



## Quality sustenance and Enhancement in NAAC Accredited Institution

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### Abstract:

*'Quality Education' has become a very important need as well as a matter of concern in the recent past. The uneasiness is no longer limited to educational field. The parents, employers, government and many others are becoming just as concerned. Quality has become indispensable in the context of contemporary demand made on education on account of global competition. Quality may be defined in terms of excellence, perfection, standards and competencies for work, consistency and relevance. The post-accreditation activity is shift from quality assurance towards quality enhancement. Every stakeholder of higher education has to play a significant role in this quality sustenance and enhancement process. Role of IQAC, teachers, students, etc is important one.*

**Keywords:** *Quality education, NAAC, Quality sustenance and enhancement, Role of IQAC, Teachers, Students, Management*

### 1. Introduction

'Quality Education' has become a very important need as well as a matter of concern in the last one decade. The uneasiness prevails among the various stakeholders of education viz parents, employers, teachers, students, etc. In recent time the numbers of institutions are engaged in providing higher education in India and numbers of students are enrolled for the same but now the 'quality in education' in comparison to the 'quantity' has become the defining element in the 21<sup>st</sup> century. Quality and excellence should be the vision of every higher education institution. Acquisition and enhancement of quality is the great challenge faced by almost all higher education institutions. Quality has become indispensable in the context of contemporary demands made on education on account of global competition.

### 2. What is Quality?

It may be defined in terms of excellence, perfection, standards and competencies for work, consistency and relevance. The quality of this knowledge society depends upon the quality of education it fosters. It is this quality, which makes education socially and individually relevant, but if the quality of education is not assured then the education which is advocated as a solution to social problem, may itself become a problem. Quality products and quality service began with quality thinking.

The post-accreditation period is a shift from quality assurance towards quality enhancement. Every stakeholder of higher education – the management of institution, the teachers, the students and IQAC have a role and have to play it well in enhancing the quality of our accredited institution.

### 3. Role of the IQAC

U.G.C 12<sup>th</sup> plan guideline focuses on access, equity, quality, promotion of talent, skill development and stand alone schemes. NAAC has been instilling a momentum of quality consciousness among Higher Educational Institutions. Maintaining the momentum of quality consciousness is crucial in Higher Education Institution.

NAAC proposes that every accredited institution establish an Internal Quality Assurance Cell (IQAC) as a post accreditation quality sustenance measure. Since quality enhancement is a continuous process, the IQAC will become a part of an institution's system and work towards realizing the goals of quality sustenance and enhancement. The prime task of the IQAC is to develop a system for conscious, consistent and catalytic improvement in the performance of institutions. IQAC is meant for planning, guiding and monitoring Quality Assurance and Quality Enhancement activities of the college. Recognizing the importance of such institutional Quality System the U.G.C has taken decision to provide financial assistance to colleges.

IQAC can play very crucial role in quality enhancement of accredited institution. Some of the functions expected of the IQAC are:

1. Development and application of quality parameters in various activities of the institution.
2. Dissemination of Information on quality aspects.
3. Organization of workshops, seminars and promotion of quality circles
4. Recording and monitoring quality measures of the institution.
5. Acting as an agency of the institution for quality related activities.
6. Preparation of the Annual Quality Assurance Report and such other reports as may be decided from time to time

Thus, IQAC has to play very crucial role in the quality enhancement of accredited institution. The IQAC has to ensure that whatever is done in the institution for "education" is done efficiently and effectively with high standards.

#### **4. Role of the teachers**

Among the other stakeholders within the system, teachers have a very important role to play in sustaining and enhancing in quality of higher education. It is the competence and commitment of teachers which are the hallmarks of quality education. Of the four critical internal factors of quality i.e.- student, staff, infrastructure and governance, it is the quality of staff that basically determines the quality of educational process. They should actively participate and present their views in faculty development programmes. Research activity should be undertaken. They should also organise state, national and international level seminar for teachers, invite resource persons from different places, indulge in brain storming and thus expose their minds to newer ideas. They should keep themselves update through latest trends of education. It can be done through journals like University News, NAAC News, etc.. Quality enhancement can be done by publication of articles and books in some recognised journals or books having national or international recognition. Teachers should also make the use of ICT resources in order to bring innovation in teaching – learning process. "A teacher can't teach unless he is teaching himself. A lamp can not burn another lamp unless it continuous itself to burn." (Tagore) Teachers have to shoulder the responsibilities of enhancing quality in the institution.

#### **5. Role of the students**

Every stakeholder of higher education has a role to play in quality enhancement. Students have unique role to play in ensuring the quality of higher education, Firstly, students should realize that quality education is their right and that it is the responsibility of higher education institutions (HEIs) to provide quality education to learners. Secondly, students should be equally aware that they have significant learning responsibilities to enable institutions by accepting their responsibilities. Unless students demand quality education and demonstrate their commitment to quality education, HEIs will have very little motivation for quality enhancement.

The NAAC has taken an initiative in this direction by developing a sample student charter for all HEIs. The NAAC advocates the public display of the student charter in every institution as an act of promotion of student participation in quality assurance. Students should have a clear knowledge of the programmes, rules and regulations of the institution. They should understand the teaching learning

strategies and evaluation systems of institution. They should also give feedback whether they are satisfied or not with these teaching methods and evaluation system. Talk and Chalk are very old methods. Yet they do have their own merits. In order to sustain and enhance quality of accredited institution, their result-oriented participation is must in other activities like culture programmes, N.S.S., N.C.C. sports etc. Following the rules and regulations of the institutions, they should make optimum use of the learning resources and support services available in the institution and should try their best to sustain and to enhance the quality of NAAC accredited institution. They should give feedback for system improvement and live worthy alumni of the institution.

## 6. Role of the Management

The Management of the institution is one of the important stakeholders of education. The management should provide well equipped infrastructural facilities as well as financial support. Moreover, Library is the core of any educational institution. There must be computerisation of library. There should be separate corner for display of useful information such as articles, advertisement, posters, etc. There should be display of new arrivals of books, journals, magazines, etc. in the library. Internet access should be made available both for staff, non-teaching staff and students.

## 7. Conclusion

Quality is a product of intensive investment of capital, talented and hard work. There is no short –cut way to achieve quality. As rightly said by someone-quality is not a chance, but a choice, quality is not an accident, but a design, quality is not a destination, but a continuous journey.

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