INTERNAL QUALITY ASSURANCE CELL (IQAC)

PROCESS MANUAL

A. Introduction

The Internal Quality Assurance Mechanism is a cornerstone of ensuring excellence in education and research within the University. It is a structured process designed to monitor, evaluate, and enhance various facets of academic programs, teaching, assessment, research, and overall institutional performance.

B. Policy Statement

To uphold and advance a culture of quality consciousness, the University establishes the Internal Quality Assurance Cell (IQAC) in adherence to the Guidelines for the Establishment and Monitoring of the Internal Quality Assurance Cells (IQACs) in Universities issued by the University Grants Commission (UGC).

IQAC aims to foster and sustain an institutional quality culture, functioning under the guidance of the Vice-Chancellor.

C. IQAC Constitution

Chairperson:	Head of the Institution
Members:	A few senior administrative officers
	Three to eight teachers
	One member from the Management
	One/two nominees from local society, Students and Alumni
	One/two nominees from Employers /Industrialists/stakeholders
	Director of the IQAC
	One or more senior teacher/administrator as coordinators

D. Terms of Reference

1. The members shall meet at least four times a year. Furthermore, they may meet as and when it is necessary

2. Notices and minutes for all meetings to be maintained.

E. Responsibilities of IQAC

1. To drive academic and administrative excellence.

2. To act as a facilitative and participative wing for quality enhancement.

3. To implement strategies to remove deficiencies and boost quality.

4. To develop a systematic approach for consistent improvement in institutional performance.

5. To promote internalization of quality culture and institutionalization of best practices.

6. To oversee accreditation processes and maintain central accreditation data.

7. To maintain an exclusive IQAC portal on the University website for updates and AQAR hosting.

8. To develop mechanisms adhering to UGC guidelines and the University's quality policies.

F. Functions

1. To develop and implement quality benchmarks for academic and administrative activities.

2. To foster a learner-centric environment for effective teaching and learning.

3. To collect feedback from stakeholders for quality improvement.

4. To organize workshops and seminars to promote quality circles.

5. To document activities and programs for quality enhancement.

6. To serve as the nodal agency for disseminating best practices.

7. To maintain an institutional database for quality monitoring.

8. To promote quality culture and participation in recognized rankings.

G. Strategies

1. Ensure timely and effective completion of administrative, financial, and academic responsibilities.

2. Promote high-quality and relevant academic and research initiatives.

3. Optimize and integrate modern teaching-learning methods.

4. Uphold credibility in assessment and evaluation processes.

5. Maintain efficient Learning infrastructure and resources.

6. Collaborate with institutions in India and abroad for knowledge exchange.

7. Facilitate the Student support and academic progression.

H. Standard Operating Procedures (SoPs)

The following section outlines detailed SoPs for various functions of the IQAC. These procedures are designed to ensure consistency, transparency, and efficiency in the quality assurance mechanisms of the University.

1. SoP for Academic & Administrative Audit (AAA):

Steps:

a) **Preparation**:

- o Identify audit areas: curriculum, teaching-learning process, research, infrastructure, governance, and student support services and inform the same to respective departments

- o Formulate an Audit Team comprising internal and external experts.

b) **Execution**:

- o Collect required supporting documents from all departments.

- o Conduct on-site visits for document verification, interaction with faculty, staff, and students and infrastructure tour

- o Evaluate various audit parameters, processes, achievements, and adherence to quality benchmarks.

c) **Reporting**:

- o Draft a comprehensive report with findings, strengths, weaknesses, and actionable recommendations.

- o Submit the report to the University leadership for further action.

d) **Follow-up**:

- o Conduct periodic reviews by internal members of IQAC to ensure implementation of recommendations.

2. SoP for Feedback Collection and Analysis:

Stakeholders: Students, parents, alumni, employers, and faculty.

Steps:

a) **Feedback Design**:

- o Develop structured and objective feedback forms (online and offline).

- o Ensure questions address curriculum, teaching quality, infrastructure, and overall satisfaction.

b) **Distribution**:

- o Disseminate forms through appropriate channels like LMS, emails, or mobile apps.

- o Provide clear instructions and timelines for submission.

c) **Collection and Analysis**:

- o Compile responses using tools like spreadsheets or specialized software.

- o Analyse trends, strengths, and areas for improvement.

d) **Action Plan**:

   o Share findings and suggestive actions with concerned departments for corrective actions.

   o Communicate major outcomes with stakeholders to maintain transparency.

e) **Follow-up**:

   o Monitor the implementation of corrective measures.

3. SoP for Conducting Workshops and Seminars on Quality:

Steps:

a) **Planning**:

   o Identify relevant themes (e.g., NEP implementation, research methodologies, quality enhancement, Teaching Pedagogies).

   o Formulate objectives, target audience, and expected outcomes.

   o Identify resource persons and collaborators.

b) **Preparation**:

   o Get the information from accounts department for the funds available.

   o Design and distribute invitations, posters, and schedules.

   o Arrange logistics like venue, technology, and materials.

c) **Execution**:

   o Conduct the workshop/seminar as per schedule.

   o Facilitate interactive sessions, hands-on activities, and Q&A.

d) **Documentation**:

   o Prepare a summary report with discussion and key takeaways

4. SoP for Preparation of Annual Quality Assurance Report (AQAR):

Steps:

a) **Data Collection**:

   o Seek information from all departments, cells, and committees on quality initiatives and outcomes.

   o Utilize MIS and other databases for accurate data retrieval.

b) **Compilation**:

   o Consolidate data into AQAR format as prescribed by NAAC.

   o Highlight key achievements, best practices and improvements.

c) **Validation**:

- o Review the report internally by IQAC members for accuracy and completeness.
- o Incorporate suggestions and finalize the document.

d) **Submission**:

- o Submit the AQAR to the University Governing Body for approval.
- o Upload the report on the IQAC portal and submit it to NAAC per the guidelines.

e) **Follow-up**:

- o Address feedback received from NAAC or stakeholders.
- o Use AQAR insights for planning the next year's quality initiative

5. SoP for Institutional Database Management:

Steps:

a) **System Design**:

- o Develop a centralized MIS for storing and managing institutional data.
- o Include modules for student data, faculty profiles, research output, infrastructure, and financials.

b) **Data Collection**:

- o Define data collection protocols and assign responsibilities to departments.
- o Collect data periodically (monthly/quarterly).

c) **Verification**:

- o Cross-check data accuracy and consistency.
- o Resolve discrepancies with concerned departments.

d) **Analysis and Usage**:

- o Use data for performance analysis, accreditation, and rankings.
- o Generate customized reports for decision-making and compliance.

e) **Maintenance**:

- o Regularly update the system to accommodate new data and requirements.
- o Ensure data security and backup mechanisms.

6. SoP for Promoting Best Practices:

Steps:

a) **Identification**:

- o Collect information on innovative practices from departments and stakeholders.
- o Benchmark against practices in leading institutions.

b) **Documentation**:

- o Document details of best practices, including objectives, implementation steps, outcomes, and scalability.

c) **Dissemination**:

- o Share practices through seminars, newsletters, and the IQAC portal.
- o Encourage adoption across other departments and institutions.

d) **Monitoring**:

- o Evaluate the impact of implemented best practices.
- o Modify and scale successful practices as required.

7. SoP for Accreditation and Rankings:

Steps:

a) **Preparation**:

- o Form Steering Committee under IQAC for NAAC and various rankings
- o Review eligibility and criteria for applicable frameworks (e.g., NAAC, NIRF, etc).

b) **Data Collection**:

- o Gather data aligned to criteria of accreditation/ranking frameworks.
- o Conduct mock assessments for readiness evaluation.

c) **Documentation**:

- o Prepare Self-Study Reports (SSR) and other documents in prescribed formats.

d) **Submission and Follow-up**:

- o Submit documents as per deadlines.
- o Address queries and clarifications from accrediting agencies.

e) **Post-accreditation Tasks**:

- o Implement suggestions provided in accreditation reports.
- o Use ranking insights to refine strategies.

I. Monitoring and Review Mechanisms

The IQAC will evaluate progress through:

- Periodic reviews of implemented initiatives.

- Stakeholder feedback analysis.

- Annual reports highlighting quality measures undertaken by the IQAC.

Glossary of Terms;

a) **IQAC:** Internal Quality Assurance Cell

b) **AAA:** Academic and Administrative Audit

c) **AQAR:** Annual Quality Assurance Report

d) **MIS:** Management Information System

e) **NAAC:** National Assessment and Accreditation Council