

Practice 1: Quality Assurance through End to End Student Feedback

Title of the Practice - Quality Assurance through End to End Student Feedback

Context

End-to-End Student Feedback System of St. Joseph's College has been evolved as a prominent developmental initiative. The college receives feedback on the various aspects of its functioning from all its stakeholders, but the feedback system that the students engage in is very comprehensive, from the entry of the student into the college, and continues even after the student exits the portals of St. Joseph's.

Objectives

- To assess the quality of the curriculum, performance of teaching and non-teaching staff, quality of infrastructure and the effectiveness of the School system
- To assess the effectiveness of the Teaching-Learning and Evaluation process, Student Support Systems and system of governance of the institution
- To understand the academic and psychological needs of the students in order to create new and efficient channels through which the student community can be served
- To receive an unbiased evaluation on the various practices of the college with reference to quality aspects as spelt out in the parameters of NAAC

The Practice

The End to End Student Feedback is a mechanism evolved by the IQAC of the college to check the quality of the TLE and other activities of the institution. Except the Open Forum, the process of receiving feedback is conducted online. The questionnaires are very meticulously prepared by the IQAC, with the approval of the administrators. Dates are allotted for the students to engage in these activities, and the data received is analysed, and necessary action is taken, wherever necessary, for the better performance of the college. The students engage in:

Students' Appraisal on Teaching Faculty: Odd & Even Semesters
Open Forum

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Survey on Soft Skills

Survey on the Efficiency of School System

Student Satisfaction Survey (SSS)

Exit Poll

Alumni Feedback

The college uses indigenously developed software for feedback, and not Google Forms or other free tools. The Practice is performed in five phases: Planning, Collection of Data, Analysis, Reporting and Evaluation and Monitoring.

- All the students assess the performance of the faculty teaching the various courses in **Students' Appraisal on Teaching Faculty** in both semesters of the academic year. The appraisal is employed to assess the faculty's subject knowledge, punctuality to class, method of delivery, effective use of ICT tools, assessment methods, ability to mentor, etc.
- Open Forum is an annual event in which one or two representatives of from each class attend a meeting with the Management. The students are allowed to give genuine feedback on any aspect of the functioning of the institution. The practice has strengthened a transparent practice of communication among students, teachers and administrators.
- The Soft Skills course is considered to be one of the best practices of the college, as it plays a vital role in the development of personality, communication skills and placement of all the students. Hence, annual feedback is received from undergraduate and postgraduate students who have undergone the course.
- Survey on the Efficiency of the School System is used to assess the effectiveness of School System.
- SSS is conducted every year, and is used to study the various dimensions of the performance of the college.
- The outgoing students of UG and PG participate in Exit Poll that sums up their overall experience during their stay at St. Joseph's.
- Students come as Alumni, and give feedback on how PEOs of departments have been achieved in their respective positions as employees, entrepreneurs or students pursuing Higher Education and research.

Obstacles Faced and Strategies adopted to overcome them

The Online Feedback obtained from students regarding Staff Members was conducted earlier for 10 days. In 2013-14, the feedback was obtained from nearly 6000 students in 2 days by fully utilizing our computer centre resources. The Software used for getting feedback before 2013-14 was not very dynamic and user friendly. Hence IQAC revamped the application to be more dynamic and user friendly:

Identification of the faculty being evaluated by a thumbnail image of faculty

Questions provided in both Tamil and English

Easy interface for students to provide their feedback

Impact of the Practice

The feedback received from the students on the performance of the faculty is analysed, and the grade sheet is issued to faculty. The Management addresses faculty scoring low grades in the appraisal. This enhances the effectiveness of the Teaching, Learning and Evaluation process. Many constructive changes are done based on the feedback received. The system of acquiring feedback online supports the policy of paperless communication, and is a commendable eco-friendly practice.

Resources Required

Time Management is a crucial factor in the collection of all the feedback, and different feedbacks should be spaced out throughout the year. Technological and human resources are to be managed efficiently to analyse the feedback received, and arrive at outcomes.

Practice 2: Accreditation and Rankings – An Inevitable Aspect of Campus Culture

Title of the Practice - Accreditation and Rankings – An Inevitable Aspect of Campus Culture

Context

The college has a persistent goal of inculcating in its stakeholders the values of Quality Enhancement and Quality Sustenance that are associated with rankings and accreditations. It believes that accreditation and ranking are benchmark exercises that pave way for the growth of the college. It was one of the first colleges in India to enjoy the status of Autonomy in 1978, and has been accredited with the highest ranks in the four cycles of NAAC Accreditation. It also holds respectable positions in NIRF Ranking and India Today Ranking.

Objectives

The college has been engaged in the preparatory process for various cycles of NAAC Accreditation since 1999. The IQAC, since its inception in 2004, has steadily worked towards quality assurance as expected by NAAC in different aspects of Academics and Administration. This requires a concerted effort from all the stakeholders of the institution in the collection of data and supportive documents. In this context, it becomes inevitable that all the stakeholders are made aware of the importance of NAAC Accreditation and Rankings as an indispensable part of quality enhancement and sustenance. It was also perceived that the stakeholders could contribute to the maximum only with a complete understanding of the process of Accreditation by NAAC, and the college and the IQAC work towards the creation of this awareness.

The Practice

The college has functioned on a deeper comprehension of the relationship between Accreditation and Quality Enhancement of the college, and has evolved a culture that incorporates an awareness of this relationship in all the realms of functioning. The IQAC is consistently engaged in strenuous collection of data and supportive documents on all the most important activities of the college.

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The IQAC analyses the metrics spelt out in the SSR, and works on making the requirements of the Accrediting and ranking bodies clearly understood by the faculty.

- The Micro Quality Circles of the departments jointly function with the IQAC in pooling of data.
- The IQAC meets regularly to evolve new strategies for quality enhancement.
- The college conducts meetings for officials, Heads/Coordinators, MQCs, faculty, parents and alumni to brief on demands of accrediting/ranking agencies.
- The IQAC regularly conducts surveys, employing a checking mechanism to assess various levels of performance of stakeholders.

Though the process demands a lot of time and work, faculty have grown to adapt to the demands of the times, and documentation has been established as a vital part of campus culture.

For pooling of data, the IQAC and ERP have indigenously developed a Management Information Software. The IQAC analyses data collected, conducts meetings to prune data mismatches, structures the data in required format, and forwards it to the Principal for his approval.

Evidence of Success

The college has reached various remarkable milestones as a result of this campus culture. It has been scoring high ranks in the NAAC Accreditations in the last four cycles respectively: Five Star Status, A+, A and A++. It was placed in 28th in 2018, 39th in 2019 and 31st in 2020 NIRF Rankings. It has also got commendable rankings in India Today Best Colleges Ranking down the years.

Obstacles Faced and Strategies adopted to overcome them

- Despite the tremendous amount of work done by the IQAC, pooling of 100 percent of data is impossible
- Data Integration

In spite of these few inherent defects, IQAS supports the college to march ahead.

Resources Required

- The strength of the staff and students and the activities of the college are high in number and methods of data collection need to be improved on.

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- The college needs System-specific fool proof digitalised Documentation Centre.

The Institution can engage in more proactive and dynamic functioning in developing a system for NAAC work based on the Static and Dynamic Requirements of the college.