IQAC Sangamner Nagarpalika Arts, D. J. Malpani Commerce and B. N. Sarda Science College, Sangamner. Where he covered Criterion III in which he explain various indicators and metrics covered in this criterion and also guided areas where need to give focus for developing research in institution where he suggested :

- Policies, practices and outcomes of the institution, write research, innovations and extension.

- Facilities provided and efforts made by the institution to promote a 'research culture'.

- Responsibility to enable faculty to undertake research projects useful to the society.

- Serving the community through extension, which is a social responsibility and a core value

He explain the following Steps for Starting Incubation Centre

1. Assess the market conditions and entrepreneurs requirements

2. Identify team and service providers

3. Arrange for resources

4. Establish industry linkages

5. Draw out a calendar of activities

6. Attract, select, retain and manage startups

Apart from this he explain how to write an answer of each question of criterion –III and how the data can be collected and computed. He suggested few funding agencies who supports to research activity and funds also can be collected from alumni.

He also suggested how to write a research proposal where he covered few aspects like – Innovation, Time, Cost, linkage with industry etc.

The second session was conducted by Dr Snehal Donde, Principal, Shree Halari Visa Oswal College, She explained "*Quality, autonomy, research and innovation are key pillars of our vision for improving higher education in India*".

She covered the criterion-IV in which she explained the new accreditation process and new guidelines issued by NAAC. She explained the Key features of revised accreditation process as under:

- ❖ A Paradigm shift in approach and philosophy.

- ❖ From qualitative peer judgments to data based quantitative indicator evaluation.

- ❖ Automated Evaluation Model with Increased objectivity & transparency.

- ❖ Data validation & verification (DVV) by external professional agencies.

- ❖ Significant difference in evaluation of Universities, Autonomous Colleges and Affiliated/Constituent Colleges.

- ❖ Introducing key indicators on Alumni engagement and Student satisfaction survey (SSS).

- ❖ Focus on Innovation Ecosystem, Institutional Values & distinctiveness.

- ❖ Introducing pre-qualifier for peer team visit, as 30% of system generated score (SGS).

She also covered how data validation & Verification take place and how it works as by highlighting the following points

- • In introducing the element of third party validation {Data Validation and Verification (DVV) } of data and the possibility of roping in multiple agencies

- • Helps NAAC ensure correctness of the data captured during the SSR process.

- • Identified external agencies to partner - validate the claims made by an institution.

- • Data sheets for various metrics - NAAC

- • AISHE, Mandatory disclosure – website, UGC, MHRD, Universities, State Higher Education Departments, other Regulatory agencies.

- • Annual reports, Audited Statements of Accounts, Research – Scopus, Web of Science, INFLIBNET.

- • No on-site visit for validation.

- • More amenable to the use of technology - data mining and analytics

The another area highlighted by Dr. Donde is Governance, Leadership and Management. As experienced in administration and principal ship for 40 years she shares effective experience and knowledge for governing leadership where she covered the above mention aspect.

- Effective leadership in tune with the vision and mission

- Practices decentralization and participative management

- Perspective/Strategic plan and deployment documents

- Organizational structure of the university including governing body,

- Administrative setup, e-governance in areas of operation

- Effectiveness of various bodies/cells/committees is for teaching and non-teaching Staff

- Financial support to attend conferences / workshops

- Professional development / administrative training Programs

- Teachers attending professional development

- Programs, viz., Orientation Program, Refresher Course, Short Term Course, Faculty Development Programs

Internal and external financial audits regularly The governance of the institution is reflective of an effective leadership in tune with the vision and mission of the institution

- Vision statement

- Mission

- Alignment with VM

- Major achievements

By taking few examples of Vision and Mission she explained how Mission & Vision should be aligned with objective and continuously it should be focusing on institutional objective.

For developing Promotional and participative management culture & solving the problems and for taking up decision, she highlighted various levels that can be make functional at institution level are

CDC (LMC) level:

- Apex decision making body at college level. Takes important decisions about academics, administration, up-gradation of the learning resources, infrastructure, budget and sanctioning of sabbatical/study leave, etc.

IQAC level:

- The faculty members who represent IQAC play an active role in organizing and monitoring academic and other activities in which students actively participate.

HODs level:

- Plan and implement the academic activities.

- Perform a wide range of work- distribution of workload, time table, monitoring of teaching, conduction of examination, result analysis, invite guest speakers, decide theme of workshops/ seminars /conference, recommend leave, utilize departmental budget as per the requirements.

Coordinators of Committees level:

- Faculty as coordinators of the committees plan and execute activities.

Non-teaching staff level:

- Non-teaching staff also provide help in solutions to the various administrative issues.

- They provide simple but innovative ideas for the departmental and laboratory problems.

Student's level:

- Students actively participate and play an important role in Students□ council, departmental festivals, various committees, NSS, NCC, etc.

Day -3

The session was conducted by Dr. Nanaware, IQAC Co-ordinator, DAV Velankar College, Solapur. He highlighted the Core Values of NAAC which are foundation of assessment. He focused on quality culture of the institution in terms of Quality Initiatives, Quality Sustenance and Quality Enhancement, as reflected in its vision, organization, operations and the processes. For student support and progression he said it is necessary to provide assistance to students which make them enable to acquire meaningful experiences for learning at the campus & facilitate their holistic development and progression and will increase alumni profiles and ultimately progression of students to higher education generate employment.

He also explained key indicators of Criterion VI & VII with the help of various solutions and records which can be maintained for future reference and can be use during NAAC accreditation process.

He suggested different Plan and implementation for remedial measures. He said a remedial activity is one that is meant to improve a learning skill or rectify a problem area.

Some of the measures can be adopted to improve upon the performance of the academically low achievers:

- Extra Classes extra classes are conducted if there is a difficulty in understanding the content. To facilitate understanding among the vernacular medium students extra classes are conducted.
- Counseling Sessions: Counseling Sessions are organized for student teachers facing personal problems, with the help of a professional counselor appointed by the college.
- Mentoring: Advanced learners in the class are identified and assigned as mentors for the low academic achievers.
- Study Circle during the study circle the advanced learners study and help the low academic achievers by guiding and sharing notes and solving queries.
- Adoption Scheme - academically low achievers are identified from each tutorial group and adopted by the teacher educator. Timely guidance is given to keep them at par with the other student teachers.

Apart from this he highlighted some points for effective governance that are:

 • Responsive to the emerging challenges and pressing issues

• Social responsibility to be proactive in the efforts towards development in the larger contexts.

• Response to issues such as gender equity, environmental consciousness and sustainability,

   inclusiveness and professional ethics

• Best practices
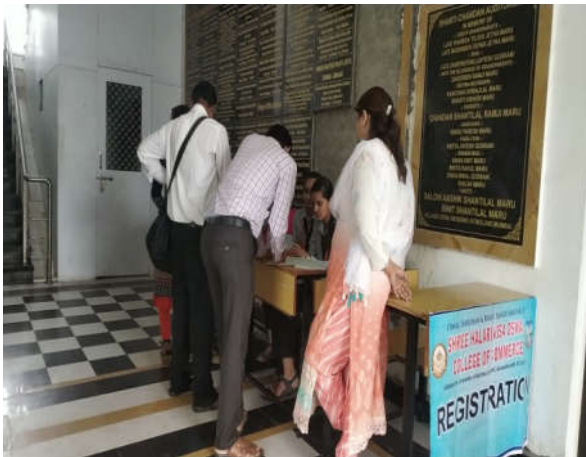
• Distinct characteristics

All the session were successfully conducted by different experts by highlighting new NAAC system and guidelines for accreditation. Faculties are also shared their views and resolved queries of their mind.

Outcome:

1.) All the faculties & IQAC Co-ordinators actively participated in all the technical sessions.
2.) Co-ordinators gain the knowledge about various steps involved in accreditation process and experienced how to prepare SSR for NAAC.
3.) The FDP provided platform to faculties and participants to gain experience about various updated process and guidelines and to share their views on different issues.
4.) The programme also resolved the queries raised in the minds of participants and provided a opportunity to interact with various experts.

Yogesh Pawar   Dr. (Mrs.) Snehal Donde
(IQAC Co-ordinator)   (Principal)