

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

Establishment of Centre for Internal Quality Assurance

VITOL will have Centre for Internal Quality Assurance for online education. It is headed by a full-time Director, who shall be supported by adequate number of academic and other staff.

Objective

The objective of Centre for Internal Quality Assurance is to develop and put in place a comprehensive and dynamic internal quality assurance system to ensure that the online education being implemented by VITOL are of acceptable quality and further improved on continuous basis.

Functions

The functions of Centre for Internal Quality Assurance would, *inter alia*, include following, namely-

- ❖ To maintain quality in the services provided to the learners.
- ❖ To undertake self-evaluative and reflective exercises for continual quality improvement in all the systems and processes of the VITOL.
- ❖ To contribute in the identification of the key areas in which VITOL should maintain quality.
- ❖ To devise mechanism to ensure that the quality of Online programmes matches with the quality of relevant programs in conventional mode.
- ❖ To devise mechanisms for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.
- ❖ To suggest measures to the authorities of VITOL for qualitative improvement.
- ❖ To facilitate the implementation of its recommendations through periodic reviews.
- ❖ To organize workshops/ seminars/ symposium on quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in VITOL.
- ❖ To develop and collate best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in VITOL.
- ❖ To collect, collate and disseminate accurate, complete and reliable statistics about the quality of the programme(s).
- ❖ To ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme.
- ❖ To put in place a mechanism to ensure the proper implementation of Programme Project Reports.
- ❖ To maintain are cord of Annual Plans and Annual Reports of VITOL, review them periodically them periodically.
- ❖ To provide inputs to the VITOL for restructuring of programmes in order to make them relevant to the job market.
- ❖ To facilitate system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.
- ❖ To act as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.
- ❖ To adopt measures to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit.

- ❖ To coordinate between VITOL and the regulatory bodies for various qualities related initiatives or guidelines.
- ❖ To obtain information from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.
- ❖ To record activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.
- ❖ It will be mandatory for Centre for Internal Quality Assurance to submit Annual Reports to the Statutory Authorities or Bodies of VIT about its activities at the end of each academic session. A copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the VIT shall be submitted annually to the commission

Centre for Internal Quality Assurance Committee:

Centre for Internal Quality Assurance Committee shall have the following composition, namely:-

- ❖ Vice Chancellor, VIT– Chairperson
- ❖ Three Senior Professors of VIT – Members
- ❖ Three Heads of Department/School offering recognized programmes in Online mode-Members
- ❖ Two external experts of Open and Distance Learning and/or Online education -Members;
- ❖ Officials from the Administration and Finance departments of VIT -Members;
- ❖ Director, Centre for Internal Quality Assurance – Member Secretary.

The members at clauses (b) to (e) shall be nominated by the Vice- Chancellor of the Higher Educational Institution. The membership of such nominated members shall be for a period of two years. The Committee of Centre for Internal Quality Assurance shall meet at least once in a semester. The quorum for the Meeting shall be two-third of the total number of members with mandatory presence of one external expert. The agenda, minutes and Action Taken Reports are to be documented with official signatures and maintained electronically in a retrievable format.

Centre for Internal Quality Assurance Committee shall perform the following functions, namely:-

- ❖ To oversee the functioning of Centre for Internal Quality Assurance Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance Systems and processes.
- ❖ To facilitate adoption of instructional design requirements as per the philosophy of the online learning decided by the statutory bodies of VIT for its different academic programmes.
- ❖ To promote automation of learner support services of the VITOL.
- ❖ To coordinate with external subject experts or agencies or organizations, the activities pertaining to validation and annual review of its in-house processes
- ❖ To coordinate with third party auditing bodies for quality audit of programme(s).
- ❖ To oversee the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of VIT.
- ❖ To promote collaboration and association for quality enhancement of online mode of education
- ❖ To facilitate industry-institution linkage for providing exposure to the learners and enhancing their employability

Quality Monitoring Mechanism

The quality monitoring mechanism shall be adopted by the Centre for Internal Quality Assurance for conducting institutional quality audits, to promote quality Assurance and enhance as well as spread best-in-class practices of quality assurance. Quality monitoring shall be addressed under the following broad areas, namely:-

(i) **Governance, Leadership and Management:** This relates to the policies and practices of Higher Educational Institution in the matter of planning, human resources, recruitment, training, performance appraisal, financial management and the overall role of leadership, with a focus on the following key aspects:

- ❖ **Organization Structure and Governance:** VITOL shall fill all sanctioned/ required positions as prescribed by UGC and establish a credible governance system.
- ❖ **Management:** The leadership and management of the Institution shall strive to assess and review the organizational culture to achieve its vision, mission and goals.
- ❖ **Strategic Planning:** VIT shall undertake strategic planning of its activities and implement the same by aligning those with academic and administrative aspects to improve the overall quality.
- ❖ **Operational Plan, Goals and Policies:** VIT shall have well defined goals which are realistic and measurable, well defined policies that are in sync with its strategic plan and are realistic and achievable; clearly stated guidelines for the implementation of its policies and plans, and transparent and accountable system for its policies and planning that are well communicated to its stakeholders.

(ii) **Articulation of Objectives:** VITOL shall articulate a clear vision, mission, ethos and broad strategy consistent with the goals for offering programmes in online mode.

(iii) **Programme Development and Approval Processes:** This area of concern relates to programme development and approval mechanism for the programme(s) to be launched, covering the following key aspects, namely:-

- ❖ **Curriculum Planning, Design and Development:** The curriculum planning, design and development of academic programmes shall have processes, systems and structures in place to carry out these responsibilities via concerned schools, Board of Studies and Academic Council.
- ❖ **Curriculum Implementation:** VITOL shall have specific implementation plans for identifying the time to be spent on specific components of the implementation phase. It is the basis for the effectiveness of the programme(s) and their usefulness as a whole. It will be carried out with the inputs from subject experts.
- ❖ **Academic Flexibility:** VITOL shall adopt proper strategies for imparting academic flexibility, which refers to freedom in the use of the time-frame of courses, vertical mobility, and interdisciplinary options facilitated by curricular transactions for learners.
- ❖ **Learning Resource:** VITOL shall ensure quality learning resources in the form of e-learning material for online mode of education as defined in the UGC regulations. While deciding on the instructional packages. VITOL shall take into consideration various factors – the media and technology utilized matches the course content in order to enhance and expand learning, and to match to the learners needs; that these are accessible, practical and equitable, and cost effective to the learners.
- ❖ **Feedback System:** The process of revision and re-design of curricula shall be based on feedback from all stakeholders in terms of its relevance and appropriateness in catering to the needs of the society, economy and environment.

(iv) **Programme Monitoring and Review:** VITOL shall plan and execute programme monitoring and review system to conduct periodic internal reviews and maintain the quality of academic programmes. For

such reviews, the Institution shall also consider the attainments of learning outcomes that are assessed through the various tools for direct and indirect assessment.

(v) **Infrastructure Resources:** VITOL shall have a system to elicit data on the adequacy and optimal use of the facilities - physical facilities, library (or e-library), Information and Communication Technology infrastructure, etc. - available in VIT to maintain the quality of academic programmes and ensure qualitative support to each of the stakeholders.

(vi) **Learning Environment and Learner Support:** The learner support services including academic counselling and library services shall be a major pre-occupation for online mode learners. Additionally, VITOL shall establish Information and Communication Technology facilities as component of the learning environment which is focused around the pedagogical use of modern educational practices to support blended learning. Learner Support Services shall be provided through e-Learning platform. VITOL shall take a more sophisticated approach to the use of Information and Communication Technology and expertise in e-learning. The approach shall provide a seamless learner centered environment.

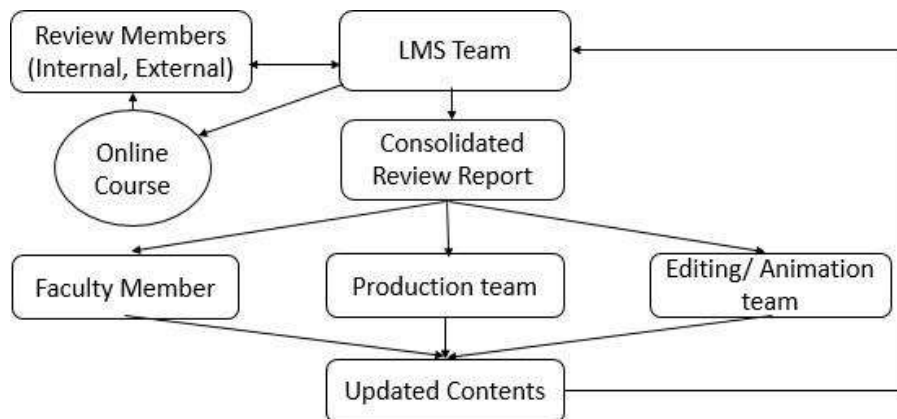
(vii) **Assessment and Evaluation:** All the stated Learning Outcomes of a Programme will be part of evaluation protocol. Evaluation will be through varied assessment tools including multiple choice questions, projects, reports, case-studies, presentations, and term-end examinations, to suit the different learning outcomes expected of the course elements. VITOL shall have proper assessment and moderation system for assessing the learning outcomes of learners.

(viii) **Teaching Quality and Staff Development:** VITOL shall have a well-established structure for promoting quality counselling, capacity building workshops, programmes, interactive teaching-learning and provide staff development programmes and activities to encourage academic staff to improve teaching and learning on continuous basis.

Process and Quality Audit

- I. **Academic Planning:** VITOL shall have robust and appropriate academic planning procedures to ensure that the programmes offered by it are relevant to national economy, reflects the Institution's strategic direction and offers a high quality value-added learner experience and also takes into account the market needs. The Institution shall have adequate and appropriate teaching and other support staff along with infrastructure and technology support to ensure that the curriculum remains up to date and the institutional goals are achieved.
- II. **Validation:** VITOL shall have a mechanism in place for validation to ensure that its programmes are academically viable, that academic standards have been appropriately defined and that these offer learners the best opportunity to learn.
- III. **Monitoring, Evaluation and Enhancement Plans:** Quality deliverance of the Online programmes and the outcomes attainment and continual quality improvements shall be ensured by VITOL through the following means:
 - ❖ **Reports from Examination Centers:** Report of conduct of examinations along with report of observers/proctors for all examinations shall be collected periodically from Examination Centers. VITOL shall adopt the technological solutions for easy receipt of these reports.
 - ❖ **External Auditor or other External Agencies report:** VITOL shall consider the comments made by External auditors, experts and third party of quality audit and implement as appropriate.

- ❖ **Systematic Consideration of Performance Data at Programme, Faculty and Institution levels:** For effective evaluation and audit, VITOL shall ensure easy access to performance monitoring information such as course pass rates, learner entry profiles and progression and achievement reports, which should be available through web-based application and be used for report making.
- ❖ **Reporting and Analytics:** VITOL shall generate the required reports out of such web-based applications and analyze learner and academic analytics for deciding the improvements to be executed for better performance.
- ❖ **Periodic Review:** VITOL shall have an effective system for collecting feedback from the stakeholders regularly to improve its programmes. It needs to conduct self-assessments regularly and use the results to improve its systems, processes etc. and finally quality of programmes.
- ❖ **Course Review Process:** To ensure quality in the e-content developed, all the courses produced in VITOL are subjected to a structured review process. The review is done internally by two faculty members and externally by an expert from leading institutions. After a course is produced and edited, and prior to launching of the course, it will be shared with the internal and external reviewers, who will carefully check the content flow, the availability of all parameters in the course, and the quality of the videos and materials. The reviewers review the course on the basis of set parameters. Based on the feedback received from the reviewers, the contents will be updated, and finally rolled out.



Course review process