Regulations of UGC, AICTE and MHRD with reference to Quality Enhancement in Educational Institutions

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Queries for loud thinking

- What is Quality?
- What is the need for Quality?
- What are its Dimensions?
- Who are the stakeholders?
- What is Quality Assessment?
- What measures are to be taken for the Quality Assurance?
- Are there any Indicators?
- How to control Quality?
What is Quality?

- To look beyond the goal of access to education
- To empower the individual economically, socially, culturally & politically
- To unfold the innate abilities & grooming the best the existing potentials
- To provide the best human resource to the society
- To provide prominent profile of outgoing student
- Quality is absolute, relative, a process, a culture achieving excellence in education and in attitudes
- Continuous improvement in sharpening skills, acquiring and creation of knowledge & surpassing minimum standards
Need of Quality

• Competition
• Customer satisfaction
• Maintaining Standards
• Accountability
• Improving employee morale & motivation
• Credibility, Prestige and Status
• Image and Visibility
Dimensions of Quality

Harvey and Green (1992) explain dimensions:

- Fitness for purposes
- Quality as threshold
- Transformation – Qualitative Change
- Consistency – exhibiting 'Zero Error'
- Quality Enhancement
- Value Oriented Work Culture
- Excellence
Who are the stakeholders?

- Management/Policy makers
- Head of the Institution (Principal/Director/Vice-Chancellor)
- Faculty
- Students
- Staff
- Parents
- Alumni
- Community/Society
- National/State Quality Assurance Cell
- Internal Quality Assurance Cell
Quality Assessment

- Based on Institution wide thinking and involvement of all the staff
- Members should look beyond ‘self’
- Training
- Maintain rigor in assessment
- Unbiased judgment (the purpose is not fault finding but quality concern reflected in practice)
- Relevance (not only personal satisfaction but overall Programme be the central focus)
- Objective (should be helpful for improvement and quality enhancement)
Criteria for Assessment

National Assessment and Accreditation Council (NAAC) established in 1994 on the recommendation of National Policy of Education (NPF) and the Programme of Action (POA) identified 7 criteria as basis for its assessment procedure:

- Curricular Aspects
- Teaching, Learning and Evaluation
- Research, Consultancy and Extension
- Infrastructure and Learning Resources
- Student Support and Progression
- Organization and Management
- Healthy Practices
Quality Assurance

- Its purpose is Capacity Building within an institution for quality improvement
- It is a continuous & conscious process aiming at excellence
- It helps in regular monitoring, documentation and generation of wide range of factual and experiential records
- It could be done by
  1. External Quality Assurance Agency
  2. Internal Quality Assurance Cell
External Quality Assurance Agency

NAAC is the only external quality assurance agency for higher education in India. According to NAAC 7 steps for quality are

1. Quest for excellence  
2. Understanding the concept  
3. Action-orientation  
4. Learner-centric approach  
5. Innovation for a change  
6. Training to build competencies  
7. Year-round activity

NAAC focuses on 1. Quality Promotion, 2. Quality Evaluation and 3. Quality sustenance
Internal Quality Assurance Cell (IQAC)

NAAC proposes IQAC for every accredited institution to bring continuous improvement, quality enhancement, and sustain good work.

Suggested action points:
1. Designing and implementing Annual plans
2. Arranging feedback responses
3. Setting up benchmarks/parameters for academic and administrative activities
4. Observing the Best practices of other institutions
5. Organization of Workshops/Seminars/Conferences
6. Conducting enrichment/staff development in-service programmes
7. Development of innovative practices
8. Creating learner-centric environment
9. Preparing Annual Quality Assurance Reports
• Quality Indicators suggested by UGC for Universities

• Quality Control – It is the process of checking up whether the acquired standard is maintained/improved which is possible through Quality Audit

• Quality Audit – Continuous Quality Audit is essential for Quality Control. It is done internally by IQAC and externally by NAAC