

# Quality Enhancement Cell Policy Document

## 1. Establishment

At Isra University, the Quality Enhancement Cell was established with the approval of the Vice Chancellor and notified vide university notification No. IU/RR-10/N/2010/8646 dated 12-07-2010.

## 2. Aim

QEC is established at Isra University with the aim to determine and maintain the standard of teaching, examinations and research in undergraduate and postgraduate teaching through structured improvement plan, evaluation and continuous monitoring.

## 3. Role of Quality Enhancement Cell

Maintaining the momentum of quality consciousness is crucial in HEIs. Quality Enhancement Cell, an internal quality assurance mechanism of the institution, is conceived as a mechanism to build and ensure a quality culture at the institutional level with appropriate structure and processes to meet the diverse needs of the stakeholders.

## 4. QEC Responsibility

The functions of the QEC includes but not limited to evaluation of each taught course, program assessment, faculty evaluation, student surveys, campus reviews and review of PG programs of the University with respect to teaching, research publications, and compliance to the HEC minimum guidelines.

## 5. QEC Activities

- i. To develop the coordination among the department for smooth carry on of QEC activities.
- ii. To carry out feedback surveys from students, faculty, alumni, and employers of university graduates.
- iii. To prepare summary reports on the feedback received and submit to the concerned heads for perusal and necessary actions.
- iv. To carry out self-assessment of all the academic programs.
- v. To sensitize students and faculty by conducting workshops/ seminars/ conference on quality assurance and self-assessment.
- vi. Attend/ contribute in workshops/ seminars/ conference at national and international level for capacity building.

- vii. To arrange visits of the team for evaluation of SAR prepared by the Programs Team of the department concerned.
- viii. To make follow-up with the concerned department for the preparation of implementation plans and remedial actions taken by the department on the observation of the team called on to evaluate the said program.
- ix. Implantation of QA criteria as proposed by the Higher Education Commission (HEC).
- x. Compilation and updating University Portfolio Report (UPR) on yearly basis.
- xi. Fixing Visits of HEC Team for Institution Performance, and reviews of University PG Programs and follow-ups for the remedial actions.
- xii. To carry out Institutional Performance Self-Evaluation (IPSE) and have follow-ups for the remedial actions.
- xiii. To sensitize the concerned heads for programs' accreditations.
- xiv. To carry out NoC matters with HEC.
- xv. Collection/ provision of University statistics/ data for university ranking by national/ international agencies.

## **6. QEC setup at main campus**

The structure of QEC as suggested by the Higher Education Commission holds following 05 permanent positions.

1. Director QEC
2. Deputy Director
3. Assistant Director
4. Data Analyst
5. Support staff

## **7. QEC setup at the campuses**

As desired by the Higher Education Commission and depending the nature of the work and to carry out the activities throughout the university, there is a need to establish full-fledged QEC setup at the campuses as given below:

1. Deputy Direct (QEC head for Campus)
2. Assistant Director/ Data Analyst (one position)
3. Support staff

## **8. Membership on Statuary Bodies of the University**

As per university notification no. IU/RR-10/N/2015/1121 dated 28-01-2015, Director QEC is non-Voting member of all statutory Bodies of the Isra University, and attending the meeting regularly.

**a. Statutory Bodies as per Isra University ACT**

1. Board of Governors
2. Selection Board
3. Academic Council
4. Board of Advanced Studies & Research
5. Boards of Faculty
6. Boards of Studies
7. Finance & Planning Committee

**9. Continuous Quality Improvement (CQI)**

CQI is achieved through continuous follow-ups on the progress against the corrective action taken as a result of

- a. Students, Faculty, Alumni, and Employers' feedback
- b. Self-Assessment of Degree Programs
- c. Program Accreditation
- d. Review of Institutional Performance Evaluation
- e. Review of MS/ M.Phil or equivalent and PhD Degree Programs of the University

**10. Feedback Surveys**

To ensure Continual Quality Improvement (CQI) and to improve the standard of faculty, services and academic programs, multiple inputs (feedback) is taken from students, faculty, alumni, employers and other stakeholders is obtained for the improvement of ongoing programs. The summary reports are prepared and submitted to the higher authorities for perusal and actions to be taken as deemed appropriate. The list of feedback forms along with the time and responsibility is as follows:

### Time & Responsibility Matrix

S#	Questionnaire Name	Filled by	Filling stage/ time	Responsibility
1	Teacher Evaluation <b>(Online)</b>	Conducted by each students	Near semester end	QEC
2	Course Questionnaire <b>(Online)</b>	Conducted by each students	Near semester end	QEC
3	Faculty Course Review Report	Concerned Faculty Member (One Proforma for each course/ subject)	After submission of Students' feedback report	QEC
4	Survey of Graduating Students <b>(Online)</b>	Final semester/ year students	Near semester end	QEC
5	Research Student Progress Review Form	Students of Masters/ M.Phil/ PhD	Near semester end	Director Research
6	Faculty Survey	Each faculty member	June	QEC
7	Survey of Department Offering PhD Program	Departmental Head/ Director PG/ Research	December	QEC
8	Alumni Survey	Alumni	December	Alumni Association
9	Employer Survey	Employers, where Isra Graduates are working	December	Alumni Association
10	Faculty Resume (Updated)	Each Faculty	December	Head of the Department

## **Process of online surveys**

Teacher Evaluation, Student Course Questionnaire, and Survey of Graduating Students conducted are held through "Moodle", an online Learning Management System (LMS) with steps mentioned as under.

- a. Program wise list of subjects/ Courses being taught in a semester is invited for Heads of the teaching department and created at [survey.isra.edu.pk](http://survey.isra.edu.pk).
- b. 02 to 03 feedback activities depending on the nature of the course are added under each subject.
- c. Students are enrolled in their respective subject/ courses.
- d. At completion of the above steps, students are informed through a circular and announcement in the classes by the faculty members/ advisers and desired to carry out the activity at their ease within the university premises or from their homes/ hostel or by the use of mobile but to submit their feedback against each activity by some deadline (generally two weeks' time is given to students).
- e. Student's feedback is then summarized and reports generated, which are forwarded to concerned heads of the departments for their perusal and necessary Action.

## **11. Self-Assessment**

Assessment is a systematic process of gathering, reviewing and using important quantitative and qualitative data and information from multiple and diverse sources about educational programs, for the purpose of improving student learning, and evaluating whether academic and learning standards are being met. The Self-Assessment Report is a significant tool for maintaining academic quality and then enhancing it. It also provides feedback for the decision makers to initiate action plans for improvement.

## **12. Self-Assessment Process**

SAR manual by Higher Education Commission (HEC) is used as a guiding document for the preparation of Self-Assessment Reports (SARs) of all unaccredited academic programs at Isra University. The Quality Enhancement Cell (QEC) is responsible for planning, coordinating and following up on the self-assessment (SA) activities as per the procedure mentioned in the manual.

### **a. Program Team (PT) and its role**

Program Team (PT) is a team of two to three faculty members, nominated by Head of Department (HoD), responsible for preparation of SAR of their

concerned department. The HoD can nominate two or three senior faculty members to be members of Program Team (PT).

All the members on the team have to;

- To participate in all training sessions and workshops that are being organized from the platform of QEC for Program Team.
- To ensure that Self-Assessment Mechanism is being implemented as per given guidelines.
- To collect and document all the information required to fulfill the prescribed standards under each criterion of Self-Assessment Manual.
- To ensure that every criterion and standard as required by HEC in Self-Assessment Manual is properly addressed while developing SAR (Self-Assessment Report) of any program offered and to provide justification for each standard if it is not applicable.
- To prepare drafts of the SAR on the given dead line and send them to QEC
- keep the record of all the supporting documents addressing various standards of the SAR.
- To conduct all surveys mandatory for the development of SAR. Analyze the survey's results and include analysis in SAR ensuring the security and confidentiality of all the documents and surveys' results until and unless not publicized by QEC.
- To attend all meetings arranged by QEC for Quality Assurance.
- To work according to timelines devised by QEC so that all of the activities can be completed in time to meet the HEC deadlines.
- To communicate with the management on the effectiveness and suitability of the SA mechanism.
- To coordinate with other departments and faculty members as and when required for the completion of the SAR.

#### **b. Assessment Team (AT) and its role**

AT is a group of professionals nominated by the Vice Chancellor who will review the SAR prepared by the PT and give its findings in the form of a report (AT Report). It is preferable to include at least one subject expert from the other university as member on the team. The Assessment Team shall write a report based on following parameters:

- To ensure the completeness of the SAR as per SA manual.
- To look at the comprehensiveness/ relevance of responses to various criteria and standards.
- To verify the data/ information given in SAR.
- To confirm the summaries of the feedbacks/ surveys made by the PT.

- To Review the conclusions drawn by the PT from the feedback Proforma.
- To listing down the findings from the assessment exercise.
- To carry out rubric evaluation of SAR.

### **13. Postgraduate Program Review**

The assurance of quality standards in degree programs of the universities is being undertaken by the Quality Assurance Agency (QAA) of Higher Education Commission. The QAA is involved in quality assurance processes through development of criteria and standards; development of processes and capacity building; and monitoring and evaluation processes; thereby ensuring improvement in quality standards. The review of MS/ M.Phil or equivalent and PhD Degree Program is one of the key such initiatives. Each program is reviewed through a Committee of experts constituted by HEC to assure the compliance of HEC's minimum criteria/ guidelines for MS/ M.Phil & Ph.D. programs.

### **14. Institutional Performance Evaluation**

The Higher Education Commission (HEC) ascertains that Higher Education Institutions (HEIs) should work towards achieving excellence through continuous improvements in their quality and effectiveness. The Higher Education Commission (HEC) has taken a significant initiative of performance based Institutional recognition and started up with primary step of outlining the Performance Evaluation Standards for the HEIs to be used for the purpose.

A total of eleven standards are defined and each one of these articulates a specific dimension of the institutional quality. Thus, all the eleven standards are equally important to be met by the HEIs to achieve the recognition status as a certification to quality provision in higher education.

The Higher Education Commission aims to work for continuous improvement of these standards and their effectiveness for the purpose. The Higher Education Commission (HEC) through Quality Assurance Agency (QAA) and Quality Assurance Division (QAD) evaluates individual institutions periodically based on the performance evaluation standards defined. These periodic evaluations are conducted through a combination of on-site evaluation by peer evaluators and Periodic IPE Reports. Whereas on-site evaluation for the purpose of Institutional Performance Evaluation is done by the visiting teams constituted by Quality Assurance Agency (QAA), while the IPE reports of those visits and University Quality Standards and Assessment studies conducted

internally by the HEI, provide basic information for institutional performance evaluation. HEC recognition of an institution will be awarded/ confirmed only as a result of successful periodic evaluation through assessment of institutional achievements against predefined standards including mission and goals of the institution. Various performance evaluation standards outlining major areas to be focused on by the HEIs for evaluation of their effectiveness and future development are given below:

***Standard 1: Mission Statement and Goals***

***Standard 2: Planning and Evaluation***

***Standard 3: Organization and Governance***

***Standard 4: Integrity***

***Standard 5: Faculty***

***Standard 6: Students***

***Standard 7: Institutional Resources***

***Standard 8: Academic Programs and Curricula***

***Standard 9: Public Disclosure & Transparency***

***Standard 10: Assessment & Quality Assurance***

***Standard 11: Student Support Services***

## **15. Self-Review of MS/ M. Phil or equivalent and PhD Degree Programs**

In compliance to the revised criteria of the assessment of Quality Enhancement Cells notified by the Higher Education Commission dated December 27, 2017, In case the HEC has not scheduled in review visit for MS/ M.Phil or equivalent/ PhD Degree Programs and Institutional Performance Evaluation, the University has to arrange self-Reviews of MS/ M.Phil or equivalent and PhD Degree Programs and Institutional Performance Evaluation based on the guidelines as prescribed by HEC for years

Such reviews are to be reported to HEC in yearly progress report prepared for each financial year and submitted by QEC.



## **16. Obtaining No Object Certificate from HEC**

For all MS/ M.Phil or equivalent and PhD Degree Programs starting from fall 2013 approval from HEC is mandatory. Cases to be prepared by Head of the concerned department as per the guidelines issued by HEC and routed through QEC.

## **17. Anti-plagiarism Protocol at Isra University**

It is mentioned in all regulations of Isra University regarding Postgraduate Programs made under statute 6(4) of the First Statutes appended with Isra University Act 1997 that the text of dissertation will be submitted to anti-plagiarism software.

In pursuance of above clause of regulations, the Director Research or the person authorized by the Vice Chancellor submits the theses drafts of the postgraduate students for checking similarity on Turnitin software.

The PhD theses/dissertation drafts are first checked before sending to the foreign evaluators and after final defense. In case of Masters Programs, theses/dissertation drafts are first checked before sending to the examiners and after final defense.

It is ensured that report has similarity index  $\geq 19\%$  and, in case of single source it has similarity index  $\geq 5\%$ .