

## **Quality Control in Academics and Administration**

To achieve vision and mission of the university, the systems to ensure quality in academics and administration were developed. The objective was to consistently improve quality in academics and administrative performance of the university and develop a quality culture in the university systems. This will not only stimulate the academic and administrative environment but will also to make quality assurance as an integral part of the university.

Academics include teaching learning process, evaluation, research, skill development, research guidance, consultancy, hands on experience, innovation etc. To ensure its quality, feedback or self-assessment/external assessment play a significant role. To organise the academic regulations for quality control, the university developed an academic, curriculum, Lab and research audit system.

Similarly, the administration of university includes different divisions like, establishment, finance, examinations, admissions, Purchase, security, stores, estate etc. To assess the performance of all divisions and provide feedback to improve the administrative systems, internal and external administrative audit system was developed. To ensure quality, external feedback was also made an integral part of assessment of all types of audits.

For improving the functioning of the university and identifying the gaps that ensures quality is a challenging task because it involves behaviour of the human beings which is subjective in nature and do not provide right directions for monitoring and improvement to plan further. Thus, it requires to develop such tools which should explore unbiased opinion of the stakeholders, faculty and staff. Therefore, to assess the academic parameters, following tools were developed and validated:

1. Academic audit of departments: It includes academic calendar of the department, teaching load, mentoring of students, activities organised, adjunct faculty or visiting professors, Teaching Learning resources and other collaborations
2. Curriculum Audit: It includes new programmes/courses added, learning outcomes, transactional modes, reference material, flexibility in the curriculum etc. The audit ensures updating and meeting need assessment at local, national and global level.
3. Lab audit: The tool for auditing various Labs consists of the items pertaining to Chemical/Physical/Biological Lab practices, Hazardous Waste Management Practices, Electrical Safety, E-safety and Good Lab Practices
4. Research Audit: It includes publications, Impact Factor, Citations, research guidance, Books published, Projects, inter-disciplinary research, industry-academia collaboration, research awards and innovations.
5. Students Feedback is collected about the teaching Learning process- inside and outside the classroom. It helps to monitor the teaching performance of the teachers
6. Peer Perception of Teachers tool is used to perceive the performance of the colleagues of teachers.
7. Teachers' satisfaction proforma has been prepared to collect information from faculty members of the University to improve the academic systems of the university as per the satisfaction of the teachers.
8. Students' satisfaction survey tool assesses the Teaching – Learning and Evaluation system, which helps to upgrade the quality in the university.

Besides, administrative parameters are assessed through the following tools:

1. Store and Purchase audit
2. Recruitment
3. Examination
4. Security
5. House keeping
6. Residential Facilities
7. Library
8. Programme Development Section
9. Finance
10. Project
11. Student Scholarship and Fellowship section
12. Establishment
13. Meeting Branch Audit
14. International Student Division
15. Sports
16. Health Centre
17. Engineering
18. Transport
19. Sc/ST cell

All the above-mentioned tools include the duties and responsibilities of the staff, filing system, Procedures and maintaining the records, security and safety, communication systems, performance evaluation, complaints redressal, strength and weaknesses and exemplary practice of the division.

1. Staff satisfaction Survey information from non-teaching employees of the University to improve and monitor the systems as per the satisfaction of the employees.

The periodic process of conducting audits is planned well in advance during the preparation of IQAC calendar. It is conducted twice in a year, i. Internal Audit and ii. External audit. The internal academic audit is conducted through the committees which includes Dean In charge Academics, Dean of the concerned School, Heads of the Department, all faculty members and research scholars of the concerned departments. Presentations are given by HOD, Faculty and research scholars and suggestions for further improvements are discussed by the committee members. Similarly, an External expert who is Vice Chancellor of the university is invited to conduct the audit with the same internal team.

The action taken report is prepared and all departments are informed. The report is uploaded on the IQAC page of website of the university.

Similarly, the internal administrative audit is conducted after preparing the schedule division-wise. The internal committees include Registrar, Dean, IQAC member and Deputy registrar to conduct the audit. The report of the internal audit is prepared and all divisions are informed to improve upon the parameters as suggested by the committee. Then, external audit is planned and the committee includes registrar or controller of examination of other universities. The action taken report of external administrative audit is also prepared and divisions are informed accordingly.

Initially, the constraints in conducting the audits were i. negative attitude of the teachers and staff because it was considered as an extra burden on them to prepare and present before the committees, ii. They perceived it as an inspection to find faults only not to identify the gaps to improve the quality, iii. Reluctance in conducting the audits due to time constraints because it takes 5 to 6 hours in preparation and 2 to 3 hours in conducting the audits and the committees are engaged for 3 to 6 days for conducting audits.

The limitation of less senior staff and space constraints and attitude of teaching and administrative staff was managed with time.

Presently, if reports of the audits are analysed, it can be observed that audits have played a significant role in:

1. monitoring the systems of the university. New improved systems have been created and policies have been reframed.
2. Attitude of the staff is changed now. The audits are considered as a tool for providing suggestions for improvement.
3. The system of updating curriculum on new parameters has been developed.
4. Performance of faculty and staff is improved which can be observed from rankings of the university, publications, externally funded projects and collaborations etc.
5. Labs practices are improved and ethics are followed
6. Awareness of quality parameters through audits has played a significant role in providing direction to students, faculty and staff to work upon.

All the above evidences which have been uploaded on the website of the university show a big success which has also set high targets for the future to achieve the vision and mission of the university.