

DEVI AHILYA VISHWAVIDYALAYA, INDORE

Internal Quality Assessment Cell

Advisory Committee Meeting

Date: November 21, 2011 Venue: Vice Chancellor's Office Meeting Room

No.1/2011

Agenda:

1. Welcome to New Members and appreciation on record for the services of outgoing member
2. Action taken on Previous Meeting of the Advisory Committee
3. Annual Quality Assessment Report 2010-11
4. Report of New Actions of the University in 2010-11
5. Members' Suggestions and Proposed Future Plans of the University in 2011-12 for Quality Enhancement
6. Discussion on Paper on "Higher Education in Madhya Pradesh- Quality Issues- A Perspective
7. Any other Item Proposed by the Members
8. Condolence for Member Dr. Ashwini Kumar Ramani and past Coordinator 2008

Item No.1 Welcome to New Members

New IQAC advisory committee has been formed for 2011-12 and 212-13 academic Session.

Chairman's Welcome to all New Members in the First Meeting of the New Committee

Appreciation of Services of Earlier Chairman, Dr. Ajit Singh Sehrawat, Earlier Director/Coordinator, Dr. S. P. Singh and outgoing members of IQAC Advisory Committee

Item No.2 Action of Previous Meeting Minute on Annual Assessment Report 2009-10

1. Report was submitted to the University Grants Commission and NAAC as required

Item No.3 Annual Quality Assessment Report 2010-11

1. Hosted at IQAC Web link of the University
2. To be sent by e-Mail and placed on the Table

Item No. 4 Report of New Actions of the University in 2010-11 for Quality Enhancement

1. Introduction of new workload norms for the Faculty as per UGC Regulation
2. Introduction of Performa based Assessment of the Faculty as per UGC Regulation
3. Online Enrollment and Online Examination Forms for All First Year About 80000 Examinees
4. New Centers-
 - (a) Devi Ahilya Shodh Peeth
 - (b) Career and Counseling Cell
 - (c) Centre of Potential for Excellence in e-Management
 - (d) Centre for Studies on Women in Backwards Areas
 - (e) Centre for Study of Natural Resources in Backwards Areas
5. New Look Sports Fields, Excellent Canteen Infrastructure, Indian Coffee House, New Women Hostel expansion, New Girls Hostel, Staff and Faculty Quarters and School of Commerce Building
6. More Emphasis on Student Feedback and Actions based on that
7. Hostel Feedback Rigorously Introduced and Actions based on that

Item No. 5 Members' Suggestions and Proposed Future Plans of the University in 2011-12 for Quality Enhancement

1. Starting of Online Examination Forms for All Second Year Examinees Total 1,20,00 students
2. Solar Power Stations for the Departments with UGC Assistance
3. All WiFi Class Rooms and Enhancements in Network Speed
4. Computerization of Finance, Examination, University Record Center and Mobile Data Access Services for University Officers
5. Expansion of Daycare Center
6. Expansion of Basic facilities for Women
7. Expansion of Health Center
8. Expansion of Gyan Vani FM Radio Station Studio
9. Expansion of Information Technology Centre Access Speeds

10. Enhancement of Sound and Projection Systems in International Grade University Cultural Centre Auditorium

Item No. 6 Discussion on Paper on “Higher Education in Madhya Pradesh- Quality Issues- A Perspective

Appendix gives the paper submitted to Chancellor by the Chairman Dr. P. K. Mishra, Hon’ble Vice Chancellor and Member Dr. Ganesh Kawadia

Item No. 7 Any other Item Proposed by the Members

Members are welcome to propose item or proposal to be taken up for the quality enhancement

Item No.8 Condolence for Member Dr. Ashwini Kumar Ramani and past Coordinator 2008

Dr. Ramani was architect of Student Feedback Performa and Hostel feedback Performa which was approved by Hon’ble Executive Council of the University in 2006. Dr. A. K. Ramani architected the International Quality Assessment methods for the School of Computer Science. These were well appreciated by Prof. Kadam, Chancellor Bhartiya Vidhya Peeth, Pune in 2008. Prof. Kadam was member of UGC Plan Allocation team for the 2007-12 plan of the University.

Dr. Ashwini Kumar Ramani served as Professor since 1990 at this University and worked for many new initiatives in the University growth.

Condolence resolution is placed before the IQAC Committee.

Higher Education in Madhya Pradesh: Quality Issues

-A Perspective

Dr. P. K. Mishra, and Dr. Ganesh Kawadia

There are varying perceptions regarding the quality of Higher Education in India. Education, in general and higher education, in particular, plays a key role in the realization of economic and technological development of an economy. Higher education enables an individual to acquire knowledge and improve his technical and managerial skills to serve the society better. It also helps in personality grooming and character building to make him a good citizen. The higher education environment thus has become fluid in many parts of the world.

With India experiencing a demographic dividend spree, the role of higher education, owing to its expected returns has gained momentum in recent times. Consequent to this, the demand for higher education in India has expanded drastically. But, this quantitative expansion in the demand for higher education is not able to move in tandem with the bare qualitative essentials that are mandatory for higher education system. These qualitative issues owing to the sub standards of such institutions remain unaddressed most of the time threatening the realization of the national goals for an effective education system. Thus in compliance with the guidelines of The University Grants Commission (UGC) which is responsible for laying down standards and guidelines for quality education and evaluation system in the country, the universities have stepped forward for setting quality standards by introducing various measures like prerequisites for entry, academic infrastructure, curriculum development, evaluation and grading system, monitoring etc. Devi Ahilya University, Indore is also one such university that has taken the plunge to bring out the reforms in higher education system.

The Devi Ahilya University

Vision

To address the major educational, economic, social and cultural needs of the Malwa Region, the State and the Nation, for professional empowerment of the youth, by extending equal opportunity to all

sections of the society, with increased thrust on access, equity and individual commitment of its faculty and staff, for teaching-learning, research and ethics.

Mission

- To produce world-class professionals with excellent analytical, communication skills, team building spirit and ability to work in cross-cultural environment.
- To develop knowledge professionals with the ability to research and solve the problems in their area of study.
- To inculcate professional ethics among youths to serve mankind and society.

Objectives

- To provide specialized high quality education by integrating traditional and modern scientific techniques in teaching-learning process through on-campus, distance and part-time programmes offered in a flexible and modular manner.
- To pursue innovative methods and Information Communication Techniques in the academic as well as University administration.
- To explore new frontiers and improve quality, talent and skills of students through practical, on-job and project-based learning.
- To undertake research and consulting in the areas of relevance to the Region, State and the Nation and dissemination of knowledge by organizing workshops/seminars/conferences and publications.
- To inculcate the spirit of ethics and service to the society through practice.

Future Goals

- Creating Centers for Excellence in Research and Innovation
- Innovative interdisciplinary/ multidisciplinary programmes
- e-Services to Students
- e-Governance

History

Devi Ahilya Vishwavidyalaya is a statutory University of the State Government of Madhya Pradesh which was established in 1964 by an Act of legislature of Madhya Pradesh. The University is recognized by the State Government and the University Grants Commission, New Delhi. It was earlier known as Indore University and its jurisdiction was limited only to the colleges of Indore District. Later in the year 1988, the University was renamed after the famous and benevolent ruler of Malwa i.e. Devi Ahilya Bai Holkar. Initially, it started with only a few departments of basic Science in 1964 the small campus with limited number of students on the campus. The restructuring of the University in the State enhanced its jurisdiction to the six districts of the Indore division namely, Dhar, Jhabua, Khandwa, Khargone, Burhanpur and Barwani. There are fifty-four development blocks in the reorganized jurisdiction of the University, out of which forty development blocks are identified as tribal blocks.

The Executive Committee of the National Assessment and Accreditation Council (NAAC) has awarded a four star status to the University in 2001, and reaccredited in 2008 with B grade(CGPA 2.57). Also, it has won the Center of Excellence award by the Government of Madhya Pradesh.

Present Status

The University has its administrative offices and some residential quarters on Rabindra Nath Tagore Marg in Indore, known as the Nalanda Campus. The Takshashila Campus on Khandwa Road is an extension campus with all its teaching facilities. All the University Teaching Departments (UTDs) are on the Takshashila Campus.

The policy change of 1990-91 i.e. globalization and liberalization of the Indian Economy has created a demand for high skilled technical and managerial manpower. The University, thus in 1990-91 diversified its courses and programmes and introduced many innovative programmes to fulfill the needs of the emerging economy on self supporting basis. This has changed the structure of the University, which now has 35 University Teaching Departments (UTDs) and centers for providing in-campus teaching and research facilities to almost 9000 students every year.

University has a wide range of courses spanning across 16 faculties. The University has 244 regular and 80 contractual teaching employees. With 480 regular non-teaching employees on the roll and 600 non-teaching employees on the daily wage basis, the University is putting all its efforts to ensure smooth functioning of the entire system. The vacancies in the regular faculty positions are being met by contractual appointments and visiting lecturers.

The University in addition to its teaching departments, boasts 270 Govt., Govt. aided and private institutes as affiliated colleges, which serve around 1,60,000 students ever year. University is now recognized as a brand name for our diversified course structure. This diversified course structure has even motivated some of the private investors to spend in higher Education in the city. In the recent times, Indore district has emerged as a hub of Higher education in the state

The following tabular format is given for a quick glance:

DAVV: At a Glance

Number of UTDs and Centers	35
Affiliated Colleges	270
On-Campus Students	9000 (Approx)
Off-Campus Students(Affiliated)	1,61,000 (Approx)
Regular Teaching Employees	244
Contract Teaching Employees	80
Regular Non- Teaching Employees	480
Daily Wage Non-Teaching Employees	600

As mentioned earlier, the University has been re-accredited with "B" Grade status by NAAC, and has been a centre for Research with UGC/DST/CSIR/DAC and many more agencies. Our Departments at Devi Ahilya Vishwavidyalaya are:

1. Academic Staff College
2. Bahá'í Chair for Studies in Development
3. School of Library Sciences

4. University Library
5. Career and Counseling Cell
6. Centre for Science Communication
7. Centre of Potential for Excellence in e-Management
8. Computer Centre
9. Day Care Centre
10. Department of Adult / Life Long Continuing Education and Extension
11. Devi Ahilya Shodh Peeth
12. Educational Multimedia Research Centre
13. Gyan Vani FM Radio Station Studio
14. Health Centre
15. Information Technology Centre
16. Information Technology Applications Centre
17. Institute of Engineering and Technology (IET)
18. Institute of Management Studies (IMS)
19. Internal Quality Assurance Cell
20. International Institute of Professional Studies
21. National Social Service (NSS)
22. School of Social Sciences
23. School of Biochemistry
24. School of Biotechnology
25. School of Chemical Science
26. School of Commerce
27. School of Computer Science and Information Technology
28. School of Economics
29. School of Education
30. School of Electronics

31. School of Energy and Environmental Studies
32. School of Futures Studies and Planning
33. School of Instrumentation
34. School of Journalism and Mass Communication
35. School of Languages, Comparative Languages and Culture
36. School of Law
37. School of Life Sciences
38. School of Mathematics
39. School of Pharmacy
40. School of Physical Education
41. School of Physics
42. School of Statistics
43. Sports Department
44. University Cultural Centre
45. University Minority Cell
46. University Coaching Classes for SC/ST and other weaker sections
47. Yoga Centre

Research and Educational Environment

The professional expansion of the University has helped in searching new resources for the development. As ICT services need immediate attention in its use for effective delivery in the present education system, University is planning to strengthen the management of its ICT system. Many services are already outsourced to MP Online portal. The UTDs are now well equipped with the best of equipments in the Labs, and with ICT facilities in almost all the class rooms. As a result, many departments are attracting funds from the various sponsored agencies for research and teaching. Following four departments are selected by UGC under its SAP programme for direct research support:

1. School of Life Science for III Phase
2. School of Education for III Phase
3. School of Economics for II Phase
4. School of Computer Science and IT for I Phase

Similarly, four departments are granted research support from DST/FIST. They are as follows:

1. School of Life Science
2. School of Physics
3. School of Energy and Environmental studies
4. School of Computer Science and I.T.

Two of our departments are funded by UGC to run innovative post graduate programmes for the students. They are:

1. School of Physics : M.Tech Laser
2. School of Electronics M.Tech Mobile Computing

In addition to the above, the Centre of Potential for Excellence in e-management has been extended financial support in XI Plan. This reflects the strength of the University in teaching and research activities.

Autonomy to UTDs:

The University Teaching Departments of the University are given full academic autonomy for curriculum development, teaching, conduct of examination, valuation, grading system in examination and preparation of results. Also, the transparency in valuation by showing final answer copies to students has resulted in elimination of student grievances.

As a result, UTD's have created many novel need-based professional courses. They are strictly following academic calendar of the university regarding teaching hours, days of teaching, examination, and credit requirements for degree and Post Graduate Programmes. These courses and their dynamic curriculum have attracted many corporate houses for campus recruitment of the students.

The academic environment and infrastructure of the departments is par excellence. This has helped them to attract talented students for studying in the PG and pursue research. As mentioned earlier, four departments are supported by UGC-SAP and four departments are DST/FIST supported in the University. Two innovative programmes are granted financial support from the UGC.

Central Valuation System:

The valuation of answer copies of students appearing in various courses is one of the challenging tasks. The explosive growth of students, courses and semester system, heterogeneity of standards across different affiliated colleges have further increased this challenge. The university is busy round the year in conducting examination and valuation work.

In order to manage this task, the University has taken following steps:

- Developed a Central Valuation System with three segments, which aim to work in a transparent manner. The first segment is related to Science stream, the second segment takes care of the Commerce and Management stream and the third segment is related to Social Sciences and Arts. The respective Deans of these faculties supervise the task of valuation.
- A Deputy Registrar along with an independent Asst. Registrar is made authorized to act as the In-Charge of the valuation system to make it more accountable. The Panel of examiners is sent to these segments and to the colleges.
- The answer sheets are dispatched to the colleges to make the valuation more broad based. Through this system, University can increase the participation of many teachers even from remote colleges in the valuation work.

Students Faith in Valuation System:

The students have common complaints about the standard of valuation in many Universities. They are losing faith in the system of valuation. The quality of education requires faith and trust among

different stake holders. It is, therefore, important to develop a complete transparent and trust worthy system of valuation.

University has developed a system to show the evaluated answer sheets to the students. Students are shown answer sheets before the panel of subject experts along with standard text material in the subjects. This procedure is followed in subjects, which have mass complaint of the students. The students are able to discuss their approach of attempt with the subject expert. This has made the system more transparent and trust worthy. The University, in the process has observed that sometimes the students and even the teachers are following sub-standard text books in preparing their course. As a result, the students are unable to write correct answer to the problems. University, therefore, is now planning to conduct summer workshop for the teachers of affiliated colleges particularly in technical and professional subjects to improve the quality of teaching in the classes. Also, the university is approaching UGC and different sponsoring agencies to mobilize finance for such workshops.

Academic Excellence:

The up gradation of syllabus, curriculum, teaching days and adherence of academic calendar is another issue related to the quality of higher education. University has developed a system of regular interaction with the Additional Director of Higher Education and Principals of Nodal Colleges for effective implementation of Academic Calendar of the University.

The Vice-Chancellor regularly visits colleges so as to monitor and ensure proper teaching in the colleges. The University has already initiated the process of conducting meeting with the respective chairman of all the board of studies to redesign the curriculum with focus on the aim, content, reference, suggested reading, ethical values, social orientation and teaching hours required to complete the course.

The University is taking steps to follow the best practices recommended by National bodies for framing the new curriculum. The University's academic bodies ensure development of a uniform and standard format of curriculums in all the subjects. University expects to complete this task by the end of June 2011. The entire curriculum will be available for the students in printed form and also on website of the University.

University has developed an effective student feedback mechanism. University is strengthening in all aspects of governance so that academic delivery can be ensured to improve the quality of the system. Directorate of Quality Assurance has been formed in XI plan with support from UGC, as consequence of its constant efforts for quality improvement.

Student Interactive Activities:

The most important aspect of quality of higher education is the student's participation in teaching and other co-curricular activities of the University. The University has taken number of steps in this direction is given below:.

- The Vice Chancellor regularly visits the affiliating colleges, and conducts regular meetings of Principals of Nodal Colleges for effective implementation of academic curriculum.
- The university gives due importance to the co-curricular activities for the over all personality development of the students. The university has organized state-level Yuva Utsav, South-west Zone Inter-University Hockey Women's Tournament.
- The university has a full fledged office of student's welfare, Sports Section and Career Counseling Cell for the development of various activities for the students.

The academic interaction of the students with subject experts and eminent personalities is also an important element of quality education. The University has taken number of steps in this direction.

- The University regularly conducts Seminars, Conferences and expert lectures in the university. The students are benefited by participating in such programmes.
- The University has recently planned programmes like, workshop on Micro finance for Tribal Students. The teachers and students of the UTDs are now conducting such workshops in remote college to empower tribal students.
- The University is able to reach out to such students in their very own campus, fostering not only for their individual development in general but also to the communities they belong to, in particular.

Student Grievances:

Many organized student unions turn up to highlight the various issues and problems faced by the students. To resolve these and other issues, the University has taken the following steps:

- The university has initiated an open dialogue with all stake holders. This has helped to create healthy academic environment in the campus and affiliated colleges and resolve student grievances in time.
- The university is upgrading its infrastructure & faculty requirement in courses so as to comply with the regulatory bodies like AICTE, NCTE, BCI, MCI & DCI. Also, insisting the affiliated colleges to do so.
- requirements The University has developed an on-line complaint redressal system. The Dean Student welfare is in charge of this website.
- The student participation is ensured in Proctorial Board, Hostel Committee to make the entire system more student-friendly.

Research:

The Ph.D. and M.Phil degrees have now become mandatory requirements for lecturership in colleges and UTDs. The UGC has been promoting research in the universities by offering large number of scholarships to the students. This has created unusual pressure on the University to conduct RDCs, evaluating Ph.D. thesis and carry out Ph.D. viva examination.

The present process takes lot of time in delivering these services to the students and thus creates dissatisfaction about the university system and some times even with supervisors. The University has appointed a committee of Deans. The Committee will suggest ways to streamline the entire process of Ph.D. Thesis evaluation mechanism.

Attempts are being made to improve the quality of research and also to promote research on regional issues. The University has also established a Shodha Peeth on Devi Ahilya to motivate research

on regional issues. Efforts are being made to create research chain in other professional areas also. New postgraduate degree programmes in research on the lines of IITs /Central universities are envisaged.

University Rejuvenation for Quality

University is rejuvenating quality by following steps:

- i. **Academic autonomy:** The University has taken painstaking efforts to bring quality standards in the higher education. The University has given academic autonomy to UTD's for development of a standard curriculum to keep abreast of the need based programme.
- ii. **Transparent central valuation system:** The University has a transparent central valuation system, where the student on demand are shown answer copies.
- iii. **Research support:** The University is getting research support from prestigious institutions like UGC, DST/FIST etc. promoting research and training.
- iv. **Co-curricular activities:** The University is giving due importance to co-curricular activities, addressing grievances of the students and various stakeholders involved but, still there exists issues that need to be addressed for the effective and sustainable education system.

Some of the issues of quality in Higher Education are as follows:

1. **Jurisdiction of University:** The involvement of the students in higher and professional education is not very encouraging in the Jurisdiction of the University. The enrolment ratio in most of the districts is well below the state average. Even the liberalized policy of the State govt. in higher education could not improve the accessibility of higher education in these districts. On the other hand, Indore district ranks fairly well above the national average in most of the quality parameters of the higher education. Thus, the jurisdiction of the University has to cater to wide disparities in the accessibility, enrolment and quality issues existing across different class, caste and categories in the region. The present system thus of geographical Jurisdiction of the university has created, an unequal and heterogeneous character of the higher education in the region. Some areas of the university like Indore district has a very good enrolment ratio, good access for higher education, an A-class affiliated institution in terms of

infrastructure and academic facilities. The other part of the Jurisdiction, which consists of tribal dominated districts have poor enrolment, low access and poor infrastructural facilities in the affiliated college. The university thus, presents a wide range of regional, caste and class disparities in the quality of education. Sometimes, a uniform and common intervention by the University for all the Colleges creates unrest among the students.

The university could not develop uniform acceptability by all the students about semester system, project work, on the job training etc. Therefore, the management of higher education in the jurisdiction of the University appears more challenging because of this heterogeneity that smashes the initiatives undertaken by the University at every step. There is thus a need to have some more universities to deal with the issues of backward districts.

2. Rationalization of University Administration: The current university administration has four broad Divisions with Deputy Registrar(DR) as the in-charge. Their duties are not well defined. As a result, the system is not well-coordinated, accountable and efficient. The University is planning to come up with 10 strong pillars for quality administration. They are:

- i. Administration Responsible for Good Governance in well-defined time frame and fast responses:
There is a need to restructure the entire system and decentralize to make it more accountable and efficient. There is need to provide e-services online to the students and take steps for the e-governance for many processes. All processes need to be streamlined right from meeting to order executions, implementation of decisions, regulations, and issuing notices.
- ii. Exam and Confidential Section : Single Department, with 1 controller as head and 3 sub-divisions for three different category of courses. They are as below:
 - a.) For conventional courses
 - b.) For professional courses under regulatory agencies like MBA, B.Ed., M.Ed., B.P.Ed, M.P.Ed., etc.
 - c.) Other professional courses like BBA, BCA, MCM, etc.

iii. Establishment Section : The establishment section can look after Appointment, training, manpower development, promotion, transfer and retirement issues.

iv. Academic Department: All academic related activities, research, development and National agencies projects.

v. Research and Consultancy cell: A separate cell with a focus on research & consultancy headed by a professor on permanent basis is needed.

vi. Dean College Development Council: With clearly defined responsibilities and a Permanent Head.

vii. Department of Planning and Development: The planning department can take up the responsibility of evolving the vision for university development responsibility; headed by a competent person.

viii. Student Bureau: All student-related needs, problems and their welfare; headed by Chief Student Bureau.

ix. Industry Bureau: To equip and utilize industry information to facilitate industry coordination and University – Industry interface Headed by Chief Industry Bureau.

x. Public Relation Department: Having well defined responsibilities of dealing with media & Right To Information (RTI) issues.

3. Rationalization of University Finances: The financial management of the University has no clear guidelines or policy for the deployment of funds. The system is mainly based on revenue generation model.

Often there are needs to process multiple numbers of times, the sanctions for different items/equipment and permissions are required for same department or same projects or plan periods multiple numbers of times. This needs to be streamlined by one time sanctions and permissions for same department or same projects or plan periods. .

The departments which are able to generate funds from self supporting programmes are allowed to spend on their development. As a result, some department have developed good infrastructure and some are poor in resources. The university has also developed many departments on the campus which are important from societal point of view with support of funding agencies. However, these departments could not grow as compared to self supported departments. The University thus presents an unbalanced growth of academic facilities on the campus. Therefore, there is a need to develop a need based financial system. The overall budget should be zero gain.

There is also a need to optimize the investment of the funds of the university so that University can create a good corpus of fund at the university. Public-private partnership with corporate governance is envisaged.

4. Human Resources Planning: Presently the university system has no clear guidelines about the job description of employees. There is a need to develop a well defined job design and description of the employees to sustain with the growing needs of the university. Initially, University is planning to hire the services of the expert to develop job design for the university. Regular training programmes are needed to update the university staff members. Some of these services will be on contractual basis. Rolling advertisement shall pave way for continuous recruitment.

5. Reforms in Curricula and Examination: Reforms in Curricula shall also be worked out as envisaged in UGC XI Plan. There is a need to develop Values and Social Responsibilities (VSR) as an integral part of the course curriculum. The knowledge without VSR may help the students to acquire wealth, but they will be deprived of social recognitions. Liberalization on the other hand induced the demand of many inter disciplinary courses. The university should be able to incorporate all such programmes in its curricula. This requires the introduction of choice based credit system in these

programmes. This will give the students a freedom to choose the course of his/her choice. This requires huge restructuring of curricula and the examination system.

6. Reforms in Examination:The examination system needs to be modernized urgently. The answer books should be with OMR sheets. Mark sheets, degrees and other Certificates to be printed like precious non duplicate hallmarks. There is need to provide e-services online to the examinees and take steps for the e-governance for many examination and result processes. This is essential for strict compliance to academic calendar as well as elimination of malpractices in the university system.

