



CAMPUS QUALITY ASSURANCE

SESSION 4013
DATE 29-APR-2019

PRESENTERS



Divesh Kamboj

Vice President - IT

Sharda Group of Institutions

divesh.kamboj@sharda.ac.in



Ankur Sharma

Sr. Consulting Analyst

Sharda Group of Institutions

ankur.sharma@sharda.ac.in





20000+
STUDENTS

46+ NATIONALITIES
ON CAMPUS

1200+ FACULTY
MEMBERS

80+ INTERNATIONAL
COLLABORATIONS

36000+
ALUMNI

SHARDA GROUP OF INSTITUTIONS, INDIA

North India's Largest
Educational Group!



ORACLE PEOPLESOFT CAMPUS SOLUTIONS (V9.2/T8.55)

Campus Solutions
FSCM
HCM

ASIA ALLIANCE 29-30 APRIL 2019



WHY QUALITY?

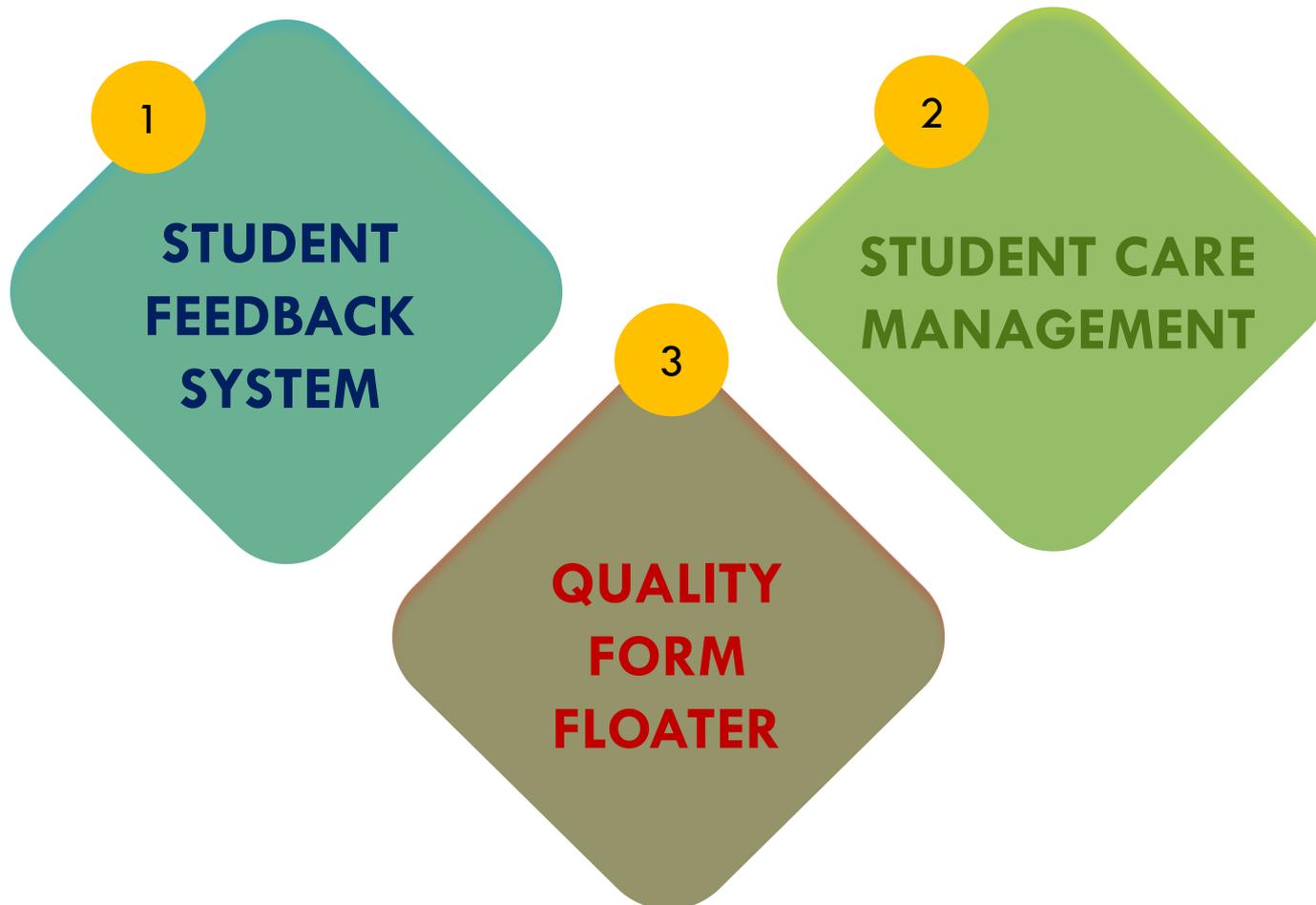
DATA COLLECTION,
INSIGHT &
IMPROVEMENT

BACKGROUND

- ❖ Need for a Quality Assurance System for students, faculties and administration body.
- ❖ Demand for continuous process improvement model for accreditations.
- ❖ To design a simple yet flexible system by a mixed team of IT, Academic and Non-Academic stakeholders.
- ❖ A Specialized bolt-on module in existing Oracle PeopleSoft ERP System.



MODULE OVERVIEW





1. STUDENT FEEDBACK SYSTEM

CS SPECIALISED
BOLT-ON MODULE

OBJECTIVE

To take feedback from students on various teaching parameters.

To enable Deans/HoDs to improve the quality of teaching content and delivery using the feedback findings.

To help management to measure the efficacy of quality improvement initiatives.

ADMIN – QUESTION SETUP



Feedback Question Setup

Question Setup

Find | View All First 1 of 2 Last

*Feedback Question Type NAAC

Personalize | Find | [Print] | [Grid] First 1-9 of 9 Last

*Q-ID	*Question Type	Question	*Display
1 001	Quantitative	Quality of Lectures and Content	Show
2 002	Quantitative	Ability to explain the topic/subject	Show
3 003	Quantitative	Ability to answer questions clearly and effectively	Hide
4 004	Quantitative	Efforts to make the course interesting	Show
5 005	Quantitative	Discussions in tutorials/ case studies/ problem solving/ small group teaching	Hide
6 006	Quantitative	Pace of syllabus coverage	Show
7 007	Quantitative	Willingness for discussion and consultation outside the classroom	Show
8 008	Qualitative	Remarks and suggestions to improve the teaching learning process	Show
9 009	Qualitative	Is the Course relevant to Knowledge, Skill, or Attitude	Show

Save

STUDENT – FEEDBACK VIEW



Student Feedback for Faculty

Student Detail

Empl ID 2017005104 Aradhana Rawat
School SUSET **Academic Career** Undergraduate
Term 1802 **Feedback Phase** 2
Program 00001 Bachelor of Technology
Plan 0000100016 CSE(Cloud Tech & InfoSecurity)



Feedback Status

Total Feedback: 0 / 12

Not Started

[Personalize](#) | [Find](#) | [View All](#) | | First 1-10 of 12 Last

Catalog Number	Subject	Course Component	Faculty ID	Faculty Name	Feedback
1 ARP204	Apt. Reas. & BCS- Intermediate	Practical	0004257	Amrita Bagchi	Feedback
2 ARP204	Apt. Reas. & BCS- Intermediate	Practical	0004733	Bhumika .	Feedback
3 CSE207	DATA STRUCTURES USING 'C'	Lecture	0000975	Bajjnath Maurya	Feedback
4 CSE207	DATA STRUCTURES USING 'C'	Lecture	VF00075	Nitish Patil	Feedback
5 CSE217	Principles of Virtualization	Lecture	VF00047	Sushant Jhingran	Feedback
6 CSE220	Computer Networks	Lecture	VF00075	Nitish Patil	Feedback
7 CSP207	DATA STRUCTURES USING 'C' LAB	Practical	0000518	Aparajita Nailwal	Feedback
8 CSP207	DATA STRUCTURES USING 'C' LAB	Practical	VF00075	Nitish Patil	Feedback
9 CSP217	Principles of Virtualization L	Practical	VF00047	Sushant Jhingran	Feedback
10 CSP287	MINOR PROJECT 1	Practical	VF00075	Nitish Patil	Feedback

STUDENT - RATING FACULTY



Feedback Rating

Feedback Description

Student ID 2017005104 Aradhana Rawat
Faculty ID 0004257 Amrita Bagchi
Business Unit SUSET **Catalog Nbr** ARP204 **Term** 1802 **Feedback Phase** 2

Question	Excellent	Very Good	Good	Fair	Poor
001 Quality of Lectures and Content	<input type="radio"/>				
002 Ability to explain the topic/subject	<input type="radio"/>				
003 Ability to answer questions clearly and effectively	<input type="radio"/>				
004 Efforts to make the course interesting	<input type="radio"/>				
005 Discussions in tutorials/ case studies/ problem solving/ small group teaching	<input type="radio"/>				
006 Pace of syllabus coverage	<input type="radio"/>				
007 Willingness for discussion and consultation outside the classroom	<input type="radio"/>				
008 Remarks and suggestions to improve the teaching learning process	<input type="text"/>				
009 Is the Course relevant to Knowledge, Skill, or Attitude	<input type="text"/>				

Submit

Cancel

HOD & TEACHER INTERACTION



Feedback Analysis for HOD

Personal Details

Business Unit SUSAP School of Arch & Planning
 Empl ID 0003298 Ms Shhilpi Sinha
 Designation Professor

▼ Faculties from Base School/Department

Personalize | Find | View All | First 1-23 of 23 Last

School	Employee ID	Name	Term	Overall Rating	Other School's Feedback	Comments from HOD	Done	Comments from Faculty
1 SUSAP	0000796	Ms Chitra Chidambaram	1801	5	Other School's Feedback	Keep up the good work Chitra Maam 	<input checked="" type="checkbox"/>	Will try to continue to do good work. Thanks Shhilpi
2 SUSAP	0000797	Ms Dipti Parashar	1801	4.48	Other School's Feedback	Great work Dipti. Keep it up 	<input checked="" type="checkbox"/>	Thanks. Hope to continue it!
3 SUSAP	0000799	Dr Shovan Kumar Saha	1801	4.57	Other School's Feedback	Thank you for the inputs Sir 	<input checked="" type="checkbox"/>	
4 SUSAP	0001643	Ms Swati Singh	1801	3.28	Other School's Feedback	You can do better in Design. Keep up the 	<input checked="" type="checkbox"/>	Will try my level best Mam.

MANAGEMENT – ANALYSE & ACT



Feedback Analysis

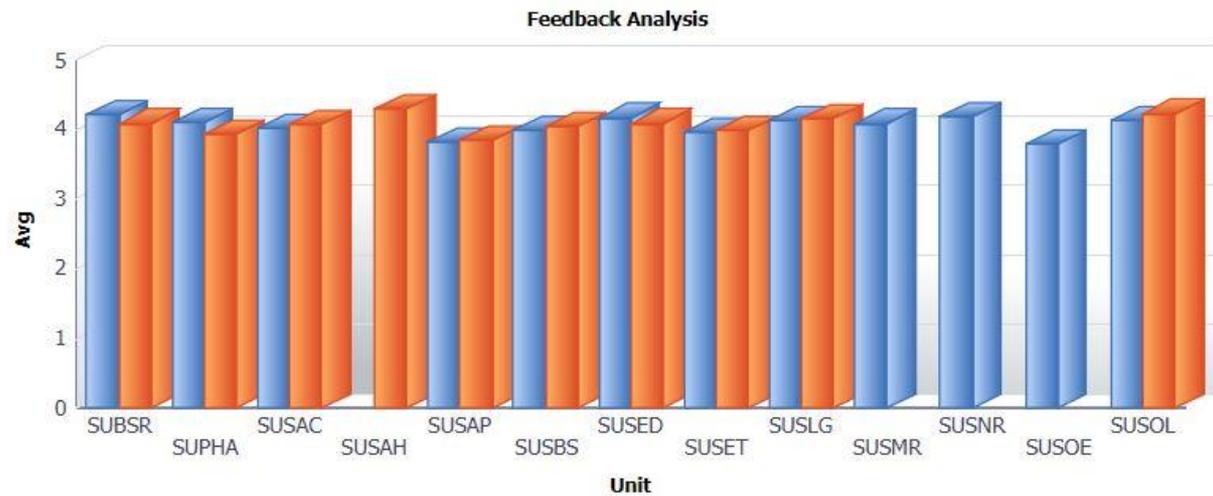
⚙️ ?

▼ **Pivot Grid** Collapse All | ✖️ 📄

Acad Group (All) Feedback Term (Multiple items)

Feedback Phase (All) Status (All)

	1801		1802
	Avg (Average)	Avg (Average)	Avg (Average)
All	4.04	4.04	4.04
SUBSR	4.15	4.22	4.09
SUPHA	4.05	4.10	3.94
SUSAC	4.04	4.01	4.07
SUSAH	4.30	0	4.30
SUSAP	3.83	3.82	3.84
SUSBS	4.02	4.00	4.04
SUSED	4.14	4.17	4.09
SUSET	3.97	3.96	3.99
SUSLG	4.14	4.13	4.16
SUSMR	4.09	4.09	0
SUSNR	4.18	4.18	0
SUSOE	3.80	3.80	0
SUSOL	4.17	4.12	4.23



BENEFIT SUMMARY

- ✓ Students felt valued that their opinion is being heard.
- ✓ Feedback analysis helped identify the core issues and remedial measures in FDPs.
- ✓ Feedback ratings became criteria in faculty performance review.
- ✓ Feedback ratings for a particular subject helped to design the course structure efficiently.





2. STUDENT CARE MANAGEMENT

ISSUES AND
REQUESTS

OBJECTIVE

To avoid wastage of productive hours in visiting various departments for various issues and requests.



To automate the process issue resolution in a time bound manner.



To help department heads monitor and control the resolution process in real time.

ADMIN – ISSUE SETUP



SHARDA UNIVERSITY
Beyond Boundaries

Issue Type Set Up

Category Name ADMIN-INTR **Department** HSTL

Issue Type Find | View All First 4 of 4 Last

Faculty

Sub-Type Find | View All First 9 of 13 Last

Issue Sub Type

SLA(In Days) **Annexure**

Severity Auto-Reply

Spoc Information Personalize | Find | View 2 | First 1-4 of 4 Last

	Spoc Level 1	Spoc Level 2		
1	<input type="text" value="meghna.garg"/>	<input type="text" value="ashokdaryani"/>	<input type="button" value="+"/>	<input type="button" value="-"/>
2	<input type="text" value="nk.gupta"/>	<input type="text" value="ashokdaryani"/>	<input type="button" value="+"/>	<input type="button" value="-"/>
3	<input type="text" value="sharat.chandra"/>	<input type="text" value="ashokdaryani"/>	<input type="button" value="+"/>	<input type="button" value="-"/>
4	<input type="text" value="tannu.chouwdhary"/>	<input type="text" value="ashokdaryani"/>	<input type="button" value="+"/>	<input type="button" value="-"/>

STUDENT – ISSUE/ REQUEST LIST

The screenshot shows the 'Incident Summary Page' for a student. At the top left is the Sharda University logo with the tagline 'Beyond Boundaries'. Below the logo is a navigation bar with 'Incident Summary Page' selected. The main content area features an 'Issue Status' dropdown menu and a 'Raise New Ticket' button. Below these is an 'Issue Log' table with columns for Incident Number, Issue Type, Issue Status, and Feedback. The table contains one entry with incident number 1, issue type 'Finanace - Fee Structure/Fee Demand Letter for Academic Fee', and status 'Closed'. A 'FEEDBACK' button is visible in the feedback column.

SHARDA UNIVERSITY
Beyond Boundaries

Incident Summary Page

Issue Status

Raise New Ticket

Issue Log Personalize | Find | View All | | First 1 of 1 Last

Incident Number	Issue Type	Issue Status	Feedback
1 INC0000000154	Finanace - Fee Structure/Fee Demand Letter for Academic Fee	Closed	

STUDENT – CREATE & TRIGGER EMAIL



Incident Detail

Incident Number NEXT

Issue Status

Category Name ADMIN-INTR

Department HSTL

Issue Type Hostel-Issues Related to Hygenity/Maintainance/ cleanliness

Issue Sub Type SUSET

Days

Detailed Issue

Hi,

Description

I have lost my room lock key. My Ro

Attached File

Add Attachment



Ankur Sharma (STECH Consulting Analyst) <ankur.sharma@sharda.ac.in>

INC0000000227- Awaiting you action

1 message

login.support@sharda.ac.in <login.support@sharda.ac.in>
To: ankur.sharma@sharda.ac.in

Thu, Apr 25, 2019 at 10:31 PM

New Incident has been raised. Please take appropriate action. Below are the details: Incident ID: INC0000000227
Issue:Hostel-Issues Related to Hygenity/Maintainance/ cleanliness

SPOC - SELF SERVICE VIEW



SHARDA UNIVERSITY
Beyond Boundaries

Incident Summary Page

Issue Status

Issue Log Personalize | Find | View All |   First 1 of 1 Last

Incident Number	Issue Type	Issue Status
1 INC0000000227	Hostel-Issues Related to Hygenity/Maintainance/ cleanliness	Open



SHARDA UNIVERSITY
Beyond Boundaries

Incident Detail

Incident Number INC0000000227 **Issue Status** Assigned

Category Name ADMIN-INTR **Department** HSTL

Issue Type Hostel-Issues Related to Hygenity/Maintainance/ cleanliness

Issue Sub Type SUSET

SLA 3 Days **Severity** Medium

Student Information

System ID 2012001907 **Rahul Kumar Singh** **Academic Group** SUSET

Program Bachelor of Technology **Career** UGRD

Plan Computer Science **Admit Term** 1201 **Current Term** 1502

Detailed Issue Description Hi,
I have lost my room lock key. My Room ID is MB0116. Kindly help me out.

Attached File

Assigned To  **Assigned Date** 25/04/2019

Last Updated By **Last Update Date/Time**

SPOC & STUDENT INTERACTION

 SHARDA UNIVERSITY
Beyond Boundaries

Incident Number INC0000000227 Return & Save

Incident Tracking Find First 1 of 1 Last

Effective Date 25/04/2019 Status Open +

Comments Hi Rahul,
I have approved and will be sending the locksmith.

Attached File Add Attachment

UserID ankur.sharma Current date/Time 25/04/19 10:31PM

 SHARDA UNIVERSITY
Beyond Boundaries

Incident Number INC0000000227 Return & Save

Incident Tracking Find First 1-2 of 2 Last

Effective Date 25/04/2019 Status Assigned +

Comments Thanks

Attached File

UserID 2012001907 Current date/Time 25/04/19 10:35PM

Effective Date 25/04/2019 Status Assigned +

Comments Hi Rahul,
I have approved and will be sending the locksmith.

Attached File

UserID ankur.sharma Current date/Time 25/04/19 10:34PM

STUDENT FEEDBACK AFTER ISSUE CLOSURE

 **SHARDA UNIVERSITY**
Beyond Boundaries

Incident Number INC0000000227 **Category** ADMIN-INTR

Department HSTL

Issue Type Hostel-Issues Related to Hygenity/Maintainance/ cleanliness

Issue Sub Type SUSET

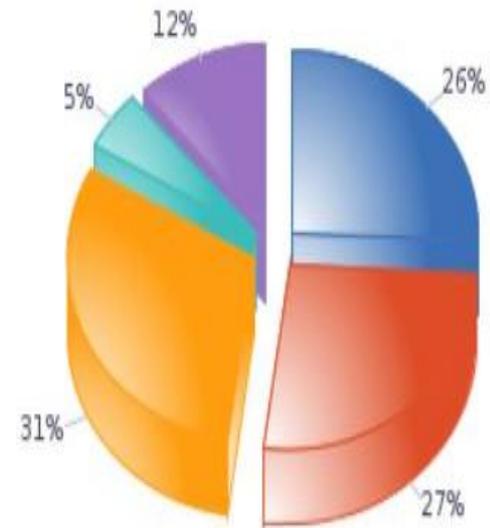
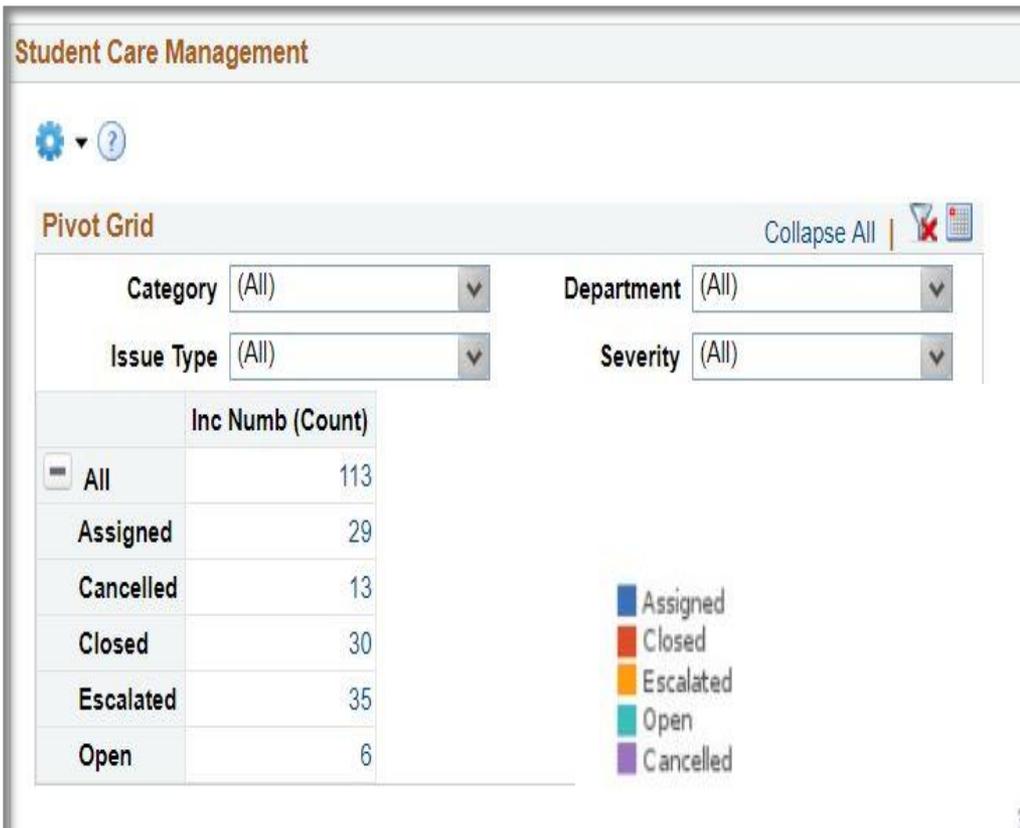
Rating

Very Poor Poor Average Good Excellent

Suggestion Quick Action taken

STATUS DASHBOARD (OVERALL)



BENEFIT SUMMARY

- ✓ Saved productive hours of students and staff for recurring issues.
- ✓ Students can easily track their issue progress under self service.
- ✓ SPOCs can easily pick or reassign the issue based on its relevance.
- ✓ Automated escalation framework ensured speedy resolution on issues.
- ✓ Student feedback for closed issues ensured quality based resolution.





3. QUALITY FORM FLOATER

CREATE,
ROLLOUT &
CONSOLIDATE

OBJECTIVE

To minimize struggle of collection of viewpoints and ideas on crucial policy and planning initiatives.

To enable a on-demand, paperless, dynamic form creation and distribution tool for university staff.

To help chancellor and registrar office control the rollout parameters with automatic reminder framework.

CREATING NEW FORM

 SHARDA UNIVERSITY
Beyond Boundaries

Form and Content Details

Form Id 3

Form Details Find | View All First 1 of 1 Last

Eff Date 01/09/2017 

Status Active

Name Self Evaluation Report

Description Self Evaluation Report of Quality Assurance and Enhancement Cell Only for classes held till 31/08/2017. Last day for submission 11/09/2017.
Note:
2 characters remaining

Contents Personalize | Find | View All |  First 1-10 of 63 Last

Sequence	Item Name		
1	Is your V-attendance operational(Yes/No)		
2	Is the mentoring portal working (Yes/No/NA)		
3	Suggestions for any academic issue		
4	(Course 1)- Course Code		
5	(Course 1)- Course Title		
6	(Course 1)- Syllabus Uploaded on LMS (Yes		
7	(Course 1)- Mapping Of Learning Outcome (	
8	(Course 1)-Instructional Plan Uploaded on LI		
9	(Course 1)-List of Practical/Lab Exercise Pre		
10	(Course 1)-List of Assignments/Case Studies		

 Save  Return to Search  Previous in List  Next in List  Notify

FLOATING QUALITY FORM

Float IQAC Forms

Form Name  Self Evaluation Report

Schools

All Schools

Selective Schools

Personalize | Find | View All |  |  First  1-2 of 2  Last

	Schools	School Descr		
1	<input type="text" value="SUSBS"/> 	School of Business Studies	<input type="button" value="+"/>	<input type="button" value="-"/>
2	<input type="text" value="SUSOL"/> 	School of Law	<input type="button" value="+"/>	<input type="button" value="-"/>

Departments

All Depts

Selective Depts

Personalize | Find | View All |  |  First  1-4 of 4  Last

	Depts	Dept Descr		
1	<input type="text" value="SUSBS0351"/> 	Management	<input type="button" value="+"/>	<input type="button" value="-"/>
2	<input type="text" value="SHSUN0851"/> 	Legal Cell	<input type="button" value="+"/>	<input type="button" value="-"/>
3	<input type="text" value="SHSUN1751"/> 	Corporate Affairs	<input type="button" value="+"/>	<input type="button" value="-"/>
4	<input type="text" value="BRANDCOM"/> 	Brand Communication	<input type="button" value="+"/>	<input type="button" value="-"/>

Float Forms to

Faculty

Dean

HOD

Set Due Date and Reminders

Completion Due On 

Reminder after 'N' Days

EMAIL TRIGGER & FACULTY VIEW

IQAC: Form 'Consultancy Portfolio' is Open For Your Inputs Inbox x



ps.admin@sharda.ac.in

to me ▾

You are requested to record details in **IQAC** form Consultancy Portfolio

You can track the request [here](#)



SHARDA
UNIVERSITY
Beyond Boundaries

Form Access

Form Status

New ▾

Refresh Form Set

Personalize | Find | View All | | First 1 of 1 Last

	Form Name	Status	Details
1	Self Evaluation Report	New	Details

DETAILED FORM IN FACULTY VIEW


SHARDA UNIVERSITY
Beyond Boundaries

Form Details

Employee Id 0000775 Santhi Narayanan
Department SUSBS0351 Management
Manager ID 0001950 Mukesh Chaturvedi
Form Name Self Evaluation Report
Status New
Description Self Evaluation Report of Quality Assurance and Enhancement Cell Only for classes held till 31/08/2017. Last day for submission be filled only for Sem. Courses. Numeric to be filled in no. & Desc as Y-Yes N-No NA- Non Applicable

Form Details Find | View All First

Form Item Number 1 Personalize | Find | View All | [Print] [Calendar] First 1.

Form Item Details	Details
Is your V-attendance operational(Yes/No)	TEST description
Is the mentoring portal working (Yes/No/NA)	TEST
Suggestions for any academic issue	TEST
(Course 1)- Course Code	NA
(Course 1)- Course Title	Test
(Course 1)- Syllabus Uploaded on LMS (Yes/No)	Hello
(Course 1)- Mapping Of Learning Outcome (Yes/No)	NA description
(Course 1)-Instructional Plan Uploaded on LMS (Yes/No)	NA
(Course 1)-List of Practical/Lab Exercise Prepared & uploaded (Yes/No/NA)	NA
(Course 1)-List of Assignments/Case Studies Prepared (Yes/No/NA)	Test description

Add More Form Items
Add Attachment

ADMIN'S VIEW TO TRACK THE FORM

Track Form Status

Employee Id  Santhi Narayanan

Form Id 

Form Status

[Personalize](#) | [Find](#) | [View All](#) |  |  | [First](#) |  1-4 of

	Employee Id	Name	Business Unit	Department	Job Description	Form Name	Status	Details
<input type="checkbox"/>	0000775	Santhi Narayanan	School of Business Studies	Management	Assistant Professor	Faculty Feedback Form For AQAR	Completed	Details
<input type="checkbox"/>	0000775	Santhi Narayanan	School of Business Studies	Management	Assistant Professor	Self Evaluation Report	Completed	Details
<input type="checkbox"/>	0000775	Santhi Narayanan	School of Business Studies	Management	Assistant Professor	Self Evaluation Report II	Completed	Details
<input type="checkbox"/>	0000775	Santhi Narayanan	School of Business Studies	Management	Assistant Professor	Self Evaluation Report	Completed	Details

BENEFIT SUMMARY

- ✓ Huge time saving by Online mechanism of dynamic form creation and dissemination
- ✓ Greater control using Rollout parameters like schools, departments, faculties, deans, HoDs.
- ✓ Manual follow ups replaced by automated reminder and analytics based on due dates.
- ✓ Maintained relevance by auto closure post expiry date of form.

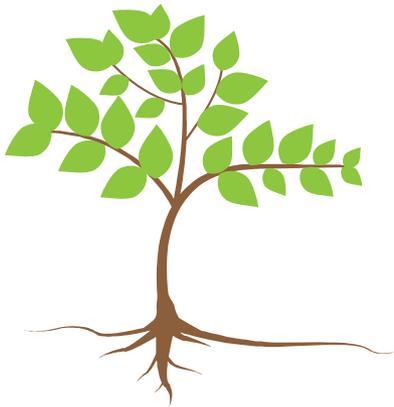




TIME FOR DEMO!

ALL 3 BOLT-ONS

RESULTS



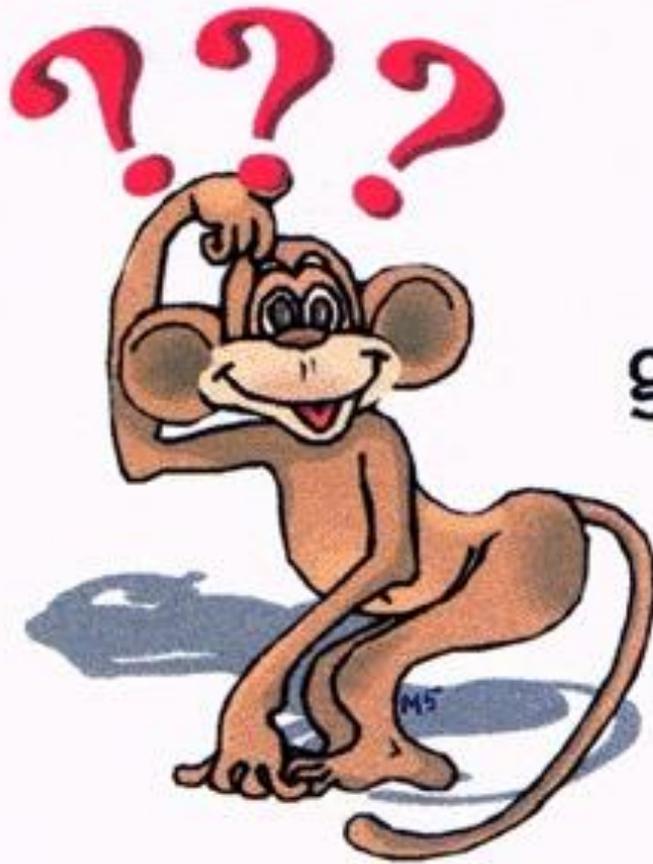
**Teaching
Quality:
20% Increase**



**Student
Satisfaction:
33% Increase**



**Total Effort
Saved:
3000+ Hrs**



Questions
are
guaranteed in
life;
Answers
aren't.

ANY QUESTIONS?



THANK YOU!

