



UNITED UNIVERSITY

INTERNAL QUALITY ASSURANCE CELL POLICY

1.1 PREAMBLE

The National Assessment and Accreditation Council (NAAC) recommends that every University shall establish an Internal Quality Assurance Cell (IQAC). Following the guidelines of NAAC, United University has set up its IQAC on 18th November, 2022. The IQAC is responsible for planning, guiding, and overseeing the university's Quality Assurance (QA) and Quality Enhancement (QE) initiatives. Its primary role is to direct United University's efforts towards maintaining academic excellence and ensuring strong internal governance. As the driving force for quality improvement, IQAC serves as the University's central coordinating body for quality development.

1.2 ABOUT IQAC

In line with NAAC's National Action Plan for performance evaluation, assessment, accreditation, and the quality improvement of higher education in university, NAAC suggests that every accredited university establish an IQAC as a post-accreditation measure to maintain and improve quality. Since quality enhancement is an ongoing process, IQAC becomes an integral part of the university, working to achieve sustained quality improvement. Its key responsibility is to create a system that promotes continuous, consistent, and catalytic improvement in university performance. The IQAC plays a vital role during the post-accreditation phase, focusing the university's efforts on achieving academic excellence.

1.3 UNITED UNIVERSITY VISION

To establish a Value-based Global University with a dynamic learning environment. encouraging creativity and innovation, research-inspired experimental learning and focusing on topics that are pertinent to the development of the region, the Country and the World.

1.4 UNITED UNIVERSITY MISSION

We intend to fulfil our stated vision by...

- ❖ To provide a dynamic, inspiring, and varied learning environment with global exposure.
- ❖ To position the university as a premier hub for research and experiential learning.
- ❖ To develop into an adaptable university meeting the demands of society and business.
- ❖ To incorporate Value thinking, integrity, wisdom and passion in professional for their career and life.

1.5 VISION OF IQAC

Create an environment where quality is actively pursued, fostering a culture of excellence within the university by encouraging innovation, inclusivity, and driving the comprehensive development of its key stakeholders.

1.6 MISSION OF IQAC

- ❖ Establish and implement quality standards and benchmarks for the university's academic and administrative functions.
- ❖ Foster a culture of self-assessment, accountability, autonomy, and transparency by introducing quality circles in all processes at United University.
- ❖ Promote the efficient utilization of modern technology in both academic and administrative operations.
- ❖ Conduct periodic audits of academic and administrative activities.
- ❖ Develop protocols for all processes and continuously improve them based on feedback from stakeholders.

1.7 PURPOSE

Quality is often defined as consistently achieving the desired results. Therefore, the main goal of establishing an Internal Quality Assurance System is to create a framework for conscious, consistent, and catalytic action aimed at improving both the academic and administrative performance of United University, while also embedding a culture of quality throughout the university.

1.8. IQAC OBJECTIVES

The primary objectives of the IQAC are:

1. To establish a system for deliberate, consistent, and catalytic action to enhance the academic and administrative performance of the university.
2. To promote measures for university functioning that foster quality enhancement through the internalization of a quality culture and the implementation of best practices.

1.9 QUALITY POLICY

"United University is committed to delivering quality education that fosters the holistic development of students, aligning with the evolving needs of industry, business, and society."

United University maintains a fully operational Internal Quality Assurance Cell (IQAC) to continuously improve and sustain university quality. The IQAC facilitates the internalization of quality and plays a key role in enhancing university performance. It submits Annual Quality Assurance Reports (AQAR) to NAAC, serving as self-reviewed progress reports. Additionally, the IQAC raises internal awareness about quality issues and establishes credibility for external evaluations.

The University's mission statement respects the autonomy, identity, and integrity of its stakeholders, and its quality assurance system operates through the following:

- a. **Quality Assurance Policy and Procedures:** United University has established policies and procedures to ensure the quality and standards of its programs and awards. The University is committed to cultivating a culture that values quality and its assurance. To support this, a

strategy for continuous quality improvement has been developed and made publicly accessible, with students and stakeholders involved in the procedures.

- b. **Approval, Monitoring, and Review of Programs and Awards:** The University has formal processes for approving, reviewing, and monitoring its programs and awards periodically.
- c. **Student Assessment:** Student assessments are conducted using established criteria, regulations, and procedures, applied consistently.
- d. **Quality Assurance of Teaching Staff:** United University ensures that its teaching staff are qualified and competent, and their performance is reviewed in external assessments.
- e. **Learning Resources and Student Support:** The University ensures that adequate and appropriate resources are available to support student learning across all programs.
- f. **Training and Development:** The University supports the ongoing training of academic and non-academic staff, particularly in 'quality' and other key competencies, to promote continuous improvement and cultivate a quality-driven culture.
- g. **Information Systems:** United University gathers, analyzes, and uses relevant data for the effective management of its programs and activities.
- h. **Public Information:** The University regularly publishes up-to-date, impartial, and objective information about its policies, procedures, programs, and awards.

The IQAC conducts evaluations based on both the university's self-assessments and external benchmarks. United University demonstrates independent, fair, and consistent decision-making, even when assessments are conducted by different teams or committees. The University has clear documentation outlining the self-evaluation and external evaluation processes, distinguishing between recommendations and requirements. For external evaluations, the standards, criteria, and methods are clearly defined and publicly accessible. If external evaluation leads to accreditation, the framework and criteria for accreditation are also publicly available.

United University allocates adequate human and financial resources to effectively organize and conduct external evaluations in line with its mission. External quality assurance is a key activity for the University, which takes a systematic approach to achieving its mission.

- **Periodic Reviews:**

External quality assurance reviews of the University or its programs are conducted on a regular cycle, with clearly defined and published procedures.

- **Follow-up Procedures:**

Quality assurance processes that result in recommendations or action plans have pre-determined follow-up procedures that are implemented consistently.

1.10 IQAC STRATEGIES

The IQAC will establish mechanisms and procedures to:

- Ensure the timely, efficient, and progressive execution of academic, administrative, and financial tasks.
- Maintain the relevance and quality of academic and research programs.
- Optimize and integrate modern teaching and learning methods.
- Uphold the credibility of evaluation processes.
- Ensure adequate maintenance, allocation, and proper functioning of support structures and services.
- Facilitate the sharing of research findings.

1.11 IQAC FUNCTIONS

The IQAC is expected to:

- Develop and apply quality benchmarks and standards for various academic and administrative activities.
- Create a learner-centered environment that fosters quality education and supports faculty development to adopt new knowledge and technology for participatory teaching and learning.
- Organize systems for collecting feedback from students, parents, and other stakeholders on quality-related university processes.
- Disseminate information on different quality parameters in higher education.
- Host inter- and intra-university workshops and seminars on quality-related themes and promote the formation of quality circles.
- Document activities and programs that lead to quality improvement.
- Serve as a central coordinating body for all quality-related initiatives, including the adoption and promotion of best practices.
- Develop and maintain an university database through a Management Information System (MIS) to monitor and enhance quality.
- Foster a culture of quality within the university.
- Prepare the Annual Quality Assurance Report (AQAR) according to NAAC guidelines and submit it to NAAC.

1.12 ABOUT IQAC COMMITTEE

The Vice Chancellor serves as the Chairperson of the IQAC Committee. Established in line with NAAC guidelines, the IQAC includes the head of the university, key academic and administrative heads, faculty members, and a few distinguished educationists or industry representatives. The composition of the committee, as recommended by NAAC, may include:

1. Chairperson: Head of the University
2. Faculty from all levels
3. A member from the Management
4. Senior administrative officers
5. One or two representatives from the local community, students, and alumni
6. One or two representatives from employers, industrialists, or other stakeholders
7. A senior faculty member as the coordinator, Dean IQAC, or Director of the IQAC

1.12.1 Executive Members:

The Chairperson of IQAC appoints the Dean of IQAC based on specific parameters outlined in the IQAC Policy. The Dean is supported by IQAC Coordinators, who are appointed by the Vice Chancellor on a rotating basis, with a two-year term that may be extended by the Chairperson.

1.12.2 Functions of the Dean:

1. Coordinate the dissemination of information on quality parameters in higher education.
2. Oversee documentation related to quality improvement activities.
3. Organize regular Committee meetings, ensure member participation, and implement IQAC decisions effectively.
4. Coordinate the preparation and submission of the Annual Quality Assurance Report (AQAR).

1.12.3 Functions of IQAC Coordinators at the Department Level:

The Chairperson of IQAC appoints a Coordinator for each department in consultation with the Dean and Heads of Departments.

- a. IQAC meets at least twice a year, with dates and times determined by the Chairperson and notified by the Dean. All meetings are chaired by the Vice Chancellor or, in their absence, a nominee.
- b. The meeting agenda is prepared by the Dean, IQAC, with prior approval from the Chairperson.
- c. Accurate minutes of each meeting are maintained by the Dean's office.
- d. To promote collaboration, decentralization, and smooth decision-making, the IQAC works through various committees or cells.
- e. The Committee ensures ongoing quality improvement at United University through regular discussions, providing recommendations for improvement and reviewing IQAC activities.

1.13 MECHANISM OF QUALITY ASSURANCE

- a. **Internal Quality Assurance Mechanism:**
United University will develop its own internal quality assurance system to evaluate teaching programs, student assessment, support services, and research processes, aligned with the quality assurance framework set out in this policy.
- b. **External Quality Assurance Mechanism:**
The University will conduct periodic evaluations, including Academic and Administrative Audits, annual IQAC meetings, and stakeholder feedback to maintain high standards.

1.14 BENEFITS IQAC FACILITATES/CONTRIBUTES TO:

- a. Enhance clarity and focus on university quality improvement efforts.
- b. Promote the internalization of a quality culture.
- c. Foster coordination across university activities and university best practices.
- d. Provide a solid foundation for decision-making to enhance university functioning.
- e. Act as a dynamic system to drive quality improvements in higher education university (HEIs).
- f. Establish an organized approach to documentation and internal communication.

1.15 OPERATIONAL FEATURES OF THE IQAC

Quality is the outcome of an university's efforts to achieve its vision and mission. Therefore, it is essential to have a work plan with regular checks and balances to maintain a balance between growth and standards. The IQAC's first step is to establish procedures and collect data on various aspects of university functioning. The IQAC Coordinator plays a central role in executing these functions, drawing support from existing units within the university. These operational features are broad-based to help university achieve academic excellence and can be adapted to their specific needs.

The IQAC must submit the AQAR one year after accreditation and annually thereafter. A functioning IQAC and timely AQAR submission are essential requirements for university to apply for subsequent accreditation cycles. During accreditation visits, NAAC peer teams will interact with the IQAC to assess its progress, functioning, and quality improvement initiatives.

- 1 Curriculum planning and Development: **Coordinate with the Dean of Academics and Heads of Departments at United University to:**
 - a. Periodically revise the curriculum based on stakeholder feedback and societal needs.
 - b. Introduce new programs in emerging fields.
 - c. Enhance the curriculum to meet industry and societal demands, aligning with the graduate attributes defined by the UGC.
 - d. Define Program Objectives (POs) and Course Objectives (COs) for all programs to facilitate the mapping of POs and COs, leading to Student Learning Outcomes (SLOs).

- 2 Learning outcomes: **To coordinate with the heads of the departments of the United University:**
 - To prepare well-defined course outcomes for all the programs.
 - To arrive at the Outcome Based Education (OBE) and CBCS for all the programs offered at United University.

- 3 Teacher quality: **Developing Quality Indicators for Teaching Faculty to Enhance the Teaching-Learning Process**

The following quality indicators aim to improve the teaching-learning process:

- a. **Appointment of Qualified Faculty:**
Ensure the recruitment of well-qualified and competent faculty members.
- b. **Skill Development:**
Encourage faculty to regularly update their skills by attending workshops, conferences, Faculty Development Programs (FDP), and seminars.
- c. **Utilization of E-Resources:**
Promote the use of e-resources and Learning Management Systems (LMS) for effective teaching and learning.
- d. **Qualification Enhancement:**
Motivate faculty to upgrade their qualifications and complete relevant online courses.
- e. **Best Practices Involvement:**
Engage faculty in identifying and mapping best practices within their department or university.
- f. **Fellowships:**
Support faculty in applying for fellowships from national and international agencies.
- g. **Recognition and Rewards:**
Acknowledge and reward faculty members for recognitions received at the state, national, or international level.
- h. **Innovative Teaching Practices:**
Promote pedagogical innovation and encourage staff to adopt new teaching methods and participate in staff development initiatives.

i. **Teaching Methodology Improvement:**

Continuously upgrade teaching methods by setting clear targets, implementing plans, monitoring progress, and evaluating the impact.

4 Research culture and **To Promote a Research Culture**

innovation and consultancy:

- a. Encourage research at the university level through seed grants and incentives for faculty.
- b. Develop an University Citation Index, track impact factors, and promote publications in refereed journals.
- c. Organize awareness sessions on securing funding from national agencies such as DST, UGC, AICTE, and DBT, and generate funds from these sources.
- d. Enhance industry-university interactions and provide practical field exposure.
- e. Emphasize the fundamentals of Intellectual Property Rights and commercialization.
- f. Secure resources from national and international funding agencies, and provide research facilities for scholars.
- g. Support the publication of research journals, newsletters, e-magazines, and e-journals.

5 University Ambience:

The IQAC of United University consistently encourages both the physical and technical ambience teams to enhance the campus environment:

a. **Physical Ambience:**

This includes maintaining campus greenery for improved air quality, managing waste effectively, using green energy, and ensuring the provision of potable water to all.

b. **Technical Ambience:**

Focuses on setting up smart classrooms, developing feedback, attendance, and examination portals, maintaining a digital library, managing the United University website, and supporting a digital learning platform.

- c. The IQAC regularly monitors the availability and maintenance of these facilities and provides feedback to the Vice Chancellor, Deans, and Heads of Departments.

6 Student performance:

Strategies to Improve Student Performance

a. Result Analysis and Strategy Development:

Analyze student results and create strategies to enhance academic performance.

b. Review of Learning Outcomes:

Regularly assess the learning outcomes of all academic programs to ensure alignment with educational goals.

c. MIS for Student Data:

Establish a Management Information System (MIS) to track student data, including admission details, category, social status, fees, results, progress, and other relevant information required by the university.

7 Leadership, Management:

Ensuring the Smooth Functioning of Administration

- a. Establish university benchmarking through internal and external audits and hold biannual General Body meetings with external experts.
- b. Conduct SWOC (Strengths, Weaknesses, Opportunities, and Challenges) analysis on a regular basis.
- c. Organize periodic workshops and seminars on quality initiatives in teaching and learning, focusing on ICT-enabled processes and blended learning.
- d. Perform regular Academic and Administrative audits.
- e. Recognize faculty members who have made significant contributions to their profession.
- f. Identify and address university quality gaps.
- g. Prepare the Annual Report in both hard and soft copies as per NAAC requirements.
- h. Develop a long-term strategic plan for the university.

1.16 Planning for Quality

The following objectives have been established through thorough quality planning:

1. Periodically review and update the curriculum to ensure it stays relevant and aligned with current industry and societal needs.
2. Maintain a high standard of academic excellence with qualified faculty and cutting-edge infrastructure.
3. Foster a culture of research, innovation, and consultancy.
4. Encourage active learning, problem-solving, and critical thinking in the classroom.
5. Support student success and progress through academic guidance, counselling, and mentoring.
6. Implement an effective feedback system for continuous improvement across all activities.
7. Strengthen collaborations with educational university, industries, and community organizations to enhance the practical relevance of education.
8. Invest in infrastructure and resources.

9. Prioritize ethical values, gender equality, and professional ethics.
10. Adopt technology and digital learning, including the digitalization of teaching, learning, evaluation, and administrative processes.

Periodic monitoring of all the activities are carried out based on the seven action points as a measure of quality sustenance and enhancement.

1. Day-Wise Activities

- a. Tracks faculty and student engagement, aiding resource allocation and identifying potential absenteeism issues.
- b. Evaluates classroom teaching quality and learning environment.
- c. Monitors resource utilization and research progress.
- d. Ensures proper maintenance of infrastructure for a conducive learning environment.

2. Monthly Activities

Reporting on Monthly Review Meetings

- a. CRC Reports
- b. Students Attendance
- c. Faculty attendance
- d. Faculty quality up gradation
- e. Result analysis
- f. Research Progression
- g. Faculty development Programs
- h. Review and Monitoring of Value-Added Courses (VAC)
- i. Curricular & Co-Curricular activities
- j. Other Quality improvement activities

3. Mid Semester Activities

- a. Student Feedback Collection & Analysis

4. Biannual Activities

- a. Result & Student Progression Analysis
- b. Examination Audit
- c. Course files verification
- d. E Content verification
- e. Biannual IQAC Meetings

5. Annual Activities

- a. Preparation AQAR
- b. Academic & Administrative Audit (AAA)
- c. Preparation annual report
- d. Participation in Rankings
- e. Energy Audit and Green Audit
- f. Peer review committee audit
- g. Student Satisfaction Survey

1.17 Support in Quality Sustenance & Enhancement

The IQAC serves as a driving force for sustaining and enhancing quality. The ten activities it oversees are:

1. **ISO Certification Preparation (ISO 9001:2008, 14001 & 45001):**
Annual audits of constituent and administrative units are conducted by the Dean (IQAC) and Dean (Student Welfare) to renew ISO certification.
2. **Biannual Management Review Meetings:**
Management review meetings are held twice a year—once in April for the October–March period and again in October for March–September. IQAC assists in organizing these meetings and preparing the minutes.
3. **Faculty Self-Appraisal Reports:**
Faculty members submit self-appraisals twice a year (January–June and July–December). The Performance-Based Appraisal System (PBAS) evaluates these reports, assigns scores, identifies areas for improvement, and provides feedback to faculty.
4. **Student Feedback on Courses and Teachers:**
Student feedback on course relevance and teacher performance is collected at the end of each semester.
5. **Academic & Administrative Audit (AAA):**
An annual audit assesses departments on various parameters such as curriculum, infrastructure, research, and placement. This audit is conducted by a team of internal and external members, led by the Dean of Academics & Planning, with support from IQAC.
6. **Collation of Data for Ranking Agencies:**
IQAC helps gather and organize information needed for ranking agency questionnaires.
7. **Department Presentations:**
IQAC organizes end-of-year department presentations based on the seven criteria outlined by NAAC.
8. **University Best Practices:**
At the start of the academic year, IQAC compiles and publishes a book of best practices from each department.
9. **Academic Calendar Preparation (UG & PG):**
Departments submit event schedules to be included in the student handbook. IQAC ensures the academic calendar is prepared and monitored by the Dean of Academics.
10. **Documentation Facilitation:**
IQAC maintains documentation to ensure timely sharing of information with regulatory authorities.

1.18 Quality Performance Assessment

IQAC plays a critical role in assessing quality performance by:

- **MIS Data Collection (Projects, Publications, Conferences, Placements, Extracurricular):**
Departments submit MIS reports, which IQAC compiles under various sections.
- **Annual Quality Assurance Report (AQAR):**
The Dean (IQAC) prepares the AQAR, following NAAC guidelines, and submits it to the Vice Chancellor in June. It is also uploaded on the university website.
- **Annual Internal Audit of Departments:**
Conducted each August, this audit evaluates departmental performance. Scores and areas of concern are communicated to department heads.
- **Biannual Internal Audit of Administration & Examination Systems:**
Audits are carried out in March and September, with findings shared with relevant units for corrective action.

- **Stakeholder Feedback Analysis:**
Feedback from stakeholders is reviewed by Deans and HoDs, with final analysis and recommendations provided by the Dean (IQAC) to the Vice Chancellor.
- **Result Analysis:**
Departments analyze examination results at the end of each semester and submit the data to IQAC for action and documentation.

1.19 REGULAR MEETINGS TO DISCUSS QUALITY ACTIVITIES

Meetings of IQAC are conducted once in each semester and special meetings are arranged on need basis.

(Minutes will be uploaded on the United University website <https://uniteduniversity.edu.in/>)

**Sd-
Registrar**