

Quality Assessment Policy External and Internal Reviews KIU



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Contents

Appendix.....	2
1. Introduction.....	3
2, External Reviews	3
2.1 Institutional Review	4
2.1.1. Key Aspects of Institutional Review in HEIs are monitored and evaluated under six criteria. 4	
Criterion 1: Governance.....	4
2.2 Programme Review.....	6
2.2.1. Key Aspects of Programme Review in HEIs are monitored and evaluated under six criteria.. 6	
3. Internal Reviews	10
3.1 Benefits of Internal Reviews.....	10
3.2 Internal Review Process.....	10
3.3 Procedures of internal progress monitoring mechanism.....	11
Standard Operating Procedures (SOPs) and Terms of Reference (ToRs)	11
3.4 Procedures.....	12
3.5 Evidence for evaluation	14
Template for evaluation	14
3.6 Curriculum Design and Development.....	15
3.6.1 Procedure	15
3.7 Teaching and Learning.	17
3.7.1 Procedure	18
3.8 Learning Resources, Student Support and Progression	20
3.8.1 Procedure	20
3.9 Student Assessment and Awards	24
3.9.1 Procedure	24
3.10 Strength and quality of staff.....	26
3.10.1 Procedure	26
3.11 Postgraduate studies, Research, Innovation and Commercialization.....	28
3.11.1 Procedure	28
3.12 Community Engagement, Consultancy and Outreach.	31
3.12.1 Procedure	32
3.13 Programme monitoring and evaluation.....	32
3.13.1 Programme Management	32
3.13.2 Human and physical resources.....	33
3.13.3 Program design and development	33
3.13.4 Course/module design and development	33
3.13.5 Teaching and learning.....	34
3.13.6 Learning Environment, Student Support and Progression.....	34

3.13.7 Assessment of students and awards	35
3.13.8 Innovative and Healthy Practices.....	35
4. Self-evaluation report (SER).....	36

Appendix

- I. By – Laws
- II. Corporate plan evaluation sheet
- III. Fresher's feedback form
- IV. Student feedback form on teaching and learning
- V. Student satisfaction survey form
- VI. Graduate satisfaction survey form
- VII. Tracer studies survey form
- VIII. Industrial feedback survey form
- IX. Employers feedback survey form
- X. Peer observation template
- XI. Staff feedback template
- XII. Employment rate survey template

Abbreviations:

CDC: Curriculum Development Committee
 CGU: Career Guidance Unit
 CPC: Corporate Planning Committee
 CREC: Curriculum Revision and Evaluation Committee
 BOM: Board of Management
 IQAU: Internal Quality Assurance Unit
 IQAC: Internal Quality Assurance Cell
 SCU: Student Counselling Unit
 SDC: Staff Development Centre
 SWC: Student Welfare Committee
 QA: Quality Assurance
 QAAC: Quality Assurance and Accreditation Council
 VC: Vice Chancellor

Quality Assurance Reviews at KIU

1. Introduction

Adopting best practices in higher education is crucial for achieving institutional goals and objectives. Institutions must demonstrate a strong commitment to upholding high standards and values while conducting regular internal and external reviews to drive continuous improvement. By fostering a culture of accountability and self-assessment, they can enhance educational quality and align more effectively with their mission. Beyond maintaining these values, institutions must also showcase their capacity to sustain and advance them over the long term.

2, External Reviews

External reviews are a significant component of quality assurance in higher education institutions (HEIs) and academic programmes. These reviews involve an independent evaluation conducted by external experts to assess the quality, relevance, and effectiveness of an institution or a study programme. The primary objective of external reviews is to ensure that educational offerings meet established standards and continuously improve to align with national and international benchmarks. External reviews focus on various aspects, including curriculum design, teaching methodologies, faculty qualifications, research output, student learning outcomes, infrastructure, and institutional governance. These are conducted by the Ministry of Education, Nonstate Division under the prescribed guidelines.

The benefits of external reviews include:

- **Enhanced Quality Assurance:** Institutions receive constructive feedback on their strengths and areas for improvement.
- **Accreditation and Recognition:** Successful reviews lead to accreditation, which boosts institutional credibility and student employability.
- **Continuous Improvement:** Recommendations from external experts help HEIs enhance their teaching and learning processes.
- **Stakeholder Confidence:** External validation assures students, employers, and policymakers of the institution's commitment to high standards.
- **Global Competitiveness:** Institutions aligning with international standards improve their reputation and attract international collaborations

External reviews are conducted as,

1. Institutional Review
2. Programme Review

2.1 Institutional Review

Institutional review in Higher Education Institutions (HEIs) is a comprehensive evaluation process that assesses the overall quality, governance, and effectiveness of an institution in delivering higher educational qualifications. It ensures that the institution meets established academic and administrative standards, fosters continuous improvement, and maintains accreditation or regulatory compliance. The institution conducts a review based on six quality assurance criteria. The institution receives a report with recommendations for improvement and implements action plans for enhancement based on review outcomes.

2.1.1. Key Aspects of Institutional Review in HEIs are monitored and evaluated under six criteria.

Criterion 1. Governance

Criterion 2. Management

Criterion 3. Financial Viability

Criterion 4. Physical Resources

Criterion 5. Academic Planning Process and Quality Assurance System

Criterion 6. Academic and Research Competencies of Staff

Criterion 1: Governance

There should be a governance structure with clearly defined hierarchy such as a Board of Governors or Board of Management, an Academic Syndicate (or Senate), Faculty Boards, Academic Departments, and Centres/Units. The composition and functions of such bodies must be clearly defined. Moreover, the roles and responsibilities of relevant officials involved (i.e. Chief Executive Officer, Deans, Heads of Departments, Registrar, Bursar, etc.) who are accountable for administrative, academic and financial matters should be identified and clearly stated. Based on the cooperate plan, KIU governance and management will be monitored and evaluated.

Criterion 2: Management

The management of a Degree Awarding Institute shall be carried out through the guidance of Standing Committees appointed by the Governing Council/Board of Management, in accordance with the management procedure. Such Committees shall address all issues related to general administration, academic administration, financial management, and disciplinary and welfare matters.

Criterion 3: Financial Viability

Financial Viability; the Institute shall clearly demonstrate its financial capacity and viability. Further, it must provide assurance and place sureties in place to face contingencies /emergencies and meet the compensations for students and employees if the institute is faced with suspension of its operation and activities.

Criterion 4: Physical Resources

The institute shall have established all physical facilities required to operate as a higher educational institute. The institute must have an administrative complex and facilities for educational activities. These includes administrative complex/building, lecture rooms, auditorium, student teaching and training laboratories, library, computer facilities, sports and recreational facilities, a cafeteria and rest rooms, and in the case of professional courses, the institution must have its own training institute facility/hospital or have access to a suitable training facility/hospital, as the case may be. If the training facility /hospital is a government concern, partnership shall have been formalized by means of a Memorandum of understanding and shall be implemented through an Agreement.

Criterion 5: Academic Planning Process and Quality Assurance System

The institute shall clearly demonstrate its capacity to plan and conduct academic training programmes that would meet the standards and quality assurance criteria defined by the SCAQA. This includes availability of qualified academic and technical staff for academic development and planning, teaching/training material development, and conduct educational programmes and examinations and institutional arrangements for internal and external quality assurance mechanisms and procedures.

Criterion 6: Academic and Research Competencies of Staff (Overall)

The Institution shall have minimum number of academic staff on permanent basis or on long-term contracts. The academic staff must possess basic and postgraduate qualifications from recognized Universities in the relevant field together with sufficient teaching experience. They also should have information and a plan for academic and non-academic cadre positions, suitable staff development programme, continuing professional development. Moreover, the academic staff should possess competencies and demonstrate continuous engagement in research and development.

2.2 Programme Review

Programme review is a systematic evaluation of an academic programme to ensure it meets quality standards, remains relevant, and continuously improves. This process assesses the programme's curriculum, learning outcomes, teaching methods, and overall effectiveness in preparing students for future careers or further studies.

2.2.1. Key Aspects of Programme Review in HEIs are monitored and evaluated under six criteria.

Criterion 1: Admission Criteria and Procedure

Criterion 2: Academic Program

Criterion 3: Strength and Competency of Staff

Criterion 4: Teaching and Training Facilities

Criterion 5: Academic Support Services and Student Welfare

Criterion 6: Quality Assurance

Criterion 1: Admission Criteria and Procedures

The HEI should have approved entry qualifications for the Programme, applicant assessment criteria and selection procedures. The entry qualifications both for admission to the first year as well as for subsequent years adopted by the HEI should satisfy the minimum entry qualifications adopted by the University Grants Commission (UGC) for deciding eligibility for undergraduate programmes, those specified by the SLQF for the relevant level, and those specified by the NHSE division of the Ministry. Further, the selection procedure must be based on principles of objective assessment and transparency. The HEI should justify the annual intake size. The HEI should demonstrate openness by facilitating credit transfer mechanisms

to and from other institutions/programmes and entry for foreign students in accordance with relevant NHSE guidelines and its own policies.

Criterion 2: Academic Programme

The academic programme should have relevance to the national and/or global needs and be in conformity with the vision/mission of the HEI. The HEI should ensure supportive and friendly environment for the academic programme and its students in terms of academic, administrative, and financial systems and procedures. The Programme should have been developed on sound OBE principles, should meet SLQF requirements and should have been developed through an approved process involving qualified personnel. The Teaching/learning activities and assessment should be aligned with the documented programme outcomes in order to produce graduates with the envisioned scholarship as well as a broad outlook. The Programme should introduce students to modern learning resources, pedagogical methods, learning tools and processes.

Criterion 3: Strength and Competency of Staff

The Faculty/HEI should ensure the availability of adequate human resources with required qualifications and competencies for design, development and delivery of academic programmes, and to undertake associated functions such as research, innovations, and outreach activities; human resources profile is comparable with national and international norms with high percentage of academics having doctoral degrees, research grants and scholarly publications in reputed journals; all newly recruited academic staff to undergo an induction programme which helps them to acquire minimum competencies required to perform satisfactorily in their assigned roles; the capacity of all staff is continuously enhanced through provision of in-service, continuing professional development (CPD) programmes of which the impact is monitored; ethical and professional conduct of staff and equitable distribution of workload; the staff integrate current knowledge in programme delivery and engage in dissemination and commercialization of research and innovations, and industry and business collaborations; implementation of staff appraisal and reward mechanisms.

Criterion 4: Teaching and Training Facilities

The HEI must have well established physical infrastructure and programme specific training facilities, tools and equipment, ICT resources and Library resources to support OBE and SCL methodologies. Faculty/HEI should provide adequate infrastructure, learning resources and

services for students with special needs ensuring that they have access to an inclusive and accessible learning environment. The Programme should be supported by an effective administrative unit and student friendly administrative system that ensures the smooth operation of all academic processes.

Criterion 5: Academic Support Services and Student Welfare

The educational environment in the HEI should be conducive to make the students and staff feel comfortable in carrying out the academic activities promoting their academic excellence and personal growth. The students should be guided from the commencement of the Programme through mechanisms such as orientation programmes, academic and student counselling system, career guidance, etc. to support transitioning smoothly to academic environment. Mechanisms for students to engage in extracurricular activities should be available and functional. The staff should be provided with sufficient resources and welfare facilities to enhance their motivation, enabling them to contribute effectively towards improving academic standards of the Programme, guide students in student-centered learning and support their well-being.

Criterion 6: Quality Assurance

The HEI should have established a functional internal quality assurance body with adequate resources. The internal quality assurance mechanism should be guided by relevant policies, guidelines, and regulations, and should be well internalized into the overall governance of the institute. The internal quality assurance mechanism should ensure the quality and effectiveness of the curriculum, teaching-learning environments and support services related to the Programme under review. The HEI should promote Innovative and healthy practices related to quality improvements in all key aspects of the Programme.

Template for submitting evidence and claiming standards

Criterion 1:			
Standard No.	Title of Standard	Claim of extent of meeting the standard by the programme	Documentary Evidence to Support the Claim by the programme
e.g. 1.3.2		Describe how and to what extent the programme has achieved the Standard. (< 200 words)	● Annex 1.3.2: Attach all documents that are produced to substantiate the claims in Column 3, identified as 1.3.2 a, b,c etc. as Annex 1.3.2 ● List of Documents: List and hyperlink all documents that are attached in Annex 1.3.2. ● Appropriately highlight/mark relevant sections/clauses of the documentary evidence for easy verification.

3. Internal Reviews

The internal review process in higher education institutions involves systematic assessment and evaluation of programmes, policies, and operational procedures to ensure the quality, effectiveness, and compliance of academic and administrative functions.

3.1 Benefits of Internal Reviews

- Enhances academic quality and institutional credibility.
- Ensures compliance with accreditation standards.
- Supports continuous improvement in teaching, learning, and administration.
- Encourages accountability and transparency.
- Facilitates strategic decision-making and policy development

3.2 Internal Review Process

1. Planning & Preparation
 - Establish internal review committees or quality assurance cells.
 - Define the scope, objectives, and criteria for the review.
 - Aligning the process with national/international accreditation standards.
2. Self-Assessment
 - Conduct surveys, focus group discussions, and stakeholder consultations.
 - Collect academic student feedback, research output, faculty performance, and administrative data.
3. Evaluation and Analysis
 - Analyze strengths, weaknesses, opportunities, and threats (SWOT).
 - Identify gaps in curriculum, teaching methods, and infrastructure. Assess compliance with institutional policies, accreditation requirements, and benchmarks.
4. Peer Review and Internal Audit
 - Appoint an internal review panel (faculty members, administrative staff, and external advisors if needed).
 - Conduct site visits, interviews, and document reviews.
 - Assess student learning outcomes and faculty contributions.
5. Reporting and Feedback
 - Prepare an internal review report with findings, recommendations, and action plans.

- Share results with faculty, department heads, and university leadership.
 - Engage in discussions to refine improvement strategies.
6. Implementation of Recommendations
- Develop action plans based on the review findings.
 - Allocate resources for necessary changes (curriculum revision, faculty development, infrastructure upgrades).
 - Set timelines for implementation and follow-up.
7. Continuous Monitoring and Follow-up
- Establish a system for tracking progress on recommendations.
 - Conduct periodic reviews to ensure ongoing improvements.
 - Maintain records for future accreditation and audits.

3.3 Procedures of internal progress monitoring mechanism

Standard Operating Procedures (SOPs) and Terms of Reference (ToRs)

Standard Operating Procedures (SOPs) ensure that services and products are delivered consistently and effectively every time. They are instrumental in demonstrating compliance with regulations or operational practices and serve to document the precise steps required to complete tasks. At KIU, SOPs are crucial for guiding the work of committees, ensuring uniformity and efficiency in their operations.

Similarly, Terms of Reference (ToR) form the foundation for sustaining committee work. They provide committee members with a shared understanding of the committee's scope, objectives, and operational processes, fostering clarity and alignment among all members. To uphold quality and maintain consistency across committee activities, KIU has consolidated these SOPs and ToRs into a comprehensive manual. This manual serves as a vital resource, supporting the seamless operation and effectiveness of committees at KIU.

The CQA will carry out this process in the following manner,

In the case of departments that are directly dealing with academic activity, CQA will directly monitor and carry out the evaluation process with the help of the FQAC.

In the case of non-academic departments, the CQA will obtain regular reports from CPC and BOM.

3.4 Procedures

I. The Departments of all the faculties

- The receipts of the evaluation sheet (annexure 1) shall be carried out annually in the months of July and December in a calendar year
- The responsible person is the department coordinator
- The department coordinator shall forward it to the IQAC seven days (7) from the last date of the receipts (31st day of July/December)
- IQAC shall carry out the evaluation on the evaluation sheets it received, and it shall forward it with a detailed report, indicating the progress made and any difficulties faced in the implementation to the IQAC within thirty days (30) from the final receipt day from the department
- The responsible person is the faculty coordinator
- CQA will evaluate the evaluation sheets based on the reports it receives from IQAC, CPC and BOM.
- CQA will submit its observation to the IQAC, CPC and BOM on the progress made by the departments within 30 days from the receipts of the evaluation sheets.
- CQA will give recommendations and suggestions to the CPC, BOM and IQAC on any remedial measures to be instituted if there is a lack of progression on the activities planned
- CQA will re-evaluate any department/division/unit which has shown a lack of progression within ninety (90) days from the date of notifying the last evaluation findings.
- In an event if a department/division/unit fails to adhere to the recommendations given, the CQA shall inform this to VC and the BOM to take necessary action against such a department/division/ unit

II. Divisions and units falling under the Registrar

(Students Liaison Office, Examination division and the library)

The receipts of the strategic evaluation sheet shall be carried out biannually in the months of July and December in a calendar year by the Registrar office

- It shall be forwarded to the CQA within seven days from the final collection (31st day of July/ December)
- The responsible person for this is the Registrar
- CQA will evaluate the evaluation sheets based on the reports it receives from CPC and BOM.
- CQA will submit its observation to the VC, CPC and BOM on the progress made by these divisions & units within 30 days from the receipts of the evaluation sheets.
- CQA will make recommendations and suggestions to the CPC, BOM and Registrar office and any remedial measures to be instituted if there is a lack of progression on the activities planned
- In an event if a division/unit fails to adhere to the recommendations given, the CQA shall inform this to VC and the BOM to take necessary action against such a division/unit

III. Non- academic

(The departments/ divisions/units coming under this category are: Department of Finance, Department of ICT, Marketing division, Maintenance division)

The receipts of the strategic evaluation sheet shall be carried out biannually in the month of July and December in a calendar year by the BOM

- It shall be forwarded to the CQA within seven days from the final collection (31st day in Jul/December)
- The responsible person for this is the secretary of the BOM
- CQA will evaluate the evaluation sheets based on the reports it receives from CPC and BOM.
- CQA will submit its observation to the CPC and BOM on the progress made by these departments/divisions/units within 30 days from the receipts of the evaluation sheets.
- CQA will give recommendations and suggestions to the CPC and BOM and any remedial measures to be instituted if there is a lack of progression on the activities planned

- In an event if a department/division/unit fails to adhere to the recommendations given, the CQA shall inform this to BOM to take necessary action against such a department/division/ unit

3.5 Evidence for evaluation

I. Reports of CPC and BOM

- These reports are the extraction from meeting minutes compiled by the secretary of CPC and BOM
- This report shall be forwarded to the CQA within fourteen (14) days from the last meeting took place by the respective secretaries.
- The reports shall clearly indicate the progress of the activities planned under its corporate plan and whether the goals are being achieved as planned

II. Annual report

Template for evaluation

The evaluation sheet shall comprise the following,

Purpose: To ascertain whether the Corporate and action plans are progressing as prescribed

Scope: Goal #:

Faculty/ department/unit:

Period: 1st of April to 31st of March (year)

Proposed activity / Sub-activity	Activity number in Corporate Plan	Start date (mm/yyyy)	End date (mm/yyyy)	Annual targets & key performance indicator			
				Year	Target achieved	Performance indicator	Remarks

3.6 Curriculum Design and Development.

Curriculum Design and Development progress at KIU will be monitored and evaluated based on the following feedback and reports,

- Student feedback on teaching and learning
- Graduate satisfaction survey
- Staff feedback
- Progression
- Industry feedback
- Tracer studies
- Surveys on employment rates
- CREC & CDC reports

3.6.1 Procedure

I. Student feedback on teaching and learning

- Shall be conducted at the end of each semester (twice in an academic year), at least 14 days prior to the completion of the academic teaching, to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the CREC with a copy to CQA.
- The report shall clearly indicate if there are any suggestions made on the ongoing curriculums that need the attention of the CREC

II. Graduate satisfaction survey

- Shall be conducted at the end of the final academic semester, at least 14 days prior to the completion of the academic teaching, to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the CREC with a copy to CQA.
- The report shall clearly indicate if there are any suggestions made on the ongoing curriculums that needs the attention of the CREC

III. Staff feedback

- Shall be conducted at the end of each academic calendar (once in a year), at least 14 days prior to the completion of the academic teaching, to be circulated among the academic staff and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the CREC with a copy to CQA.
- The report shall clearly indicate if any provisions made on the ongoing curriculums needs the attention of the CREC

IV Progression

- This information is to be sent annually to the CQA (31st day of May in a calendar year) by the secretary of the Faculty of Graduate Studies on the number of KIU undergraduates enrolling into the postgraduate programmes.
- CQA shall convey this information to the IQAC within thirty days (30) from the reports it receives from faculty of graduate studies, secretary BOM and based on annual reports
- IQAC in turn shall convey this information to CREC

V. Industry feedback

- This information is to be obtained annually (from 2nd of May to 31st of May in a calendar year) by the department coordinators from the industry on knowledge, professionalism and performance exhibited by employed KIU graduates.
- Department coordinators shall ensure the reports reach them by 15th of June in a calendar year and pass this information to the CREC within fourteen days (14) from the reports are received with a copy to IQAC.

VI. Tracer studies

- This information is to be obtained annually (from 2nd of May to 31st of May in a calendar year) by the department coordinators from the employed KIU graduates on the relevance and uniqueness of their degree programme to their employment.
- Department coordinators shall ensure the reports reach them by 15th of June in a calendar year and pass this information to the CREC within fourteen days (14) from the reports are received with a copy to IQAC.

VII. Surveys on employment rates

- This information is to be obtained annually (from 2nd of May to 31st of May in a calendar year) by the department coordinators from the employed KIU graduates on the employability
- Department coordinators shall ensure the reports reach them by 15th of June in a calendar year and pass this information to the CREC within fourteen days (14) from the reports are received with a copy to IQAC.

VIII. CREC & CDC reports during curriculum revisions

- This report shall be compiled by the CREC based on student feedback on teaching and learning, graduate satisfaction survey, staff feedback, progression, industry feedbacks, tracer studies, surveys on employment rates
- This report of CREC shall clearly indicate the additions or omissions that has to be made on the existing curriculum in order for it to be a marketable programme
- This report shall be sent to CDC by the 31st day of July in a calendar year
- The CDC after making its observations within fourteen days from the receipt of the report shall send its recommendations to Senate.
- Senate based on report it receives from CDC shall instruct the CREC with a copy to IQAC and CQA to make the necessary changes if it deems necessary.

3.7 Teaching and Learning.

The teaching and learning process at KIU will be monitored and evaluated based on the following

- feedbacks and reports,
- Student feedback
- Graduate satisfaction survey
- Progression
- Research output
- Peer review
- Staff feedback
- Staff appraisal documents

3.7.1 Procedure

I. Student feedback

- Shall be conducted at the end of each semester (twice in an academic year), at least 14 days prior to the completion of the academic teaching, to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the faculty dean with a copy to CREC.
- The report shall clearly indicate if there are any comments and suggestions made on the ongoing teaching and learning strategies that need the attention of the department

II. Graduate satisfaction survey

- Shall be conducted at the end of final academic semester, at least 14 days prior to the completion of the academic teaching, to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the faculty dean with a copy to CREC
- The report shall clearly indicate if there are any comments and suggestions made on the ongoing teaching and learning strategies that need the attention of the CREC

III. Progression

- This information is to be sent annually to the CQA (10th day of May in a calendar year) by the secretary of the Faculty of Graduate Studies on the number of KIU undergraduates enrolling into the postgraduate programmes.
- CQA shall convey this information to the IQAC within thirty days (30) from the reports it receives from faculty of graduate studies, secretary BOM and based on annual reports
- IQAC in turn shall convey this information to CREC and faculty deans for their observations and for any necessary action that may have to be initiated if there are shortcomings in the number of students enrolling into postgraduate programmes and reassess the teaching and learning strategies.

IV. Research output

- The number of research papers published in index journals, abstracts, posters, presentations, commercialization of products, patenting by students in an annual year (by the 31st of May) is to be sent by the research unit to the IQAC with a copy to CQA.
- IQAC shall analyze this information within 14 days and send a report to the faculty deans for Initiating remedial measures in the research methodologies if the research outputs are not satisfactory

V. Peer review

- Peer review shall be conducted on the months of September, October, November annually by CQA
- CQA shall bring this to notice to the relevant parties and shall initiate remedial measures in the teaching methodologies if the peer outputs are not satisfactory

VI. Staff feedback

- Shall be conducted at the end of each academic semester (once in a year), at least 14 days prior to the completion of the academic teaching, to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the faculty dean with a copy to CREC
- The report shall clearly indicate if any suggestions made on the ongoing teaching and learning strategies need attention

VII. Staff appraisal documents

- The information pertaining to individual academics on their performance while discharging their duties is to be obtained annually (from 2nd of May to 31st of May in a calendar year) by the HOD's.
- HOD's shall ensure the documents reach them by 15th of June in a calendar year and prepare a report pertaining to teaching strategies employed by the academics in delivery

of the course units/modules and the outcome of such strategies to the faculty deans within fourteen days (14) from the documents are received with a copy to IQAC

- Deans of the faculty shall bring this to notice at the relevant staff member and shall initiate remedial measures in the teaching methodologies if the teaching methods are not satisfactory

3.8 Learning Resources, Student Support and Progression

Learning Resources, student support and progression at KIU will be monitored and evaluated based on the following feedback and reports,

- Fresher's survey
- Student satisfaction survey
- Graduate satisfaction survey
- Tracer studies
- Reports of ICT committee
- Reports of the library committee
- Reports of the career guidance unit
- Reports of student counselling unit
- Reports on extracurricular activities

3.8.1 Procedure

I. Fresher's survey

- Shall be conducted at the end of the induction programme, at least 14 days prior to the completion of the programme, to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the CQA within the next seven days
- The responsible person is the programme coordinator
- CQA shall send a report to the Senate with a copy to BOM within thirty days (30).
- The report shall clearly indicate if there are any comments and suggestions made on the ongoing teaching and learning strategies, facilities provided and the overall satisfaction on choosing KIU for the degree programme.

II. Student satisfaction survey

- Shall be conducted at the end of each academic year (once a year), at least 14 days prior to the completion of the academic teaching, to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the CQA within the next seven (7) days
- The responsible person is the faculty coordinator
- CQA shall compile a report and send it to the BOM within thirty days (30) from the last day of the receipts for any interventions and necessary action based on the feedback received

III. Graduate satisfaction survey

- Shall be conducted at the end of the final academic semester, at least 14 days prior to the completion of the academic teaching, to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the CQA within the next seven (7) days
- The responsible person is the department coordinator
- CQA shall send a report within fourteen days (14) to the IQAC
- CQA shall compile a report and send to the BOM within thirty days (30) from last day of the receipts for any interventions and necessary action based on the feedback received

IV. Tracer studies

- This information is to be obtained annually (from 2nd of May to 31st of May in a calendar year) by the department coordinators from the employed KIU graduates on the relevance and uniqueness of their degree programme to their employment.
- Department coordinators shall ensure the reports reach them by 15th of June in a calendar year and pass this information to the CREC within fourteen days (14) from the reports are received with a copy to IQAC

IV. Reports of ICT committee

- This report shall include the services provided by the ICT department towards students learning, indicating and not limited to,
 - regular web updates
 - LMS provided

- access to e-library services
- access to research portals
- MIS provided (ERP)
- This report shall be sent to CQA biannually (31st day in September and 31st day in March) with a copy to BOM
- The responsible person is the secretary ICT committee
- CQA shall process this information it receives and compile a report based on other information's in hand (eg. student, staff feedback etc.) and send the report to BOM with a copy to ICT department, thirty days (30) from the receipt of the report it receives

V. Reports of the library committee

- This report shall include the library services provided by KIU towards students learning process, such as
 - usage of library facilities
 - availability of reading and learning books and journals
 - availability of e-library books and journals
 - access to research articles, pass papers etc
- This report shall be sent to CQA annually (from 2nd of May to 31st of May in a calendar year) with a copy to BOM
- The responsible person is the secretary library committee/librarian
- CQA shall process this information it receives and compile a report based on other information's in hand (eg. student, staff feedback etc.) and send the report to BOM with a copy to Senate, thirty days (30) from the receipt of the reports it receives.

VI. Reports of Carrier Guidance Unit

- This report shall include the services provided by CGU towards student's carrier, such as
 - Number of seminars/workshops conducted in a calendar year
 - Participation for the calendar year
 - Feedback received from participants
- This report shall be sent to IQAC annually (from 2nd of May to 31st of May in a calendar year) with a copy to CQA
- The responsible person is the secretary CGU

- IQAC shall process this information it receives and compile a report based on other information's in hand (eg. student, staff feedback etc.) and send the report to BOM with a copy to Senate, thirty days (30) from the receipt of the reports it receives.

VII. Reports of Student Counselling Unit

- This report shall include the services provided by STU towards student's mental wellbeing
 - Number of counselling sessions conducted in a calendar year
 - Participation for the calendar year
 - Feedback received from participants
- This report shall be sent to IQAC annually (from 2nd of May to 31st of May in a calendar year) with a copy to CQA
- The responsible person is the secretary STU
- IQAC shall process this information it receives and compile a report based on other information's in hand (eg. student, staff feedback etc.) and send the report to BOM with a copy to Senate, thirty days (30) from the receipt of the reports it receives.

VIII. Reports of Student Welfare Committee

- This report shall include the services provided by STU towards student's extracurricular activity;
 - Number of events conducted in a calendar year
 - Participation for the calendar year
 - Feedback received from participants
- This report shall be sent to IQAC annually (from 2nd of May to 31st of May in a calendar year) with a copy to CQA
- The responsible person is the secretary SWC
- CQA shall process this information it receives and compile a report based on other information's in hand (eg. student, staff feedback etc.) and send the report to BOM with a copy to Senate, thirty days (30) from the receipt of the reports it receives.

3.9 Student Assessment and Awards

Student assessment and awards process at KIU will be monitored and evaluated based on the following feedback and reports,

- Student feedback
- Graduate satisfaction survey
- Staff feedback
- Examiner's report
- Report of the examination division

3.9.1 Procedure

I. Student feedback

- Shall be conducted at the end of each semester (twice in an academic year), at least 14 days prior to the completion of the academic teaching and to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the faculty dean with a copy to CREC.
- The report shall clearly indicate if there are any comments and suggestions made on the ongoing assessment and award strategies that needs the attention of the department

II. Graduate satisfaction survey

- Shall be conducted at the end of the final academic semester, at least 14 days prior to the completion of the academic teaching, to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the faculty dean with a copy to CREC
- The report shall clearly indicate if there are any comments and suggestions made on the assessment and award strategies that need the attention of the CREC

III. Staff feedback

- Shall be conducted at the end of each academic semester (once in a year), at least 14 days prior to the completion of the academic teaching, to be circulated among the staff and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the faculty dean with a copy to CREC
- The report shall clearly indicate if any suggestions made on the assessment and award strategies need attention

IV. Examiner's report

- External examiners reports shall be collected at the end of the semester-end examination and shall forward this to the faculty dean within 45 days from the last date of the examination held for that semester by the department
- The faculty dean shall prepare a report based on the reports within 30 days from the receipts and inform the relevant departments on any suggestions or comments made on the assessment strategies that need attention.
- If the department intends to change any strategies as per the report it received from the Dean this shall be taken up at the faculty board meeting and the final decision is to be communicated to the Senate for its approval
- If the Senate accepts the changes recommended by the faculty board, the department coordinator shall inform this to the CREC on the new development

V. Report of the examination division

- This report shall be compiled by the examination division annually (31st of May in a calendar year) and send to the Senate with a copy to CQA through the Registrar
- This report shall include,
 - number of assessments carried out and publishing of results
 - passing and failing rates for each department
 - examination offences and the disciplinary actions carried out
- Based on the report senate shall direct the faculty dean/s for any remedial measures that may have to be initiated in the assessment methods if it deemed necessary

3.10 Strength and quality of staff

The strength and quality of staff at KIU shall be assessed using the following feedback and reports,

- Staff appraisal documents
- SDC reports
- Peer review
- Staff feedback
- Student feedback

3.10.1 Procedure

I. Staff appraisal document

- The information pertaining to individual academics and non-academics on their performance while discharging their duties is to be obtained annually (from 2nd of May to 31st of May in a calendar year) by the HOD's.
- HOD's shall ensure the documents reach them by 15th of June in a calendar year and prepare a report pertaining to discharging their duties.
- In the case of the academic staff member to the faculty deans and in the case of non-academics to the BOM, within fourteen days (14) from the documents are received with a copy to IQAC
- Deans of the faculty/ BOM shall bring this to notice at the relevant staff member and shall initiate remedial measures if discharging of duties is not satisfactory

II. SDC reports

- This report is to be sent to the CQA by the SDC biannually (31st day in September and 31st day in March) with a copy to BOM
- The responsible person is the secretary of SDC
- This report shall include the following,
 - training conducted for the newly recruited staff
 - professional training conducted to staff
 - training sessions conducted on outcome-based education and student-centred teaching to academics

III. Peer review

- Peer review shall be conducted on the months of September, October, November annually by CQA for the academic staff
- CQA shall bring this to notice to the relevant parties and shall initiate remedial measures in the teaching methodologies if the peer observed outputs are not satisfactory

IV. Staff feedback

- Shall be conducted at the end of each academic year (once in a year), at least 14 days prior to the completion of the academic teaching, to be circulated among the staff and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the faculty dean with a copy to CQA
- The report shall clearly indicate if any suggestions made on the role and responsibilities in discharging their duties needs attention
- The Dean of the faculty shall consult the concerned department head and rectify any irregularities that may have arisen in discharging the duties of the staff member.
- HOD of the concerned department intimate such to the staff member and formally inform the Dean of the Faculty with a copy to CQA.

IV. Student feedback

- Shall be conducted at the end of each semester (twice in an academic year), at least 14 days prior to the completion of the academic teaching and to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the department coordinator
- IQAC shall send a report to the faculty dean with a copy to CREC.
- The report shall clearly indicate if there are any comments and suggestions made on the teaching quality of staff that needs the attention of the department

3.11 Postgraduate studies, Research, Innovation and Commercialization.

KIU postgraduate studies, research, innovation and commercialization will be monitored and evaluated based on the following feedback and reports,

- Corporate plan
- Student feedback
- Tracer studies
- Peer review
- Staff feedback
- Report of the research unit
- Examiner report
- Report of the examination division
- Annual report

3.11.1 Procedure

I. Corporate plan

- The receipts of the evaluation sheet (annexure 1) shall be carried out biannually in the months of July and December in a calendar year
- The person responsible for is the secretary of graduate studies
- Secretary shall forward it to the IQAC seven days (7) from the last date of the receipts (31st day of July/December)
- IQAC shall carry out the evaluation on the evaluation sheets it received and shall forward it with a detailed report, indicating the progress made and any difficulties faced in the implementation to the CQA within thirty days (30) from the final receipt
- CQA will evaluate the evaluation sheets based on the reports it receives from IQAC, CPC and BOM.
- CQA will submit its observation to the IQAC, CPC and BOM on the progress made by the departments within 30 days from the receipts of the evaluation sheets.
- CQA will give recommendations and suggestions to the CPC, BOM and IQAC on any remedial measures to be instituted if there is a lack of progression on the activities planned

- CQA will re-evaluate any department/division/unit which has shown a lack of progression within ninety (90) days from the date of notifying the last evaluation findings.
- In an event if a department/division/unit fails to adhere to the recommendations given, the CQA shall inform this to VC and the BOM to take necessary action against such a department/division/ unit

II. Student feedback

- Shall be conducted at the end of each semester (twice in an academic year), at least 14 days prior to the completion of the academic teaching and to be circulated among the students and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the secretary of graduate studies
- IQAC shall send a report to the faculty dean with a copy to CQA.
- The report shall clearly indicate if there are any comments and suggestions made on the quality of academic staff that needs the attention, facilities available for research activities including supervisors help in timely completion of research work, publications, patenting and commercialization (if applicable) of research work

IV. Tracer studies

- This information is to be obtained annually (from 2nd of May to 31st of May in a calendar year) by the programme coordinators from the employed KIU graduates on the relevance and uniqueness of their postgraduate degree program to their employment.
- Programme coordinators shall pass this information to the secretary of graduate studies
- Secretary of graduate studies shall ensure that these reports reach them by 15th of June in a calendar year and compile a report and send to the IQAC within fourteen days (14) from the reports are received from respective programme coordinators, with a copy to CQA.

V. Peer review

- Peer review shall be conducted on the months of September, October, November annually by CQA for the academic staff
- CQA should bring this to notice to the relevant parties and shall initiate remedial measures in the teaching methodologies if the peer observed outputs are not satisfactory

VI. Staff feedback

- Shall be conducted at the end of each academic semester (once in a year), at least 14 days prior to the completion of the academic teaching, to be circulated among the academic staff and shall get it back in seven days' time.
- Processed and sent to the IQAC within the next seven (7) days
- The responsible person is the secretary of graduate studies
- IQAC shall send a report to the faculty dean with a copy to CQA
- The report shall clearly indicate if any suggestions made on the ongoing teaching and learning strategies need attention

VII. Reports of the research unit

- This report shall be compiled by the research unit annually (31st of May in a calendar year) and send to the Dean FGS with a copy to CQA
- This report shall clearly indicate the number of research activities carried out, the outcomes, collaborations, publications, patenting, commercialization and awards from the postgraduate students.
- The report shall also indicate any remedial measures institute by the FGS in a study program/s is achieving its target or not.
- The Dean shall initiate remedial measures if the research activity in a program of study is not satisfactory.
- If such remedial measure is initiated the Dean shall compile a report and send it to the Senate with a copy to CQA and research unit.

VIII. Examiner report

- External examiners reports shall be collected at the end of the examination and shall forward this to the faculty dean within 45 days from the last date of the examination held for that semester.
- The person responsible is the programme coordinator.
- The faculty dean shall prepare a report based on the reports within 30 days from the receipts and inform the relevant departments on any suggestions or comments made on the assessment strategies that need attention.
- If the department intends to change any strategies as per the report it received from the Dean this shall be taken up at the faculty board meeting and the final decision is to be communicated to the Senate for its approval
- If the Senate accepts the changes recommended by the faculty board, the secretary of graduate studies shall formally inform this to the CDC with a copy to CQA

V. Report of the examination division

- This report shall be compiled by the examination division annually (31st of May in a calendar year) and send to the Senate with a copy to CQA through the Registrar
- This report shall include,
 - examination held and publishing of results
 - passing and failing rates for each program
 - examination offences and the disciplinary actions carried out
- Based on the report senate shall direct the Dean FGS for any remedial measures that may have to be initiated in the assessment methods if it deems necessary

3.12 Community Engagement, Consultancy and Outreach.

KIU's community engagement, consultancy and outreach will be monitored and evaluated in the following manner,

- Reports of Student Welfare Committee
- Industrial feedback
- Annual reports

3.12.1 Procedure

I. Report of Student Welfare Committee

- This report shall include the public engagement services provided by student's extracurricular activity
 - Number of engagements and services provided in a calendar year
 - Participation for the calendar year
 - Feedback received from the community
- This report shall be sent to IQAC annually (from 2nd of May to 31st of May in a calendar year) with a copy to CQA.
- The responsible person is the secretary SWC.

II. Industrial feedback

- This information is to be obtained annually (from 2nd of May to 31st of May in a calendar year) by the department coordinators from the industry on knowledge, skills, performance and teamwork exhibited by students of KIU while on placement/ internships.
- Department coordinators shall ensure the reports reach them by 15th of June in a calendar year and pass this information to the CREC within fourteen days (14) from the reports are received with a copy to IQAC.

3.13 Programme monitoring and evaluation

3.13.1 Programme Management

Programme management at KIU will be monitored and evaluated based on the following feedback reports

- Corporate plan and action plan
- SOP's
- Fresher's feedback
- Student feedback
- Graduate satisfaction
- CDC & CREC reports
- Report of the examination division
- Staff feedback
- Staff appraisal

- Report of SDC
- Reports of ICT committee
- Report of SCU
- Report of SWC

3.13.2 Human and physical resources

Human and physical resources at KIU will be monitored and evaluated based on the following feedback and reports,

- Fresher's survey
- Student satisfaction survey
- Report of CGU
- Report of SDC
- Report of the library committee
- Report of ICT committee
- Report of SWC

3.13.3 Program design and development

Programme design and development at KIU will be monitored and evaluated based on the following feedback and reports,

- Corporate plan
- Student feedback
- Graduate satisfaction survey
- Progression
- Tracer studies
- Staff feedback
- Employer's feedback
- CREC and CDC reports
- Reports of IQAC

3.13.4 Course/module design and development

Course/module design and development at KIU will be monitored and evaluated based on the following feedback and reports,

- Student feedback

- Graduate satisfaction survey
- Progression
- Tracer studies
- Staff feedback
- Peer observation
- Examiners report
- Report of SDC
- Employers feedback
- CREC and CDC reports
- Reports of IQAC

3.13.5 Teaching and learning

Teaching and learning at KIU will be monitored and evaluated based on the following feedback and reports,

- Corporate plan and action plans of faculties & departments
- Student feedback
- Student satisfaction survey
- Graduate satisfaction survey
- Progression
- Tracer studies
- Staff feedback
- Peer observation
- Examiners report
- Report of the Research unit
- Report of the ICT committee
- Report of the CGU
- CREC and CDC reports
- Reports of IQAC

3.13.6 Learning Environment, Student Support and Progression

Learning Environment, Student Support and Progression at KIU will be monitored and evaluated based on the following feedback and reports,

- Fresher's survey

- Student satisfaction survey
- Graduate satisfaction survey
- Progression
- Tracer studies
- Report of ICT committee
- Report of library committee
- Report of CGU
- Report of STU
- Report of SWC
- Report of the SDC

3.13.7 Assessment of students and awards

Assessment of students and awards at KIU will be monitored and evaluated based on the following feedback and reports,

- Student feedback
- Graduate satisfaction survey
- Staff feedback
- Examiner's report
- Report of the examination division

3.13.8 Innovative and Healthy Practices

Innovative and Healthy Practices at KIU will be monitored and evaluated based on the following feedback and reports,

Action plans of the faculties/departments

- Student feedback
- Graduate satisfaction survey
- Report of Research unit
- Reports of ICT committee
- Report of CGU
- Report of the SWC
- Report of the SDC

4. Self-evaluation report (SER)

- Institutional and Programme SER is to be conducted by the CQA and IQAC annually in the month of May in a calendar year
- Based on the SER, CQA shall compile a report and submit to Senate and BOM ninety days (90) from the last day of collection (31st day of May)