JAIPURIA INSTITUTE OF MANAGEMENT

JAIPUR

<u>Internal Quality Assurance Committee Policy</u>

Policy Directives for Internal Quality Assurance

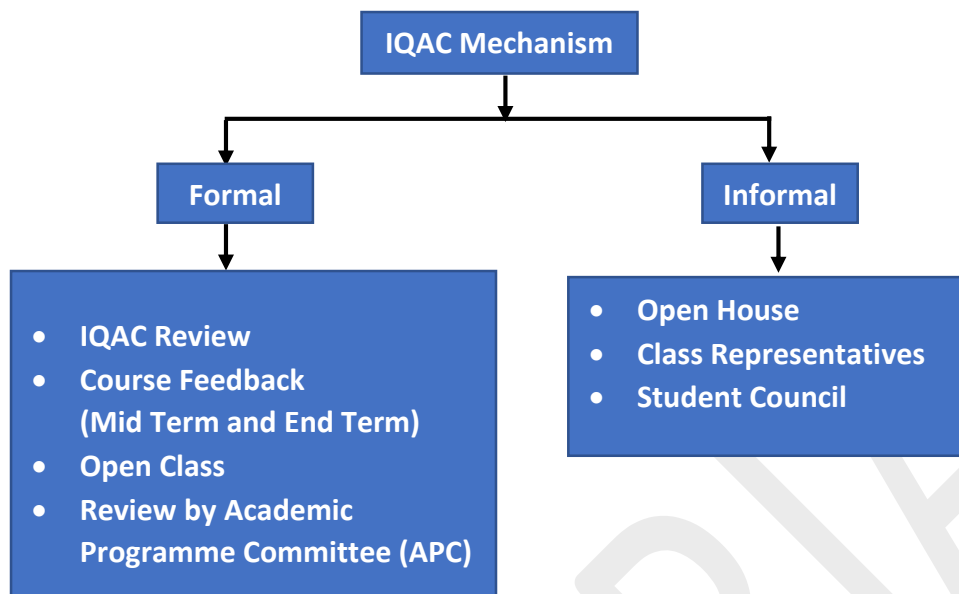**Internal Quality Assurance Process and Mechanism**

The IQAC Philosophy

The quality assurance policy of Jaipuria Institute of Management, Jaipur is derived from the vision of the institute i.e. to promote human wellbeing through effective management education. The academic quality assurance mechanisms rest on the foundation of ensuring effectiveness of the curriculum for all important stakeholders and for our students in particular. With the formation of IQAC (Internal Quality Assurance Cell) the institute has put in place an institute-wide academic quality management framework to gather evidence-based information on the quality of its programmes and graduates and to encourage a culture of continuous self-improvement through self-reflection of processes.

The quality policy document is integral to the setting of the internal Quality Assurance Cell (IQAC) in the institute in accordance with the UGC guidelines, which emphasizes the essential need for an internal mechanism for sustenance, assurance and enhancement of the quality culture of education imparted by higher education institutions and adds that every institute should have an internal quality assurance system, with appropriate structure and process, and with enough flexibility to meet the diverse needs of the stakeholders.

The Relevance of IQAC to our System

The institute has long been committed to the quality of its academic output. Various formal and informal mechanisms have existed such as well-structured course feedback system, review and ratification of course outlines at twin levels of specific areas and faculty council. This is coupled with collective review of pedagogy and debate on the rigor and relevance of the overall curriculum. However on the backdrop of the emerging quest of institute and programme level accreditation and driving upon the feedback received, the institute committed itself to outcome based education. This commitment is reflected in adoption of a formal academic audit mechanism under the aegis of the IQAC. Apart from academic audit mechanism involving multiple parameters, IQAC also looks at course feedback of students in mid-term and end-term, assessment components, industry lecture and open class. There is a parallel mechanism of cross check in Director's open house session with students, class representative's feedback. Academic Programme Committee does periodic review of progress and also calls for instructors meeting.

IQAC Mechanism

- Formal
  - IQAC Review
  - Course Feedback (Mid Term and End Term)
  - Open Class
  - Review by Academic Programme Committee (APC)
- Informal
  - Open House
  - Class Representatives
  - Student Council

IQAC procedures of Academic Audit

Faculty members are provided a checklist of documents which must be submitted at the completion of the course to the program office. The documents to be submitted include course profile; self-audit form duly filled in by faculty members. All readings/support material used, including quizzes/cases etc. The files are reviewed by the programme office staff at the first level and matched against the check list. The IQAC meetings are convened to validate self-audit form against the course outline to ensure that the necessary coverage of course and the assessment elements has taken place. If necessary, IQAC also discusses with faculty.

- **Formal Mechanism**

  - ✓ **IQAC Review:** Faculty fills in self-appraised 'Course Audit Form'. This is verified against the information available in programme office. IQAC does the course auditing in terms of various parameters, including achievement of learning outcome.

  - ✓ **Course Feedback:** Structured online course feedback obtained from students twice in the terms—Mid term and End-Term. IQAC takes note of the feedback and put up observations which is shared with the faculty for necessary action. The course feedback mechanism is as follows:

The course feedback Mechanisms

The course feedback is centrally administrated by the office of Dean (Academics). The students are required to participate in the feedback process twice (mid term and end term). The feedback is filled

online. The feedback collected is analyzed by the office of Dean (Academics) to review average, below and above average performance.

Cases of significantly below average performance are required to appear for a one to one meeting with programme Chairs, Dean (Academics) as well as Director to identify the scope for course correction and necessary counseling and mentoring. The course feedback is a part of faculty annual appraisal process. Faculty members are strongly advised to continually monitor their teaching and learning process in a course in close coordination with the students/ class representatives.

1. A review of question papers and sample assignments is undertaken. All claims in the self-audit form are cross checked and mapped against the course learning outcomes.

2. The IQAC makes recommendations based on the audit process which are later shared at the academic programme committee and faculty council level.

3. The observations are shared with faculty members and a need based one to one meeting is scheduled with individual faculty members.

Course Feedback Process

Feedback Process initiated before Mid Term and End Term Examination

Online completion of course feedback by students

Completion and sharing of findings with faculty

Need Based Review meeting

Monitoring

✓ **Open Class:** Peer feedback is obtain through open class observations where Director/Dean/Faculty sit through the session. The open class observations parameters are as follows:
   I.   Compliance of session plans/ pedagogy etc. as mentioned in course outlines.
   II. Review of the pedagogy
   III. Use of class engagement mechanisms
   IV. The quality of content

V. The energy of the class
VI. Scope for improvement in the process

The feedback of the open class is shared with the faculty members and suggestions on possible improvement in the teaching and learning process are made.

- ✓ **APC:** Academic Programme Committee (APC) meets regularly and reviews the progress. APC also calls meetings of all instructors teaching in a term to discuss the progress.

- **Informal Mechanism**

  - ✓ **Open House:** Director conducts open house with students and obtains feedback on all matters, including academics. The feedback obtained in open house session is shared with respective departments for corrective measures and a copy is also submitted to IQAC.

  - ✓ **CRs:** Class Representatives (CRs) is selected through consensus method. CRs are consulted on matters related to academic delivery and classroom management. There is no formal meeting arranged with CRs, however, frequent informal consultancy by the Dean (Academics) is done and the views as reported in the meeting of Academic Programme Committee. CRs regularly interface with the individual faculty members handling a particular course regarding any course delivery related matter. They are also required to regularly update the respective course teachers, programme chair/Dean (Academics)/ Director on the teaching and learning of various courses.

  - ✓ **Student Council:** Student Council (SC) has 14 committees. The head of each committees is selected through a process of election and interview. SC takes part in decision making and provides extensive feedback. An Exit Feedback on a structured format is obtained from SC heads immediately after the end-term examinations. The feedback is complied, shared, and acted upon. The SC exit feedback is taken in following attributes:
    *Academic Environment & Delivery
    *Infrastructure
    *Faculty
    *Training & Placement
    *Library
    *Administration related to Academic and other activities
    *Student Activities (Sports and Ot
    hers)
    *Seminar, Workshop and Conference for bridging Industry Academic gap
    *Hostel and Mess facility
    *Quality of support material

  - ✓ **Student Satisfaction/Feedback Survey:** An online student satisfaction/feedback survey is conducted on 12 questions, including one overall satisfaction question, on a scale of 1-5. Open suggestions are also made in this survey. The student satisfaction/feedback survey has following aspects for rating:

*Overall academic quality
* Industry inputs and relevance of curriculum taught
* Availability of faculty and access to them beyond class room hours
* Availability of Director
* Co-Curricular activities and conduct of sports events for personal development
* Support of placement team
* Quality of food and mess
* Quality of hostels and residential facility
* Support of administrative staff
* Library services and response of library team
* IT services and response of IT team
* Overall experience with Jaipuria Institute of Management

- The IQAC does academic audit and generates quarterly reports following each term.

- The IQAC report is discussed in the faculty council and specific suggestions / remarks are communicated to the concerned department/individual. The action taken is reported back to the faculty council and it forms part of the action taken report in the next report of the IQAC.

- The assurance of quality in administrative and other areas of functioning is being guided by by "System Manual". This is reviewed and re-examined periodically.

- Periodic feedback is taken from students and faculty inviting suggestions for improvement in quality and infrastructure and programmes through various formal and informal channels, and required changes are made.

- Feedback is taken from Student Council and acted upon.

- Student Satisfaction/Feedback Survey is conducted wherein open suggestions are also taken and acted upon.

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