

ACKNOWLEDGEMENT

We are highly grateful to the **National Assessment and Accreditation Council, Bengaluru** for their timely assistance, guidance and motivation in the organization of One day Online National Conference on “**Quality Enhancement in HEIs and Evaluation with RAF of NAAC**” held on **03 February 2021**.

ABOUT THE COLLEGE

Sanatan Dharma College, Ambala Cantt. is a College with Potential for Excellence, UGC, New Delhi and has been awarded A+ Grade in the 3rd Cycle of accreditation by National Assessment and Accreditation Council of India (NAAC), Bengaluru with CGPA of 3.51 out of 4. The College was established in 1916 by Bharat Ratna Pt. Madan Mohan Malviya, the founder of Banaras Hindu University, Varanasi and the foundation stone of the relocated college at Ambala was laid by the first President of India, Dr. Rajender Prasad. The college is run by S.D. College Society, New Delhi. Sanatan Dharma College is a premier, multi-faculty, co-educational institution affiliated to Kurukshetra University, Kurukshetra. With over 3000 students on its rolls, the college excels in various fields of academics, sports, cultural and co-curricular activities. The college offers graduation and post-graduation courses in Arts & Humanities, Science, Management, Commerce, Business Administration and job-oriented vocational and add-on courses. The college was bestowed with the status of Deen Dayal Upadhyay Kaushal Kendra in 2015 by UGC, New Delhi for running Skill Development courses as per NSQF.

ABOUT NAAC

The National Assessment and Accreditation Council (NAAC) conducts assessment and accreditation of Higher Educational Institutions (HEIs) such as colleges, universities or other recognised institutions to derive an understanding of the 'Quality Status' of the institution. NAAC evaluates the institutions for its conformance to the standards of quality in terms of its performance related to the educational processes and outcomes, curriculum coverage, teaching-learning processes, faculty, research, infrastructure, learning resources, organisation, governance, financial well-being and student services.

THEME OF THE CONFERENCE

Ever since the establishment of NAAC in 1994 in response to the recommendations of National Policy in Education (1986), its aim has been to assess Higher Education Institutions on the basis of their quality aspects as also to develop academic leadership. However with the Revised Accreditation Framework, NAAC clearly and concisely focuses on three basic aspects of Quality- quality initiatives, quality sustenance and quality enhancement. We all are well aware of the fact that it is comparatively easy to set quality benchmarks as goals or objectives in an HEI but it is an altogether different ball game to achieve them and still harder to sustain them. An HEI, therefore, needs to adopt a two-pronged strategy for Quality Enhancement vis-a-vis the Revised Accreditation Framework. The first step involves adopting such initiatives that lead to quality enhancement of the institutional processes that can relate to academics, administration, infrastructure, extra-curricular, outreach activities, alumni engagement, etc. The second step is definitely the most crucial step towards quality enhancement and this involves institutionalizing the measures adopted in the first step so that the HEI could reach a level where it is able to sustain its quality. The road to quality enhancement and quality sustenance is undoubtedly very tough. But as they say, “when the going gets tough, the tough get going”. Such should be the driving force behind achieving quality enhancement and such is the metal that defines quality institutions. Institutions that wish to uphold their legacy not only for a decade or two but for centuries to come, must ensure that quality measures in the institution are adopted not because NAAC expects them to do so or because they are a requisite for accreditation process, but because quality is a way of life that separates ordinary from the extraordinary.

The Conference is based on the broad theme of Quality enhancement in HEIs and also relates to the Evaluation process recommended under the Revised Accreditation Framework of NAAC that suggests evaluation in two stages- the evaluation of Quantitative metrics through DVV process and the evaluation of Qualitative metrics through Peer Team Visit. The sub-themes of the Conference include-

- Role & Importance of DVV in accreditation process
- Need for Holistic Planning by IQAC in the new framework
- Student Centric TLE Approach
- Qualitative aspects of quantitative metrics in the process of Assessment
- Role of Best Practices in Quality Enhancement
- Strengthening Research Culture in Higher Education Institutions
- Role of ICT in broadening the Pedagogical Framework

FOREWORD

Education is a process of continuous evolution and evolution involves constant learning, evaluation and upgradation. NAAC has laid out the quality indicator framework for various types of higher education institutions keeping in mind the parameters required to enhance quality in curriculum development, teaching-learning process, student support and progression, infrastructure maintenance, leadership and governance, financial management and human values and professional ethics. It is not possible for any HEI to attain quality benchmarks as per NAAC standards in all the above mentioned criteria. However, every institution can strive to attain these by establishing healthy practices in various spheres which the NAAC calls “Best Practices” and thereby work hard to institutionalize such practices leading to enhancement in quality of the institution.

At Sanatan Dharma College, we understand the importance of establishing healthy practices in various domains. We also understand that healthy practices can be implemented only through the support of an institution's human resource. Therefore, our first and foremost step towards quality enhancement involves strengthening our human resource through Faculty Empowerment strategies. We are of the belief that an empowered and enlightened faculty is like a lamp that spreads the light of knowledge wherever it is dark. NAAC also emphasizes on the implementation of schemes and welfare measures for faculty empowerment. It is, therefore, the first and foremost quality initiative that should be taken up by HEIs. The Management and the administration may be visionary enough to set up high quality goals or objectives, but these can be achieved only when the Management and the faculty work in tandem.

In an educational institution, students are the major stakeholders. It is for them that the institution designs its Vision and Mission policy. The HEI must focus that the students that take admission must be made aware of the graduate attributes laid out for them by the institution. The students of an HEI are the representatives of that institution in the society and community. The institution must ensure that the student is not only capable of earning a livelihood for him/herself but also contributes to the well-being of society and work for the betterment of his/her country as a responsible citizen.

It is heartening to see that the Internal Quality Assurance Cell of the college is working diligently to address the above issues and in consonance with its aims and objectives, has organized this one day Online National Conference sponsored by NAAC on “Quality Enhancement in HEIs and Evaluation with RAF of NAAC”. I wish the entire team of IQAC great success in its endeavor.

Dr. Rajinder Singh
Principal

PREFACE

Quality is never an accident. It is always the result of intelligent action.—John Ruskin

One of the foremost requisites to maintain an organization is to set down quality parameters in multiple spheres. Organizations flourish only when not only quality standards are laid down but also followed in letter and spirit. Educational institutions are also organizations that need quality measures and quality checks to maintain and sustain themselves. Higher education institutions undergo evaluation, assessment and accreditation by the apex body in education, NAAC. NAAC has laid down guidelines for each and every type of HEI including Medical Colleges, Engineering, Arts, Science and Commerce stream-based Colleges. Separate guidelines have been formulated for Universities, Autonomous, Aided- UG and PG Colleges of the country to uphold the highest standards in imparting of quality education to students who are the future citizens of the country.

To understand the multifarious strategies involved in the evaluation process for accreditation and to undertake a comprehensive guided tour into the Revised Accreditation Framework of NAAC, the Internal Quality Assurance Cell (IQAC) of Sanatan Dharma College decided to organize one day Online National Conference on “Quality Enhancement in HEIs and Evaluation with RAF of NAAC” on Wednesday, 03 February 2021. The conference received an overwhelming response from all parts of the country with registration from over 300 participants from different colleges and streams. 106 participants attended the Conference through online platform with 69 participants from the state of Haryana and 37 from other states and took active part in the deliberations.

As Convener, IQAC of Sanatan Dharma College, I take this opportunity to extend my heartfelt gratitude to the National Assessment and Accreditation Council, Bengaluru for providing financial and academic assistance required in the organization of this Conference. My sincere thanks are due to our esteemed Key Note Speaker, Dr. Ganesh Anant Hegde, Advisor NAAC; Resource Person for the Technical Sessions, Dr. Shyam Singh Inda, Assistant Advisor, NAAC and worthy Chief Guest for the Valedictory Session, Professor Tankeshwar Kumar, Honorable Vice Chancellor, GJU&ST, Hissar for their expert views on the topic.

I place on record my utmost gratitude to the dynamic and visionary Principal of our college, Dr. Rajinder Singh for his constant guidance, support and motivation in organizing this Conference. Also, thanks are due to all the participants and paper presenters of the Conference who took active part in making the conference lively by putting forward their queries and suggestions. Last but not the least, my biggest thanks are reserved for my team members from the IQAC that include, in no particular order- Dr. Balesh Sharma, Librarian; Ms. Neelam Devi, Dept. of Political Science; Ms. Zeenat Madan, Dept. of Zoology; Dr. Gulshan Singh, Dept. of Chemistry; Dr. Satbir Singh; Dept. of Commerce and Management; Ms. KavleenBharej, Dept. of Commerce and Management; Dr. Rajesh Phor, Dept. of Physical Education; Dr. Aarti Arora, Dept. of Electronics; Dr. Girdhar Gopal, Dept. of Computer Science and Applications; Ms. Chhavi Kiran, Dept. of Commerce and Management and Ms. Amandeep Mehta, Dept. of Computer Science and Applications for their incessant support and unparalleled hard work in organizing this Conference and making it a success.

Dr. Sonika Sethi
Convener, IQAC

Inaugural Session

Keynote Speaker: Dr. Ganesh A. Hegde, Advisor, NAAC, Bangalore

Dr. Ganesh Anant Hegde, Adviser, NAAC Bangalore is an expert academician in the assessment and accreditation arena in the country today. He has been at the helm of affairs at the country's top assessment body, the National Assessment and Accreditation Council, for more than two decades now in several capacities. He is keenly involved in the framing of assessment framework of NAAC for the last two decades and has to his credit the expertise of assessing and accrediting more than 1400 Institutions of Higher Learning across the Country. In addition to this, he is involved in designing and conceptualizing assessment manuals in specialized areas of health, teacher education, guidelines, publications etc. He holds a Doctorate degree in Mass Communication and Journalism from the University of Mysore.

Dr. Hegde has organized several workshops for Principals and Faculty members for undergoing the process of Accreditation. He has conducted several Assessors' Training Programmes at NAAC for Vice Chancellors, Professors and Principals all over the country for training prospective NAAC Peer Team Experts. In addition, he has co-ordinated the review of 66 Academic Staff Colleges of UGC and submitted a report. He has been instrumental in bringing out the Internal Quality Assurance Guidelines and other Publications.

Dr. Hegde has contributed his professional prowess in the International arena as well. He has participated and contributed in National and Inter-National Seminars on Higher Education, Assessment and Accreditation, Internal Quality Assurance System, Quality in Teacher Education, Best Practices and APQN online discussion and so on. He has also participated and conducted training programme for Assessors abroad. He has been on the Board of Directors for International Network of Quality Assurance Agencies in Higher Education (INQAAHE) from 2013-15, which is a world-wide association of over 200 organizations of Quality Assurance Agencies. Dr Hegde belongs to a rare breed of Educationists endowed with a vision to make quality and excellence the motto of Higher Educational Institutions in India.

Before joining NAAC, he served as the publication Executive in the Department of Science and Technology, Vigyan Prasar, Govt. of India, New Delhi. Dr. Ganesh A. Hegde has authored two books on *Information, Communication Technology and Higher Education* and *Seven Action Points for IQAC*. He has co-authored two books for NAAC on *Best Practices of IQAC* and *State wise Analysis of Punjab*.

Key Note Address

During his key note address, Dr Hegde emphasized that online process for filing the accreditation process for registration is must for all the institutions including the institutions that already have NAAC score and are entering the process of Re-accreditation. Documents must be carefully attached while online filing of application. Teacher Profile and Quality, Student Satisfaction Survey, Innovation Ecosystem, Alumni Engagement, Institutional Values and Social Responsibilities, Institutional Distinctiveness are some of the important criteria stipulated by NAAC that should be carefully analyzed and evaluated. NAAC manuals and all related documents must be carefully read before filing for the accreditation process. 3C model is very important for quality enhancement of an HEI- Competition, Cooperation and Collaboration- as working on this model one can come up with new ideas and new horizons can be achieved.

Technical Session-I &II

Dr. Shyam Singh Inda, Assistant Adviser, NAAC, Bangalore

Dr. Shyam Singh Inda is currently working as Assistant Advisor, NAAC. He has served as a faculty in Human Resource Management in two leading Universities and was also associated with Nationalized Bank and Central Government. He holds Ph.D, MHRM, PGDHRM, PGSDOM, B.A. in Russian with Honors in Economics. He also qualified the UGC – NET exam in HRM.

With more than a decade of experience, a background of Defense Services and 30 acclaimed & published research articles in peer reviewed International Journals and 2 Books to his credit, he excels in the field of academics, corporate and development sectors. He is highly experienced in research & data analytics too.

Session I: DVV and Peer Team Visit Details

During his presentation, Dr. Inda emphasized that Data Validation and Verification (DVV) is the most important part of Revised Accreditation Framework (RAF). Data validation and verification is validated by the NAAC service provider. Extended Profile of the Institute and Quantity Indicator metrics are two parameters that are verified through this process. He explained that the RAF includes evaluation of an HEI on two basis- the qualitative and the quantitative metrics. The Quantitative metrics add up to 65% of the weightage and the rest 35% weightage focuses on the Qualitative metrics. The data submitted on quantitative metrics by the HEI will be subjected to validation exercise with the help of data validation and verification partners of NAAC. The responses to qualitative metrics will be reviewed by the Peer Team on site only after the institution clears the pre-qualifier stage. The DVV partners will validate the entire data uploaded by the HEI in a period not exceeding 30 days. Dr. Inda explained the entire process with great clarity and lucidity.

Session II: Student Support & Progression (SSS)

In the second technical session, Dr. Shyam Singh Inda focused on the online Student Satisfaction Survey (SSS) as an essential component of the Accreditation process. Under Criterion II of NAAC Manuals, Key Indicator 2.7 and QnM Metric 2.7.1- the HEIs have to submit the students' list across all programs and disciplines enrolled during the current session. Concurrently, with the DVV the Student Satisfaction Survey will be conducted online by NAAC. However, this is not a part of the pre-qualifier. SSS link is valid only for 10 days for activation and completion. Students are questioned in the SSS on various parameters including- Teaching learning process, Subject-specific skills of teachers, Teaching methodology, Teacher-Student relationship, etc. HEIs have to be careful while uploading the data of its students which has to be uploaded in the particular format as prescribed by NAAC. The SSS comprising of 20 objective and one subjective questions is available on the NAAC website. The SSS will be emailed to the students following which their responses will be evaluated. SSS questionnaire is in English. NAAC website will have both English and Hindi version available. If needed HEIs can make local language translation available for information of students before they take the survey. Dr. Inda apprised the participants in detail about the SSS and other aspects of Student Support and Progression.

Valedictory Session

Chief Guest: Professor Tankeshwar Kumar, Vice- Chancellor, Guru Jambheshwar University of Science and Technology, Hisar, Haryana

Professor Tankeshwar Kumar holds the position of Vice- Chancellor, Guru Jambheshwar University of Science and Technology, Hisar, Haryana. Prior to this he was Vice- Chancellor, Deenbandhu Chhotu Ram University of Science and Technology, Murthal and Vice- Chancellor, CBL University, Bhiwani. During his academic tenure he held various prestigious positions as Director Computer Center, Panjab University; Member, Senate PU and Associate Dean, PTU. He has to his credit achievements such as Fellow, International Academy of Physical Sciences; First UGC professor of India under FRP; Chairman/Member of UGC-NAAC peer team; Three Research Projects by Govt. of India Agencies and so on. He has been graced with awards such as Vijay Shree Award, Vidyasagar Award, Life Time Achievement Award, Appreciation Award by Federation of Corrugated Box Manufacturer, Education Leadership award and Ibush award by Amity University.

Valedictory Address

In his Valedictory address, Chief Guest Prof. Tankeshwar Kumar discussed the New Education Policy 2020 with the participants of the Conference. He stressed on the importance of ushering in a new era in the field of education and how the NEP will play an important role in the overall growth of students and educational institutions. According to him, institutes with good NAAC grade and CGPA must strive for the autonomy in terms of curriculum and other aspects. The quality of the work should be enhanced and quality must reflect in terms of results and learning outcomes of the students. HEIs must focus on the development of research culture among its faculty and students so that the country could progress in terms of research and innovation.

The Valedictory address was followed by a formal Vote of Thanks by Dr. Sonika Sethi, Convener IQAC, Sanatan Dharma College, Ambala Cantt.