

Chapter 3

Quality Assurance

QUALITY ENHANCEMENT CELL

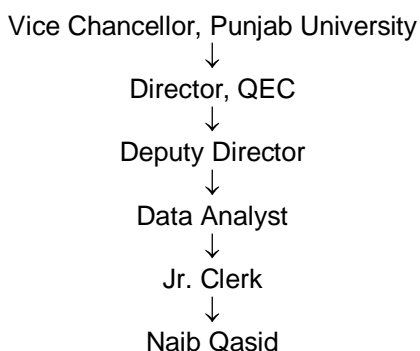
- **Quality Enhancement Cell**

- In recent years it has become an obligation that institutions of higher education demonstrate the effectiveness of their academic programs in providing high quality education that positively impacts students. Furthermore, most accrediting bodies and others concerned with quality assurance are requesting that institutions assess students learning outcomes as a means of improving academic programs. This has led the HEC to develop methods for assessing the quality of academic programs.
- **Assessment** is a systematic process of gathering, reviewing and using important quantitative and qualitative data and information from multiple and diverse sources about educational programs, for the purpose of improving student learning, and evaluating whether academic and learning standards are being met. The process culminates when assessment results are used to improve students learning. The **elements** of a successful assessment program include:-
 - Purpose identification
 - Outcomes identification
 - Measurements and evaluation design
 - Data collection
 - Analysis and evaluation
 - Decision-making regarding actions to be taken

- **Functioning of Quality Enhancement Cell at University of the Punjab:**

- As per directions of HEC, Quality Enhancement Cell was established at University of the Punjab in 2006. Currently the cell is situated in the building of Centre for Undergraduate Studies. The present structure of Quality Enhancement Cell at University of the Punjab is given as below:

- **Structure of Quality Enhancement Cell at University of the Punjab:**



- There are number of ways and means by which educational institutions are improving the quality of education. Self Assessment is one of them.
- **Self Assessment:**
 - Self-assessment is an important tool for quality assurance and provides feedback for the management to initiate action plans for improvement and the same has been adopted at University of the Punjab. The data is collected by using self assessment manual for the purpose of self assessment of a particular academic program. Quality Enhancement Cell at Punjab University is continuously striving for implementation of SAM at departmental level. The silent features of self assessment are as under:-
 - It helps in maintaining and continuous enhancement of performance.
 - Enhancing effectiveness of the output
 - Verifying that the existing activities meet their objectives and institutional goals
 - Providing feedback for quality assurance
- **Self Assessment Procedure:**

Each academic program shall undergo a self assessment every year (assessment cycle. QEC is responsible for planning, coordinating and following up on the self assessment activities. The steps of the procedure for self assessment are as under:-

 - QEC initiates Self Assessment exercise through the notification issued by the Vice Chancellor's office
 - Department forms Program teams, who are responsible for preparing and generating Self Assessment Report (SAR)
 - QEC reviews the Final SAR in one month to ensure that it is prepared according to the required format
 - If SAR is declared complete by QEC it moves to next step, other wise it goes back to step 2
 - Vice Chancellor forms Assessment Team (AT) in consultation with QEC
 - QEC plans and fixes AT visits
 - AT conducts assessment and presents its findings to QEC
 - QEC submits the Executive Summary alongwith AT findings
 - Department shall prepare and submit an implementation plan to QEC based on AT findings.
 - QEC is also responsible for follow-up of corrective measures by different departments.
- **Components of Self Assessment Process:**
 - Criteria 1: Programme Mission Statements, Objectives and Outcomes
 - Criteria 2: Curriculum Design and Organization
 - Criteria 3: Laboratories and Computing Facilities
 - Criteria 4: Student Support and Advising
 - Criteria 5: Process Control

- Criteria 6: Faculty
- Criteria 7: Institutional Facilities
- Criteria 8: Institutional Support
- **Impact of Quality Assurance in the University**
 - Quality Enhancement Cell is developed in universities to have a focused attention on quality assurance aspect of Higher Education and to monitor the ongoing quality move in the University. The impact of quality assurance and the changes which it has brought in the University are outlined below:-
 - Created the awareness about self assessment, its procedures and implementation at departmental level.
 - Streamlined the development of curriculum for different programs.
 - Development of module files of Bachelors, Masters, M.Phil and PhD. degree programs.
 - Lesson plan and course material files are being maintained and are being distributed to the students.
 - Streamlined the educational processes i.e admission, registration and guidance to students, etc.
 - Focused on improving and maintaining the highest Academic Standards.
 - Prepared the departments for their Accreditation by Councils and other such bodies.
 - Helped to improve students' learning through student feedback (high standards of oral and written communication skills), alumni & employer surveys and changes, if required, in curricula (improvements to achieve academic excellence)
 - Identified the weaknesses about teaching & research through faculty survey.
 - It is agreed by all the stakeholders in higher education that Self Assessment Manual (SAM) is a great opportunity to enhance the level of education.



QEC team in a meeting with Faculty of Commerce to manifest the importance of Self Assessment

- The interest in Quality Assurance and SAM completion can be increased among different departments, firstly by clarifying the SAM and by increasing awareness; secondly, SAM is not a survey form but a complete course in management system. However, the implementation of quality assurance and SAM can only be effectively implemented in letter and spirit by the commitment of the Directors and Deans of all the faculties. The QEC is contributing in creating awareness by providing training in cluster of program teams.
- **Latest Status of QEC at University of the Punjab:**
 - The following table shows that in Punjab University out of 71 departments; 38 departments have submitted their Self Assessment Report (SAR), out of which 18 have submitted their implementation plans.

○ Total number of departments	71
○ No of departments whose PTs formation completed	71
○ No. of SARs submitted	38
○ No. of ATs formed	18
○ No. of ATs visits to different departments	8
○ No. of submission of AT reports	10
○ No. of Exit meeting of AT with the Dean & PTMs	18
○ No. of audits completed of different departments	18
○ No. of submission of Implementation plans to VC	18
 - Quality Enhancement Cell is following up the implementation plans alongwith continuously pursuing the rest of departments to prepare their SARs. As self assessment is a continuous process once any department completes its one cycle of assessment, it is asked to prepare the next.

FACULTY OF ARTS & HUMANITIES

DEPARTMENT OF PHILOSOPHY

- **Membership of Associations/ Networks**
 - All faculty members are associated with different international philosophical societies.

PAKISTAN STUDY CENTRE

- **Membership of Associations/ Networks**

Pakistan Vision, the research journal of the Centre has been part of indexing and abstracting services of two international and one national abstracting organizations. These are

 - International Political Science Abstracts (IPSA), Paris
 - International Bibliography of Social Sciences (IBSS), London
 - AsiaNet Pakistan

- **Accreditation of Programmes from Relevant Councils**

- The academic programmes of the Centre have been reviewed and approved by the Academic Committee, Pakistan Study Centre, Board of Faculty of Arts & and the Academic Council of Punjab University and of Board of Studies, University of the Punjab.

COLLEGE OF ART & DESIGN

- **Accreditation of Programmes from Relevant Councils**

- Department of Architecture is accredited by PCATP (Pakistan Council of Architecture and Town Planning).

FACULTY OF BEHAVIORAL & SOCIAL SCIENCES

INSTITUTE OF COMMUNICATION STUDIES

- **Membership of Associations/ Networks**

- Institute of Communication Studies, University of the Punjab has membership of PEMRA and Paragon Academy of Performing Arts.

FACULTY OF COMMERCE

HAILEY COLLEGE OF BANKING & FINANCE

- **Membership of Associations/ Networks**

- Our college is a member of several bodies including AMDISA, Hyderabad, India.

- **Accreditation of Programmes from Relevant Councils**

- All of our Programs are approved by the relevant statutory bodies and HEC Islamabad.

FACULTY OF ECONOMICS & MANAGEMENT SCIENCES

INSTITUTE OF ADMINISTRATIVE SCIENCES

- We are currently in a process to accredit our management programs from the NBEAC-HEC (accreditation council). Last year, as per the instructions of Institute of Quality and Technology Management, our faculty crafted a Self Assessment Report which ultimately scored the highest after audit from the team constituted by the worthy Vice Chancellor.

INSTITUTE OF BUSINESS & INFORMATION TECHNOLOGY

- Institute is following the guidelines provided by the HEC and Quality Cell of Punjab University.

FACULTY OF ENGINEERING & TECHNOLOGY

INSTITUTE OF CHEMICAL ENGINEERING & TECHNOLOGY

- **Impact of Quality Assurance**
 - Teacher's and course evaluation has been conducted on regular basis. Teachers have started circulating course outlines and completing courses in semester. Self Assessment process is working and reports are being generated.
- **Membership of Associations/ Networks**
 - Faculty members as well as students are encouraged to get memberships of various professional organizations like PEC, PIChE etc.
- **Accreditation of Programmes from Relevant Councils**
 - The program of B.Sc. (Engg.) Chemical Engineering at the Institute is duly accredited by the Pakistan Engineering council and Higher Education Commission. Moreover, to maintain the quality standards, and to upgrade of the curriculum according to Pakistan Engineering Council and Higher Education Commission's requirements boards studies and faculty meetings are a regular feature.

INSTITUTE OF QUALITY & TECHNOLOGY MANAGEMENT

- **Membership of Associations/ Networks**
 - Institute is member of Asia Pacific Quality network (APQN)
- **Accreditation of Programmes from Relevant Councils**
 - BS Industrial Engineering program of this Institute is accredited by PEC.

FACULTY OF ISLAMIC STUDIES

SHEIKH ZAYED ISLAMIC CENTRE

- **Accreditation of Programmes from Relevant Councils**
 - Board of Studies, Departmental Doctoral Programme Coordination Committee and Advanced Studies & Research Board are the statutory bodies of the academic matters.

FACULTY OF LIFE SCIENCES

DEPARTMENT OF APPLIED PSYCHOLOGY

- **Membership of Associations/ Networks**

Sr. No.	Name of Association/ Networks/Committee	Name of Faculty Member
1.	Member British Psychological Society, UK (BPS).	Prof. Dr. Rukhsana Kausar
2.	International Affiliate American Psychological Association (APA)	Prof. Dr. Rukhsana Kausar

Sr. No.	Name of Association/ Networks/Committee	Name of Faculty Member
3.	Full Member of the European Health Psychology Society (EHPS)	Prof. Dr. Rukhsana Kausar
4.	Member International Council of Psychologists (ICP).	Prof. Dr. Rukhsana Kausar
5.	Member International Association of Applied Psychology (IAAP).	Prof. Dr. Rukhsana Kausar
6.	Member Asian Psychological Association (APsyA).	Prof. Dr. Rukhsana Kausar
7.	Life Member, Pakistan Psychological Association (PPA).	Prof. Dr. Rukhsana Kausar
8.	Member, International Society of Interpersonal Acceptance and Rejection.	Prof. Dr. Rukhsana Kausar
9.	Member Research Advisory Committee of National Institute of Psychology, Centre of Excellences, Quaid-e-Azan University, Islamabad, Pakistan.	Prof. Dr. Rukhsana Kausar
10.	Member, Committee for Development of Social Sciences, Arts and Humanities, Higher Education Commission, Pakistan, August, 2010 onwards.	Prof. Dr. Rukhsana Kausar
11.	Chairperson, Psychology Subcommittee, Committee for Development of Social Sciences, Arts and Humanities, Higher Education Commission, Pakistan, August, 2010 onwards	Prof. Dr. Rukhsana Kausar
12.	Chief Editor, Journal of Behavioural Sciences, Official Publication of Department of Applied Psychology, University of the Punjab, Lahore (2003-2005; 2007 onwards).	Prof. Dr. Rukhsana Kausar
13.	Chief Editor "Psychological Abstracts", Department of Applied Psychology.	Prof. Dr. Rukhsana Kausar
14.	Member, Editorial Board, Journal of Social and Clinical Psychology.	Prof. Dr. Rukhsana Kausar
15.	Member, Editorial Board, Pakistan Journal of Professional Psychology.	Prof. Dr. Rukhsana Kausar
16.	Consulting Editor, Science Journal of Business Management, ISSN" 2276-6316, http://www.sjpub.org/sjbm.html	Prof. Dr. Rukhsana Kausar
17.	Consulting Editor, Pakistan Journal of Psychological Research, National Institute of Psychology, Quaid-i-Azam University, Islamabad	Prof. Dr. Rukhsana Kausar
18.	Consulting Editor, Indian Journal of Psychology and Mental Health.	Prof. Dr. Rukhsana Kausar
19.	Consulting Editor, Journal of Gender and Social Issues, Fatima Jinnah Women University, Rawalpindi.	Prof. Dr. Rukhsana Kausar
20.	Consulting Editor, Frontier Women University, Journal of Social Sciences.	Prof. Dr. Rukhsana Kausar
21.	Consulting Editor, Journal of Indian Academy of Applied Psychology.	Prof. Dr. Rukhsana Kausar

Sr. No.	Name of Association/ Networks/Committee	Name of Faculty Member
22.	Consulting Editor, Bulletin of Educational Research, Institute of Education and Research, Islamic International University, Islamabad.	Prof. Dr. Rukhsana Kausar
23.	Consulting Editor, Bulletin of Educational Research, Institute of Education and Research University of the Punjab, Lahore.	Prof. Dr. Rukhsana Kausar
24.	Vice President Society for Advancement of Muslim Psychology, Pakistan	Dr. Naumana Amjad
25.	Senior Vice President Alumni Association of Ravian Psychologists	Dr. Naumana Amjad
26.	Member International Society for Research on Aggression	Dr. Naumana Amjad
27.	Member Pakistan Psychological Association	Dr. Naumana Amjad
28.	Member American Psychological Association , America	Ms. Rafia Rafique
29.	Member Canadian Psychological Association, Canada.	Ms. Rafia Rafique
30.	Member Pakistan Psychological Association	Ms. Rafia Rafique
31.	Member Pakistan Psychological Association	Ms Afsheen Masood
32.	Member Society for Rehabilitation of Disabled Children, Jail Road Lahore	Ms Afsheen Masood
33.	Member Pakistan Psychological Association.	Ms Afifa Anjum
34.	Member of FOCUS GROUP at Packages Pvt. Limited	Ms Tahira Mubashar
35.	Member of Pakistan Psychological Association	Ms Mujeeba Ashraf
36.	Member of Pakistan Clinical Psychologist Association (PACP)	Ms Mujeeba Ashraf

- **Accreditation of Programmes from Relevant Councils**

- Programs and Courses are accredited by Statutory Bodies of the University.

DEPARTMENT OF BOTANY

- **Accreditation of Programmes from Relevant Councils**

- Yes

DEPARTMENT OF ZOOLOGY

- **Membership of Associations/ Networks**

Prof. Dr. Muhammad Akhtar:

- Founder Fellow, Pakistan Wildlife Foundation since 2011 till to-date.

Prof. Dr. Tanveer Akhtar:

- Member, American Association for Cancer Research (AARC) till 2008 to-date.

Prof. Dr. Syed Shahid Ali:

- Vice President, Zoological Society of Pakistan, ZSP (2008-2012)

Prof. Dr. Javed Iqbal Qazi

- Member Disciplinary Committee for resolving cases for unfair means in the examinations of University of the Punjab, Lahore. From 2010 on-ward.
- Life Fellow Zoological Society of Pakistan.
- Life Fellow Biological Society of Pakistan.
- Life Fellow Pakistan Fisheries Society.
- Life fellow medical Research Society of Pakistan.

Dr. Zafar Iqbal:

- Fellow Zoological Society of Pakistan.
- Life Fellow Fisheries Society of Pakistan.
- Member British Society of Parasitology.

Dr. Nabila Roohi:

- Active Member, The Endocrine Society, 8401 Connecticut Avenue, Suite 900, Chevy Chase, Maryland, USA, December 2010 to present
- Member, International Society of Zoological Sciences, Datun Road, Beijing, China, April 2010 to present
- Member, All Pakistan Women Association (APWA), 2000 to present

Dr. Farah Rauf Shakoori:

- Life Fellow, Zoological Society of Pakistan.
- Member, organization for Women in Science for the Developing World (OWSDW)
- Since 2007-continuing.

Dr. Najma Shaheen:

- Member of zoological society of Pakistan

Dr. Ayesha Aihetasham:

- Member Board of studies
- Member purchase committee
- Member Dengue Research group

Dr. Abdul Majid Khan:

- Zoological Society of Pakistan

INSTITUTE OF AGRICULTURAL SCIENCES

- **Membership of Associations/ Networks**

Dr. M. Saleem Haider, Professor & Director

- Editor In-Chief for Mycopath Journal
- Member-Editorial Board for Journal of Life Sciences, USA
- Member-European Federation of Biotechnology
- Fellow-The Zoological Society of Pakistan

- Member Pakistan Phytopathological Society
- Member Myco-Phytopathological Society of Pakistan
- Member Bioinformatics.org
- Member-Pakistan Agricultural Research Scientists Association
- Member world Cucurbitaceae Scientists
- Reviewer: Journal of Microbiology and Antimicrobials
- Reviewer: Journal of Life Sciences, USA
- Reviewer: Pakistan Journal of Botany
- Reviewer: Sarhad Journal of Agriculture
- Reviewer: Pakistan Journal of Agricultural Sciences
- Reviewer: African Journal of Biotechnology
- Reviewer: African Journal of Agricultural Sciences

Dr. Ghazala Nasim, Professor

- Life-member of Myco-Phytopathological Society of Pakistan (MYCOPS).
- Life member of Weed Science society of Pakistan (WSSP).
- Life member Pakistan Phytopathological Society.
- Life member, Pakistan Botanical Society.
- Life member, Pakistan Environmental Law Association (PELA).
- Pakistan Geological Society (PAGS)
- Pakistan Biological Society.
- Member, Provincial Committee on Climate Change and air pollution., Environment Protection Department, Govt. of the Punjab.
- Science Task Force.
- Mycological Society of America, (MSA).
- American Phytopathological Society, (APS).
- National Geographical Society, Washington, DC, U.S.A.
- The Zoological Society of Pakistan.
- Pakistan Herbal Society

Dr. Salik Nawaz Khan, Assistant Professor

- Member editorial board of 'Myconews', an official quarterly publication of First Fungal Culture Bank of Pakistan, University of The Punjab, Lahore.
- Life member of Myco-phytopathological Society of Pakistan (MYCOPS).
- Lifemember and vice president for Phytopathological society Pakistan
- Life member Pakistan Botanical Society

Dr. Safdar A. Anwar, HEC Foreign Professor

- Member- Society of Nematologists USA

- Member-The Zoological Society of Pakistan
- Member Pakistan Phytopathological Society

Dr. Tehmina Anjum, Assistant Professor

- Life member of Myco-phytopathological Society of Pakistan (MYCOPS)
- International Society of Ethno-biology (ISE), USA (Member from March 2012)
- Senior member (Member #: 100475) of Asia-Pacific Chemical, Biological & Environmental Engineering Society (APCBEEES) since 2012.

Dr. Arshad Javaid, Assistant Professor

- Pakistan Botanical Society (Life Member).
- Pakistan Phytopathological Society (Life Member)
- Weed Science Society of Pakistan (Life Member) (Vice President Punjab)
- Asian Allelopathy Society (Life Member)

Dr. Shakil Ahmed, Assistant Professor

- Life Member: Asian Allelopathy Society (AAS)
- Life Member: Myco-Phytopathological Society of Pakistan (MYCOPS)
- Life Member: Pakistan Biological Society (PBS)
- Life Member: Pakistan Phyto-pathological Society (PPS)
- Member: Pakistan Botanical Society

Dr. Amna Shoaib, Assistant Professor

- Phytopathological Society
- Myco-Phytopathological Society of Pakistan

Dr. Shazia Shafique, Assistant Professor

- Life time membership of International society of Applied Life Sciences.

Dr. Shinawar Waseem Ali, Assistant Professor

- Member, Pakistan Society of Food Scientists & Technologists (PSFST), as well as Secretary Press & Public Relations, PSFST-Lahore Chapter for session 2012-2014
- Global Outreach Member, American Society of Microbiology (ASM) till December 2013
- Volunteer Member, Institute of Research Promotion (IRP), Lahore, Pakistan
- Member, National Academy of Young Scientists (NAYS), Pakistan

Dr. Muhammad Bilal Chattha, Assistant Professor

- Pakistan Society of Agronomy

Dr. Sobiya Shafique, Assistant Professor

- Life time membership of International society of Applied Life Sciences.

Dr. Asad Shabbir, Assistant Professor

- International Weed Science Society (IWSS)
- Asian Pacific Weed Science Society (APWSS)

- Weed Society of Queensland Australia (WSQ)
- Phytopathological Society of Pakistan (PPS)

Miss Zill-e-Huma, Lecturer

- American society of Industrial microbiologists

Miss Shabnam Javed, Lecturer

- Pakistan Veterinary Medical Association (Life membership)
- American Society for Microbiology

Dr. Nasir Ahmad, Lecturer

- Member of Pakistan Society of Food Scientists and Technologists
- Member of Quality and Price Control Committee of IAGS
- Member of Research Committee of IAGS

- **Accreditation of Programmes from Relevant Councils**

- The Higher Education Commission (HEC) has accredited the academic programs of the Institute of Agricultural Sciences in 'X' category.

FACULTY OF SCIENCES

COLLEGE OF EARTH & ENVIRONMENTAL SCIENCES

- **Membership of Associations/ Networks**

- Firdaus-e-Bareen: Member of Pakistan Botanical Society, Member of Pakistan Phytopathology Society, American Mycological Society USA.
- Dr. Iftikhar Ahmad: IAHS, International Association of Hydrological Sciences. UK Punjab Geological Society
- Dr. Nadia Jamil: Life time Member of Chemical Society of Pakistan and Member of Environmentalist Association

COLLEGE OF STATISTICAL & ACTUARIAL SCIENCES

- **Membership of Associations/ Networks**

- Faculty Members of College of Statistical and Actuarial Sciences, University of the Punjab, Lahore are members of 'Pakistan Statistical Association'
- Dr. Shahid Kamal, Prof. & Principal is the member, American Statistical Association, USA
- Mr. Ghulam Nabi, Lecturer is the member, Institute of Actuaries, U.K.
- Mr. Ghulam Nabi, Lecturer is the member, Pakistan Society of Actuaries, Pakistan
- Mr. Ghulam Nabi, Lecturer is the member, Society of Actuaries, India

- **Accreditation of Programmes from Relevant Councils**

- All academic programs offered by College of Statistical and Actuarial Sciences, University of the Punjab, Lahore are duly accredited from the relevant bodies of Punjab University.

DEPARTMENT OF GEOGRAPHY**• Membership of Associations/ Networks**

- Pakistan Geographical Association and Old Geography Students Association and International Geographical Union (USA)

DEPARTMENT OF PHYSICS**• Membership of Associations/ Networks**

- The faculty members of the Department of Physics, University of the Punjab, Lahore have life memberships of Pakistan Institute of Physics (PIP).
- Dr. Shaukat Ali, Prof. is one of members, of Al Khawarzami Science Society, Pakistan.

• Accreditation of Programmes from Relevant Councils

- All academic programs offered by the Department of Physics, University of the Punjab, Lahore are duly accredited from the relevant bodies of Punjab University.

PUNJAB UNIVERSITY COLLEGE OF INFORMATION TECHNOLOGY**• Accreditation of Programmes from Relevant Councils**

NCEAC category W (for three years) awarded for the following degree programs:

- BS Computer Science
- BS Software Engineering
- BS Information Technology