

Panjab University
Internal Quality Assurance Cell

Report on the Workshop "IQAC ESSENTIALS-1" organised by the Internal Quality Assurance Cell, Panjab University on 30th November 2015.

The Internal Quality Assurance Cell of Panjab University organised a workshop of all the departments and regional centres of the PU on the issue of Quality Assurance within the university.

The Workshop was coordinated by Professor Archana Bhatnagar, Associate Director, IQAC with the help of her students.

Over a 100 chairpersons and departmental IQAC in-charges attended the workshop.

The workshop was carried out in an interactive mode with all participants continuously asking questions on the theme under discussion and sharing their views. The Vice Chancellor, the Registrar, the Finance and Development Officer, the Director Computer Centre and the Coordinator MIS Cell of the university sat through the workshop, heard the concerns of the teachers and shared their own ideas on how to go about making PU a better place.

Discussions were held on the following themes:

PU and its history of doing high quality work

The Vice Chancellor, Professor Grover explained the various efforts that PU had made towards improving its functioning in the past. He said that PU had systematised many of its systems long before other universities even became conscious of such a need. Rigorously created Annual Reports since the 1960s, effective Accounts Manuals since the same time, Professor Grover pointed out, had been in place and helped the university grow to become one of the best in the country. The need, however, he emphasised, was that each department review its own working and help students become even better.

The Vice Chancellor emphasised the imperative for maintaining high quality and very good relations with the community that the PU served because that was the only thing that would save the university from troubles of the financial sort given its anomalous status as an Inter State Body Corporate that was almost entirely funded by the UGC which had not been able to figure out even the head under which the PU needed to be funded.

Prof. Rajivlochan, Director IQAC gave a brief background for the need for conscious efforts at quality control. Such an effort was needed to ensure that quality became embedded within the routine functioning of the university.

Student Feedback

Prof. Rajivlochan also informed that the university has carried out an extensive exercise of collecting student feedback from all students this semester. Students have given their feedback and now it was for the teachers to take up the responsibility of using this feedback to improve the manner in which they executed their courses.

Learning from the experience of industry and the army

The Registrar, Col. Chadha, talked of the need to learn from similar exercises of quality assurance that were carried out within successful industries. He said this required a conscious focus on doing things the right way. That meant, also making an effort to document the right way of doing things so that there may not be any slippages. The Registrar emphasised the need to be always NAAC ready, meaning, that all data bases of the department needed to be updated in real time and kept up to date all the time.

Computerisation of Financial Processes

The Finance and Development Officer, CA **Vikram Nayyar**, introduced the participants to the financial processes of the university. He invited the faculty to make the fullest use of the computerised processes so that duplication of effort was saved and papers could move swiftly.

Computerisation and MIS

Professor R K Singla, Director Computer Center and Mr. Guldeep Singh, Coordinator MIS Cell of the university explained the details of the computerisation in the university and how these could help improve data maintenance within the university as also its collection.

Professor Singla also explained the status of the PU in terms of the norms of evaluation as laid down by the NAAC.

On a continuous basis those attending the workshop asked questions and shared their concerns.

The Take Away from the workshop seemed to be as follows:

The presence of such a large number of faculty members in the workshop indicated the deep concern that everyone felt within the PU for improving the functioning of the PU at every level.

The ideas that came in from faculty members regarding improving things involved:

- a. An idea that the inquiry counter be shifted to near the gate of the university so that most visitors need not enter the campus for getting simple information for which they would otherwise have to come deep inside the campus.
- b. The PIs of various projects be sensitised to the use of computerised systems for financial processes to facilitate their work.
- c. The Student Feedback process was welcomed at large for having provided an additional opportunity to the faculty to be able to have positive interaction with students and improve their own working as teachers.
- d. The Registrar's request that if any things seems to be going wrong with the working of anyone in the staff then the same may please be communicated to the concerned staff member in writing and also that the administration may please be kept informed about this.
- e. That the departmental IQAC in charges start creating the AQAR of 2013-14 which was still pending. All the data for this year is already compiled in the Annual Reports and may please be taken from there.
- f. That the departmental IQAC in charges create a system of data capturing on the fly within the department. It was suggested that an Excel worksheet be created by the department in which all the activities of the department get listed under the appropriate category.

- g. Student Feedback forms be maintained with the respective faculty member. Only the consolidated results of the feedback may be communicated to the IQAC in a doc and PDF format for further processing.
- h. That the university faculty and research scholars be encouraged to publish in the Research Journals of the PU.
- i. That all the research journals of the PU be made on line journals.
- j. That the university faculty work actively to implement the ERP solutions that are already available with the university so that the working of the university could be made more efficient and effective.
- k. That a quick audit of the working of all university departments be carried out in the next semester by the faculty themselves. Internal audit by departmental faculty and external audit by faculty from other departments.
- l. That the Research Promotion Cell be requested to conduct a workshop for all Principal Investigators on how to handle the computerised processes for funds.

Abbreviations:

AQAR	Annual Quality Assurance Report
ERP	Enterprise Resource Planning
IQAC	Internal Quality Assurance Cell
MIS	Management Information System
PDF	Portable Data Format
NAAC	National Accreditation & Assessment Council