



UNIVERSITY OF MADRAS
INTERNAL QUALITY ASSURANCE CELL (IQAC)
Teachers Feedback 2021-22

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 IInd and IIIrd 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:

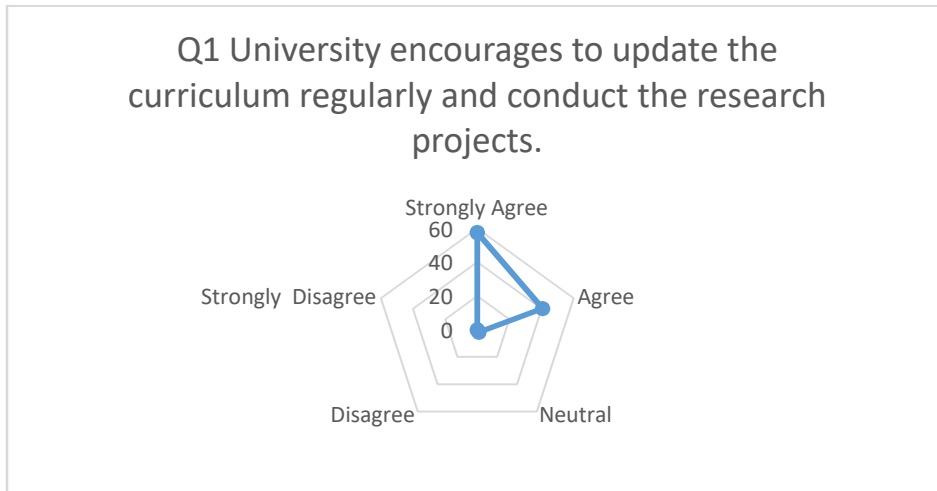
1- Strongly Disagree; 2- Disagree; 3- Neutral; 4- Agree; 5- Strongly Agree

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.

Teaching Feedback

Question No.1

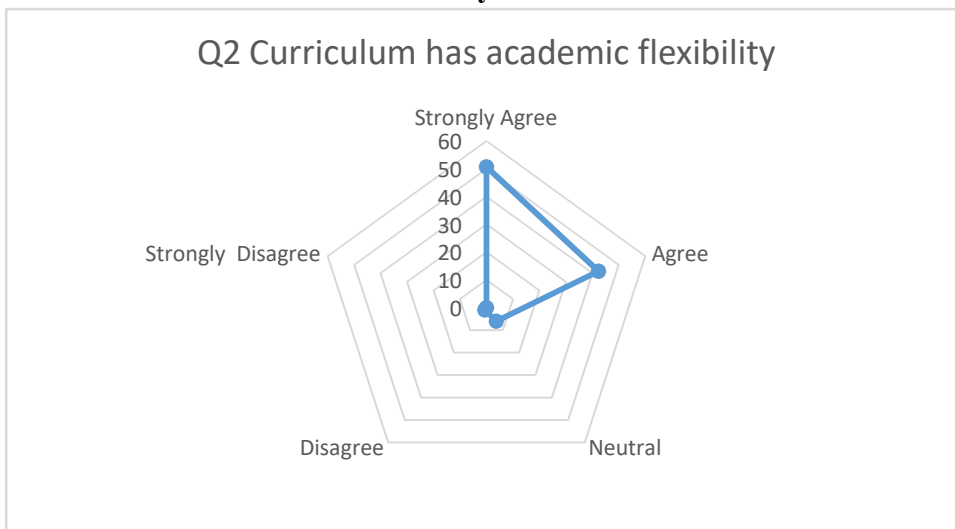
University encourages to update the curriculum regularly and conduct the research projects.



Analysis: Students and Faculty members are the pillars of any institution particularly the teaching community of University of Madras have witnessed zero % disagreement on the statement listed in Q1. It is inferred that except 1.7% who are neutral, rest all the teachers are strongly agree (57.6%) and agree(40.7%) the statement pertaining to the active role of university in encouraging the faculty members to update the curriculum periodically and conducting the research projects regularly.

Question No.2

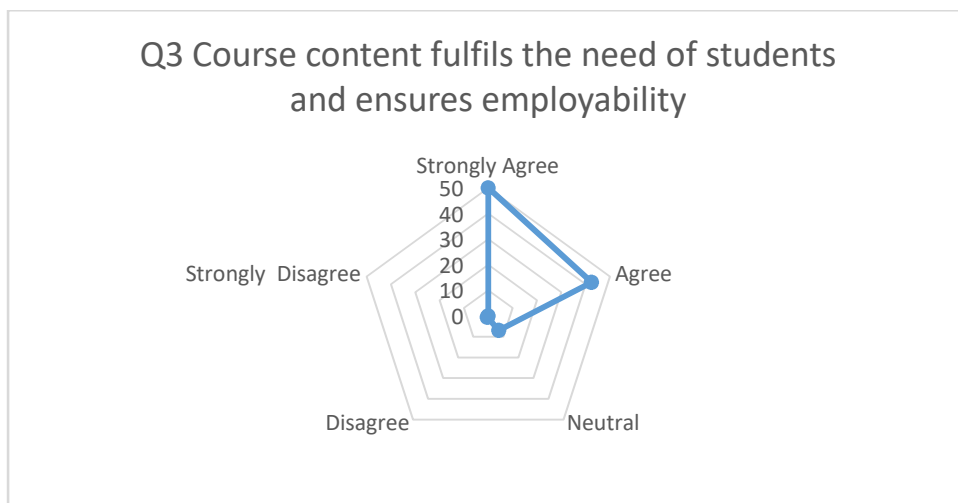
Curriculum has academic flexibility



Analysis: University of Madras is the pioneer institution in following choice based credit system. Subject experts are working with academic autonomy. This in turn led to academic flexibility. This has been reconfirmed through the recently conducted survey for the academic year 2021-22. 50.6% of the faculty members have strongly agreed to the academic flexibility in curriculum.42.4% of the stake agreed and 6% stood in neutral. However there was a disagreement found among 1% of the members.

Question No.3

Course content fulfils the need of students and ensures employability

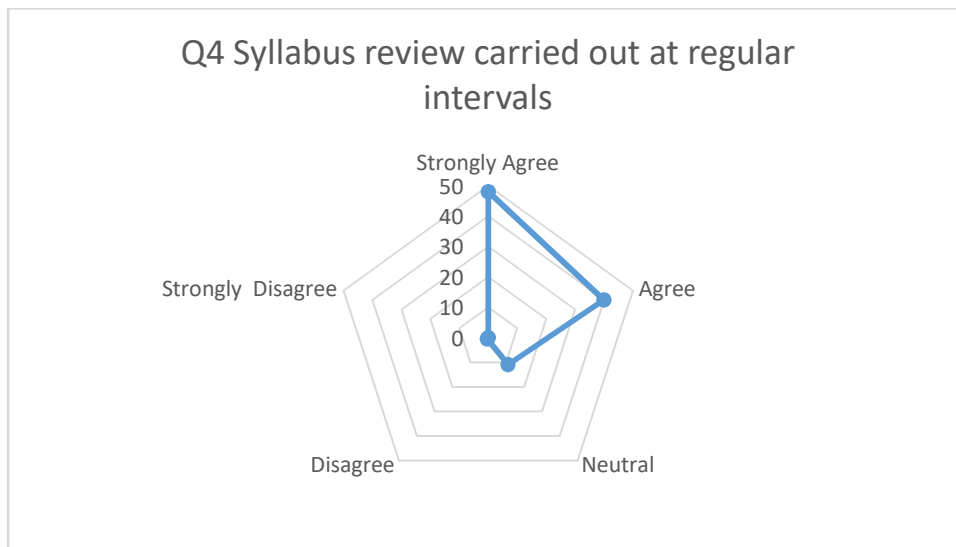


Analysis:

It has been strongly agreed by 50% of the faculty members that the courses offered in the University of Madras fulfils the need of the students and ensure employability .Remaining 42.4% of the faculty member agreed the same. 7% of the teachers stood neutral and disagreement found at0.6%

Question No.4

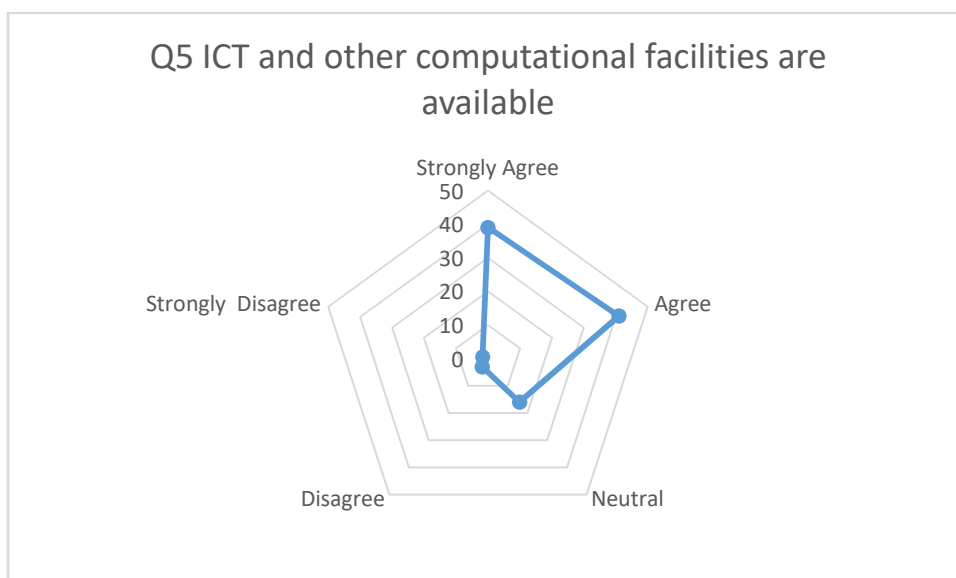
Syllabus review carried out at regular intervals



Analysis:It is inferred from the above table that only 0.6% of the teachers are disagree with the given statement whereas 88% of the teachers working in University of Madras have agreed on the fact of reviewing the syllabus at regular intervals. However 11% of the teachers opted for neutral.

Question No.5

ICT and other computational facilities are available

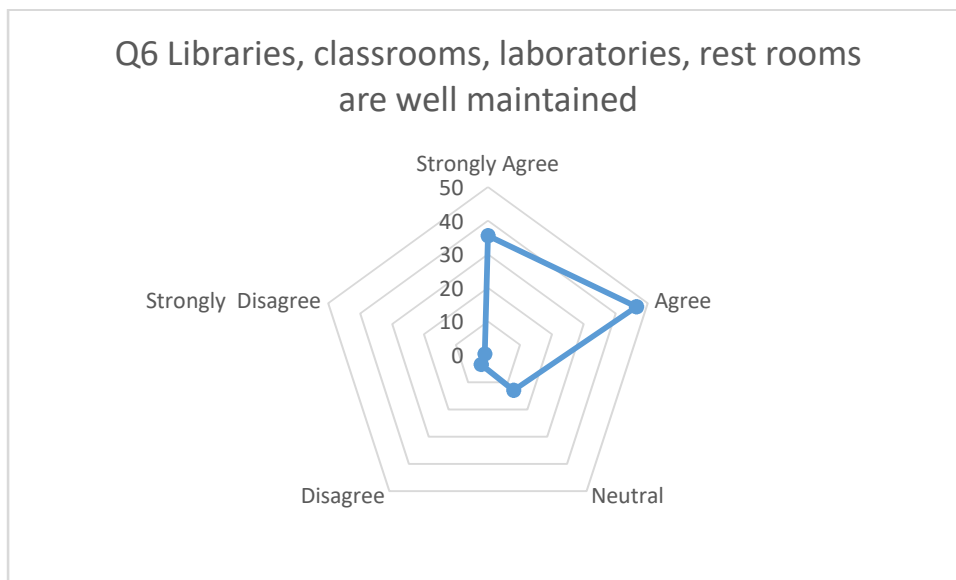


Analysis:The post pandemic experience has increased the number of ICT users in higher learning institutions. It is appreciated to note that 39% of the teachers are strongly agreeing the fact of ICT and other computational facilities which are available in the University of

Madras. 41% of the teachers have agreed and 16% stood neutral on this statement. On the other hand 3% of the teachers have expressed their disagreement and 1.7% have expressed strongly disagree.

Question No.6

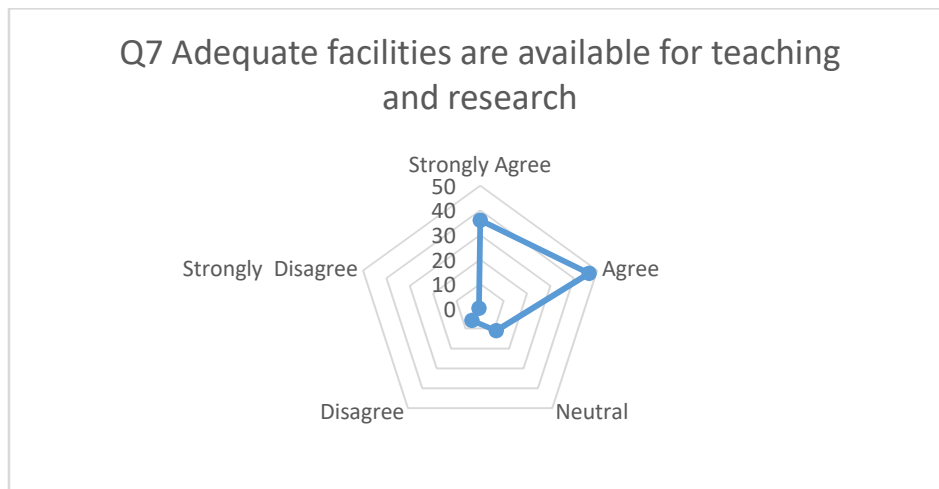
Libraries, classrooms, laboratories, rest rooms are well maintained



Analysis: The above chart depicts the view points of the teachers about the maintenances of the basic infrastructures like Libraries, classrooms, laboratories, rest rooms. 35.5% of the teaching faculty members have strongly agreed and 46.5% of the teachers have agreed on the well maintenances of the same. There is a record of 13% of voting for the neutral and disagreement at the rate of 3.5% and strongly disagree at the rate of 1% .

Question No.7

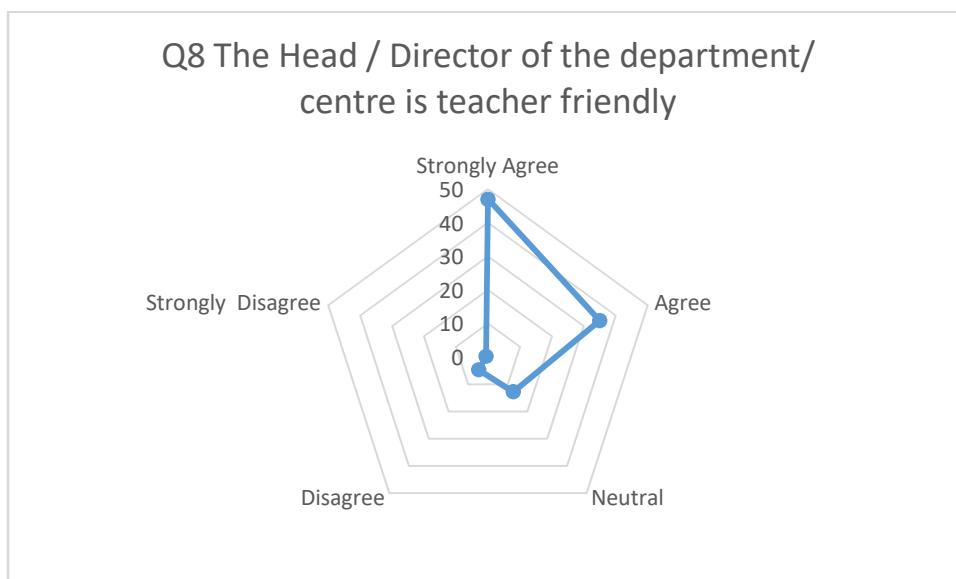
Adequate facilities are available for teaching and research



Analysis: Teaching and research are the core duty of higher learning institution. Though there is disagreement at the rate of 5.8%, it is interesting to note that 82.5% (consist of 36% strongly agree and 46.5% agree) of the faculty members are agreeing the statement. The strongly disagreed notion claimed by 0.6% of the faculty members is also taken into consideration. Nevertheless the University of Madras is marching towards the prominence with available facilities.

Question No.8

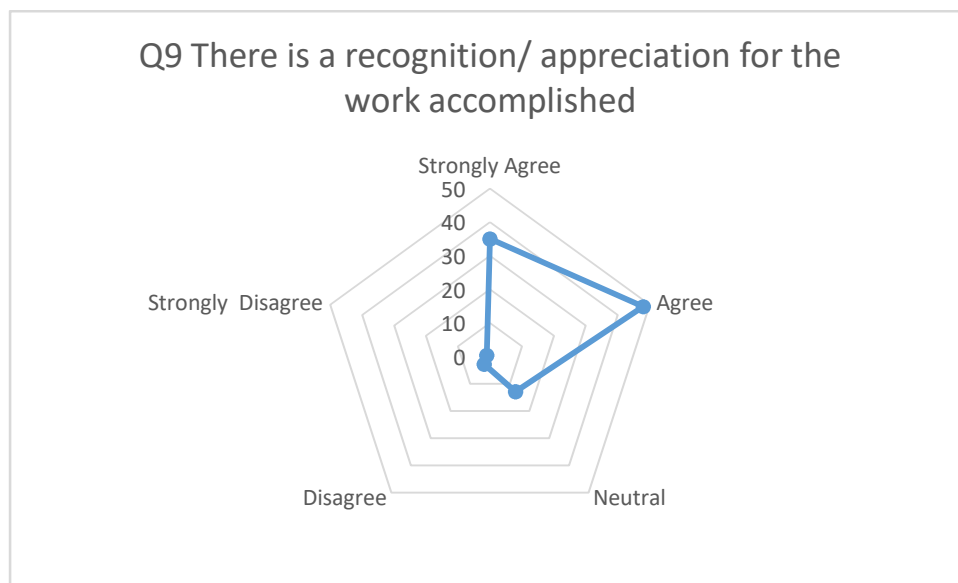
The Head / Director of the department/ centre is teacher friendly.



Analysis: From the above data it reveals that 82% of the ‘Heads’ working in various capacities in the University of Madras are teachers friendly. Almost 47% of the teachers strongly agreed to this notion and 35% of the teachers expressed their agreement.12.8% of the teachers are neutral towards this statement. There is a disagreement found among 4.7% of the teachers. Strongly disagree stood at 0.6% .It ensures that still there is a way to create better human relations.

Question No.9

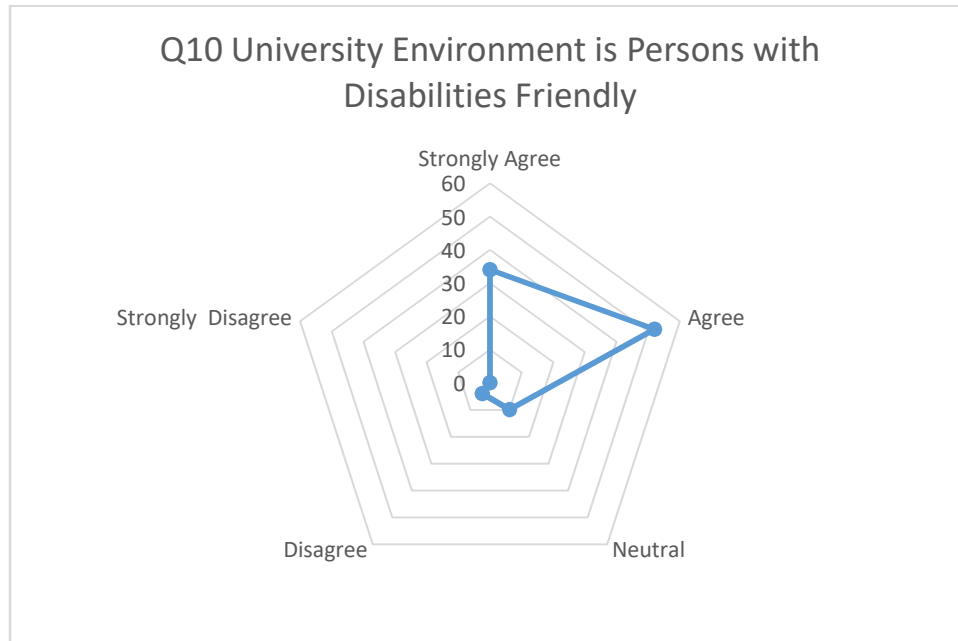
There is a recognition/ appreciation for the work accomplished



Analysis: After all everybody seeks for recognition and appreciation. This is simple fact which creates a great team building in an organization. This applies to the teachers working in University of Madras too. 35% of the teaching faculty members have strongly agreed that there is recognition for their work and 48% of the teachers have recorded their voting for agree and 13% stood in neutral. It has to be noted that 2.9% of the faculty members were disagreed with this statement and just1% stood up with strongly disagree.

Question No.10

University Environment is Persons with Disabilities Friendly



Analysis: University of Madras is very particularly in practicing inclusiveness. This practice is also endorsed by the teaching community. 33.7% of the teachers have strongly agreed on the disabled friendly environment of the university and 51.7% of the teachers have agreed on the same. It has to be noted that 9% of the teaching faculty expressed their neutrality and 4.1% of the teaching members stated disagree and strongly disagree at the rate of 0.6% .

Overall Conclusion:

The above data were collected from 172 Teachers as feedback for the academic year 2021-2022 and the following points are taken to the concern authorities for corrective actions:

1. Ensure to appreciate and recognize teachers involved in research activities
2. ICT initiatives to be encouraged in teaching and Learning.