



POLICY MANUAL

(2024-2025)

**QUALITY ENHANCEMENT OUTREACH AND LIAISON
(QEO&LC)**

DADABHOY INSTITUTE OF HIGHER EDUCATION

QUALITY ENHANCEMENT OUTREACH AND LIAISON (QEO&LC)

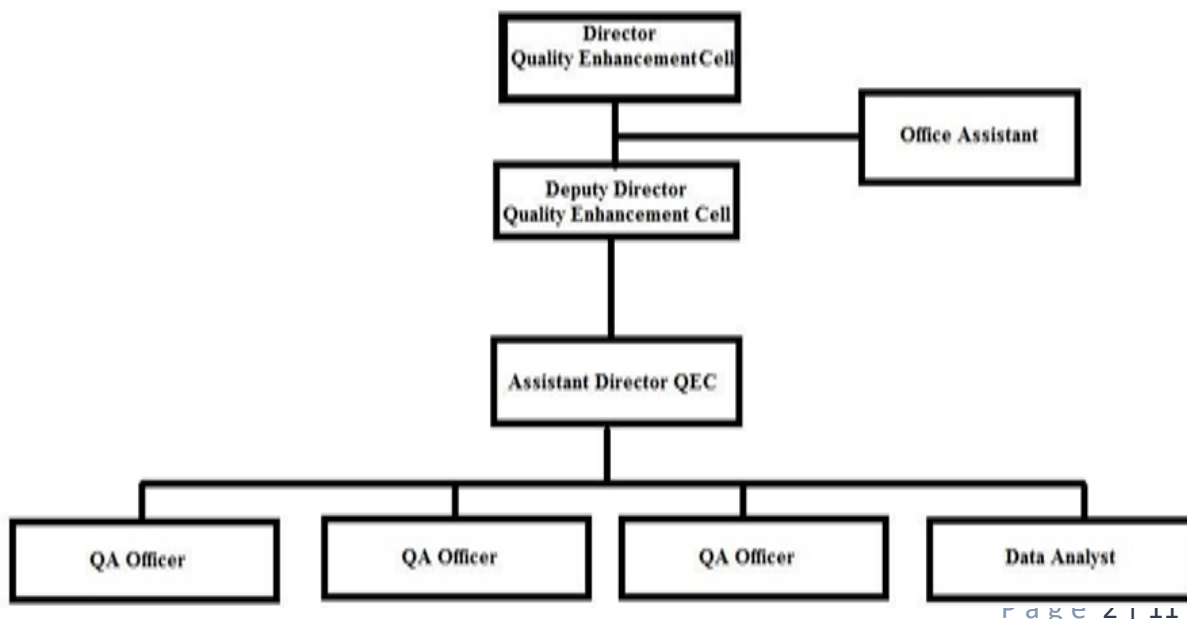
1. Introduction

The Quality Enhancement Outreach and Liaison Cell policy at Dadabhoy Institute of Higher education provides a comprehensive framework for ensuring that the institution's academic and administrative functions meet the established standards set by the Higher Education Commission (HEC). The policy is designed to uphold high academic standards and foster a culture of continuous improvement across all aspects of university operations. It encompasses procedures for engaging with external stakeholders, including accrediting bodies, professional associations, local and international institutions, and government agencies. The policy applies to all academic and administrative staff members, emphasizing their role in contributing to the overall quality of the university's operations. By implementing this policy, Dadabhoy Institute of Higher education strives to enhance the quality of education and maintain its reputation as a centre of academic excellence.

2. Scope

The scope of the Quality Enhancement Outreach and Liaison Cell policy is to establish a framework for quality assurance processes and to ensure that the university's academic and administrative functions meet established standards as per HEC requirements. The policy aims to maintain high academic standards and promote continuous improvement in all aspects of Dadabhoy Institute of Higher education operations. The policy also includes procedures for liaising with external stakeholders such as accrediting bodies, professional associations, local and international institutions and government agencies. The policy applies to all academic and administrative staff members to ensure that they contribute to the quality of the university's operations.

3. QEO&LC Functioning Structure



3.1 Role of Director Quality Enhancement Outreach & Liaison Cell (QEO&LC)

- Implementing quality assurance processes and methods of evaluation to affirm that the quality of the higher education standards is being maintained.
- Responsible to ensure that the university's quality assurance procedures are designed to fit in with the arrangements in place nationally for maintaining and improving the quality of Higher Education.
- Develop quality assurance processes and methods of evaluation to affirm that the quality of provision and the standard of awards are being maintained and to foster curriculum, subject and staff development, together with research and other scholarly activities.
- Responsible to develop program specifications. These are standard set of information clarifying what knowledge, understanding, skills and other attributes a student will have developed on successfully completing a specific program.
- Responsible to develop qualifications framework by setting out the attributes and abilities that can be expected from the holder of a qualification, i.e. Master's, M. Phil., Doctoral.
- Responsible for defining clear and explicit standards as points of reference to the reviews to be carried out. It should also help the employees to know as to what they could expect from candidates.
- Responsible for the review of academic affiliations with other institutions in terms of effective management of standards and quality of programs.
- Responsible for the review of quality standards and the quality of teaching and learning in each subject area.
- Responsible for promoting public confidence that the quality and standards of the award of degrees are enhanced and safeguarded.
- Review the Self-Assessment reports of all Non-Accredited Programs.
- Participates in all aspects of the Self-Assessment Reports of academic programs following the HEC's guidelines.
- Review the Institutional Performance Evaluation (IPE).
- Represent the Institution and Liaison with Regulatory bodies.
- Review the Formulation of Program Mission, Objectives and alignment of learning outcomes.
- Review the Policy Manuals of Institution Prepared by QEO&LC department.
- Review the NCEAC/CIEC/ NBEAC/AHPC Accreditation bodies Performa Prepared by the department.
- Review the MS/PhD students and Supervisor Files.
- Review descriptive briefs, analytical notes, and articles about various operations of the University.

3.2 Role of Deputy Director QEO&LC

- Prepared Self-Assessment reports of Non-Accredited Programs.
- Evaluate Institutional Performance Evaluation (IPE).
- Arrange Trainings/ Workshops for Staff/ Faculty development.
- Collect Feedback through Surveys for academic program assessment
- Formulate Program Mission, Objectives and design Learning outcomes
- Assess Program mission, objectives and learning outcomes on the basis of qualitative data.

- Formulate Program Teams (PT) for the conduction of Self-Assessment Reports and also coordinate till the assessment completed.
- Formulate Assessment Teams (AT) for assessing the findings of PT team. And on the basis of AT findings Implementation plan designed for critical decision making.
- Analyze the Feedback data and did its interpretation.
- Assessment of the Utility of the Course.
- Prepared Policy Manuals of Institution.
- NBEAC Documentation aligned with evidences
- Prepared NBEAC Registration Application with required documentation.
- NCEAC Documentation aligned with evidences
- Measures taken to enhancing the Computer Labs, Networking Labs, Electronic Labs.

Furthermore, responsible to develop procedures for the following:

- ✓ Approval of new program
- ✓ Annual Monitoring and evaluation including program monitoring, Faculty monitoring, and student perceptions
- ✓ Departmental review
- ✓ Student feedback
- ✓ Employer feedback
- ✓ Quality assurance of Master's, M. Phil and PhD degree programs
- ✓ Subject review
- ✓ Institutional assessment
- ✓ Program specifications

3.3 Role of Assistant Director QEO&LC

- Coordinate with various departments throughout the organization for collecting statistical data.
- Compile and report statistical data for compliance with HEC & other concerned bodies.
- Liaison with faculty members for compilation of self-assessment reports.
- Assist supervisors in routine jobs of the department.
- Liaison with faculty members for compilation of course files.
- Prepares and participates in all aspects of the Self-Assessment Reports of academic programs following the HEC's guidelines.
- Prepares and participates in producing high quality publications for the University, such as, Annual Reports, Course Catalogue, Student Handbook

3.4 Role of Quality Assurance Officers

3.4.1 Quality Assurance Officer-I

- ✓ Review course files as per checklist and communicate concerned faculty members if report is not as per the requirement.
- ✓ Prepared Policy Addendums and forward to Deputy Director QEO&LC.
- ✓ Conduct Peer-Review Survey.
- ✓ Conduct Faculty Survey.

- ✓ Evaluate required feedbacks.

3.4.2 Quality Assurance Officer-II

- ✓ Review course files as per checklist and communicate concerned faculty members if report is not as per the requirement.
- ✓ Prepared Policy Addendums and forward to Deputy Director QEO&LC.
- ✓ Conduct Peer-Review Survey.
- ✓ Conduct Faculty Survey.
- ✓ Evaluate required feedbacks.

3.4.3 Quality Assurance Officer-III

- ✓ Review course files as per checklist and communicate concerned faculty members if report is not as per the requirement.
- ✓ Prepared Policy Addendums and forward to Deputy Director QEO&LC.
- ✓ Conduct Peer-Review Survey.
- ✓ Conduct Faculty Survey.
- ✓ Evaluate required feedbacks.

3.4.4 Office Assistant

- ✓ Directly in-coordination with Director QEO&LC.
- ✓ Assist and follow-up of all departmental tasks as per the direction of Director QEO&LC.

3.4.5 Data Analyst

- ✓ Providing a high level of data quality awareness across multiple staff profiles e.g. manager, front-line staff etc.
- ✓ Proactively improving the quality of company reporting.
- ✓ Evaluating and identifying where system enhancements are required.
- ✓ Responsible for interpreting contracts for quality requirements, quality technical data and documentation. Responsible for the collection and maintenance of quality records creating complete data.
- ✓

4. Quality Enhancement Outreach and Liaison Cell Policy

DIHE Quality Enhancement Cell has been re-designated as Quality Enhancement Outreach and Liaison Cell Department. The purpose of this change was to highlight the domain of this department. DIHE QEO&LC performs all the functions of the Quality Enhancement Cell and also incorporates subsequent Liaison with various Quality Enhancement Departments of National Universities, International Academic Linkages and also various Regulatory Bodies including but not restricted to HEC, NBEAC, NCEAC, NTC and CIEC.

The QEO&LC shall evaluate and check internal University operations, perform various quality evaluation exercises, enhance quality standards, make Self-Assessment Reports, University Yearly Performance Report, Academic Linkages and Regulatory Correspondences. Also, QEO&LC shall make an objective assessment of faculty members' performance in all areas of their workload that is based on performance goals properly communicated to the faculty. QEO&LC shall also analyse that faculty capabilities and skills in teaching and

research have improved consistently over the recent years as a result of the faculty development activities by HR and their participation in external academic, professional organizations and statutory bodies as members.

Also, QEO&LC shall actively participate in University's budget preparation and shall be accordingly informed about the actual allocation of the same.

5. Yearly Progress Review of HEC

QEO&LC shall fulfil all the requirements of HEC Yearly Progress Review report and adhere to all the guidelines prescribed by HEC from time to time which shall be integral part of this policy manual. Efforts shall be made to obtain top most category "W" from HEC in this regard.

Moreover, QEO&LC department is solely responsible to prepare YPR report and align evidences that are asked by the QAA of HEC.

6. Policy to monitor, evaluate and improve the quality of program delivery

The academic programs and delivery methods are assessed in accordance with the criterion and standards given in Self-Assessment Manual by HEC. It must be ensured that the programs must have documented measurable objectives and learning outcomes that support Faculty and University's vision & mission statements. The program must have documented outcomes for graduating students. It is the prime responsibility of the concerned department to assess its overall performance periodically using quantifiable measures. The Curriculum Review Committee (CRC) ensures that curriculum is consistent and supports the program's documented objectives.

The information technology component of the curriculum is integrated throughout the program whereas development of oral and written communication skills of the students are also applied in the program. The process by which students are registered in the program and monitoring of students' progress to ensure timely completion of the program is also being documented by the Department and is periodically evaluated.

The evaluation of learning and teaching will include students' feedback obtained through online surveys by QEC, as appropriate. Evaluation of courses will be undertaken using a Course Report to be submitted by every faculty member at the end of the semester which will be an integral part of the Course outlines prepared online.

The concerned Dean & HoD shall conduct class room observations exercise on the below mentioned format for the concerned faculty members on random basis and use the following form which shall be submitted to

Vice Chancellor for the purpose of evaluation and guiding the weaknesses identified to the faculty members for improvement. Following important factors shall be considered during class room observations:

- Attendance Mechanism
- Quality of teaching material including Lecture Slides, case studies, movies, research materials etc
- Nature of in class teaching techniques including group discussions, presentations, etc
- Level of students' interaction with peers and teachers
- Overall Discipline in class

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 student learning. A successful assessment program includes the following:

- i. Purpose identification
- ii. Outcomes identification
- iii. Measurements and evaluation design
- iv. Data collection
- v. Analysis and evaluation
- vi. Decision-making regarding actions to be taken

For the purpose of monitoring, evaluation and improvement in the quality of program delivery, QEC will follow the process of conducting self-assessment (SA) of academic programs in order to improve them and ensure high academic standards. This Self-assessment is an important tool for academic quality assurance and will provide feedback for faculty and administration to initiate action plans for improvement. Each academic program shall undergo a self-assessment (SA) every two years (assessment cycle) and QEC will be responsible for planning, coordinating and following up on the self-assessment (SA) activities.

Self-Assessment Reports (SARs) shall be prepared by program team formulated by QEO&LC Department with the consultation and approval of Vice chancellor (VC). After completion of SAR of the program, assessment team formulated with the approval of VC for preparing AT report. Moreover, Dean of the program shall formulate implementation plan on the basis of AT report and finalized the SAR. The implementation plan shall be sent to VC for the final approval so that implementation will be made.

7. Institutional Performance Evaluation (IPE)

QEO&LC department prepare Institutional performance evaluation report and collect evidences from concerned departments as per the defined standards. To evaluate IPE following composition shall be notified:

1. Three internal Members from the University notified for the evaluation
2. At least 1 external member shall be notified for evaluation

8. Statutory Roles of QEO&LC

Director QEO&LC is a member of following statutory bodies of University:

- Board of Governors (BoG)
- Academic Council (AC)
- Board of Advance Studies and Research (BASAR)
- Selection Board (SB)
- Finance & Planning Committee (FPC)
- Board of Faculties (BOF)
- Board of Studies (BOS)

And also, a member of all sub-servants' statutory bodies and as well part of Plagiarism standing committee of the University.

Moreover, QEO&LC is a part of budgetary allocation and regarding this the Director QEO&LC discusses the portion of budget in FPC and BOG.

9. QEO&LC Membership

QEO&LC department shall seek membership of external Quality Assurance bodies for accreditation and take guidance from these bodies.

10. Evaluation Mechanism

QEO&LC department made evaluation of the following surveys periodically/ semester wise:

- Graduate Survey Evaluation (Periodically)
- Alumni Survey (Periodically)
- Student Evaluation (Semester-Wise)
- Faculty Evaluation by Student (Semester-Wise)
- Employer Survey (Periodically)

11. Faculty Evaluation Disseminate Procedure

Evaluation of student satisfaction ratings shall be shared with faculty by QEO&LC department through memos and copy of the same forwarded to HOTD/Dean.

Moreover, the results of satisfaction and dissatisfaction would be discussed with faculty during the submission of course files to HOTD/Dean and also same presented in the departmental meetings.

12. DIHE Email and web usage policy

The purpose of these rules is to ensure the proper use of University's internet and email system and make its employees aware of what the University deems as acceptable and unacceptable use of its internet and e-mail system by setting out rules for the personal use of University's computer and email accounts.

These rules shall apply to all employees of DIHE who have access to University's computers and the Internet to be used in the performance of their work and have been assigned University's e-mail accounts.

12.1 Browsing & accessing the World Wide Web (WWW)

Use of the Internet by employees of DIHE shall be permitted and encouraged where such use supports the goals and objectives of the University. However, all employees must adhere to the following guidelines regarding Internet usage:

- Internet use in University time is authorized to conduct University business only; hence, accessing the World Wide Web for purposes other than those for which the employees are employed including external job search, soliciting money for personal gain, campaigning for political causes or candidates, promoting or soliciting funds for are legions or other personal cause or for any other reason than the University business shall be prohibited;

- The employees shall never subscribe to electronic services or other contracts on behalf of DIHE is strictly prohibited unless you have the express authority from an authorized member of staff to do so.
- Under no circumstances University's computers shall be used to access it that contain obscene, hateful, pornographic, unlawful violent or otherwise illegal material.

Whereas it is obviously immoral and unethical, browsing such websites also creates the possibility of contamination to the University's e- system via viruses or spyware;

- The employees shall never download any software without permission of the Head of IT;
- No employee shall hack into unauthorized websites;
- No employee shall send or post information that is defamatory to the University, DIHE considers email as an important means of communication and recognizes the importance of proper email content and speedy replies;
- However, misuse of this facility can have a negative impact upon employee productivity and the reputation of the business. Accordingly, the employees shall be required to adhere to the following guidelines in order to make a more productive use of the University e-mail account;
- Staff members are not allowed to indulge into external correspondence without proper approval from reporting heads. Staff and Faculty's email correspondence with Students is strictly prohibited as it undermines the Student Counselling Department.

13. Avoiding Unnecessary Network Trafficking

- The employees must not create e-mail congestion by sending trivial messages, personal messages or by copying e-mails to those who do not need to see them.
- Personal emails which often contain attachments containing large files of music, pictures or videos take up unnecessary network bandwidth which, especially on smaller networks, can have a detrimental effect on business related network traffic.
- Any attachment shall not exceed more than 3MB in size per e-mail.

14. Messages must be Appropriate & Professional

- Since DIHE's name is included in the heading and is carried with every message sent outside for the University business, email messages must be appropriate and professional;
- Despite the chatty nature of e-mail, it is in the University's context being used as a formal means of communication and University conventions should be adhered to with regard to style etc;
- Grammar, spelling and tone should be checked just as much as they would be in an inter-departmental memo; hence, employee shall take the same care in drafting an email as they would for any other communication. Sender must use spell check in all mails prior to transmission;
- The recipient's senior to the sender shall be addressed as "Dear Sir" rather than writing their name.

15. Sending & Receiving Offensive & Harassing E-mails

- Sending replying or printing the text, images, or jokes that disparage others based on their race, religion, color, gender, gender, national origin, disability, ancestry, or age, that are disparaging or defamatory; or that which spread gossip, rumors, or innuendos about employees, clients, suppliers, or other outside parties; or that which contain foul, obscene, disrespectful, or adult- oriented language; or that which are intended to alarm others, embarrass, negatively impact employee productivity, or harm employee morale, shall be strictly treated as misconduct;
- If any employee receives any offensive, unpleasant, harassing or intimidating messages via email he/she shall inform the immediate Manager or the Head of IT immediately. IT department shall trace such emails as quickly as possible.

16. Anti-virus Responsibility

- No employee shall import any non-text file including files received as e-mail attachments, on to their system without first checking them for viruses using the University approved software;
- It is responsibility of employees to remain virus free and update the virus software each time they logon.

17. Right of Monitoring and Reporting the Misconduct

Any communication even the personal e-mails received or sent via University email account shall be University's property. Accordingly, Management and the IT department on its behalf shall have the right to access any material in employees 'email at any time without prior notice if it deems necessary. The employees must have no expectation of privacy in anything that they create, store, send or receive on the University's email system.

- In addition, the University shall reserve the right to monitor, inspect, copy, review and store any files, information, software, and other content, create, sent, received, download, upload, access, or store on the University's computer;
- The University shall also reserve the right to disclose e-mail information and images to regulators, courts, law enforcement agencies, and other third parties without the employee's consent;
- The IT and HR departments shall report the MIS conduct to the Vice Chancellor on monthly basis.

18. Password Protection

All employees shall be required to protect password of their computer. The original user of the computer shall be held responsible in case of unauthorized access to his/her computer.

19. Sanctions

- If there is evidence that an employee has failed to adhere to the guide lines set out in this policy, it shall be treated as misconduct in the terms of the DIHE Disciplinary and Corrective Action Policy;
- Accordingly, the University shall reserve the right to take disciplinary action against that employee including dismissal from the service;

The actual penalty applied, however, shall depend on factors such as the seriousness of the breach and the employee's disciplinary record.

20. Linkages Policy

DIHE has a documented policy to set up active international linkages for joint research, curriculum development, teaching with national & international universities and industry through MoUs. DIHE QEO&LC shall initiate multilateral linkages for the University. The linkages that the University can create for itself are

- Academics Based National/International Linkages
- Students Exchange Programs
- Faculty Exchange Programs
- Journals' Exchange Programs
- Research Based National/International Linkages
- Corporate Collaboration based National/International Linkages
- CSR based National/International Linkages
- Admission based National/International Linkages
- Placement based National/International Linkages
- Quality Assurance based National/International Linkages
- International study tours for the students and faculty

Following should be ensured in all linkages

- i. No linkage or MoU shall be for transfer of ownership of the University or use of premises by another company or benefactor;
- ii. No Linkage or MoU for grant of franchise or for granting affiliation of any sort;
- iii. No linkage or MoU for any illegal, unethical or anti national arrangement;
- iv. Active national academic linkages for joint research, curriculum development, teaching with at least five such linkages every three years;
- v. Active national business linkages with at least five such linkages every three years;
- vi. Inclusion of international members in various advisory roles with at least 10% of the members of advisory board/ academic bodies' from international organizations or the organizations in Pakistan or have served in senior positions outside Pakistan.
- vii. MOUs with social and philanthropist organizations for community support purposes shall be implemented through joint activities.

THE END