



**UNIVERSITY OF MADRAS**  
**INTERNAL QUALITY ASSURANCE CELL (IQAC)**

**Administrative Feedback 2020-21**

**About University of Madras**

University of Madras is one of the three affiliating institutions established by the British in 1857. The University was organised on the model of London University. It takes pride in being the mother to all Universities in South India. The enactment of the Madras University Act, 1923 greatly encouraged the research and teaching functions of the University. Keeping in line with the motto of this great institution ‘Doctrina Vim Promovet Insitam’ which means Learning Promotes one’s own innate knowledge, the University has been striving to deliver quality higher education to the masses for the past 164 years. Keep furtherance of knowledge in various disciplines and subjects as its primary goal, the University with 73 Departments offers Post Graduate courses as well as research and development activities through Post-Doctoral (D.Sc./D.Litt./LLD), Doctoral and M.Phil. degrees to the students. The prime objectives of the University are to encourage and support continuously: (a) socially relevant education, (b) improvement of the quality of education and (c) an equitable access to all sections of the society to higher education.

The University under the capable leadership of the Vice-Chancellor supported by the Syndicate, Senate, Academic Council and the faculty of the Departments take holistic decisions and actions bearing in mind its primary goal. The mission and vision statements are framed such as to remain accountable to all the stake holders including the students, teachers, employees, employers, alumni, the society as a whole and the Government. The Vision statements of the University are

- To inculcate values of Equality, Unity and Justice.
- To make our education relevant and excellent.
- To promote educational programmes in various disciplines of knowledge with synergistic interaction with society and industry.
- To contribute to the advancement of knowledge through research, publication and disseminations.

- To provide leadership in higher education by imparting quality and socially relevant knowledge.
- To develop aptitudes and skills of students to equip them to face the challenges and needs of fast changing society.
- To give greater opportunity to women in order to prepare them to be effective leaders.
- To make students to be conscious of their duty to the country and to fellow human beings.

University of Madras is one of the top ranked Universities in India. The recently released Quacquarelli Symonds (QS) rankings, which is a London-based higher education analytics firm has ranked University of Madras in the 541-550 band. It is ranked one among the 41 Indian Universities featured in the list and 2nd in the State of Tamil Nadu. In 2021, it was ranked at 28th position among the top 100 Universities by NIRF while it was ranked at 22nd position out of 100 in 2020. The university is ranked at 47th for the overall category by NIRF 2021. To maintain the quality standards and to carry out periodic checks to the education system, the University Authorities conduct the Academic Audits, Student Feedbacks and so on every year through the Internal Quality Assurance Cell (IQAC), for the Students, Research Scholars, Faculty and Administrative Staff. This periodic internal assessment helps in updating the Syllabus/curriculum on a timely basis and also address any shortcomings in the academic process. During the year 2020-21 the IQAC audit and feedback mechanism was carried out using questionnaires in the online format. The feedback data was analysed and the results are discussed in the following sections.

The subsequent section details about the IQAC and its functions at the University of Madras.

### **About IQAC**

The National Assessment and Accreditation Council (NAAC) proposes that all accredited institutions must establish Internal Quality Assurance Cell (IQAC) as a post-accreditation quality sustenance measure. Since, quality enhancement is a continuous process; the IQAC is a part of the institution's system and work towards realization of the goals of quality enhancement and sustenance. The prime task of the IQAC is to develop a system for conscious, consistent and catalytic improvement in the overall performance of institutions.

In line with the NAAC mandate, the University of Madras has established IQAC with effect from 01.07.2005. The University has been accredited by NAAC with 5-star status in 2000 followed up the II<sup>nd</sup> and III<sup>rd</sup> Cycle with 'A' grade in 2007 and 2014 respectively.

The Internal Quality Assurance Cell (IQAC) Committee was reconstituted on 14.01.2020 and the members of the IQAC are nominated as per the guidelines of the NAAC. The IQAC plays a vital role in the re-accreditation process, as the cell reviews the quality of education in the University in following ways:

➤ **Conduct of Academic Audit:**

The IQAC conducts academic audit for all the University Departments, by inviting subject experts from other Universities/Institutions to review the syllabus, question paper and answer scripts of the students of the respective Department. The report submitted by the expert is placed before the IQAC Advisory Committee and the same also placed before the Syndicate. Following which, as per the recommendation of the Syndicate, the report submitted by the experts will be sent to the Heads of the concerned Departments for further action.

➤ **Feedback Mechanism:**

The IQAC being at the helm of maintaining Quality at the University has a robust feedback mechanism in place. Feedback is collected from all stakeholders including Students, Scholars, Faculty, Administrative Staff, Employers and Alumni. Feedback is collected in the form of questionnaires. The questions are designed to quantitatively assess the performance and quality indicators of the process and infrastructure at the University. The periodic feedback assessment helps to maintain quality and foster a healthy environment between the stakeholders. The feedback is based on 5-point scale. This feedback is again scrutinized and placed before the IQAC Advisory Committee and the same is placed before the Syndicate. Subsequently the scrutinized feedback is sent to all faculty through the Heads of the Departments.

➤ **Annual Quality Assurance Report**

As per the direction of NAAC, the Annual Quality Assurance Report (AQAR) must be submitted according to the prescribed format every year. The AQAR consists of the data of the University for the academic year, which includes details of academic activity, research activity, financial resources, publications details and etc. IQAC prepares the report diligently.

➤ **Career Advancement Scheme (CAS) for faculty:**

IQAC provides supports the promotion activities of faculty in various cadres under Career Advancement Scheme, by screening applications according to the API (Academic Performance Indicators) guidelines provided by the UGC.

➤ **Capacity Building Activities:**

From time to time, the IQAC conducts programmes for faculty regarding promotion under CAS. It also conducts programmes for IQAC Coordinators and Principals of affiliated colleges as well as for faculty members of the Departments of the University.

All the reports prepared by the Cell are scrutinised by the IQAC Advisory Committee and the same is placed before the Syndicate. Thus, the IQAC ensures the quality of the institution is maintained and helps for the betterment of the students. University of Madras adheres to the NAAC mandate and the IQAC team coordinates and tenaciously works to uphold the quality at the University level.

**Scope of IQAC**

The major aim of IQAC is to ensure quality at the university level, the IQAC team collects feedback from various stakeholders including Students, Faculty, Administrative Staff, Employers and Alumni. The feedback is collected using various questionnaires designed to assess the performance based on a Likert scale. From the academic year 2017-18 onwards, the student feedback is collected through the Online mode, prior to this the student feedback was collected through printed questionnaires for the academic years 2016-17 and 2017-18. The significance of IQAC, University of Madras are listed below:

- IQAC at the University of Madras acts as the nodal agency to ensure quality teaching, research and extension activities.
- It enhances adoption and dissemination of best practices.
- It warrants periodic conduct of academic and administrative audit and its follow up.
- Builds an organised system of documentation and internal communication.
- Enhances dynamic changes to quality improvement and assists in decision making for the University Departments.

**Limitations**

1. Although IQAC attempts to collect data from all sectors, there are certain limitations to the survey that is carried out. Some of the limitations are listed below:
2. Since the survey is not mandatory, hence achieving 100% participation from all stakeholders is not possible.
3. The questions are designed as closed response rating scales, hence the analysis is more quantitative in nature.
4. The rating scale is prone to subjective evaluation and hence sometimes provide unreliable results.

5. The rating scale questionnaire may not reveal accurate results.

### **Methodology**

The methodology adopted to determine the quality includes data collection using questionnaire and data analysis using appropriate techniques. The IQAC collects data from all stakeholders to analyse the performance and to ensure quality for all University Departments/Centres. There are separate questionnaires that are prepared to analyse the performance and effectiveness of the various stakeholders. Each questionnaire is thoughtfully prepared to quantitatively assess the quality indicators. The questionnaires are closed ended responsive, which provides the respondent to choose from the best possible options to reveal their thoughts and feelings. The questionnaire consists of statements to assess the quality of infrastructure and relationship between the administrative staff and the University. The options are on a 5-point rating scale, similar to a Likert scale that ranges from 1-5 as defined below:

1- Poor; 2- Average; 3- Good; 4- Very good; 5- Excellent

The questionnaire helps to measure the satisfaction levels and acts as an input measure to make necessary changes towards improvement of academic activities at the University. The various questionnaires are analysed and the results are documented and discussed in the forthcoming sections.

### **Analysis:**

University of Madras works with the support of several staff members and workers. While the teaching faculty form the backbone of the university, the supporting staff - administrative staff and technical assistants contribute to the efficient and smooth running of the University. Management of a University is a complex task which cannot be done without administrator help at each level. Administrative staff never get the glory or fame, but without them, workplaces are doomed to inefficiency and stagnation. Quality administrators make the difference in how effectively others do their jobs. They provide support and confront the endless stream of behind-the-scenes tasks that make any organisation function effectively. The University of Madras take great pride in the administrative team who are the pillars of support to the day to day functioning of the institution.

A detailed analysis of the feedback collected from the Administrative and Technical Staff is presented in this section. The questionnaire to assess the Administration and Technical Staff Feedback for the academic year 2020-21 consists of 15 closed ended questions on a 5-point

scale of rating from 1 representing 'Poor' to 5 representing 'Excellent'. The analysis of these 15 questions has been presented and discussed further.

### **1. Relationship between Teaching and Administrative Staff**

The relationship between the teaching and administrative staff determines the success of any university. It is noted from the figure that 98% of the staff boast of a good (25%), very good (33%) or excellent (40%) relationship with the teaching staff. 1% of the respondents feel that the relationship between teaching and administrative staff is poor and the same rate it as average. This indicates a good relationship between the teaching and administrative staff.



*Figure i: Relationship between Teaching and Administrative Staff is friendly*

### **2. Supportive work environment**

The staff rate the work environment as excellent (39%), 24% as very good and 33% as good and although only 4% rate it averages none of them (0 respondents) rate the work environment as poor. The work environment contributes to the work ecology and having a pleasant and supportive work environment can lead to better productiveness. The University strives to provide the best facilities to its administrative staff by ways of improved lighting, better seating, periodic breaks, assistance of tabulators, and so on. The administrative staff are the third wheel of the University who help to keep the University activities on track.



Figure ii: Administration supports the work environment

### **3. Professional development**

Only 1% of the respondents feel that the professional training provided by the University is poor and 7% rate it as average, the rest 92% are very happy and 25% rate it as excellent, 34% as very good and good the professional development training offered by the University. These programmes intend to improve the efficiency of the administrative staff and are held on a regular basis.

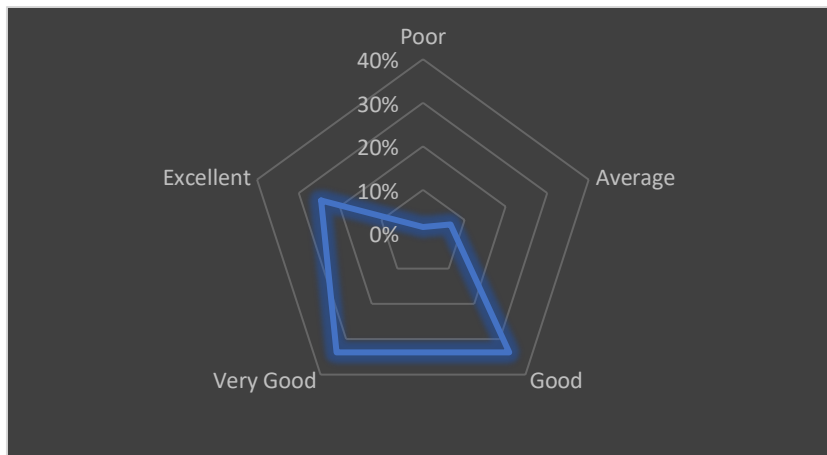


Figure iii: Professional development training to improve efficiency of staff

### **4. Internet Facility**

Over 95% of the staff are very happy and satisfied (42% as Excellent, 34% as Very good and 20% as good) with the Internet facilities offered at the University through both LAN as well as Wi-Fi. In today's fast moving technological era, it is imperative to have a good network connection to carry out the day to day activities efficiently. The university provides internet access to computers and laptops held by the administrative staff to enhance their work environment.



Figure iv: Availability of Internet facilities

### **5. E-governance in administration**

Although the university is adopting an in-house e-governance system to manage daily affairs at the university, 1% feel that it is poor while 3% rate it as average. the rest 96% are happy with nearly 37%, 35% and 24% rating it as Excellent, Very good and Good respectively.

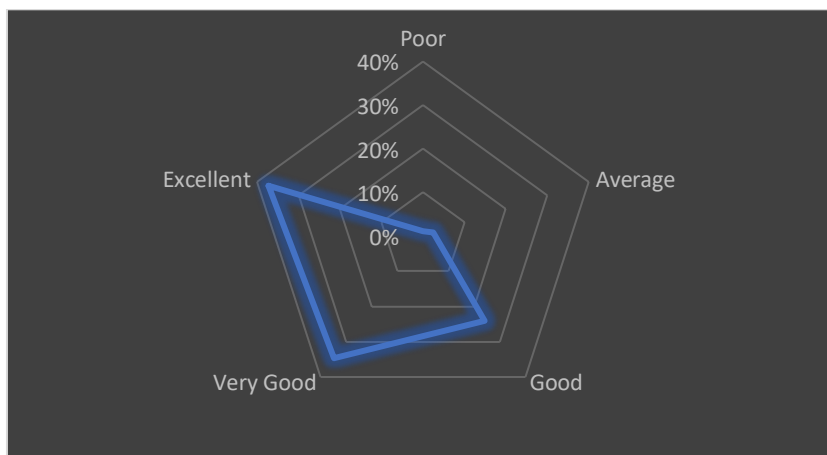


Figure v: E-governance in administration

### **6. Disable friendly environment**

Nearly 35% of the respondents feel that the infrastructure facilities at the University of Madras are disable friendly and rate it as very good, where as 32% feel it is good and 30% rate it as Excellent. Although the university structure was established more than a century ago, the University administration has been constantly making efforts and renovations to make the environment more disable friendly. Only 2% rate the facilities as average and 1% rate it as poor.





Figure vi: Environment is disable friendly

### **7. Common rooms for Women**

This the one concern that is being raised by the staff and the University is working towards providing better solutions. The maximum number of poor and average responses are received for the common rooms with more than 10% rating it as average and 7% rating as poor. The common rooms for women staff are not adequate to the ratio of the women staff at the University. Even though 43% rate the common rooms for women as good, 16% rate it as excellent and 28% rate it as very good, there is a need to increase the number of common rooms and maintain them regularly.



Figure vii: Common rooms for Women

### **8. Timely promotions**

Nearly 87% of the respondents rate the process of promotion for university as excellent (26%), very good (27%) and 34% as good. 4% of the respondents rate it poor and 9% as average, the job advancement and promotion takes place according to the norms. Timely promotions act as good motivators at the work environment. The promotion based decisions are taken with various aspects in consideration; however, they contribute towards the holistic development of the employee as well as the organisation.

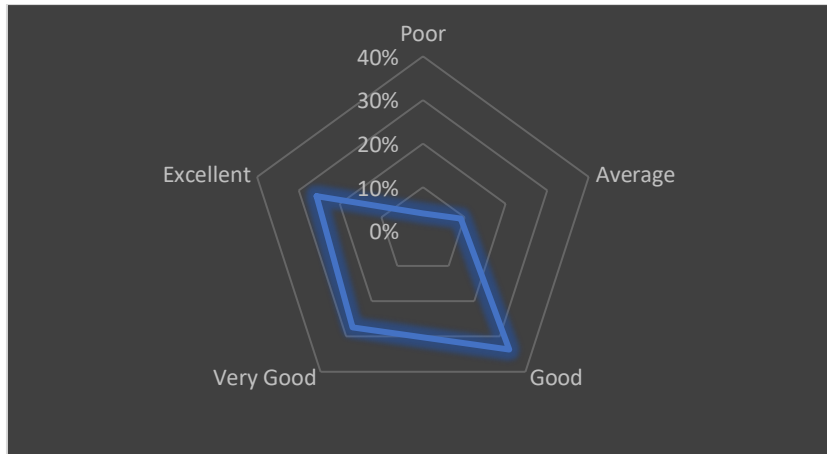


Figure viii: Timely promotions

### **9. Grievance Redressal**

Grievance redressal is a must at any institution to maintain quality and harmony at the workplace. Only 10% of the respondents feel that the redressal measures could be improved, while 90% of the respondents are happy with the grievance redressal measures at the University - 26% Excellent, 31% Very Good, 34 % Good. The figure clearly indicates the responses of the administrative staff.

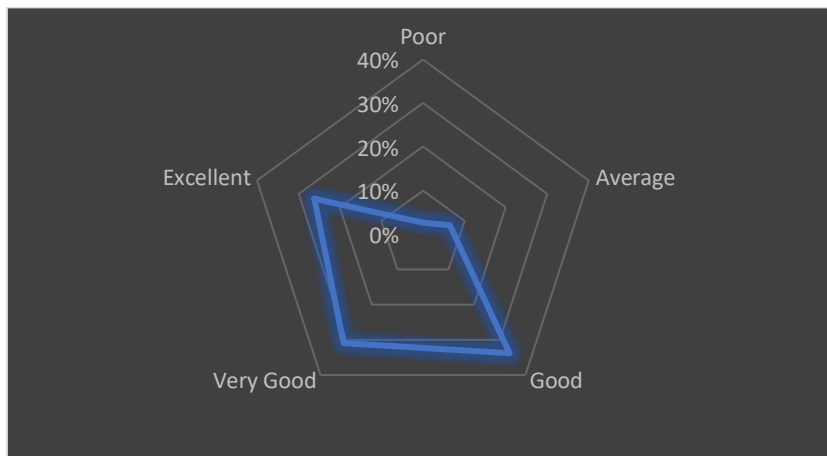


Figure ix: Grievance Redressal

### **10. Equal Opportunities**

It is very interesting to note that only 1% of the staff feel that equal opportunity is not provided at the work place, which is very negligible. About 10% feel that it is inadequate but the majority of respondents (30% Excellent, 31% Very good, 29% Good) feel that there are equal opportunities provided irrespective of gender, caste, creed, race or religion. This is also confirmed by the roster system that the University follows during promotions and recruitment. The figure clearly shows the distribution of respondent data with regards to equal opportunities at work place.

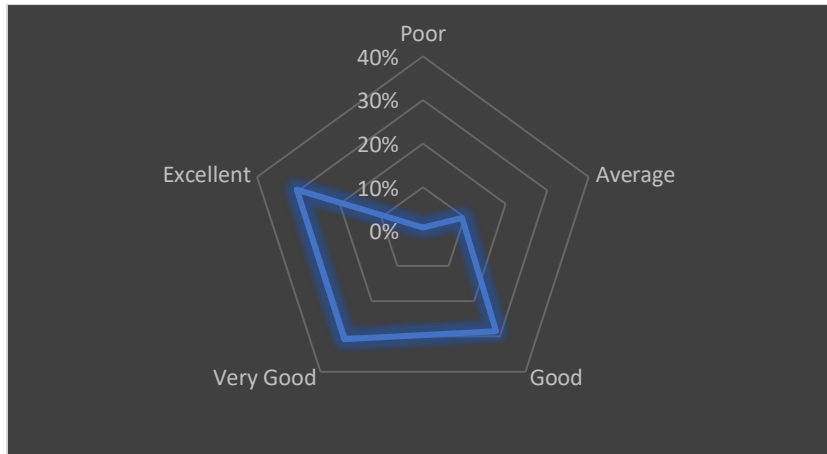


Figure x: Equal Opportunities for all staff

### **11. Computer Facilities**

Computer facilities are adequately provided to the administrative and technical staff of the university; this is indicated by the radar graph. It is seen that 39% of the staff rate the ICT facilities as Very Good followed by 26% and 27% as Excellent and Good respectively, only 7% feel that the computer facilities are Average and Poor.

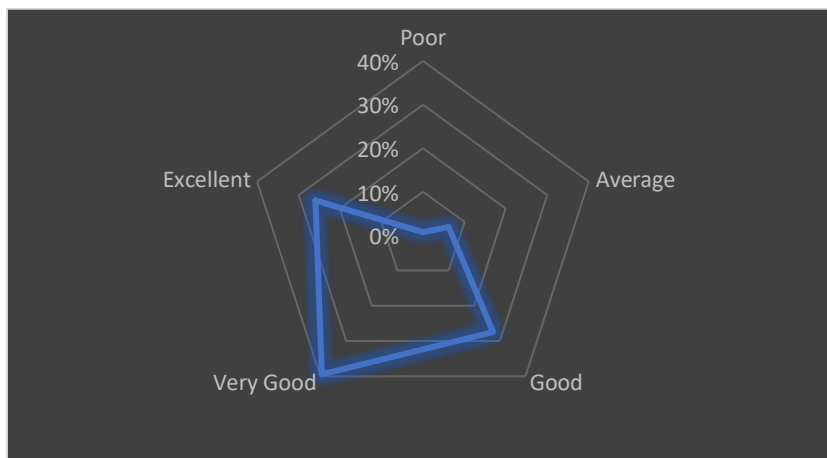


Figure xi: Computer Facilities

### **12. Parking Facilities**

The University of Madras is spread out in four major campuses at Chepauk, Marina, Guindy and Taramani. There is enough infrastructure and space for parking of staff vehicles - both two wheelers and Four wheelers as well as ramps for disable friendly staff. 31% of the respondents rate the facility as Good, followed by 33% as Very Good and 27 % as Excellent. Only 2% rate it as poor while 6% rate it as average. The figures corroborate with those of the earlier years.

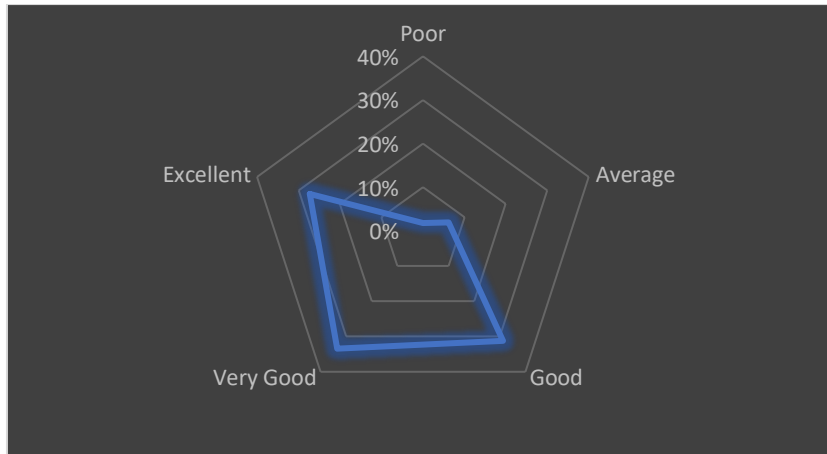


Figure xii: Parking Facilities

### **13. Rest room facilities**

The rest room facilities need to be improved both in number and in maintenance. This is the only statement that has the highest number of respondents (nearly 10%) in the poor category and 11% in the average category. There is scope for increasing the number of rest rooms and maintaining them too, since the University caters to a large number of footfalls during working time. However, 16% rate it as excellent, 25% rate it as very good and 40% rate it as good. This is one of the statements which prompts for more action from the university to improve the working place.

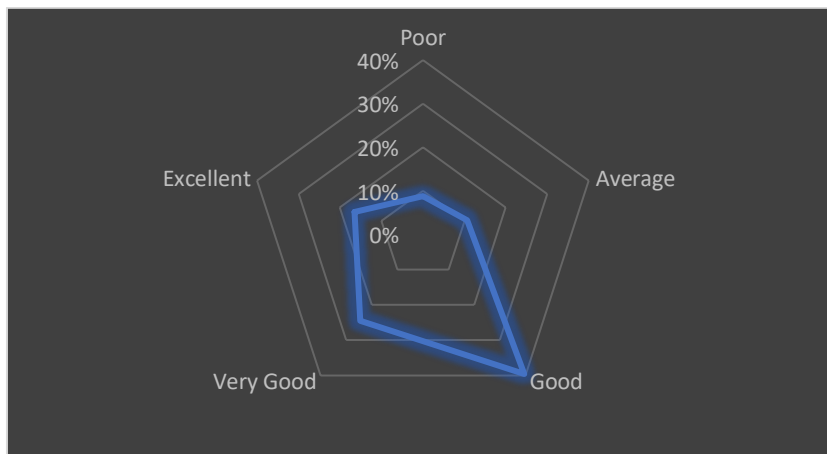


Figure xiii: Rest room facilities

### **14. Team Work & Cooperation**

There is very good understanding and teamwork among the staff of the University, this is clearly observed from the below figure. More than 65% of the respondents (42% Excellent and 31% Very good) rate team work very highly and are happy working with each other as a team. This shows that the staff are united and 23% rate the team work as good while only 1% rates it as poor and 3% as average. Since it is subjective, it is heartening to note that more than 95% are happy to work with each other.



Figure xiv: Team Work and Cooperation

### **15. Physical, Emotional and Social Welfare**

94% of the employees rate the University as Excellent (31%), Very Good (34%) and Good (28%) for ensuring the physical, emotional and social welfare of staff. Only 1% rate it poor and 6% rate it as average. Programmes are organised to encourage The University takes great care to ensure the physical, emotional and social welfare of the administrative and technical staff.

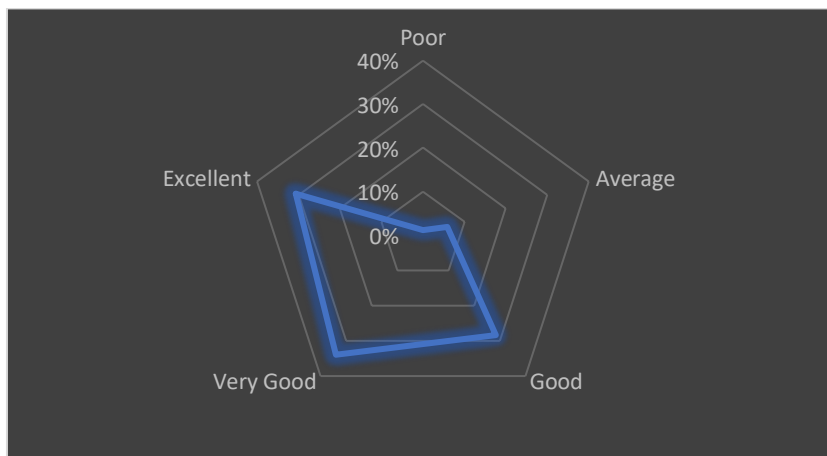


Figure xv: Physical, Emotional and Social Welfare

### **Conclusion:**

The feedback data collected for the year 2020-21 from the administrative staff and technical staff consisted of 15 closed end questions with a rating scale ranging from Excellent to Poor. The analysis of the feedback collected indicates that overall the administrative staff are happy with the facilities available at the University. There is very little negative feedback, overall only 1-2% feel the infrastructure facilities are poor. The maximum displeasure and disappointment is felt in the responses towards rest room and common room facilities. This could be attributed to the fact that there is a shortage of maintenance staff, which needs to be looked upon and rectified at the earliest. The staff are very happy with the ICT facilities

offered at the workplace. The excellent response for teamwork indicates that the staff work together with harmony to achieve the goals of the university administration. It is also good to know that the teaching and administrative staff share good communication and rapport.