

MINUTES OF THE EIGHTEENTH MEETING OF PHASE I & II
QUALITY ENHANCEMENT CELLS

A two day meeting of Heads of Quality Enhancement Cells of Phase I & II was held on 15th – 16th April, 2013 at HEC Regional Center, Lahore wherein representatives of 27 QECs briefed about the problems encountered in conducting teachers' and course evaluation; remedial actions taken on weaknesses identified by the evaluations and new good practices introduced by QECs in their respective universities.

On the second day, a case study on progress developments in QEC was presented by National University of Science and Technology Islamabad and University of Punjab Lahore. In addition, representative of Virtual University of Pakistan, Lahore delivered a brief session on Service Quality in Education.

2. The following attended:

1. Prof. Dr. Azam Ali Khwaja, Managing Director, QAA, HEC, Islamabad
2. Air Cdre. (R) Muhammad Ismail, Director QA, National University of Science and Technology, Islamabad
3. Mr. Sarfaraz Pirzada, Advisor QEC, COMSATS Institute of Information Technology, Islamabad
4. Dr. Muhammad Zubair Siddiqui, Director QEC, Government College University, Faisalabad
5. Prof. M. Sajidin, Director QEC, University of Karachi, Karachi
6. Prof. Dr. Abdullah Saand, Dean QEC, Quaid-e-Awam University of Engineering, Sciences and Technology, Nawabshah
7. Dr. Rahat H. Bokhari, Director QEC, Quaid-i-Azam University, Islamabad
8. Dr. Syed Mohammad Arif, Director QEC, University of Balochistan, Quetta
9. Prof. Dr. Aamir Ijaz, Director QEC, University of Punjab, Lahore
10. Dr. Nomana Anjum, Director QEC, Allama Iqbal Open University, Islamabad
11. Ms. Iram Sohail, Director QEC, Government College University, Lahore
12. Prof. Dr. Ahrar Khan, Director QEC, University of Agriculture, Faisalabad
13. Dr. Abdul Sami Qureshi, Director QEC, Mehran University of Engineering & Technology, Jamshoro
14. Prof. Dr. Iftikhar Ahmad Khan, Director QEC, KPK University of Engineering & Technology, Peshawar
15. Prof. Rafia Khanam, Director QEC, Mirpur University of Science and Technology, Mirpur
16. Prof. Dr. Riaz Ahmad, Director QEC, PMAS Arid Agriculture University, Rawalpindi
17. Dr. Khurram Shahzad Azam, Director QEC, National University of Modern Languages, Islamabad
18. Mr. Sherin Zada Khattak, Director QEC, University of Peshawar, Peshawar
19. Dr. Dawar Hameed Mughal, Director QEC, University of Veterinary and Animal Sciences, Lahore

20. Ms. Fakiha Zafar, Project Director QAA, Higher Education Commission, Islamabad
21. Ms. Fareena Iqbal, Dy. Director QEC, Fatima Jinnah Women University, Rawalpindi
22. Mr. Rahmatullah, Dy. Director QEC, University of Sargodha, Sargodha
23. Dr. Muhammad Asif, Dy. Director QEC, University of Veterinary and Animal Sciences, Lahore
24. Mr. Asif Ali Shah, Dy. Director QEC, Sindh Agriculture University, Tandojam
25. Ms. Suraiya Khatoon, Dy. Director QEC, Dow University of Health Sciences, Karachi
26. Ms. Shahida Munir, Dy. Director QEC, University of Engineering and Technology, Lahore
27. Mr. Muhammad Bilal, Dy. Director QEC, The University of Agriculture, Peshawar
28. Mr. Ijaz Ahmad, Dy. Director QEC, University of Punjab, Lahore
29. Mr. Ashif Iqbal Memon, Dy. Director QEC, Liaquat University of Medical and Health Sciences, Jamshoro
30. Mr. Faisal Noshewani, Dy. Director QEC, Balochistan University of Information Technology, Engineering and Management Sciences, Quetta
31. Mr. Rizwan Saleem, Dy. Director QEC, Virtual University of Pakistan, Lahore
32. Mr. Nasir Ali, Research Officer QAA, Higher Education Commission, Islamabad
33. Mr. Salman Jan, Assistant Registrar QEC, University of Peshawar, Peshawar
34. Ms. Yasmeen, Assistant Director QEC, Kohat University of Science and Technology, Kohat
35. Ms. Maria Ibrar, Assistant Director QEC, Shaheed Benazir Bhutto Women University, Peshawar
36. Mr. Nisar Ahmed, Assistant Director QEC, Mirpur University of Science and Technology, Mirpur
37. Mr. Omer Yasin, Data Analyst QEC, University of Punjab, Lahore

3. Representatives from the following universities didn't attend the meeting.
 - a. Bahauddin Zakariya University, Multan
 - b. University of Sindh, Jamshoro

Liaquat University of Medical and Health Sciences, Jamshoro didn't deliver/provide their presentation.

4. During the inaugural speech, Managing Director (QAA) welcomed the participants and appreciated their efforts to promote the quality assurance mechanism in their universities. He informed that although the implementation of the Self- Assessment Process has taken roots, but continuous input is still required to fully achieve the objectives of strengthening the internal quality assurance processes. Managing Director (QAA) informed QECs that a third party evaluation will be carried by either local or foreign experts to monitor the progress of the QECs with respect to Self-Assessment as suggested by the World Bank. Therefore, the QECs should work hard to remove their deficiencies and try to achieve the desired results. Furthermore, the

QECs should not neglect the teachers' and course evaluation surveys as it is an essential part of the scorecard and SARs.

5 (a) Summary of the problems encountered in conducting the teachers' and course evaluation are as follow:

- a) Lack of resources.
- b) Lack of interest by the students in providing realistic feedback.
- c) Lack of interest by the faculty and program teams due to work load and other unforeseen reasons.
- d) Teacher and course evaluation is considered as a lengthy process.
- e) Insufficient staff and confronting difficulty in manual data entry.
- f) Complicated survey proformae, irrelevant/ambiguous questions in the proformae.

(b) Summary of the remedial actions taken on weaknesses identified by the evaluations is as follow.

- a) Revision of curriculum for programs.
- b) Changes in the order of the offering of some of the courses and rationalizing the course contents and addition of new courses.
- c) Notifying HRD and HR about weak faculty and arranging counseling sessions for them.
- d) Study tours arranged for research students
- e) QEC conducts regular meetings regarding Comprehensive Evaluation Report. The meeting includes Vice Chancellor, Deans, Registrar and Director QEC.
- f) Visiting faculty members having low evaluation are not invited to take any course in future.
- g) Appreciation letters are awarded to the faculty members with good evaluation report.
- h) Course Files are prepared & updated by faculty regularly and checked by QEC.

(c) Summary of new good practices introduced by QECs in their respective institutes is as follow:

- a) Checking of classes
- b) Review of Course Files
- c) Evaluation for best teacher award
- d) Monitor the Examination
- e) Plagiarism checking
- f) QECs look after the Accreditation processes of the programs.
- g) Coordination with employers to get feedback of employer survey
- h) TTS evaluations

6. During the discussion session the following suggestions were made pertaining to evaluation surveys and Self-Assessment mechanism.
 - a) The QECs should also focus on the programs for Self-Assessment for which evaluation has not been initiated, in conjunction with initiation of 2nd cycle of SA process for programs where the 1st cycle has already been completed. The purpose is to address all the programs being offered in the HEIs.
 - b) QECs should coordinate with each other either via QEC Yahoo Network or individually to share the good practices being introduced in their respective institutes.
 - c) Feedback system can be developed with collaboration of QECs where they have a well-developed system.
 - d) Case study has to be submitted by QECs regarding hindrances in the QECs establishment, staff appointment, initiation of SA exercise and conducting surveys.

The meeting ended with vote of thanks to the chair.

Managing Director
Quality Assurance Agency
Higher Education Commission
Islamabad