

Seminar on Audit for Institutional Quality at HEIs

6-7 August 2019

Committee Room, Vice Chancellor's office
HP University, Shimla -5

Part 01- Presentation by NAAC expert Prof. Ramesh Kasetwar
Part 02- Queries and discussions with the expert

Schedule- 06 August 2019

11 AM: Inaugural session

After the ceremonial beginning, Director IQAC introduced Prof. Ramesh Kasetwar and the theme of two days seminar.

11:20- 11:45 AM: Vice Chancellor's Address

Hon'ble Vice Chancellor presented the mission statement of HP University and explained the road map for further academic and administrative targets to achieve which sincerely includes the presentation of University in front of NAAC.

1:145- 1:30 PM: Presentation by Prof. Ramesh Kasetwar

01:35- 2:30 PM: Lunch

02:45- 4:00 PM: Presentation by Prof. Ramesh Kasetwar

0400- 5:00 PM: Queries and discussions

0500- 5:10 PM- Vote of thanks by IQAC director

Following were present in the seminar 06.08.2019

1.	Prof. Sikander Kumar	Hon'ble Vice Chancellor
2.	Prof. Ramesh Kasetwar	Former VC of Mewar University and NAAC expert
3.	Prof. Arvind Kalia	Dean of Studies
4.	Prof. P.K. Ahluwalia	Member IQAC
5.	Prof. Kamal Manohar	Pandit Deen Dyal Upadhaya Chair
6.	Shashi Dogra	Web Admin.
7.	Prof. Aman Sharma	Deptt computer Science
8.	Prof. Reena Gupta	Bio Sciences
9.	Prof. Sanju Karol	ICDEOL
10.	Prof. A.J. Singh	Computer Science
11.	Prof. Anurag Sharma	Geography
12.	Dr. Seema Choudhary	Geography
13.	Prof. D.D.Sharma	Geography
14.	Dr. Mahender Singh Thakur	Bio Science
15.	Prof. B.K.Shivram	History
16.	Prof. Ramesh K Chauhan	Political Science
17.	Prof. Aparna Negi	Economics
18.	Prof. Mohan Jharta	Sociology & Social Work
19.	Dr. Mamta Mokta	Pub.Admin.
20.	Prof. Simmi Agnihotri	Pub.Admin.
21.	Prof. Nain Singh	Yoga studies
22.	Dr. Artpita Negi	Yoga studies
23.	Prof. Shashi Kant	Journalism & Mass Comm. (MJMC)
24.	Prof. Rajindra Sharma	Sanskrit
25.	Prof. Saraswati Bhalla	Hindi
26.	Daisy Verma	English
27.	Dr. Shakti Kapoor	Foreign Languages
28.	Prof. Him Chatterhee	Visual Arts
29.	Prof. Pawan Garga	HPUBS

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| 30. | Prof. Rajana Bhan | B. Education |
| 31. | Prof. S.K.Sharma | Physical Education |
| 32. | Prof. Sunil Deshta | Law |
| 33. | Sanjay Sindhu | UILS, Ava Lodge |
| 34. | Prof. Sonia Khan | Institute of Vocational Studies
(MTA, MTTM) |
| 35. | Meenakshi F Paul | Evening Studies |
| 36. | Prof. Chander Mohan Parsheera | Institute of Tribal Studies (ITS) |

Schedule- 06 August 2019

11 AM: Director IQAC welcomed the participants and briefed about the schedule of the day.

11:10- 1:20 PM: Presentation by Prof. Ramesh Kasetwar

0120- 2:00 PM: Lunch


0215- 4:00 PM: Presentation by Prof. Ramesh Kasetwar

0400- 5:00 PM: Queries and discussions

0500- 5:10 PM- Vote of thanks by IQAC director

Following were present in the seminar on 07.08.2019

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| 1. | Prof. Sikander Kumar | Hon'ble Vice Chancellor |
| 2. | Prof. Ramesh Kasetwar | Former VC of Mewar University and
NAAC expert |
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| 7. | Prof. Aman Sharma | Deptt computer Science |
| 8. | Prof. A.J. Singh | Computer Science |
| 9. | Prof. Anurag Sharma | Geography |
| 10. | Dr. Seema Choudhary | Geography |
| 11. | Prof. D.D.Sharma | Geography |
| 12. | Dr. Mahender Singh Thakur | Bio Science |
| 13. | Prof. B.K.Shivram | History |
| 14. | Prof. Mohan Jharta | Sociology & Social Work |
| 15. | Prof. Simmi Agnihotri | Pub.Admin. |
| 16. | Prof. Nain Singh | Yoga studies |
| 17. | Prof. Shashi Kant | Journalism & Mass Comm. (MJMC) |
| 18. | Prof. Rajindra Sharma | Sanskrit |
| 19. | Prof. Saraswati Bhalla | Hindi |
| 20. | Prof. Daisy Verma | English |
| 21. | Dr. Shakti Kapoor | Foreign Languages |
| 22. | Prof. Him Chatterhee | Visual Arts |
| 23. | Prof. Pawan Garga | HPUBS |
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| 27. | Meenakshi F Paul | Evening Studies |
| 28. | Prof. Kulwant Singh Pathania | ICDEOL |
| 29. | Prof. Neelima Kanwar | ICDEOL |
| 30. | Prof. Jeet Ram Sharma | Music |
| 31. | Prof. Chander Mohan Parsheera | Institute of Tribal Studies (ITS) |


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● Some important information gathered from the presentation of Prof. Ramesh Kasetwar on first day, 06.08.2019

1. In the first session of 6.08.2019, Prof. Ramesh Kasetwar talked about quality, institutional quality, need of audit and institutional audit.
2. He explained the purpose of research at educational institutions and the need to meet relevant needs of industry/ society.
3. Prof. Kasetwar explained the 7 criteria of NAAC. The first 3 criterion he explained under heading "Educational Quality" and rest 4, he mentioned under "Institutional Support Structure".
4. He explained the need and choice of internal audit and external audit and further explained the total score of NAAC.
5. He explained 22 quality systems as below –

1	Administration
2	Classroom Management Systems
3	Curriculum Management System
4	Effectiveness of use of ICT
5	Efficacy of Faculty empowerment system
6	Financial Management
7	Futuristic plans and measures for its achievements Looking into the future
8	Governance and Management Systems
9	Health Management Systems
10	"Implementation and Efficacy of Feedback systems"
11	Industry Institution Interface
12	Innovation Management Systems
13	Institutional Contribution to the publications
14	Institutional SWOC analysis
15	Knowledge Management Systems for students progression
16	Learning Management System
17	Learning Resources Management Systems
18	Quality Management System
19	Research, Consultancy, extension and ISR
20	Safety Management Systems
21	Teaching and Evaluation Management System
22	Vision and Mission: Validity, National Importance, penetration in organization and implementation by the stake holders

6. His presentation focused on some important NAAC philosophy as under

National Assessment and Accreditation Council of India in its Guidelines for Reaccreditation has identified five core values to achieve this objective. These are:-

1	Contributing to national development
2	Fostering global competencies among students
3	Inculcating a value system in students
4	Promoting the use of technology
5	Quest for excellence

Some important information gathered from the presentation of Prof. Ramesh Kasetwar on first day, 07.08.2019

1. The session started with few questions as below-
 - What is the success rate till date?
 - Have you conducted any "Quality Survey"?
 - Could you identify the "Quality Hurdles"?
 - Are they manageable?
 - How you intend to overcome these hurdles?

2. Every faculty member should read "Manual for SSR Universities" published by NAAC.

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3. Mission of NAAC was discussed in detail
4. **The entire assessment process will be carried out in 3 stages by NAAC**
Self-Study Report (to be submitted by HEI and validated by DVV agency)-
Student Satisfaction Survey (under the arrangement of NAAC)
Peer Team Report (by invited experts / assessors)
5. Different questions were asked and further discussed.

The report submitted by Prof. Ramesh Kasetwar after the seminar –

Quality in the System of Higher Education: Efforts needed for ImProvements at Himachal Pradesh

University, Shimla

1. Conduct of Workshops: Initial Efforts were made by the undersigned, through 2 days' workshop that was conducted at Himachal Pradesh University, Shimla on 06 and 07 Aug 2019. Following aspects were covered broadly:-
 - a) A session on "Need for Audit of Institutional Quality at HPU".
 - b) The range and depth of efforts needed; in view of present process for Assessment and Accreditation followed by NAAC
2. Intense Interactions with participants: Intense efforts were made to interact with all the participants, mostly Chairmen and Directors of various departments and to assess the level of understanding about the quality in the existence system of higher education at HPU.
3. Quality Profile: Quality Profile of HPU projected by NAAC team during the previous cycle of Assessment and Accreditation (A & A) was as below:-

Criteria	Criterion-wise Grade Point Averages
I. Curricular Aspects	3.00
II. Teaching - Learning and Evaluation	3.40
III. Research, Consultancy and Extension	3.40
IV. Infrastructure and Learning Resources	3.00
V. Student Support and Progression	3.00
VI. Governance, Leadership and Management	3.30
VII. Innovations and Best Practices	3.00

4. Quantification of the Efforts at HPU: During the conduct of above workshops on 06 & 07 Aug 2019, it was reiterated that if the intention of all the stake holders of HPU is to achieve the grade of A + (CGPA of min 3.52 or 3.6 for safety margin) during the next of A&A by NAAC, it has to be well understood that the minimum improvements those to be achieved in each criterion are as below:-

Criteria	Gap to be filled for achieving grade of A ⁺
I. Curricular Aspects	0.60
II. Teaching - Learning and Evaluation	0.22
III. Research, Consultancy and Extension	0.22
IV. Infrastructure and Learning Resources	0.60
V. Student Support and Progression	0.60
VI. Governance, Leadership and Management	0.30
VII. Innovations and Best Practices	0.60

Our experience of / exposure to of so many years to the process of A & A of any

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university (especially the State owned University) indicates that if "X" were the efforts those were put in during the last cycle of A&A, the magnitude of efforts needed now for achieving higher grade of A + during the next cycle of A & A (after assessment of present level of quality) would be in the range of minimum "10 X". It is understood that now most of the / processes are well laid down and made known to all for the preparation for the next cycle of A&A.

5. **Self-Certification:** During the conduct of both the above mentioned workshops, it was reiterated time and again that if the present process of A&A is well understood by the major stake holders at HPU; the major role that is required to be played in the process of accreditation is by the HEI themselves, through the answers / explanations those offered to various Quantitative Metrics (QnM) while submitting the SSR to NAAC. Those could also be categorised as "Self Efforts / Certification".

It was also described that all QnMs count for nearly 70 % of the total CGPA of 4 i.e. 2.8. Director IQAC, through Chairman of each department will have to ensure the correctness of explanations to all the QnMs.

6. **Student Satisfaction Survey:** This process of assessing the feedback from the students criterion of "Teaching - Learning and Evaluation" is the decisive test of assessing the competence of the faculty and also supplements to the final grading of HEI.

It was suggested that a special workshop will have to be conducted for majority of students of HPU to explain them the process of SSS by NAAC.

7. **Renewed Efforts at HPU:** Following were suggested broadly to all the participants:-

- a) **Formation of Quality Mission Teams:** Various QMTs are needed to be formed to bring in improvements in specific areas those to be identified by the QMTs formed for specific tasks.

It will be ensured that maximum number of faculty from various departments be involved for achievement of specific improvement in various processes / systems.

- b) **Meetings of IQAC:** Review meetings of IQAC to be held on Monthly basis. Following methodology is suggested:-

- i) Specific responsibilities to be identified and allotted to any stake holder by name
- ii) Target date to be intimated by Head IQAC for the completion of the task
- iii) Review to be taken during the next meeting of IQAC.
- iv) No leniency to be accepted for non-compliance.

- c) **Preparation and submission of IQAR:** IQAR team to be specially formed by detailing. members from various departments to collect, collate and consolidate the needed data for preparation and submission of IQAR to NAAC. This team will function under the leadership of and report to Director IQAC HPU.

Chairperson of various departments to ensure that most willing faculty are nominated and detailed for this purpose.

It is requested that Vice Chancellor himself to brief these members (in the presence of Director IQAC) as these IQARs are scrutinized by NAAC periodically and may reflect on the performance of HEI during the next cycle of A&A.

- d) **Preparation by Chairmen / HsOD of various departments:** As mentioned during the above workshops, NAAC carries out the assessment of "Institutional Quality" and not the quality of individual department of

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individual. It has to be summation of all the efforts by all the stakeholders put-in for common goal i.e. up gradation of present grade awarded by NAAC.

- e) **Criterion VII:** This is one of most mis-understood criterion by majority of HEIs. It requires a strategic approach to have clarity in the aspects of "Institutional Values" and "Best Practices". It is not a short term or one-day affair to achieve prominence. HEI will have to design the strategy and approach to have their own "Unique Selling Proposal (USP)" as "Institutional Values". It will not be sufficient to project HPU just as one of the state owned university but will have to make special efforts to project as "Most wanted / sought for University" in the state of Himachal Pradesh.

Another strategy will have to be to design and implement many "Best Practices". Few of the methods could be as below:-

- i) Each faculty to read the "Manual of SSR for university" published by NAAC, so that every academic / non-academic stakeholders is clear about the contents of the manual and can then think about the need for bringing in "Best Practices".
- ii) Chairpersons of various departments to study the philosophy of "Best Practices" as propagated by NAAC.
 - The details are also available in the NAAC website.
 - NAAC library also has brochures / books on the subject.
- iii) NAAC sponsored workshop on "Best Practices" could also be conducted at HPU iv) Each faculty to suggest at least two methods through which they themselves intend to improve the quality in any aspect / methods / process related to the system of higher education at HPU.
- v) An interactive session to be conducted to bring-in clarity in the aspect of "extension" (Criterion III). Some expert form Agriculture University at Solan be invited.
- vi) At least 2 seminars / workshops to be conducted per month till the submission of SSR. Such seminars could be related to various ideas / aspects / subjects pertaining to various departments.

Chairpersons of various departments could take initiative to identify the resource persons / experts for these seminars.
- vii) A Seminar on "Blooms Taxonomy for Quality in Higher Education" to be conducted to bring in clarity in various activities like designing the syllabus, setting the question papers, evaluating the answer sheets, moderation etc.

Undersigned could be invited to conduct such seminar.

This will be considered as one of the value added event to be undertaken by HEI.

Note: Undersigned could be contacted to identify the experts / resource persons to conduct the above mentioned interactive sessions / seminars / workshops.

8. Conclusion:

- (a) It is once again reiterated that multiples of efforts will be needed to be put in if higher grade i.e. A + is intended to be achieved during the next cycle of A&A by NAAC.
- (b) Chairperson of various departments will have to play a major role in consultation with Director IQAC to bring in improvements at various

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processes at HPU, before SSR is submitted to NAAC.

- (c) Details of efforts those will be needed during the peer team visit (Qualitative Metric) could be discussed during the meetings / sessions in the future.

Submitted by
Prof Ramesh Kasetwar