

**Kasturi Ram College of Higher Education, Narela, Delhi**  
**Best Practices**

**1. Title of the Practice**

- a. Student Satisfaction Survey.
- b. Implementation of Value Added/Skill Enhancement Programmes.
- c. Shodh Charcha.

**1. Objective of the Practice**

The quality policy of Kasturi Ram College of Higher Education is derived from the vision and mission of the college, which aims to groom competitive and high quality professionals through intensive training under dedicated, experienced and competent faculty in the discipline of Management, Commerce and Mass Communication. While the pursuit of excellence is embedded in all the vision and mission of the college, the quality commitment of the college which tends to establish quality goals covering academic performance and administration to ensure its adoption by the academicians and staff and strive for continuous improvement in the quality of education. This set the objective of setting of Internal Quality Assurance Cell (IQAC) in the college in accordance to the NAAC guidelines, which also emphasizes the essential need for an Internal mechanism for substances assurance and enhancement of the quality culture of education imparted by higher education.

The main objectives of the Practices are:

1. To develop, implement, monitor benchmarks/standards and/or targets for all areas of activities found appropriate.
2. To facilitate, promote and maintain and institutional culture which aligned with mission and vision of the college.
3. To ensure the faculty to update their knowledge from time to time to fulfill the requirement of real world.
4. To create the motivating and facilitating conditions for improving the quality of teaching with the help of human resources management initiatives and professional development opportunities and programmes.
5. To ensure responsibility and accountability in all relationship with its stakeholders including students, faculty, staff, the university, the government and local community.
6. To ensure that the students will be able to get practical knowledge alongwith the theoretical knowledge & secure more placements.

**3. The Context**

According to the policy and its vision and mission of the KRCHE, the college will take the challenge to improve the quality of education in the Narela sub-urban area, where the participation in higher studies especially of girls are less and the college has laid down the policy to plan/implement/execute to reach to the organizational goals. To meet the organizational goals, KRCHE was established in 2005 by the society Kasturi Ram Research Centre for Science & Management and made the policy according to its objectives and requirement of quality of education as lay down by UGC and NAAC. This policy is an expression of the desire and commitment of the college to achieve excellence in education through continuous improvement in the quality of its services and constant enhancement in the standards of performance consistent with its vision and missions as well as the regulations and guiding principles of the University by creating and facilitating a quality culture across the entire institution involving the management, teaching faculty and the entire staff with the help of a transformational approach for enabling the students to realize their full potential and serving them and other stakeholders in the best possible manner.

The Kasturi Ram College of Higher Education will assure that the quality of its functions, services, the practices and procedures adopted thereof, meet the requirement of 'fitness for purpose' as well as comply with and uphold the relevant academic standards. The specific areas of quality assurance commitment include processes and practices as well as resources and services relating to teaching, learning and research; assessment and evaluation; academic support and student progression; interactions with stakeholder and the community; governance and leadership and the adoption of innovations. Further, Kasturi Ram College of Higher Education will use evaluative mechanisms to monitor, review, measure and improve the quality of delivery in all facets of the college including academic and administrative sectors, to ensure that the Vision and Missions of the college are achieved. These mechanisms will also be subject to the formal scheduled periodic review for continuous improvement.

#### **4. The Practice**

In order to practice and implement the quality policy, the college has established an Internal Quality Assurance Cell (IQAC) which could be driving force for achieving excellence through continuous improvement in quality in accordance with UGC guidelines to help achieve the commitments made in the quality assurance policy statement.

IQAC has set up to promote quality circles for facilitating improvements in specific areas or functions. The IQAC is the internal mechanism for planning, guiding and monitoring Quality Assurance (QA) and Quality Enhancement (QE) activities of the college. It is a facilitative and participative organ, which becomes a driving force for ushering in quality by working out intervention strategies to remove deficiencies and enhance quality. Its initiatives are to be directed towards future and will rely on the transformation model of change by creating the necessary organizational goal.

The core responsibility of the IQAC will be:

1. To facilitate, promote and maintain an institutional culture which aligned with the mission and vision of the college.
2. To empower the faculty to update their knowledge from time to time to fulfill the requirement of real world.
3. To provide supportive services and simulating teaching-learning climate which encourage student retention and achievement
4. To create the motivating and facilitating conditions for improving the quality of teaching with the help of human resources management, initiatives and professional development opportunities and programmes.
5. To develop, implement, monitor benchmarks/standards and/or targets for all areas of activities found appropriate.
6. To ensure responsibility and accountability in all relationship with its stakeholders including students, faculty, staff, the government and local communities.
7. It will evolve mechanisms and procedures for ensuring
  - i) Timely, efficient and progressive performance of academic, administrative and financial tasks;
  - ii) The relevance and quality of academic and research programmes;
  - iii) The credibility of evaluation procedures;
  - iv) Adequacy, maintenance and proper allocation of support structure and services;
  - v) Sharing of research findings and networking with other institutions in India and abroad.

The constraints/limitations are faced by the college IQAC:

As KRCHE is affiliated with the Guru Gobind Singh Indraprastha University, Dwarka, Narela, under Self Finance Institution, and due to that the college has to generate the funds. Even then also the college manage it's all the challenges and meet the requirements of all the affiliating authorities. Secondly, the college professionally manages its other academic, administrative etc. requirements for optimizing the organizational goal.

Moreover, while implementation of the aforementioned practices in the college some of the limitations faced are as under:

1. Reluctance from some of the students initially regarding the Value Added/ Skill Enhancement Programmes. But, our faculty members motivate the students regularly due to which the interest is developed among the students.
2. Shodh Charcha is a platform given to the faculty members for sharing their researches and views on any topic of their interest. It is organized on any working 1<sup>st</sup>, 3<sup>rd</sup> & 5<sup>th</sup> Saturday in the college premises. The major problem was faced due to the limited time available to the faculty members.
3. The purpose of Student's Satisfaction Survey is to access the overall approach of the teacher and institution with respect to providing the right environment, motivation, interpersonal relationships etc. to the students. But, some of the students did not responded & filled the Questionnaire of feedback.

## **5. Evidence of Success**

According to the policy and its vision and mission of the KRCHE, the college will take the challenge to improve the quality of education in Narela sub-urban area, where the participation in higher studies especially of girls are less and the college has laid down the policy to plan/implement/execute for reaching the organizational goals. The college is ISO 9001:2015 certified, Category 'A' institute by SFRC, Government of Delhi, NCT, Accredited by NAAC.

The Research Cell of the college shall be responsible for implementing this research policy of the college by working closely with the college management. The specific roles and functions of the research cell will be as follows:

1. To facilitate the faculty in undertaking research and will work with the college management to set up a research fund for providing seed money.
2. To provide research facilities in terms of research journals and research incentives etc. required by the faculty.
3. To encourage and promote a research culture (eg. teaching work load remission, opportunities for attending conferences etc.).

16 Shodh Charchas were conducted & the faculty members learnt a lot from these discussions. At the ending year of 2019, the college research cell has achieved the goal of completing 2 Minor Projects funded by the college, various research papers were published by the faculty members in reputed National and International Journals, numerous papers are presented in National & International Seminars/ Conferences.

Apart from these, One International Conference, a 7 days FDP, 3<sup>rd</sup> International Film Festival etc. were also organized by the college for promoting the Research culture. Teachers and students cadre ratio is also maintained as per the norms. The college has its own publication which includes a National Journal- Researcher's Voice with ISSN No.2231-6310 and two magazines- The Glimpse individually for Management and Journalism Departments.

All the students completed the Value Added/Skill Enhancement Programmes like Tally, Advanced Excel & Digital Marketing as per the schedule.

6. **Problems Encountered and Resources Required**

Due to the implementation of IQAC programmes which lead to the successful action of different activities under the IQAC cell we have faced problems like limited availability of faculty members for the conduct of the Shodh Charcha in this Academic Session. Moreover, the student needs counseling before commencing the Value Added Programmes.