

  

 IQAC Manual

 Manipal Academy of Higher Education – Bengaluru Campus

 Content



|  |  |  |
| --- | --- | --- |
| SL. No | Particulars | Page Number |
|  1 | Vision, Mission of the University | 02 |
|  2 | Vision, Mission & Objectives of IQAC | 02 |
|  3 | Strategies  | 03 |
|  4 | Functions  | 03 |
|  5 | Composition of IQAC | 03 |
|  6 | IQAC Activities | 04 |
|  7 | Audit Process | 4 & 5 |
|  8 | Quality Culture Drive | 06 |
|  9 | Format of Audit Sheet | 7 & 8  |
|  10 | Calendar of Events – IQAC Activities | 9 & 10 |

**VISION - MAHE**

Global leadership in human development, excellence in education and healthcare.

**MISSION - MAHE**

Be the most preferred choice of students, faculty, and industry.

Be in the top 10 in every discipline of education health sciences, engineering, and management.

**VISION of IQAC**

Internal Quality Assurance Cell (IQAC) aims to assure and excel in quality for the overall progress of the Manipal Academy of Higher Education (MAHE).

**MISSION of IQAC**

* Excel in all Processes - Ensuring timely, efficient, and progressive performance of academic, administrative and financial tasks.
* Cultivate & Enhance Quality Culture

Sensitize:

* The staff regarding quality improvement
* Compilation of feedback from stakeholders
* Regarding organized method of documentation to maintain the University database
* Regarding best practices
* Execute Realistic Benchmarks in all academic & Administrative activities - Communicate key metric & bench marking indicators.

**OBJECTIVE of IQAC**

* To implement quality standards in all procedures followed in the University.
* Cultivate a culture to enhance the quality of the University.
* To ensure timely and regular update of all required documents for all processes.
* To execute realistic benchmarks for all academic and administrative activities of the University for constant improvement.

**STRATEGIES of IQAC**

* Ensuring timely, efficient, and progressive performance of academic, administrative, and financial tasks.
* Relevant and quality academic/ research programs through hands on experience to enhance the capacity of employability.
* Equitable access to and affordability of academic programs for various sections of society
* Optimization and integration of modern methods of teaching and learning, research & library.
* Digitalization of the assessment and evaluation process, which is also eco- friendly and simplifies the process right from uploading question paper to declaration of results has ensured its credibility.
* Ensuring the adequacy, maintenance and proper allocation of support structure and services
* Sharing of research findings and networking with other institutions in India and abroad.

 **FUNCTIONS of IQAC**

* Plan and prepare required data for periodic audit and assessments.
* Coordinate and record all quality related activities with all departments and authenticate the same with supporting documents to ensure quality improvement.
* Develop an organized method of documentation to maintain the University database.
* Create awareness about the internal compliance committee cell among the academic and all administrative processes.
* Conducting workshops/ seminars on quality related themes to sensitize the staff regarding quality improvement.
* Compilation of feedback from stakeholders of all processes on quality related institutional pursuits.
* Generate and submit reports as per the requirement of different regulatory bodies.
* Planning and preparation of Annual Quality Assurance Report (AQAR)

**COMPOSITION of IQAC**

* Chairperson: Head of the Institution
* One of the senior faculty member as Assistant Director - Quality and Compliance Department
* Senior administrative officer – Deputy Manager – Quality and Compliance Department
* One faculty member from each department as representatives
* One member from the Management
* One student nominee from each department and Alumni
* One nominee each from Employers /Industrialists/Stakeholders

Manipal Academy of higher Education has always been vibrant in all its activities as well towards achieving a prominent place in the Ranking System. The deemed to be Institution has been accredited A++ by NAAC & also with the Institution of Eminence Status. The institution has been working as per vision of its founders.

Its off Campus at Bengaluru was started in the year 2022. NAAC Proposes every accredited Institution to establish Internal Quality Assurance Cell (IQAC). The IQAC Cell was formed soon after the inception of the Campus at Bengaluru and has actively been participating and contributing data to its parent University during the NAAC Visit in 2022.

Internal Quality Assurance Cell in Bengaluru too has been working towards maintaining quality culture within its campus and has initiated certain new activities to promote quality culture by internalization of the UN Sustainable Development Goal (SDG) in all its ventures.

 IQAC Activities

* Preparation & Submission of Annual Report

Submission of Annual Reports (AQAR) and coordinating with Institutions/ Departments in providing details of respective institutions criteria – wise.

* Collation of information for Ranking

IQAC helps in coordinating and Collating details and prepare reports for questionnaire for various QS India University Rankings, NIRF Ranking for Perception Survey and for Institution & Scholarship, Times Higher Education World University Ranking, THE IMPACT RANKING 2023 & 2024 capturing the Institutions success in delivering the United Nations’ Sustainable Development Goals (SDGs), UI Green Metric World University Ranking, Week Hansa Research Survey, Shanghai Ranking, Career 360, SCIMAGO Institutions Ranking as well for NAAC accreditation.

Guides respective Institutions/ Departments to also enter details for Institution of Eminence (IoE)

* Academic Audit

Conducting Audit involves various stages:

* Pre – Audit

Questionnaire is received which is prepared by the Director – Quality of the Parent Institution

The Questionnaire is circulated among all coordinators of the Institution/ Department

Time – line is provided to fill in details and submit. Continuous training & discussion are conducted for preparation of Power Point Presentation too.

Details submitted by Institution/ Department is reviewed by IQAC and suggestions shared for incorporation

Self – Assessment Report is prepared by IQAC after receiving the final data from the Institution/ Department and submitted to the parent Campus

Schedule for the Internal Audit is finalized in coordination with the higher authorities of the Campus and intimation send to all coordinators and their respective HOI’s.

Check list is prepared to record the availability & non – availability of documents.

* During the Audit 4 process are followed

The audit team visits the respective Institutions/ Departments at the scheduled time and reviews all documents based on certain parameters. Laboratory are also inspected as part of the process.

Detailed discussion with faculty coordinators of the respective Institutions/ Departments assist to understand the way forward.

Suggestions are shared during the meeting as well via mail to the respective coordinators which would help the coordinators to incorporate the suggestions and improve their presentation for the final academic audit which would be conducted by the main IQAC team at Manipal.

Internal Auditors will also conduct a verification to understand if the rectification is made in the PPT & details documented by the individual Institutions/ Departments as suggested during the pre- academic audit.

* Post Audit

Following the Audit, Final Report is prepared including Minutes of the meeting that was recorded and submitted to the higher authorities.

Meeting is arranged with the higher authority to discuss the audit proceedings.

The Academic Audit Report is finally shared with the Parent Campus.

Based on the advice received from the Directors – Quality & Compliance, Academic Audit will be arranged from the Parent Campus and schedule will be intimated to all coordinators and their respective HOI’s.

Internal Audit Process

* Quality Culture Drive
* Placing of Sustainable Development Goals Indicator chart in all departments/ Institutions and also sensitizing to include relevant SDG logos on all event brochures.
* Sensitizing Institutions/ Departments to prepare Outcome Based Education (OBE) for all Programs and mapping of Course Outcome (CO) & Program Outcome (PO)
* Educate to record the practice of documenting Slow & Advance learners and action taken pertaining to the same.
* Identifying Best Practices of individual Institutions/ Departments
* Continuous meetings regarding improving quality initiatives
* Trainings imparted regarding quality initiatives to be Implemented as well as regarding conducting events on Sustainable Development Goals (SDG)
* Academic Audit Process

Course File, Teaching Techniques & Feedbacks, Research details, Examination & Evaluation details, Infrastructure, Outreach, Governance, Best Practices, Future plans

Academic Audit

Details collected from Institutions /Departments & SAR prepared & submitted to Parent Institution

Internal Audit (twice in a year)

Audit by Parent Institution (Once in a Year)

Scheduling the Audit

Review & Submission of suggestions

Submit the Report

**Format: Summary Template – Audit Sheet**

Reviewing the Preparedness of Institution/ Department – To be filled in by Internal Auditors from IQAC

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|  **MANIPAL ACADEMY OF HIGHER EDUCATION - BENGALURU CAMPUS** |
| SL. No | Overall Assessment | Auditors Remark | Suggestions & Recommendations from Deputy Registrar |
| 1 | Administration |  |  |
| 2 | Academic Activities |  |  |
| 3 | Research & Development |  |  |
| 4 | Infrastructure Details |  |  |
|  |  |  |  |
| Audit Report  |
| Rankings Awarded  |
| Website  |

 **About the Institution**

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|  **PROFILE OF THE INSTITUTION** |
| 1 | Name of the Institution |  |
| 2 | Year of Establishment |  |
| 3 | Type of the Institution |  |
| 4 | Ownership Status  |  |
| 5 | Institutions/ Departments present in the Campus |  |
| 6 | Total Number of Teaching Staff Present |  |
| 7 | Total Number of Non - Teaching Staff Present |  |
| 8 | Head of the Institution |  |

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|  **Administrative Details**  |
| SL. NO | Particulars |  |
| 1 | Vision Mission Statement |  |
| 2 | Wide Publicity of Admission Process |  |
| 3 | Collaborative Activities of MAHE – Bengaluru Campus with Local/ State/ National/ International/ Industry/ Service Sector/ Local Bodies/ Community/ Administrative agencies to enhance research/ Employability/ Academics |  |
| 4 | Centre for Excellence |  |
| 5 | Presence of IQAC  |  |
| 6 | Digitalization of Examination & Evaluation Process |  |
| 7 | Library Facility with E book & Journal Subscription facility |  |
| 8 | Governance |  |
| 9 | Supporting facility (General Services, Hostel, Mess & Canteen Facility, stationary facility, Health Services, Counselling facility, Environmental consciousness)  |  |
| 10 | Sports facility |  |
| 11 | Presence of NSS, NCC, VSO & related activities |  |

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|  **Academic Activities - College Specific Assessment Details** |
|  SL.No | Institution/ Department | Particulars | Performance Description | Score |
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|  **Research & Development - College Specific Assessment Details** |
|  SL.No | Institution/ Department | Particulars | Performance Description | Score |
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|  **Infrastructure Facility - College Specific Assessment Details** |
|  SL.No | Institution/ Department | Particulars | Performance Description | Score |
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|  **Outreach & Extension - College Specific Assessment Details**  |
|  SL.No | Institution/ Department | Particulars | Performance Description | Score |
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|  **Student Support - College Specific Assessment Details**  |
|  SL.No | Institution/ Department | Particulars | Performance Description | Score |
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|  **Governance & Leadership - College Specific Assessment Details**  |
|  SL.No | Institution/ Department | Particulars | Performance Description | Score |
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 **Calendar of Events – IQAC Activities**

  

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| **SL.NO** |  **Name of the Event** | **Date & Month** |
| 1 | Submission of University Annual Report in new online software by every Institution/ Departments & Units & Centres in word file | December to January |
| 2 | Plan for Academic Audit, Inform individual Institutions/ Departments and collect and collating the report | January to February  |
| 3 | Prepare University Self – Assessment Report and submit to central IQAC Team for academic audit  | February  |
| 4 | Coordinate to collect Student & Staff Statistics Report  | February  |
| 5 | Review the details of SAR sent by individual institutions and suggested points for addition  | February – March  |
| 6 | Collect & submit data for QS World Sustainability Ranking  | March  |
| 7 | Details – Repository Inputs of all Institutions / Departments | March  |
| 8 | QS Ranking | April |
| 9 | Workshop – Sustainable Development Goal | May  |
| 10 | Conducted Internal Academic Audit & Verify the updated details provided by Institutions/ Departments  | May – June/ July |
| 11 | THE Impact Ranking  | July |
| 12 | Submission of details for all Criteria’s  | June – November |
| 13 | Submission of details for NIRF 2025 – Institution & Scholarship Details | End of September  |
| 14 | Submission of details for NIRF 2025 – Perception Survey | Mid - September  |
| 15 | Submission of details – IoE Portal – every quarter

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| **Quarter** | **Last date to upload the data** |
| Quarter 1 (Apr – Jun) | **10th July of each year** |
| Quarter 2 (Jul – Sept) | **10th October of each year** |
| Quarter 3 (Oct – Dec) | **10th January of each year** |
| Quarter 4 (Jan – Mar) | **10th April of each year** |

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| 16 | Academic Audit  | 2 internal & 1 external audit will be conducted annually  |
| 17 | On going events

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| Events |
| IQAC meetings |
| Quality Culture Drive |
| Training Coordinators for preparation of reports |
| Conduct workshops on related topics |
| Collect details of any other related IQAC activities |

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| 18 | Submission of details for QS World University Ranking – Academic & Employer contacts. Email to be send in Jan to the concerned contacts | October  |
| 19 | Collection of inputs from Employers, Professionals & Faculty member regarding the curriculum offered and the pedagogy | October – November |
| 20 | Conduct Academic Audit for all Institutions/ Departments by Directors IQAC | December |
| 21 | Submission of details for FDP’s conducted by respective Institutions/ Departments for NIRF Ranking |  December  |

\*Kindly note any activity related to IQAC will also be requested as per requirement.

 Thank you!

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