



Minutes of the 13th Meeting of the Internal Quality Assurance Cell

**Tuesday; 2:00 - 4:00 PM
February 20, 2024
Mode: Online**

BML Munjal University, Gurugram

Minutes of 13th Meeting of Internal Quality Assurance Cell

The 13th meeting of the Internal Quality Assurance Cell was held on February 20, 2024, at 2:00 PM. The following members were present:

Sr. No.	Name of the Member	Designation/Membership
1	Prof. Shyam Menon	Vice Chancellor
2	Ms. Swati Munjal	President, BML Munjal University
3	Prof. Jaskiran Arora	Dean Education Quality
4	Dr. Suneet Soni	Registrar
5	Dr. Ziya Uddin	Dean Student Welfare and Administration
6	Mrs. Suchika Vinayak	Director, Admissions
7	Col. Mohit Bawa	Director, Administration
8	Mrs. Shadan Raza Ahmed	Head, HR
9	Dr. Maneek Kumar	Dean School of Engineering and Technology
10	Dr. Kavita Chawla	Assistant Dean, Education Quality
11	Dr. Ranbir Singh	Associate Professor, School of Engineering & Technology
12	Mr. Satya Prasoon	Assistant Professor, School of Law
13	Dr. Jolly Masih	Assistant Professor, School of Management
14	Dr. Meenakshi Malik	Assistant Professor, School of Engineering & Technology
15	Dr. Kalpita Bhar Paul	Assistant Professor, School of Liberal Studies
16	Dr. Amrisha Pandey	Assistant Professor, School of Law
17	Dr. Chhayabrita Maji	Associate Professor, School of Engineering & Technology
18	Dr. Ashok Suhag	Associate Professor _ School of Engineering & Technology
19	Dr. Atul Mishra	Assistant Professor, School of Engineering & Technology
20	Dr. Nandita Choudhury	Professor of Practice, School of Engineering & Technology
21	Dr. Richa Mishra	Associate Professor, School of Management
22	Dr. Sangita Dutta Gupta	Associate Professor, School of Management
23	Dr. Sucheta Sardar	Assistant Professor, School of Management
24	Ms. Anita Gupta	Principal, Raman Munjal Vidya Mandir, Gurugram
25	Mr. Akhil G Menon	MBA 2nd Year Student
26	Mr. Pratyut	B.Tech 3 Year Student
27	Dr. Rubal Rathi	Alumni, MBA 2019 Batch and Ph.D 2023
28	Mr. Rajat Mathur	Managing Director, Morgan Stanley
29	Dr. Rik Paul	Associate Professor, School of Management and Director, IQAC

Leave of Absence

Prof. Shyam Menon, Vice Chancellor, BML Munjal University, took the chair of the meeting. Leave of absence was granted to Ms. Vajayanthi Srinivasa Raghavan and Mr. Santanil Dasgupta. The quorum was complete. Therefore, he permitted the proceeding of the meeting to commence.



A. Agenda for the 13th Meeting of the Internal Quality Assurance Committee

Item No.	Agenda
01.01	Review structured feedback for curriculum and the teaching and learning processes
01.02	Presentation of the findings from the Internal Academic and Administrative Audit
01.03	Analysis of the findings and gaps identified in the various Standard Operating Processes.
01.04	Review departmental improvement action items requiring detailed action plans. Request the IQAC Chairperson for approval to follow-up on the action plans' progress at the next IQAC meeting.
01.05	Any other item with the permission of the chair

Prof. Menon welcomed and introduced the new members to the IQAC meeting.

Prof. Jaskiran Arora, Vice Chair, IQAC briefed the committee about the NAAC Peer Team Visit in November 2023.

Dr. Rik Paul, Director, IQAC added that the functioning of IQAC is much beyond NAAC and is to maintain the overall quality assurance of the University across Academics and Administration. Hence the requirement for audits from time to time. He also pointed out that the audit is not a fault-finding exercise but a means of providing the respective departments with data-driven benchmarks for improvements.

B. Points discussed during the meeting.

Item No. 01.01: Review structured feedback for curriculum and the teaching and learning processes.

Dr. Kavita Chawla, Assistant Dean, Education Quality and Member IQAC presented the findings of the Academic and Mentoring Survey conducted from September 5th to 29th, 2023. The survey targeted students except for the batches of UG 2023 and PG 2023. A total of 459 responses were received. Basis the findings of the survey, all the schools were suggested to review and refine the academic and mentoring initiatives on the following six parameters:

- Curriculum Experience,
- Teaching Quality and Support,
- Classroom Learning Experience,
- Experience With Assessments,
- Feedback Provided for Improvement,
- Mentoring.

Suggestions received:

Dr. Jaskiran pointed out that a similar survey is necessary to be conducted for other key stakeholders such as faculty, parents, employers, and academic peers as per NAAC mandates.



Item No. 01.02: Presentation of the findings from the Internal Academic and Administrative Audit**Academic Audit:**

Dr. Jaskiran Arora presented the findings of the academic audit. School-wise audit observations were presented, and areas of improvement were discussed. She emphasized that the schools are doing good work. However, proper documentation and evidence of those initiatives need to be strengthened and preserved for periodic audits and drawing of intel for identifying areas of improvement.

Dr. Kalpita Paul, Member IQAC highlighted key recommendations from the Research audit, emphasizing the importance of maintaining and expanding the cohort of full-time PhD scholars. She proposed boosting the faculty publication rate by introducing incentives. Implementing these measures will contribute to a thriving research environment and academic excellence.

Suggestions received:

Prof. Menon suggested that the different schools within the University (School of Management, School of Engineering and Technology, School of Law, and School of Liberal Studies) would have different areas of focus, hence comparing them on similar benchmarks is not the right approach. Hence, he advised that team IQAC should be mindful while sharing the audit observations with each school and understand each school's area of focus. Each school should be given separate suggestions/feedback to elicit responses.

Administrative Audit:

Dr. Jolly Masih, Member IQAC presented insights from the DSW (Dean Student Welfare) audit findings, recommending an increased emphasis on extension and outreach activities. She emphasized the importance of incorporating geo-tagged photographs in reports for enhanced impact.

Dr. Masih also shared the library audit and underscored the necessity of creating a Standard Operating Procedure (SOP) for the library, specifically to facilitate the publication of full chapters and E-books with BMU affiliation. Additionally, she advised aligning the library budget allocation with the financial year for optimal resource management. These recommendations aim to strengthen the institution's outreach efforts, publishing capabilities, and financial planning.

Dr. Jaskiran Arora delivered insights from the PnC (People and Culture) audit and highlighted the need for evidence documenting financial assistance provided to the faculty and stressed the importance of synchronization between schools, PnC, and accounts. She also recommended PnC to strengthen the digital records of all BMU employees. Subsequently, she presented findings from the IT department, emphasizing the need to determine a custodian for computers in the computer Labs and urging IT to manage the custody of all licensed software across BMU, including admissions and schools. These suggestions aim to enhance transparency, streamline processes, and strengthen IT management within the institution.

Dr. Meenakshi Malik, Member IQAC shared insights from the Registrar's office, recommending the formulation of a Standard Operating Procedure (SOP) to systematically record reasons for student dropouts, and to present this information to the Board of Management (BOM). Additionally, she proposed the creation of SOPs to activate more Memorandums of Understanding (MoUs) and integrate related activities into the Annual Reports. Dr. Malik also presented findings from the COE office, suggesting the development of an SOP to meticulously maintain evidence of showing answer scripts to the students' post marking. It was suggested to document the process of closing the student grievances in a report form. These suggestions aim to enhance data management, promote strategic partnerships, and ensure transparency in assessment processes.

Item No. 01.03 Analysis of the findings and gaps identified in the various Standard Operating Processes

Dr. Rik Paul, Director IQAC presented a consolidated score card on the data readiness of the various departments and presented meticulously analyzed findings. The focus of the discussion revolved around data readiness and benchmarking, shedding light on critical pain points associated with the handling of essential information. He then identified gaps within various critical data transfer links within the University framework where there are potential conflicts of data and a chance of data getting truncated. He further requested the various departments concerned to create Standard Operating Processes. Dr. Paul's insights delved into the intricacies of existing SOPs, emphasizing areas that require attention and improvement. The presentation served as a comprehensive examination of the current state of data management, providing a valuable framework for addressing challenges and enhancing overall operational efficiency.

Suggestion Received:

Ms. Swati Munjal, President, BML Munjal University, Member IQAC suggested that IQAC should collaborate with each department separately and help them create the data procurement process. The action plan of the stakeholders should then be closed within the timelines as agreed.

Prof. Menon suggested having senior representatives from each School and Department in IQAC for better follow-up.

Item No. 01.04: Review departmental improvement action items requiring detailed action plans. Request the IQAC Chairperson for approval to follow-up on the action plans' progress at the next IQAC meeting.

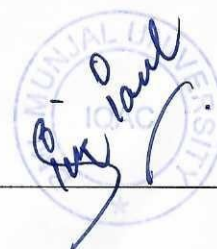
Dr. Jaskiran's presentation made suggestions to enhance the SOPs on capturing the data better and bringing in more analysis from the findings of the feedback taken and analyzed in BOS and AC. She urged a strategizing to get increased feedback responses, backed by tangible evidence of effective teaching. Lastly, she emphasized the need for enhanced support structures through improved mentoring plans, documented student activities, and expanded MOUs. These initiatives are collectively aimed at strengthening the academic administrative systems, promoting adaptability, and enriching the overall learning experience for stakeholders.

Suggestion Received:

Prof. Menon requested IQAC to help the rest of the departments to understand the quality benchmarks better and provide them with guidance to collate and process efficiently. Mr. Rajat Mathur, Member IQAC added that auditing is an important process and should be conducted periodically and the feedback to be sent out to individual departments and stakeholders. Mr. Mathur suggested that there should be a tracker to monitor the success of the departments.

C. ADDITIONAL AGENDA ITEMS WITH THE PERMISSION OF CHAIR

The Chairperson confirmed that the quorum was present throughout the meeting. As there was no other business, the meeting ended with a vote of thanks to all the committee members by the Chair.


RIK PAUL
DIRECTOR IQAC

D. ACTION TO BE TAKEN

Academic Suggestions based on the Auditor's Remarks on the Academic and Administrative Audit

I. Board of Studies' Minutes

- a. Kindly consider incorporating the components outlined in the template shared by Education Quality into both the BOS agenda and subsequent BOS Minutes.
- b. It is suggested that BOS meetings be meticulously documented, bearing the proper signatures of the chair and an official stamp.
- c. Please include the course codes in the minutes of the meetings for clarity and reference.

II. Course Curriculum

- a. We recommend thorough documentation of student activities in schools related to skill enhancement and value-added courses.
- b. Consider signing more Memorandum of Understanding (MoUs) and ensuring their functionality by organizing at least one activity every semester.
- c. Acknowledge online courses from recognized platforms such as MOOCs, SWAYAM/e-PG Pathshala/NPTEL, where students have enrolled and successfully completed. Approval in the BOS is sought.
- d. Implement capacity development and skills enhancement initiatives covering soft skills, language and communication skills, and life skills. Maintain records with attendance, reports, and geotagged pictures.

III. Internship

- a. Maintain comprehensive records of internships, including evidence of completion and internship reports.

IV. OBE

- a. It is suggested to use a common course outline template and ensure that the same is used by visiting faculty members too.
- b. Faculty members to be encouraged to prepare course files within 15-20 days of the result declaration.
- c. Develop a course articulation matrix for each batch and present it in both BOS and AC meetings.
- d. Prepare a course attainment matrix for each batch and present it in both BOS and AC meetings.

V. Feedback

- a. Seek curriculum feedback for the entire program from the outgoing batch within the next month.
- b. Collect feedback from teachers on courses. Kindly design a feedback form covering all relevant aspects.
- c. Obtain feedback from employers. Kindly design a feedback form covering all relevant aspects.
- d. Suggested to have the alumni feedback during the convocation. Kindly design a feedback form covering all relevant aspects.
- e. Establish an action plan to boost the response rate of course feedback, potentially linked to the issuance of exam admit cards.
- f. Provide written communication to faculty members regarding mid-semester course feedback, along with suggested action plans. Communicate the actions taken to students in writing.

VI. Mentoring

- a. Develop an action plan to enhance the effectiveness of mentoring, particularly for low academic performers and advanced learners.
- b. It is suggested to present the action plan in the BOS for consideration.

VII. Research

- a. Encourage new joiners to utilize seed money facilities. Suggest adding this responsibility to the KRAs of Research Representatives, emphasizing the policy and benefits of seed grants to new joiners.
- b. Encourage deans to motivate faculty members to apply for national and internal fellowships/financial support for advanced studies.



- c. Promote faculty engagement in consultancy and corporate training.
- d. Encourage faculty to participate in Faculty Development Programmes/Management Development Programs.
- e. Maintain records of all publications, including articles, book chapters, books, newspapers, etc.
- f. Maintain records of all Professional Development Grants provided to faculty along with the particulars of the workshops/conferences attended/memberships of professional bodies/any additional support.

Administrative Suggestions based on the Auditor's Remarks on the Academic and Administrative Audit

I. Extension and Outreach Activities

- a. It is requested to incorporate Geo-tagged photographs into event reports.
- b. Emphasis on extension and outreach activities needs to further increase.

II. Library Management

- a. A Standard Operating Procedure (SOP) for the library need to be drafted, to facilitate faculty publication of full chapters and E-books with BMU affiliation.
- b. Budget allocation for the library is to be aligned with the financial year for better resource management.

III. People and Culture

- a. A SOP is required to systematically document and record financial assistance provided to the faculty.
- b. IQAC must help synchronize the activities between schools, PnC, and Accounts departments.
- c. Digital record keeping of all BMU employees must be strengthened.

IV. IT Management

- a. Custodians for computers in the computer labs need to be officially designated.
- b. Team IT should have custody of all licensed software across BMU, including those used by admissions and schools.

V. Registrar's Office Operations

- a. A Standard Operating Procedure (SOP) is necessary to systematically record reasons for student dropouts.
- b. It is advised to increase activities around the existing Memorandums of Understanding (MoUs) and integrate the information into the University Annual Reports.

VI. COE Office Operations

- a. It is suggested to develop a SOP to meticulously maintain evidence of showing answer scripts to students post-marking.
- b. It is recommended that the processes for closing student grievances be documented in report form.

VII. Collaboration with Departments

- a. IQAC needs to initiate collaboration with each department to assist them in creating data procurement processes tailored to specific needs.
- b. IQAC would provide necessary guidance and support to develop SOPs for efficient data management.

VIII. Timely Closure of Action Plans

- a. Stakeholders' action plans need to be closely monitored, ensuring closure within agreed timelines.
- b. Regular follow-ups are to be conducted to track progress and address any hurdles encountered during implementation.
- c. Senior representatives from each School and Department will be invited to join IQAC meetings. Their inclusion facilitates better communication, coordination, and follow-up on data management initiatives.



Paul

IX. Guidance on Quality Benchmarks:

- a. It is recommended that IQAC must provide guidance to departments on understanding quality benchmarks more effectively.
- b. Workshops and training sessions are to be organized to facilitate the efficient collation and processing of data.
- c. Periodic auditing processes will be in effect to ensure continuous improvement.
- d. Feedback from audits will be sent out to individual departments and stakeholders, fostering transparency and accountability.

X. Implementation of Tracker

- a. It is suggested that a tracker be developed to monitor the success of departments, enabling performance evaluation and targeted interventions where necessary.



Director IQAC
Member Secretary