BESANT WOMEN'S COLLEGE, MANGALURU

INTERNAL QUALITY ASSURANCE CELL (IQAC)

HANDBOOK

IQAC (INTERNAL QUALITY ASSURANCE CELL) HANDBOOK

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<p style="text-align: center;">**INTERNAL QUALITY ASSURANCE CELL (IQAC)**</p>

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Introduction:

In 1977, with the far sightedness of the then President of WNES, the late Sri.Manel Srinivas Nayak at the helm of affairs, Besant Women's College was born exclusively for women with special consideration of the academically average learners and economically backward society. From then, the college has been reinforcing the ideals and inspiration of Dr. Annie Besant by programming all its activities towards women empowerment and emancipation.

In sync with the National Education Policy, the college adopts education for life and living by upholding quality standards. Through motivation, encouragement and supportive work, culture, Besant Women's College is oriented towards sustaining quality. In the first NAAC cycle completed in 2004 the college was awarded with B++ grade, A Grade in the second cycle 2011 and in the Third Cycle in 2017 the college successfully defended Grade 'A'.

The college is bracing up for the fourth cycle of accreditation with the key purposes of quality sustenance and quality enhancement. The IQAC functions as a nodal point for strategizing various quality plans that relate to the student and staff of the college.

"Quality is never an accident', it is always the result of intelligent effort" – John Ruskin

BWC believe in TQM & TRM . . . . . a quest for excellence

VISION:

"To internalize and institutionalize quality related activities set bench marks for their periodic evaluation"

I. **OBJECTIVES**:

The Vision of the Internal Quality Assurance Cell (IQAC) of the college is on sustenance and enhancement of internal quality. The University Grants Commission (UGC) and the National Assessment & Accreditation Council (NAAC) have laid the onus of quality enhancement of colleges on the IQAC. Based on the primary focus, the IQAC looks into the formulation, monitoring and providing quality to all the stakeholders (students, staff, Management, PTA, Alumni, Government and Others). The college IQAC policy for all stakeholders is "Inclusion through participation". This policy ensures that all stakeholders, mainly the staff and students involve themselves in all activities of the college.

In tune with the college vision and mission, the IQAC set the following objectives:

➢ To provide curriculum enrichment by incorporating certificate programmes for tangible skills, transferable skills and employability thrust
➢ To define the process of quality parameters in academics, specially teaching-learning and Evaluation.
➢ To enhance/improvised pedagogical tools for hybrid learning module and create experiential, critical thinking participatory and problem solving
➢ To regularly monitor the quality aspects and assessments promoting competencies at part with different segments through monitoring as well as tutorials extensions
➢ To intervene and guide the departments of UG and PG programmes wherever necessary for all activities
➢ To create, operate and monitor a decentralized system for all activities through student council
➢ To ensure adequate human and physical infrastructure provided for the smooth and effectiveness of teaching and learning process
➢ To improve student progress in higher research-based education and placement

- To promote robust system of student Internal Assessment and feedback mechanism
- To promote distinct practices of ethics and culture in the college for holistic development and responsiveness to the society

The IQAC has, from time to time, implement the quality parameters set by statutory agencies like UGC, NAAC, Karnataka State Government and the Mangalore University and used them to assess and assure the quality is maintained

The members of the IQAC have been strategically selected so that representation at statutory bodies such as Women's National Education Society, College Development Committee and the representation for the Arts, Science and Commerce faculties, top offices administrative authorities, student representatives and external member is ensured. As a result, planning and decision making has become easier and smoother and implementation is efficient.

The Deans and HoD's of different Faculties and programmes, as a hub for all college activities academics. Hence assuring "Faculty Progressive", help in assuring quality. For the extra-curricular, co-curricular and extension activities faculties are assigned managerial roles. Various committees, cells, associations and committees are formed for this purpose. These associations, committees, cells and clubs are formulated to ensure that, they acquire a diverse leadership skill and promote creativity. This decentralization enables the participation and it led to sustenance and enhancement in incremental quality. This experience over the years has helped evolve a fairly stable and efficient system, which today requires incremental monitoring and has been internalized.

II. **MAJOR OBJECTIVES**:

- To develop mechanism and procedures for quality enhancement in curricular, co-curricular and extracurricular activities. Since affiliated college does not have a role directly in curricular but value addition courses formulated

- To be a nodal agency for co-ordinating and documenting all quality related activities through documentation
- To measure and document actual performance. Performance determines level of deviations and provide feedback for improvement
- To implement and monitor various academic and administrative programmes leading to quality improvement
- To sustain and enhance the quality initiatives through following guidelines of UGC, NAAC, State Government & University
- To achieve excellence in quality assurance
- Timely submit AQAR and participate in the surveys of different agencies including NIRF and AISHE

III. PRIMARY FUNCTIONS:

The IQAC functions as a catalyst for strategizing various quality plans through decentralization. It comprising of senior faculty members, distinguished educationalists, representatives of Management, PTA, Alumni, Administrative Staff and various other stake holders. It has to undertake the following activities.

- In collaboration and co-ordination with Departments, Associations, Cells, Committees, Clubs, timely documentation and progressive performance of academic and administrative tasks.
- Focus towards student centric participatory, experiential learning, critical thinking and problem solving to develop higher order level of thinking skills in Teaching-learning process. (By embracing Benjamin Taxonomy)
- To enhance clarity and focus in institutional functioning towards quality, culture and Brand Equity
- Integration and institutionalization of different activities including local specifics to augment good practices
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IV. QUALITY POLICIES

- To sustain and enhance quality education by enlightening and empowering students
- To elevate enrichment programmes and integrate with curriculum to reflect on the outcome of courses and programmes

- To strengthen inter and intra institutional workshops, seminars on quality related themes and quality circles
- To focus on career training, placement and research activities of the students
- To embrace extensive use of ICT and demonstrate participative, simulative, experiential and problem solving as student centric methodologies for incremental progress and holistic learning
- To enhance leadership skills, entrepreneurial skills and life skills among students through the activities of the Departments, Associations, Cells, Committees and Clubs
- To ensure adequate, proper allocation and maintenance of infrastructure and support services
- To fortify the support system of primary stakeholders (students) for their all-round development
- To ingrain ethics among students through value-based education and outreach activities
- To meticulously analyze feedback from the students, parents, alumni and other stakeholders for significant follow-on actions needed for quality enhancement
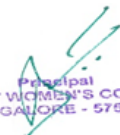
COMPOSITION

The composition of IQAC has internal and eminent external experts well known in their chosen domain of expertise.They attend IQAC meetings and give valuable suggestions. The composition of the IQAC is based on the NAAC guidelines:

IQAC Composition: Members

Honorable Correspondent	
Honorable External Members: 1.Accademician 2.Industrialist 3.NGO 4.Other	
Chairperson/Principal	
Convenor-NAAC	
Co-Ordinator-IQAC	

Member-Criterion1
       Criterion2
Criterion3
    Criterion4
Criterion5
      Criterion6
      Criterion7	

Other HOD Members	
Nodal Officer	
Technical support, Editing& Feedback	
Librarian	
Office Superintendent	
Ex-Office Members: PTA: President Alumni : President	
Student Council	UG President: PG President:

IQAC CO-ORDINATOR   PRINCIPAL

It comprises of Management member, External members, Principal, Co-ordinators of NAAC & IQAC, Criterion heads 1 – 7 (faculty & team), Technical Editing and Feedback, Librarian, Office superintendent, PTA President, Alumni President and Student Council elect leaders.

I. SIGNIFICANCE:

The IQAC plays a very significant role in the performance assessment by:

- Collecting and Compiling information about activities carried out by Departments, Cells, Association, Committees, Clubs
- The co-ordinator (IQAC) prepares the Annual Quality Assurance Report (AQAR) as per the NAAC guidelines and submits to the principal within stipulated time every year
- Annual Academic and Administrative Audit (AAA) is done at the end of every even semester. The performance status are to be communicated through the respective Heads of the Department. The areas of concerns also communicated by the Principal through Auditors, which includes Administrative Department of Superintendent
- Analysis of feedback received from the stakeholders. The feedback of the stake holders (Students, PTA, Alumni and Employer) are analysed and final analysis is done by the co-ordinator (IQAC) who in turn submits to the Principal for the needful action for continuous improvisation
- Result Analysis: The Departments are required to carry out the analysis of the examination results announced at the end of each semester as well as Internal Assessment Marks sheets and submit the same to IQAC for needful actions and documentation.
- Two Regular meetings of IQAC are conducted in each semester and special meetings are arranged on need basis. The meeting is conducted methodically through intimation (notice), Agenda, time and venue, minutes, resolutions and Action Report
- Participation and timely Documentation in AISHE, NIRF and other surveys
- Timely submission of Annual Quality Assurance Report (AQAR) to NAAC
- Feedback from all stakeholders are to be collected, analyzed and action taken for further improvement

i. **UNIQUENESS OF IQAC:**

a. Expansion of programmes and participation in research:

- Constant monitoring and teaching and learning process. (Peer mentoring programme)
- AAA with senior Faculty co-ordination for both teaching and non-teaching Audit
- AISHE, NIRF and other Agencies survey for participation as well a submission annually through the Nodal Officer
- Net working with the departments for mutual exchange programmes
- Outreach activities with community services from Department and institutional level to society
- Institutionalization of best practices at programme level too.
- Efficient documentation on the system

b. Proposed Plan

- To introduce LMS for hybrid module teaching-learning, evaluation and support system for robust result
- To strengthen the collaborations and co-operations with stakeholders
- To organize Quality Assurance workshops, seminars, conferences at different levels
- Networking of IQAC best practices with other institutions and universities
- To enhance Research atmosphere in the campus and take over social projects for community development.
- Counseling, mentoring services strengthened and student progression to advance studies to be encouraged
- House, Career Guidance and Placement facilities to cater to diverse objectives as well as economic and social empowerment
- To mobilize enough resources from External agencies to facilitate add on courses as well as market skill-based courses.

c. IQAC Academic Calendar:

SL. NO	NAAC METRICS	ACTIVITIES	NAAC WEIGHTAGE	ODD/EVEN SEM	WEEK &MONTH ACTION REMARKS
1	GENERAL	Principal meeting with HOD' & Staff (Formulation of Association/Committees/Cells & plan of action, time-table Duty allotment &Execution		Odd Sem	First week of re-opening
2	GENERAL	Instruction/Orientation Programme for first year	-	Odd Sem	First day of re-opening
3	General	Student Council: Election, meeting &Inauguration	-	Odd Sem	Within 30 days of re-opening
4	1.1.2	Preparation of calendar of events (monthwise)	5	Odd Sem	First week of the Odd semester
5	1.2.2	Add on/Certificate courses	10+10	Both	First three months of the sem
6	1.3.1	Cross cutting issues-specially on ethics, Gender issues, Human values, Environment.	10	Both	Second week & Second month
7	1.4.1	Stake holders Feed back	10+10	Even Sem	End of the semester
8	2.3.3	Awareness session on Mentor Programme & its advantages	15	Odd Sem	Second week after commencement

9	2.5.1	Internal Assessment	15+15	Both Sem	As per Mangalore University
10	2.6.3	Result analysis and action plan to upload to website	30	Both Sem	Within two weeks of the release of result sheets
11	3.3.1	Extension activities: Departments NSS/Red cross/Rangers/other Associations & outreach cells	10+10+20+2	Both Sem	As per the directions
12	5.1.3	30 hours & one week programme on soft skill/ ICT/ Computer Skill etc.	10	Both Sem	Two week Programme
13	5.1.4	Career Guidance & other cells Women's cell/E D P	10	Both Sem	Continuous every Saturday
14	5.1.5	Sensitization on Prevention of Sexual harassment cell & Anti ragging cell	5	Odd Sem	Beginning of the sem
15	5.2.1	Pre-placements, Training, Guidance & Counseling placement Drive	10	Both sem	For final year Students- as per need
16	5.3.3	Sports & Cultural &Competitions (Inter class & inter-collegiate) Sports meet.	20	Both Sem	Continuous as per diretions
17	General	Bequest-Quest for the Best (UG & PG Fests)		Even	Second month/Even Semester
18	General	Valedictory Programme for Certificate Courses		Both Sem	End of Semester
19	5.4.1	Alumni meetings	05+05	Even	Second month of Odd semester
20	5.1.2	Alumni & Outreach activities to the students		Both Sem	Twice/Thrice in a year

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21	6.3.5	Academic Audit/AISHE/NIRF	05	Even Sem	First week of the end semester
22	6.5	IQAC meeting (Twice a year)	10+10+10	Both Sem	Beginning & end of each Semester. Need based additional meetings
23	6.5.3	Prparation& upload of AQAR reports	10		As per NAAC Guidelines
24	General	Preparation & upload of AISHE & NIRF	-		As per the Guidelines
25	7.1.6	Inventory Verification	05	Even Sem	Second week of end semester
26	General	P.T.A Meeting	-	Both Sem	First week of second month after re-opening
27	General	Management Committee meetings/ Management Physical Infrastructure		Both Sem	One in each semester
28	General	Maintenance of Assets report (Maintenance Committee)		Both Sem	One in each semester
29	General	Documentation upload to the system		Both Sem	Continuous
30	General	Meetings for Academics, Curricular, Co-curricular & Extra Curricular activities		Both Sem	Beginning of each semester
31	General	Admission related activities			End of the even semester

II. CRITERION 1 – CURRICULAR ASPECTS

Curriculum is the heart of learning experience. Its primary objective is to guide students to the right directions of what they want to become (outcome based). Once in every three years the Mangalore University reviews and revises the curriculum, based on the demand and pace of development. Today, the graduates of Higher Education need to master not only professional skills but also various other soft skills, including the ability to communicate, co-ordinate work under pressure and solve problems. The add on courses with soft skill touch enriches curriculum and enhances the students of UG & PG programmes with multi disciplinary capabilities and competence in generating employment oriented skills.

A) The objective to integrate personal, social and methodological skills into the existent curriculum and syllabus in higher education, the learning outcomes for each soft skill required to be;

  i. Personal: Learning skills, professional ethics, self-awareness, tolerance to stress commitment, life balance, creativity and innovations
  ii. Social: Communication, teamwork, contact network, negotiations, conflict management, leadership and culture adaptability

  iii. Methodological: User orientation, Continuous improvement, adaptability to changes, result orientation, Analysis skills, Decision making, Management skills Research and Information management skills

B) LEARNING OUTCOMES:-

- Becoming more autonomous – Difference between studying at PU & UG, UG & PG at University level, moving from dependency to learner autonomy
- Learning styles and preferences: adapting sensory learning styles (visual, auditory, kinesthetic, tactical) by using taxonomy style of reproduction based on reading, remembering, applying evaluating, analysis and problem solving, addressing introverts and extroverts

- Self-assessment : -
  - Becoming more reflective
  - Time Management
  - Setting goals
  - Managing Stress
  - Working on Tasks: Identifying and personalizing the task, making most use of the library, avoiding plagiarism.
  - Improving memory
  - Preparing for exams and tests
  - Planning further actions: Student skills achievements, transferable skills and planning towards learning more skills

C) FUNCTIONS

- Syllabus and curriculum course wise of UG & PG programmes distribution
- Introduction at the department level of Add on courses and curriculum enrichment courses with recognition of skill components for designing and execution
- Lesson plans and work diary
- Seminars/workshops/Conferences/Symposium
- Internship, field work, project works
- Feedback mechanism for curricular enrichment activities and skill tests. (Parent, Alumni and Employer)
- Assessment of skills (Post assessment-Clubs, Cells, Associations and Committees)
- Outcome based add on programmes and recognition of skill competencies linking to placement
- Promotion of massive open online courses via SWAYAM platform

III. CRITERION 2 – TEACHING-LEARNING AND EALUATION

a. The college adheres to an extensive and adequate mechanisms of formulating and reviewing Teaching-learning and evaluation process. The IQAC has decentralized well-defined activities for perpetual review of the teaching-learning and evaluation process and to accomplish higher benchmarks of quality. Following is the elaborate flow schedule:

- Time table
- Academic calendar
- Plan of Action
- Work Diary, Teaching Plan, Pedagogical tools and courses and programs outcome
- Records of the programe activities
- Conduct of Lecturers and practicals
- Mentoring teaching learning process
- Training, internship and industrial visit – assessment
- Assessments (Tests/Exams/Seminars/Projects etc) through Exam Committee
- Result Analysis
- Appraisal of teacher
- Remedial measures
- Feedback from students
- Overall Analysis and Action

THE IQAC advises and monitors the overall functioning of the college. The Departments of UG and PG programmes ensure planning, application and execution of the following measures:
- Academic calendar and plan of action
- Faculty work diary includes lesson plan, time table , portfolio and other related activities related to academics
- Attendance record of students and absentee follow up
- Monitoring the teaching-learning process by HoD's regularly

- Adoption of innovative teaching methods including hybrid mode (online & offline), embracing ICT tools for effective student centric learning
- Identification of slow learners and advanced learners
- Motivation towards skill based certificate programmes, including online certificate programs (MOUCS) of SWAYAM platform in domain subjects
- Regular assessment and follow up for improvisation
- Promotion of lower order thinking skills to higher order thinking skills.(Experiential learning participating, critical thinking and problem solving by applying Benjamin Taxonomy Model)
- Appraisal of the performance of faculty by collecting assessment report from the students, coursewise examination results, result analysis and result summary
- Feedback from parents, alumni and employer about need of the curriculum enrichment programmes and courses
- Conduct of admission campaign and organize bequest (Quest for Excellence) to strengthen the admissions as well as Brand equity sustenance
- Regular motivation talk with value based message from interdisciplinary cum domain subjects through intercom during the assembly

b. **OUTCOME**:

- Quality sustenance and enhancement.
- Efficient functioning of the college at academic student centric and administrative level services
- Explicit course outcomes and programme outcomes at the departmental level of PG and UG
- Enhancement of creative and critical bend of mind towards research and allied skills for higher progression
- Student progression and placement network
- Ensuring TQM & TRM at the appropriate level to prove effectiveness and raise efficiencies

- Holistic personality with empowerment and harmonious interpersonal relationship skills
- Development of social capital as an asset for Institutions, Society and Nation
- Superior performance and competencies of the students to be recognized in the fields of academics, sports, cultural and other related areas of activities
- Social and professional recognition to the faculty for excellent performance in teaching, research and extension activities

IV.　CRITERIA 3 – RESEARCH, INNOVATIONS AND EXTENSION:

Research and Development cell monitors Research activities. All Research and outreach activities are embraced along with the academics, giving scope for diverse, comprehensive and collaborative exposure and knowledge available to improve quality.

The mission of the college is to reach out to the society, share knowledge and expertise beyond the campus to improve of life. Through outreach and extension programme not only do the citizens and the localities of the adopted village benefit but students of the college too get an opportunity to interact and imbibe the qualities of social responsibility. Community interactions through NSS, Youth Red Cross, Rangers and departmental outreach programmes provide valuable insights and information for teaching and research thereby enhancing the relevance of the institution to the society.

A) RESEARCH

VISION "To explore new ideas, methodologies, creativity and innovations in faculties of Science, Arts & Commerce and ensure to undertake quality research within the legal frame work".

OBJECTIVES

- Research is undertaken for pursuit of excellence
- To create conducive environment by providing e-resources and other relevant materials
- To promote research culture in accordance with the academic standards, legal frame work, good governance and ethical practices

STRATEGY The research strategy identifies the research goals and defines the action plan required to achieve these goals;
- To provide exposure of research among students and faculty through projects/seminars etc
- To enhance the quality and research at the PG level

- Promote scholarship and incentives to research
- To encourage research under MOUs and linkages
- To support national, regional and industry specific research and development policies

DIRECTIONS

- Encourage and promote good research integrated with curriculum
- Provide a framework of regulations and mandates for governance
- Ensure and create research culture with ethical thoughtfulness
- Financial and non-financial incentives to those who pursue research
- Data must be preserved safely

B) OUTREACH AND EXTENSION

VISION

"To inculcate integrity, capable of thinking critically and analytically".

OBJECTIVES

- Multi-dimensional skills and experiential confidence through life long learning that empowers the women to become transformative leaders
- To strengthen the key educational, cultural, social and civic institution as well as support students service opportunities and collaborations through targeted outreach initiatives and joint projects involving staff, students, alumni and the community

DIRECTIONS

- Develop and advance community partnerships
- Promote activities and services through reliable and effective communication media
- Support student and staff efforts to reach out to urban and rural contacts

- Maintain regular communication to resolve any issues related to any community outreach programmes
- Sustainability of community outreach programmes shall be considered to ensure a lasting impact on the communities
- Formation of outreach committee consisting of faculty & students
- Ensure programmes are conducted as per the requirements
- Establish the mechanisms to monitor the implementation of best practices
- Engage in resource mobilization for the community outreach activity
- Ensure prearrangements for the conduct of Outreach activities, [permission from local authorities and other government bodies]

V. CRITERION 4 – INFRASTRUCTURE & LEARNING RESOURCES :

The Besant Women's College has a policy in place to continuously provide ample infrastructural facilities for adequate and effective teaching- learning and research. The respective Departments of UG and PG programmes submits departmental requirements to IQAC, after discussion and as per needs the IQAC forward it to the Principal, College Purchase Committee and Management(Women's National Education Society)

A) The policies are as under:

- The college seeks and explores possible funding sources from government and Management (WNES) for constructing, upgrading and maintaining of physical infrastructure

- A proper planning and applying for seeking funds from the WNES/UGC/PTA/STATE/Alumni etc. is made and utilized for infrastructure and necessary facilities
- The college develops basic infrastructures of buildings, class rooms, laboratories, seminar hall, canteen space, facilities the indoor and outdoor sports and games
- The Management (WNES) assigns technical experts/engineers to create, enhance and maintain the infrastructure.   The college upgrades furniture for class rooms, laboratories, auditorium, library and office
- Adequate sports amenities are provided in gymnasium and outdoor games
- The college provides sufficient ICT infrastructure to enhance the academics administrative communicative and operational efficiency
- The lab assistant maintains service computers to ensure better networking, sharing of computers and centralized monitoring
- Technology based infrastructure and equipments (like LCD projectors, cameras, monitors, CPU's and batteries) are purchased for timely enhancement of effective teaching and learning process

- Free high speed internet and WIFI access for using e-resources is accessible to all the students and staff for academies and research activities
- Website of the college is to be updated and upgraded timely
- The college sends its faculty to attend workshop/training progammes for enriching latest developments in the field of ICT
- Administrative and library services are automated and continually upgraded
- Educational software (BCA & other allied programmes) as per requirements of various programmes is purchased. It ensures teaching, learning and ongoing research to keep up with the time
- The library acquires, maintains and ensures efficient use of the latest hard copy/soft copy of books, e-books, journals, documents, reports and other leaning resources
- Labs of FND, FSN as well as other adhere discipline to be systematically maintained for academic excellence

B) The library operations are to be fully automated using integrated library automation purchase bar code technology

  ➢ User terminals are provided in the library hall for accessing electronic resource and searching OPAC
  ➢ A complete digitalization of the library and students, faculty and public to be enabled to utilize the services free of cost

C) **PROPOSED PLANS:**

  ➢ To develop LMS (Learning Management System) and promote systematic with efficient way of hybrid pedagogical tools in teaching and learning process
  ➢ To install electronic notice board for the library
  ➢ To introduce a few fully equipped digital class rooms
  ➢ To purchase software modules for advance level for BCA, B.Sc, M.Sc. and M.Com designing, drawing, mathematical modeling and data analysis

- The institution updates its infrastructure annually to be updated. It covers three dimensions:
- General infrastructure
- Infrastructures of teaching, learning and evaluation
- I.T. infrastructure

D) PRINCIPLES OF INFRASTRUCTURE:

➢ Efficient and responsible use of existing assets and optimal allocation of additional resources.
➢ Transparent process of procurement
➢ Enabling Institutional frame work
➢ Payment of services whenever needed

SCIENTIFIC SYSTEM

i. The institution has a sound and efficient systems with procedures for maintaining and utilising physical, academic, IT and support facilities. It has systematic maintenance, periodic procurement of essential equipments and providing facilities. It also has a policy mechanism for the upkeep for the physical infrastructure, library as well as IT related facilities in order to make use of optimum for the effective functioning.

Systems for upkeep maintenance and utilisation:->

➢ Maintenance committee is formed with faculty and co-ordinator, office superintendent as supervisor and Principal is the chairperson
➢ Maintenance Committee with Management Member shall formed for overall planning, execution and development
➢ UG & PG Departments requirements for new purchases and maintenance of old is collected every end of the even semester and approved through chairperson
➢ For decision making, stakeholders suggestions also encourage for the judicious utilisation of scarce resources
➢ Depending on the liquidity and surplus funds, the requirements are approved by the guidance of Maintenance Committee

- The Head of the Departments of UG & PG, ascertain a periodical review of repairs and maintenance requirements for their respective Departments
- The utilisation has annual maintenance contract, for physical facilities, equipment and maintained on regular basis
- IT infrastructure replacement, augmentation, and allied services managed by the Dean (Science) with the consultation of Maintenance Committee
- Library resources, procurement of books, in discussion with Head of the Departments shall be made at the beginning of the odd semester
- Librarian, in consultation with Principal shall procure journals, Magazines, newspapers and E-resources including collaborations.
- A provision is also made, in case of any new library resource demanded by the stakeholders for the academic advancement, through the approval of the Principal
- Lab Assistant in consultation with the Dean and Maintenance Committee shall maintain working conditions of equipment as well as other related accessories used in Teaching, Learning and Evaluation process

ii. **Procedures for Maintaining and Utilisation**

- Office Superintendent assigns the work with the consultation of Principal to non-teaching staff especially Group-D, for the maintenance of the class rooms, laboratories, corridors, open areas, watering the garden, cleaning of toilets and other allied services regularly, based on the schedule prepared. It is monitored by the maintenance committee which includes class representatives of UG & PG programmes
- Individual class rooms are affixed with guidelines about light, fan and cleanliness. Class representative and Assistant Class representatives regularly monitors the cleanliness before the motivation talk

- ➢ Maintenance Committee shall also monitor and report the condition of water filters at different points, napkin incinerator and waste generated from canteen as well as labs
- ➢ Laboratory rules and regulations are prepared and displayed for students both in FND and General Science Labs, including other labs if any in future
- ➢ Computer labs and IT facilities maintained by the Department of Computer Science with an outsource agency (service provider).
- ➢ Maintenance of electrical equipments, lighting, fans, AC's is regularly done through outsource service agencies visit on class basis
- ➢ Water Management from corporation and bore well is maintained for drinking as well as for other services. Rain water harvesting provision also made to for utilisation
- ➢ All the facilities like gym, sports facility and parking facility is maintained on regular basis
- ➢ Librarian shall adhere the guidelines and policies pertaining to issue of books, magazines, journals, newspapers and e-resources to the students and staff as well as other stakeholders

iii. IT Infrastructure

The UG & PG Departments of faculty, students and other stakeholders authorised to use the institute's information Technology infrastructure based on the Dean of Science Schedule. IT resources utilisation in the campus has grown and growing. The objectives of the IT policy are:

- To provide all required IT resources and introduce new IT technologies which will benefit the students, staff and researchers
- To create provision for priority up gradation of the system including internet services
- Leveraging information technology as a tool for LMS and socio-economic development

- To observe and take precaution to face minimum interruption of services due to hardware failures (Primary user, End users, Warrantee and Annual Maintenance contract, Power connection to computers and peripherals, network cable connection, file and printing sharing facilities, IT procurement, old equipment)
- Ensure properly software installation and licensing on operating system and its updating, Antivirus, software and its updating, cyber security, backups of data, RCC interface
- To provide network connectivity based on authenticated network connection, WIFI, any problems should be reported to RCC (IP address allocation, Running network services on the servers and Wireless Local Area Networks)
- To utilize institute e-mail services for formal institute communication and for academic and other official purposes (Formal communications = delivering of messages and documents to campus and extended stakeholders, faculty, staff, students, academic and official, limited extent for personal purposes)
- Email account must be surrendered after retirement/termination of service. Impersonating email account of others will be taken as a serious offence under the security policy
- Website hosting: Departments, cells, associations, committees, central facilities may have a page on Besant Women's College official website. Personal pages shall be provided with a written request or mail to RCC giving the details of the hyperlink of the URL that he/she wants to be added in the official website

VI. CRITERION 5 - STUDENT SUPPORT AND PROGRESSION:

The efforts of the College is to provide necessary assistance to students, to acquire, meaningful experiences of learning at the campus and to facilitate their holistic development and progression. It also looks into their performances and the progression of students to higher education, placement and entrepreneurial activities taken up in the alumni profile.

a) The support is offered through:

- Scholarships
- Incentives and other financial benefits
- Subject materials
- Online courses (MOOCs)
- Blended learning courses
- Tutorials and revisions
- Counselling
- Remedial coaching for slow learners
- Special guidance and advises to the advance learners
- Mentoring system
- e-learning studies

b) Student Support Material: Career Assessment
- Individual learning plans (Time table)
- Academic advising
- Career Counselling and Planning
- Career assessment profile
- Securing access to scholarships
- Mentoring
- Peer to peer support
- Job placement services

c) Policy: The policy set of at the Besant Women's College is to achieve academic performance and progress, to empower students with skills and knowledge so as to lead a meaningful professional and personal life.

- To achieve satisfactory academic requirements to continue their enrolment in their programme
- To pass in all courses and maintain the performances
- To comply with relevant Government/University policies and procedures for scholarships, exams and placement
- The college will monitor students' academic progress and identify, and communicate to the unsatisfactory performers. Support to the students is given through mentoring and coaching
- Students who are likely to be expelled, discontinued or who have shortage of attendance may be notified and treated in accordance with the Academic rules and procedures

d) Clubs/Cells/Committees/Associations:

The college has several committees independently functioning under the guidance of IQAC, NAAC Coordinators and Principal. The committees consist of faculty and student representatives, who plan and monitor activities.

The Student Council is empowered to draft policies of functioning, to convene meetings, chalk out action plans, and submit to the IQAC, which in turn , will be presented to the Principal for final decision making.

VII. CRITERION 6 - GOVERNANCE, LEADERSHIP & MANAGEMENT:

The top Management of WNES is highly democratic, participative, and responsive in the sustainable functioning of the institution. The Principal and the Team including NAAC &IQAC members, Faculty, supporting staff and students help in drafting and implementation of quality Policies and Plans.

a) The effectiveness of execution of policies is ensured through:

- Communication network at all levels with one-to-one interaction
- Focus towards inter personal relationship across the institutional stakeholders
- Transparency cum participatory Management by "inclusive Education"
- Formulation and effective outcome-based implementation of activities, community outreach and extension programmes through Departments, Student Council, Associations/Cells/ Committees, Alumni, PTA, and collaboration with industry
- The Management encouragement and motivation towards staff and students in offering suggestions for improving and enhancing efficiency of the institution
- Sustenance of belongingness through welfare and recreation measures and promotion of positive approach by the Management
- Adherence of total responsibility and accountability towards assigned tasks/targets/activities through in- house committees
- Accomplishment of fiscal accountability, maintenance of financial documents, timely audited to be presented to appropriate authority
- Transparency in respect of admission, transfer, discontinuation(rules and regulations, fee collections, freeships and scholarships, refund of fees etc)
- Protection and safeguard of institutional properties shall be the joint responsibility of the institution and Management

b) Support Strategy:

The admission committee of the college shall mentor the students by giving rightful guidance, explaining the discipline and course outcomes. Further, it assist the student requirements in terms of course option, core and elective, add on course, curriculum enrichment programmes extra co-curricular activities, mentoring and tutoring system, student counseling and placements, learner centric teaching learning process and learning resources.

The students joining the college are from economic and socially disadvantaged sector of the society and many of them are first generation learners. To bridge the gap, the college creates a friendly and conducive learning environment. Student council, headed by senior faculty plays a significant role in moulding and grooming the students to be the leaders and to pave the path of empowerment in all dimensions.

Institution has established and adhered to the following measures for quality in higher education.
Disciplined behavior by the students.
- Motivation Talk by the faculty every day
- Value Education to boost morale and develop confidence
- Student support programmes through committees, clubs, Associations and Cells.
- Staff welfare and support measures
- Funding and resource generations especially for some programmes like seminar, Workshops and Guest lectures, Bequest
- ICT review and up gradation of laboratory equipments
- Outreach and extension activities by the Institution to serve the community

Our key important goal is to encourage students to develop skills and acquire knowledge to emerge as a successful individual. The other goal is to encourage staff to be in career advancement in acquiring degrees/diploma/certificate programmes and ICT up gradation for pedagogical improvisation to affective teaching, learning and assessment.

c) Perspective Plan**:**

- To increase the programmes offered at under graduation and post-graduation phase by phase based on demand by the student community and suggestions from alumni and PTA
- Intensive campaign at the PU level by using print and electronic media towards enrolment enhancement for UG. Further UG level to PG level enrollment
- Strengthening of student support system and services to prevent drop out
- Promote career guidance and placement services
- Improvement of students' academic performance and competencies through additional enrichment programmes and soft skills activities.
- Transforming institution into computer literate and tech-savvy
- Industry academia collaborations through industrial visit and project, internship improving multi-disciplinary skills of students by signing MOU
- Centre of excellence in education

d)Faculty Empowered Strategies:

At Besant Women's College, we have evolved excellent work culture and provided adequate ambience for academic and personal growth. The following strategies enable the college staff to promote excellence in career advancement.
- Encouragement of faculty to pursue Ph.D., additional advancement, Diplomas, Certificate courses, online MOOC's courses etc. in the form of incentives and leave
- Upgradation of knowledge and skills, ICT tools through FDP [both online and offline mode of teaching

- Recognition of the achievements of the staff at staff club meetings and Management programmes
- Facilitating faculty to attend seminar/workshop/ conference/symposium, by providing incentives and leave(OOD)
- Non-teaching staff are encouraged to update their technical, academic and soft skills to smoothen the operations of MIS
- Encouraging faculty and non-teaching staff to participate and organize inter collegiate competitions
- Special talks and lectures on team building, time management, stress management so as to balance professional and personal affairs as well as to enhance IQ, EQ and spiritual quotient (SQ)
- Training for supporting staff by the departments in respective specific areas related to courses
- Orientation for new recruits
- Workshop on funding agencies of State/UGC/other Agencies about proposal planning and formulation
- To sharpen the skills and improve the knowledge, faculty development programmes (FDP) for teachers on domain core areas (whenever the curriculum is revised/upgraded and modified
- Support in the form of advance money by the management for higher studies and research
- Annual celebrations at the campus
- Concession/waiving tuition fees by the management, book bank support, coaching to the wards of supportive staff
- Staff club manages the resources by pooling from its members and utilizes for a cause/need
- Free medical camp and financial support from Alumni/PTA
- Financial assistance to wards of non-teaching staff by the teaching staff
- Encouraging staff (both) to participate in sports and cultural activities

e) Quality Sustenance and Enhancement**:**

The IQAC acts as a catalyst for quality sustenance and enhancement. The activities which are coming under the purview of IQAC are:

- Regular Meetings: Convening at least two meetings in the odd and two meetings in the Even semester (Beginning and End). Due, an additional meeting shall be organized depending upon the requirement of the IQAC. Further, due process to be followed, such as notice, transactions venue, proceedings, Resolutions and Action taken report (Functions of an IQAC Co-Ordinator before the meeting, during the meeting and after the meeting)

- Self-appraisal report from faculty members:
  Self-appraisal report is to be filled by the faculty members at the end of the academic year. It deals with the analysis of the self-appraisal submitted by the faculty members (Task sheet and Karya Nirvahana Varadhi). The same is analyzed and later observations is made. Areas of improvement are identified and discussed with the concerned faculty member

- Students feedback of the courses and the evaluation of faculty members

  The feedback committee shall circulate the respective forms to the students for Criterion-I and Criterion-2 purpose, at the end of every semester, to be filed by the UG& PG students of various programme. Data analysis and Action Report will be prepared for add on course performance and improvisation

- Peer Mentoring Programme (PMP): The IQAC initiated mentoring programme in the Departments, for the newly recruited faculty. This is done by the senior faculty during

the class engaged by them. The objective is to offer advice, instill confidence and appreciate new innovative practice applied so as to be followed by the other members of the Department

- Academic & Administrative Audit (AAA): It is conducted for both teaching and Administrative staff by using appropriate parameters. The parameters shall cover Criterion 1 to Criterion 7. IQAC helps in the conduct of AAA. It is conducted by a team comprising of senior faculty members of different programmes

- Collection of information for Ranking Agencies: The IQAC helps in collecting the information for the questionnaire provided by the ranking surveys like NIRF, AISHE and other agencies. A Nodal Officer is assigned these responsibilities

- Department Presentations: The IQAC takes the lead in organizing department presentations at the end of the academic year as per the seven criterion presented by NAAC

- Institutional Best Practices: The IQAC collects the best practices followed by each department at the end of each academic year for perusal. All the best practices are to be compiled, presented and published in the website

- Preparation of Academic Calendar: In addition to the Institution and University Calendar, the IQAC prepares and presents calendar of events for that academic year which is to be circulated at the beginning of the odd semester. The IQAC monitors and assess the work progress

- Facilitating Process of documentation: The overall documentation is effectively maintained by the IQAC to present to the regulatory authorities as well as other stakeholders of the college

VIII.CRITERION 7 - INSTITUTIONAL VALUES AND BEST PRACTICES:

Institutional beliefs are a fundamental declaration and significant in its overall planning and operations, a combination of self and external quality evaluation, promotion and sustenance initiatives.

a) Goals: Departments, Associations, Committees, Clubs and Cells are required to formulate programmes which contribute to the institutional values and adhere to the best practices with distinct identity in tune with the vision and mission.

Institutional values should be focused on the following key elements:

- Contributing to National Development
- Fostering Global competencies among students
- Promoting the use of Technology (ICT)
- Quest for Excellence

Educational Institutions cannot function in isolation. Hence, Besant Women's College has taken the responsibility of moulding the students to be better and responsible citizens discharging their duties towards the people and environment .

b) The core values are :

- Promoting personal and academic integrity. (eg: honesty, trust, respect, openness, responsibility and accountability)
- Skills, knowledge and academic freedom: (eg. Question, debate, arguments and expression – Autonomy with responsibility)
- Adherence of Institutional Regulations: Rules and Regulations governing admission, scholarships, examination and transfer
- Promoting standards of integrity and ethical behaviour (Self-conduct
- Professionalism and diligence
- Civic and Social Responsibility: (taking a responsible role within civic society and being responsive to the wider needs of Society and Nation)

- Acceptance of diversity and multi-culture (eg: Mutual respect, constant debate on the acceptance of cultural diversity and respect the opinions of others
- Efficient and sustainable use of physical and human infrastructure

c) Code of Practice:

It is a point of reference and a shared statement of commitment to uphold the Institutional values. The code of conduct is intended to guide staff and students, identifying issues of ethical and professional conduct that may arise in the premises while dealing with colleagues or students.

At Besant Women's College, all employees must have knowledge and are expected to comply with the provisions of this code of practice, both individually and collectively. However, one may use their best judgment based on the values of the college when situations arise beyond internal regulations.

i) Personal and Academic Integrity

- Quest for honesty
- Respect and Trust
- Ensuring fairness
- Responsibilities and accountability
- Avoiding conflicts of interest
- Integrity in Research

ii) Knowledge and Academic freedom:

- Sustain advanced knowledge
- Achieve higher standards of excellence
- Responsible and accountable for official performance
- Make continuous efforts to develop and improve the skills and expertise
- Focus on students support services and progression
- Pursue research

- Intellectual and academic freedom necessitating responsibilities at all levels.

iii) Democratic Governance and Management
- Proactive governing bodies operate efficiently and in a effective way
- Adherence to the rules and the core academic and ethical values
- Appropriate senior faculty representation in the various governing bodies

iv) Respect for Regulations and Laws:
- Respect the privacy and the integrity of individuals
- Data accessed for institutional purposes only
- Any password, authorization code etc. given to the user will be for their use only
- Adhering to the principles of confidentiality and security of personal information

v) Ethical Behaviour:
   - All staff members are treated equally and with due respect regardless of religion, caste, creed, culture and political background
   - Participative and democratic decision making in official matters.
   - Freedom to ask question and give suggestions for better decision making
   - Faculty and staff are expected to be service minded, courteous when dealing with students and colleagues and approachable
   - Harassment and bullying are punishable
   - Apologize when mistakes are committed
   - Encourage students in learning process and practice Professional ethics

   - Fair and accurate assessment by faculty

   - Maintain open and honest communication of student performance
   - Focusing research activities on major and current areas

vi) Civic as well as Social Responsibility and Responsiveness:
- Academic programmes that meet local, regional, national and global needs augmented by value-added courses
- Developing linkages with industries and employers for improvement and enhancement of employability skills of graduates
- Promoting the use of technology as an supplement to the delivery of lectures
- Practice of Transparency and confidentiality in all matters when necessary

vii) Tolerance and Multi-Cultural Awareness:
- Commitment to multiculturalism, diverse democratic values and peaceful co-existence
- Accommodate and respect other people's opinions
- Disagreements are to be dealt with rationality and avoidance of criticism
- Respect for cultural diversity and prevent any discrimination

viii) Sustainable use of Resources:
- Responsibility to ensure that the resources required, in order to provide teaching, research and community service, are managed effectively
- College property and learning resources should be rightly used
- Staff and students should not use the college internet facilities to access, download, transmit or display material which might be offensive and which is not relevant to their work, study and research
- Resources should be used efficiently and judiciously
- The college is committed to healthy working practices in a safe environment

ix)   Continuous Improvement:
- Even though the basic core values and the principles of ethical behaviour do not change over time, efforts are made to revisit the value system for contionous improvement and accommodation of the changed values.

x)   Code for offence and Violation:
- The code of practice shall be complied with both individually and collectively
- Any violations will attract disciplinary action decided by the appropriate authority as per the need to regulate the staff and students' behaviour
- Redressal of Grievances through the intervention of the grievance Redressal Committee