



**RAMAIAH**  
College of Arts, Science  
& Commerce

**M S RAMAIAH COLLEGE OF ARTS, SCIENCE AND COMMERCE**

**Accredited by NAAC with 'A' Grade**

**Affiliated to Bangalore University & Bangalore Central University**

**Recognised by UGC under 2f & 12(B) of UGC act, 1956**

**IQAC MANUAL**

## **VISION**

To prepare men and women for the service of the country

## **MISSION**

RCASC shall deliver global quality education by nurturing a conducive learning environment for a better tomorrow through continuous improvement and customization

## **GOAL**

To deliver quality education for the betterment of Mankind

*“Jnanam, Vijnanam Cha Bhaktisahitam”*

## **OBJECTIVES**

To provide quality education

To impart life skills and values

To train in confidence building and decision making

## **QUALITY POLICY**

“To channelize the efforts and measures to provide excellence in academics with continual improvement of staff and student for a better society”

### **IQAC-Vision**

To ensure quality as the prime concern at MSRCASC through institutionalizing and internalizing the quality initiatives taken with internal and external support.

### **Objective**

The primary aim of IQAC is

1. To develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the institution.
2. To promote measures for institutional functioning towards
  - Quality enhancement
  - Internalizing of quality culture
  - Institutionalization of the practices.

### **Strategies**

IQAC shall evolve mechanism and procedures for;

- Ensure timely, efficient and progressive performance of academic, administrative and financial tasks;
- Relevant and quality academic/ research programs;
- Equitable access to and affordability of academic programs for various sections of society;
- Optimization and integration of modern methods of teaching and learning;
- The credibility of assessment and evaluation a process;
- Ensuring the adequacy, maintenance and proper allocation of support structure and services.
- Sharing of research findings and networking with other institutions in India and abroad.

## **Composition of IQAC**

Composition of the IQAC is as follows:

1. Chairperson: Head of the Institution
2. Teachers to represent : 7 from academic departments
3. Two members from Management: CEO and CFO
4. Two administrative officers: Manager Accounts and Manager Admission
5. One Alumni
6. One present student
7. One industry representative
8. Two external members
9. IQAC coordinator

## **Core values:**

### **1. Integrity**

Integrity is the exercise of being truthful and showing a reliable and uncompromising devotion to strong ethical principles and values. We practice a shared decision-making process and promote trust through professional courtesy and fair treatment. Imbibe values of the institution through dedication to one's work. Conduct all activities in an ethical manner. Commit to practices that are fair, honest, and objective in dealing with students, faculty members, staff, and stakeholders at all the levels of the community. Celebrate our National festivals, with zeal and enthusiasm as it brings the entire Ramaiah staff together and maintains institution's integrity.

## **2. Respect**

Day to day interactions with students, colleagues, parents and other stakeholders are conducted honorably and respectfully. Respect is the essential foundation for working collaboratively. We recognize the expertise of teaching and non-teaching staff and respect their contribution towards the institution. We intend to extend support to our employees and student in all possible ways. Express gratitude to all the teachers and women staff of the college through Teacher's Day and Women's Day celebration every year. We value and respect the efforts of the staff as they contribute to the wellbeing of the society.

## **3. Diversity**

We create inclusive work environments where people are valued for their cultures, experiences, skills, knowledge and capabilities. We provide culturally inclusive and responsive services to all the stakeholders. We believe in diversity and promote respect to all cultures. Programs related to all occasions as Onam, Dushhera, Kannada Rajyotsava are celebrated to experience and respect Indian diversity. College Cultural fest 'Xtasy' is a platform that encourages students to express the diversity we inhabit. People from various parts of the country are given opportunity to serve our institution and contribute in varied ways.

## **4. Excellence**

We encourage our staff and students to strive to achieve their best. Dedication and practice is one, which helps us to surpass the ordinary standards, "Practice makes man perfect". To ensure we achieve this maxim, subject related seminars are conducted. Teachers take initiative to drive in the standards of excellence by using different techniques in the classrooms including ICT - enabled tools for effective teaching & learning processes. We relentlessly pursue excellence. Internal tests in a semester are conducted to evaluate the performance of the students and prepare them for the exams. We continuously evaluate and improve programs, services, systems, and policies. We provide educational programs that lead to the acquisition of knowledge and skills necessary to achieve information literacy, career advancement, personal enrichment, leadership,

and service to the community. College day further commends excellence and meritorious students who have excelled in academics are awarded.

### **5. Quality**

Institution maintains good and high standards in teaching & learning, student centric support and ensures encouragement for overall development of students and staff. We internalize, empower and evolve. We gear up ourselves to the changing needs of the society and ensure to determine how much and how well children learn and the extent to which their education translates into a range of personal, social and developmental benefits. Exhibit quality in staffing, facilities, programs, and services by anticipating the needs and respond accordingly. We encourage creativity, innovation, and risk-taking. Foster a learning environment that promotes responsible, principled behavior, which respects the dignity of all members of the community. Strive to ensure that curriculum, delivery, and support services respond to enquiries, requests, and concerns in an appropriate and timely manner. To ensure program quality on the basis to strengthen the overall effectiveness of curriculum, instructional delivery, and operations. Regular feedbacks from the students to improve and provide quality education. Alumni day of the college takes pride in exhibiting the quality of generation that the institution has given to the country and society

### **6. Our Faculty**

We are proud to have highly experienced and well-qualified faculty as per stipulations by regulatory bodies. The teachers have the responsibility to be role models and create learning environment that enables students to acquire inquiry driven self-directed learning and foster an attitude of lifelong learning. All the faculty members of the college are active in research and have published in national as well as, international level journals.

## **Functions:**

- Development and application of quality benchmarks/parameters for the various academic and administrative activities of the Institute
- Facilitating the creation of a learner-centric environment conducive for quality education and faculty maturation to adopt the required knowledge and technology for participatory teaching and learning process
- Arrangement for feedback responses from students, parents and other stakeholders on quality-related institutional processes
- Dissemination of information on the various quality parameters of higher education
- Organization of inter and intra institutional workshops, seminars on quality related themes and promotion of quality circles
- IQAC initiated several workshops and seminars
- Documentation of the various programs/activities of the Institute, leading to quality improvement
- Acting as a nodal agency of the Institute for coordinating quality-related activities, including adoption and dissemination of good practices
- Development and maintenance of Institutional database through MIS for the purpose of maintaining /enhancing the institutional quality
- Development of Quality Culture in Institute

- Preparation of the Annual Quality Assurance Report (AQAR) of the Institute based on the quality parameters/assessment criteria developed by the relevant quality assurance body (like NAAC, NBA) in the prescribed format

### **Benefits of IQAC:**

- Ensure heightened level of clarity and focus in institutional functioning towards quality enhancement
- Ensure internalization of the quality culture
- Ensure enhancement and integration among the various activities of the institution and institutionalize good practices
- Provide a sound basis for decision-making to improve institutional functioning
- Act as a dynamic system for quality changes in the Institute
- Build an organized methodology of documentation and internal communication.

### **Plan of Action:**

- To conduct the meeting at the beginning of each semester (Twice in a semester) to review academic policies for the effective implementation
- To develop a monitoring system for quality assurance practices
- To coordinate the process of online feedback from students about Teaching-Learning process in respective classes and communicate the assessment of the same to respective faculty members and Department
- To prepare a detailed Annual Quality Assurance Report (AQAR) at the end of the academic year and submit the same to Governing Body/University.
- To organize Academic Activities as per the guidelines given by Governing Body, Academic Council of the college
- Preparation of list of faculty coordinator/conveners for various committees and cells, to plan the activities for the academic year



- To conduct the meeting of faculty coordinators for various academic tasks to discuss the plan of action for their respective responsibilities
- Preparation of mentor and mentee list at the department level and distribution of mentoring registers along with guidelines to follow based on attendance, performance etc.
- Preparation of common slots for seminars, sports, skill based program and Value added programs and communicate the same to the respective Department for inclusion in their timetable
- Collection of teaching outcome feedback (course assessment) from students at the end of the semester
- To organize the review /audit of all the academic activities by a team of internal experts and present the observation in the meeting of GB/CAC/DAC for further guidelines
- Collection and compilation of self-appraisal forms from faculty members at the end of academic year
- To prepare/modify various application/information formats at least once in a year
- To prepare the Activity calendar of the Institute based on the individual plans submitted by Departments/various forums
- To coordinate the flow of information to the website administrator from various forums/Departments before and after the activities/achievements
- To coordinate the process of preparation and submission of Activity Record files by various forums after the activity
- To help the principal office in periodic review of policy book of the Institute
- To help the principal office in the preparation of schedule of stock verification of various laboratories/Library at the end of the year

## **Standard Operating Procedure:**

Standard Operating Procedure (SOP) prescribes the institutional flow chart for execution of activities in a step by step process, involving all the levels of managerial hierarchy.

### **1. Analysis**

Head of the institution analyze the present situation in respect of the needs of the institution, through academic council with Heads of Department and Deans.

The academic council check the availability and adequacy of classrooms, laboratory, books in the library, staff requirement and any other additional components like hostel, sports ground, co-curricular and extracurricular activities which enhances the quality of work life and develops life skill of students.

### **2. Survey**

Statistical facts and figures regarding student admission, staff requirement, books available in library, examination procedure ect. are collected and suitable estimations and requirements are made into a list of development / improvement programs.

### **3. Improvement**

List the development / improvement programs with details about each program from each department is received. It clearly indicates the time limit for its implementation. Program can be short term and long term depending on circumstances.

### **4. Implementation**

The council analysis all the inputs and makes the decision regarding implementation of development / improvement program in each department based on details provided along with the statistical facts and figures.

### **5. Evaluation**

Success of the plan is determined by its evaluation. The degree to which the target set are being achieved at different stages of the plan, must be assessed from time to time. At the completion of the project, product of output must be assessed qualitatively and quantitatively.

## **Criterion I – Curricular aspects**

- 1 Department Calendar of events/Academic calendar.
- 2 Master Time table which includes library hour, Yoga, Seminar.
  - Kindly mention Remedial class details and mentor mentee in the *Note section*.
- 3 Lesson plan has to be prepared by considering Course outcome.
- 4 Work diary including daily lesson plan.
- 5 Work completion statement has to be prepared at the end of the semester in the format given by the college.
- 6 Bridge Course Report including student's attendance
- 7 Syllabus prescribed by the affiliating university
- 8 Internal Exam Timetable in the format prescribed by CIE committee
- 9 Internal test question paper considering POs and Cos.
- 10 Internal test marks (I & II)
- 11 Mentor mentee
- 12 Remedial class attendance
- 13 Parent Teacher's meeting reports.
- 14 **Value added/ certificate courses**
  - Circular
  - Brochure which includes
    - a. Details of the course
    - b. Modules
    - c. Reference books
    - d. Instructor details
    - e. Start date and End date
    - f. Intended audience
    - g. Registration process details
    - h. Fees if any
    - i. Total duration in hours and months
    - j. Assessment methodologies
    - k. Course objectives
    - l. Intended learning outcome
  - Attendance with student's signature and program coordinator's signature
  - Two pages' report
  - Assessment Criteria
  - Certificate Xerox of all the students
15. **BOS/BOE/ Valuer/ Paper setter of the affiliating and other university.**

## 16. Project work/internships-

- External certificate given by the organization.
- Internship report with student's signature and Certificate.

## 17. Experiential Learning

- Field visit request letter given to the Principal
- Permission letter/Mail sent to the organization
- Permission given by the organization through mail/Letter
- Report with Geo tagged photos.
- Student's list with register numbers.

## 18. Reports on the activities conducted under various Clubs/Cell.

# **Criterion II – Teaching & Learning and Evaluation**

### 1. Student Database/ Part B of AAA

Documents:

- Programme wise data base/state wise/category wise
- Part-B details
- Admission approval list from University

### 2. Student centric teaching methods

Description in 200 words about Advanced learners and slow learners

Documents:

- Laboratory Report
- Guest lecture report
- Cultural/ Management fest/ Commerce week/ NSS/NCC Report
- Industrial Visit Report

### 3. ICT enabled teaching and learning practices

Documents:

- ICT report
- ERP Report
- ICT tools used by facultites
- PPTs and Videos

#### **4. Mentor- Mentee meeting**

Documents:

- Circular -Mentor mentee meeting
- Mentor-Mentee list

#### **5. Parent Teachers meeting**

Documents:

- Circular-PTM
- PTM Report

#### **6. CIE/ uploading IA marks in BCU portal ( Internal Assessment test/ Evaluation)**

Documents:

- Circular-Internal Assessment
- Time table
- Question paper
- Marks list
- ERP- question paper setting by considering Cos & Pos.
- IA marks list – Uploaded to BU and BCU.

#### **7. Transparency in Evaluation**

Documents:

- Circular- Internal marks display
- Grievance letter from students regarding IA marks
- Final IA marks uploaded to University

#### **8. CO – PO Generation/ Mapping/Attainment**

Documents:

- POs
- COs of all programme
- COs and POs mapping through ERP

#### **9. Result Analysis (part C of AAA)**

Documents:

- Result analysis of all Programme
- Final year Result sheets
- Part C of all programme

## **Criterion III – Research, innovation and Extension**

### **1. Funded Projects/ Seed money projects**

Documents---

- Corresponding /communication letters from agency
- Sanction letter of grants by the funding agency
  - includes - Project title, Principle Investigator,
  - Department, Amount sanctioned, Duration, Agency Name
- Income Expenditure statements highlighting the research grants received
- Report of the Project
- Web links of the project

### **2. Innovation Eco system**

Description in 200 words about the innovations and initiatives happened during the year how it enhances the skills and knowledge of staff and students which includes the details of

- Research publications
  - Awards of the staff/students
  - FDPs
  - Valued added programs
  - Faculty training programs
  - Faculty Development Programs
  - incubation center
  - internships
  - workshops/seminars/Guest lectures
  - Collaborations
  - Faculty exchange
  - students exchange, etc.,
  - Activities on Research/EDC /IPR
- Documents.....
- Circular
  - Brochure with the proper details of resource persons.
  - Invitation to the resource person
  - Detailed report of workshop/seminar/Guest Lecturer.

- Geo tagged Photograph with date and captions
- Students Attendance
- For offline events Manual Students signature is mandatory
- in Virtual Mode: Registered participants list is required along with the screen shots of participants as proof
- Research/Consultancy/Journal committee, IPR & EDC cell has to conduct and provide the proper documents – events on these topics only considered.

### **3. Publications: Papers published in the notified Journals**

#### ➤ Documents.....

- Individuals has to provide the below details of their research work
  - Cover page of the journal
  - First page of article
  - ISSN number page
  - UGC link or Link to the Scopus/Web of Sciences
- Web-link should redirect to the journal webpage published in UGC list  
<https://doi.org/10.1615/CritRevOncog.2020035676>
- If link is not available then provide the deleted row from the UGC care list
- Scopus list journal should be provided with direct links with screen shot clearly mention title and author.
- If details given are not complete with the UGC link, the respective publication will not be considered

#### **4. Books and chapters in edited volumes/books published and papers published in national/ international conference proceedings per teacher during year**

➤ Documents...

- Individuals has to provide the below details of their Publication
  - Cover page
  - Table of contents
  - First page /Edited chapter page
  - ISBN number page
- Web-link of research papers /conference proceedings
- Title of the proceedings of the conference
- Name of the conference
- Conference proceeding Name , affiliation to the institution
- Publications claimed under 3.3.2 will not be considered here

#### **5. Research guides/ research centre**

➤ Documents...

- List of faculties along with the name of the research scholars / Guide during the assessment period. Data should match with 3.1.2
- Document of registration of the research scholar indicating the guide's name from the university.

#### **6. Extension activities**

Description about the impact of extension activities in sensitizing students to social issues and holistic development within a maximum of 500 words which include the activities conducted through the units of NSS/NCC/YRC

Awards for Extension

- E-copy of the award letters and supporting document
- NSS/NCC/YRC plan to adopt the villages to get the reorganization



## **7. Extension Activities should contain**

### ➤ Documents...

- Circular
- Geo tagged Photographs and any other supporting document of relevance should have proper captions and dates.
- Detailed report for each extension with specific mention of number of students participated and collaborating agency
- Student attendance sheet with signatures
- Newspaper reports of events.
- Detailed Annual report
- Geo-tagged Photographs with proper captions and dates
- Student attendance documents / certificates for all the activities.

## **8. MOUs/Collaborations**

### ➤ Documents...

- Circular and corresponding letters from the collaborative agency
- Letters showing MOUs with other institutions or Organizations on stamp paper
- MoU Copies /related documents indicating the nature of collaboration and activities.
  - Activities of Functional MOUS/Collaboration should contain
- Circular
- Detailed report of the activity
- Student attendance sheet with signatures
- Geo tagged Photographs with proper captions and dates
- In case of internships students should provide detailed report on his/her work
- Circular and corresponding letters from the collaborative agency
- Detailed Annual report with specific number of students participated

## **Criterion IV – Infrastructure and Learning Resources**

### **1. Financial Statements and Financial Audits for infrastructure augmentation**

- Abstract of total Expenditure as per audited balance sheet
- Balance sheets of the completed academic year
- Certified abstract of expenditure on Infrastructure augmentation excluding salary year wise
- CA certificate with respect of payments made towards Augmentation expenditure

All these documents should be only being relating to augmentation excluding salary and should be duly certified by CFO and Principal.

### **2. Expenditure on Maintenance of infrastructure**

- Abstract of total Expenditure as per audited balance sheet
- Balance sheets of the completed academic year highlighting repairs and maintenance
- Contracts and bills related to procurement and repairs and maintenance

All these documents should be only being relating to procurement, maintenance and repairs and should be duly certified by CFO and Principal.

### **3. Library and Learning resources**

- Abstract of annual expenditure of purchase of books/e-books and subscription of journals.
- CA certificate with respect of payments made towards purchase of books/e-books and subscription of journals and others.
- Balance sheet high lighting the amount spent on purchase of books/e-books and subscription of journals and others.
- Invoice Bills of all the five years for the amount spent on purchase of books/e-books and subscription of journals.

All these documents should be only and should be duly certified by CFO and Principal

### **4. Infrastructure of Internet and Wifi**

- Internet leased line contract and bills
- Internet and Wifi Bills of 2020
- Computer Stock register
- Computer purchase Invoice bills
- Stock register of computers usage and maintenance duly signed by HOD and principal

#### **5. Stock registers from all the labs**

- Stock verification abstract
- Stock register duly signed by HOD and principal

### **Criterion V – Student Support and Progression Scholarship**

#### **1. (Govt/ Institutional)**

- Student List year wise-Both Govt/Institutional
- Government letter which includes the amount sanctioned for the particular student.
- Institutional sanctioned letter for each student

#### **2. Capacity building/ Skill development activities for students**

**Each event conducted by the department under this category details is required;**

- Circular
- Brochure
- Report
- Attendance

#### **3. Career guidance/Competitive exam orientations for students**

**Event details which includes;**

- Circular
- Brochure
- Report
- Attendance

#### **4. Anti-ragging/anti sexual/ grievance Redressal committee**

**Details required for all the committee;**

- Committee Members List
- Minutes of Meeting

#### **5. Placement details and Higher education details;**

##### **❖ Placement Details;**

- Appointment Letter which include salary of particular student/Identity Card of the Company where they have placed.

##### **❖ Higher Education Details;**

- The Institution Admission letter/Identity Card of the Institution where they have admitted for Higher Education.

## **6. Sports activities and achievements of students**

Students achievements in Sports/Cultural Events Details;

- Awards/Medals won by the students in University /National/International level letter/Certificate of Sports/Cultural events should be collected.
- Sports/Cultural Events Organized by the Institution.

## **7. Student representation in committees/ cells**

### **a. Students participation in various activities details;**

- Club activities
- Departmental event activities
- Sports/Cultural Volunteers
- Extension activity
- NSS/NCC/YRC Volunteer

## **8. Alumni engagement**

- Alumni Association Committee Details.
- Alumnus contribution as a Resource person to Guest lecture/Career Guidance events/Cultural/Sports motivator details is required
- Alumni Monetary contribution-student list is required.

## **Criterion VI – Governance Leadership and Management**

### **1. Vision/ Mission dissemination activities**

All the activities which disseminates the Vision and Mission of the Institution were collected from different departments and collectively prepared the Document.

### **2. Policies of the institution / Welfare measures**

Policies and welfare measure documents are collected from office.

### **3. Financial assistance to faculty**

Cash Vouchers, Sanction letters, Participation Certificates- documents are collected from office.

**4. E-Governance**

ERP documents, Policy, User Manual, Screenshots of the user interface, CA Declaration for amount spent on ERP purchase.

**5. Formation of committees and its roles and responsibility**

Implementation documents, Committee lists with its roles and responsibility from office.

**6. Organization of FDP/ SDP**

Circulars, Brochures, Reports, Geotagged Photographs, Attendance from IQAC, Departments.

**7. Quality improvement programs by IQAC**

Circulars, Brochures, Reports, Geotagged Photographs, Attendance from IQAC

**8. Quality initiatives by IQAC**

Circulars, Brochures, Reports, Geotagged Photographs, Attendance for events, Green Audit Report & Certificate, Energy and Environment Audit Report & Certificate, AAA, AQAR, NIRF, India Today from IQAC.

**Criterion VII – Institutional Values and Best Practices (Dr. Sowbhagya R)**

**1. Activities by gender equality cell/CHE/Women cell**

The following documents for the events conducted by the cells have to be collected

- Circular
- Geotagged Photos
- Write-ups of 2 pages

**2. Environmental consciousness of the institution**

The questionnaire asked by the external auditors for Green audit, energy audit and environment audits have to be filled by the institution. Based on the reports given on the questionnaire, the auditors issue respective certificates.

**3. Institutional efforts towards inclusive environment**

The following documents have to be collected on the events on tolerance and harmony towards cultural, regional, linguistic, communal socioeconomic and other diversities conducted by the department

- Circular
- Geotagged Photos
- Write-ups of 2 pages

#### 4. Code of conduct for teachers/ staff / students

- Handbook for students
- The codes of conduct for various stakeholders mentioned in the college manual have to be collected.
- The events reports (Circular, Geotagged photos, Write-ups of 2 pages) conducted on human values, professional ethics have to be collected from all the departments and IQAC.

#### 5. Best Practice of the institution

Best practices of all the departments are to be collected and discussed about one of the best among them which is been followed consecutively from many years (at least 2 to 3 years) because of which the employees/students are benefitted.

Documents to be collected

- 1) Details of best practice with geotagged photographs


#### 6. Distinctive feature of the institution through its activities

It should be a unique feature which makes it distinctive from other institutions and should have a positive impact. Distinctive features from all the departments are to be collected and best one has to be opted.

Documents to be collected

- 1) Details of uniqueness with geotagged photographs

**“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.” ~William A. Foster**

  
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