

**Muhammad Nawaz Sharif University of Engineering
& Technology Multan**

QEC



Policy Document

Quality Enhancement Cell

Prepared By: Quality Enhancement Cell

Table of Contents

1. Introduction:.....	4
1.1. QEC's Responsibilities:.....	4
1.1. Key Areas of Improvement:.....	4
2. Vision of QEC:.....	4
3. Mission of QEC:.....	5
4. Objectives of QEC:.....	5
5. Organogram of QEC at MNS-UET Multan.....	6
6. Functions of QEC @ MNS-UET:.....	7
6.1. Academic Quality Division:.....	7
6.1.1. Self-Assessment Cycle:.....	7
6.1.2. Postgraduate Program Review:.....	12
6.1.3. NOC of any new MS And PhD Programs From HEC:.....	12
6.1.4. Institutional Performance Evaluation (IPE):.....	12
6.1.5. National & international rankings (HEC, QEC, Times Higher Education, QS World University Rankings, UI Green Metrics university Rankings):.....	13
6.1.6. Endorsement for establishment of new faculty or program:.....	13
6.1.7. Liaison with Accreditation & professional bodies & implementation of policies:.....	14
6.1.8. Development of Anti-Plagiarism Policy:.....	14
6.1.9. Statutory Bodies Meeting:.....	15
6.1.10. Organizing/participation in National & International Conferences:.....	15
6.2. Data Analytics Division:.....	15
6.3. Service Quality Division:.....	17
7. Role of the Quality Assurance Agency (QAA) in QEC Policy:.....	17

7.1. Basic Principle of Quality Assurance (QA) Policy:..... 18

7.2. QAA Framework:..... 18

Conclusion: 19

1. Introduction:

The Quality Enhancement Cell (QEC) is established under the umbrella of the Quality Assurance Agency (QAA) of the Higher Education Commission (HEC) to enhance, maintain, and monitor the quality of higher education. HEC took the initiative to establish QECs in 2010 in all Higher Education Institutions (HEIs) of Pakistan. Quality Enhancement Cell at Muhammad Nawaz Sharif University of Engineering and Technology, Multan was established in March 2016. QEC is fully functional to carry out the activities as per instructions by the QAA.

1.1. QEC's Responsibilities:

- Implementing internal quality assurance processes at both institutional and program levels, ensuring coverage of all university operations with active involvement of management, faculty, staff, and students.
- Assisting the university in preparing for external quality assurance reviews and coordinating with external bodies, including HEC, QAA, and accreditation councils.
- Developing quality assurance processes and evaluation methods to ensure that the quality of academic provision and the standard of awards are consistently maintained.
- Overseeing the university's mission of safeguarding a conducive teaching, learning, and research environment through strategic planning.

1.1. Key Areas of Improvement:

1. **Planning:** Setting annual and long-term strategic goals for enhancing the quality of teaching, learning, and research.
2. **Assurance:** Conducting periodic and continuous reviews at the departmental, faculty, school, and university levels to evaluate educational standards.
3. **Responsibilities:** Defining and ensuring the roles and responsibilities of faculty members, academic heads, directors, and administrative staff in maintaining quality.

2. Vision of QEC:

Maintaining and developing a workable and sustainable mechanism of Quality Assurance in Higher Education in Pakistan to meet the rising challenges of transforming the country into a knowledge-based economy.

3. Mission of QEC:

QEC is obligated to enhance the standard of education in each department in the fulfillment of requirement and satisfaction of its students and their potential employers. QEC shall be encouraged by provision of training, guidance and resources to follow the path by self-assessment and continuous improvement.

4. Objectives of QEC:

1. To promote a culture of quality assurance and continuous improvement in academic and administrative functions.
2. To implement the Quality Assurance Framework prescribed by HEC and ensure compliance with accreditation standards.
3. To initiate capacity-building programs for faculty and institutional development.
4. To conduct periodic monitoring and evaluation of academic programs, faculty performance, and administrative processes.
5. To facilitate and support institutions in obtaining national and international accreditations and quality assurance memberships.
6. To establish and implement a robust self-assessment mechanism for continuous quality enhancement.
7. To ensure adherence to HEC guidelines and accreditation councils' requirements for academic excellence.
8. To enhance the quality of teaching, research, and infrastructure through systematic evaluation and feedback.
9. To collect and provide institutional data for national and international university rankings.
10. To enforce plagiarism prevention policies to uphold research integrity and academic honesty.
11. To actively participate in national and international quality assurance seminars, workshops, and training sessions.
12. To conduct internal quality audits to assess and improve educational programs and institutional effectiveness.

13. To enhance student and faculty support services through structured quality assessment initiatives.
14. To develop and implement strategic measures for continuous academic and administrative quality enhancement.
15. To strengthen collaboration with external quality assurance agencies, accreditation bodies, and relevant stakeholders.

5. Organogram of QEC at MNS-UET Multan

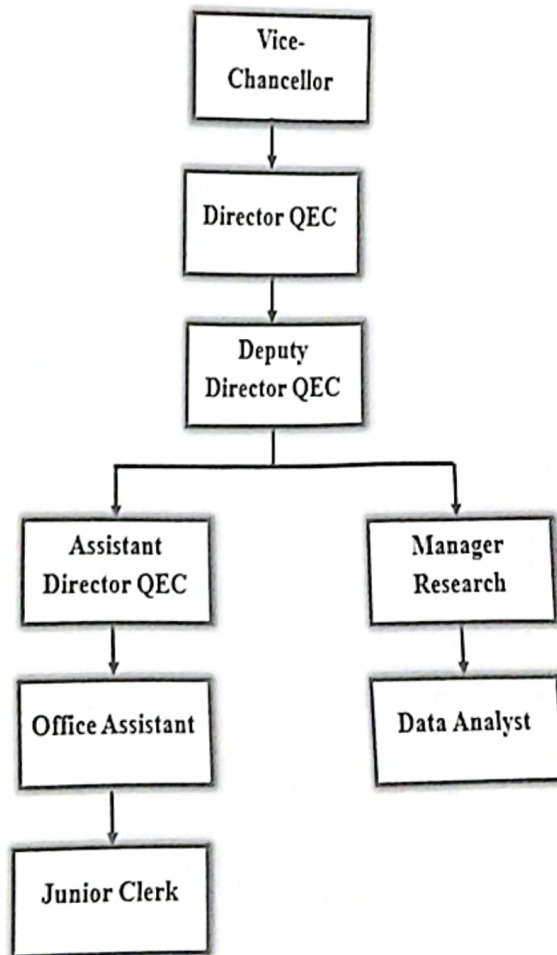


Figure 1: Organogram of QEC at MNS-UET Multan

6. Functions of QEC @ MNS-UET:

To ensure the fulfillment of functions specified by HEC, the structure and function of QEC has been evolved progressively since 2016. QEC consists of mainly three divisions:



Figure 2: Functions of QEC at MNS-UET Multan

6.1. Academic Quality Division:

This division aims to elevate the academic quality by fostering effective collaboration with HEC, PEC, national and international accreditation bodies, and quality assurance organizations. It is dedicated to identifying gaps and strengths in university teaching, learning, research, infrastructure, and facilities, in partnership with all faculties at MNS-UET. The ongoing projects under the Quality Enhancement Cell (QEC) include the following:

6.1.1. Self-Assessment Cycle:

The Self-Assessment Cycle comprises the self-assessment report of the academic program, the assessment team visit, rubric report, implementation plan, and the executive summary of the program. Each academic program is required to undergo a self-assessment (SA) every two years (assessment cycle). The Quality Enhancement Cell (QEC) is responsible for planning, coordinating, and monitoring the self-assessment (SA) activities to ensure continuous quality improvement.

The objectives of self-assessment are to:

- Sustain and continually improve academic standards.
- Foster the enhancement of students' learning experiences.

- Ensure that academic programs align with their intended objectives and institutional goals.
- Offer constructive feedback to support the quality assurance of academic programs.
- Prepare academic programs for evaluation by the relevant discipline councils.

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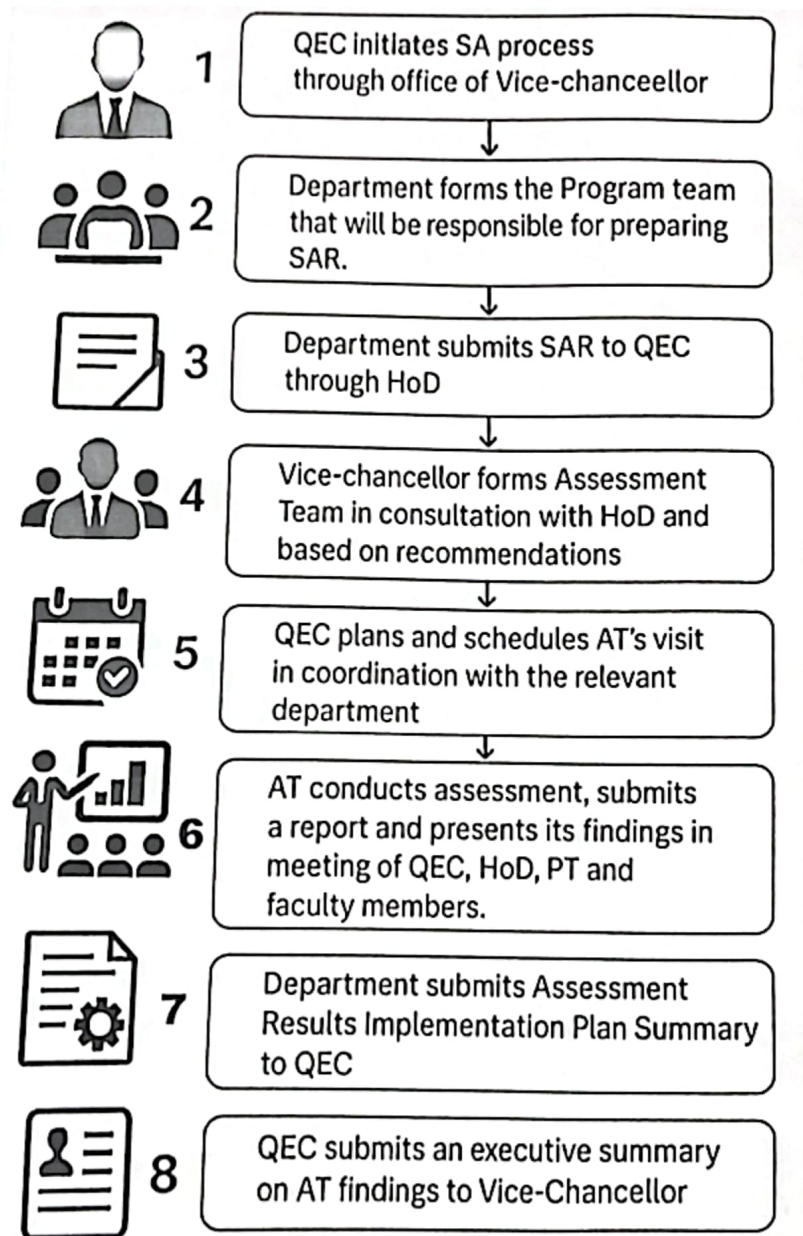


Figure 3: Self-Assessment Cycle

a) Program Team (PT) and its role:

Program Team (PT) is a team of two to three faculty members, nominated by Head of Department (HoD), responsible for preparation of SAR of their concerned department. The HoD can nominate two or three senior faculty members to be members of Program Team (PT).

All the members on the team have to;

- To participate in all training sessions and workshops that are being organized from the platform of QEC for Program Team.
- To ensure that Self-Assessment Mechanism is being implemented as per given guidelines.
- To collect and document all the information required to fulfill the prescribed standards under each criterion of Self-Assessment Manual.
- To ensure that every criterion and standard as required by HEC in Self-Assessment Manual is properly addressed while developing SAR (Self-Assessment Report) of any program offered and to provide justification for each standard if it is not applicable.
- To prepare drafts of the SAR on the given dead line and send them to QEC
- Keep the record of all the supporting documents addressing various standards of the SAR.
- To conduct all surveys mandatory for the development of SAR. Analyze the survey's results and include analysis in SAR ensuring the security and confidentiality of all the documents and surveys' results until and unless not publicized by QEC.
- To attend all meetings arranged by QEC for Quality Assurance.
- To work according to timelines devised by QEC so that all of the activities can be completed in time to meet the HEC deadlines.
- To communicate with the management on the effectiveness and suitability of the SA mechanism.
- To coordinate with other departments and faculty members as and when required for the completion of the SAR.

b) Assessment Team (AT) and its role:

AT is a group of professionals nominated by the Vice Chancellor who will review the SAR prepared by the PT and give its findings in the form of a report (AT Report). It is preferable to

include at least one subject expert from the other university as member on the team. The Assessment Team shall write a report based on following parameters:

- To ensure the completeness of the SAR as per SA manual.
- To look at the comprehensiveness/ relevance of responses to various criteria and standards.
- To verify the data/ information given in SAR.
- To confirm the summaries of the feedbacks/ surveys made by the PT.
- To Review the conclusions drawn by the PT from the feedback Proforma.
- To listing down the findings from the assessment exercise.
- To carry out rubric evaluation of SAR.

c) Self-Assessment Report

SAR manual by Higher Education Commission (HEC) is used as a guiding document for the preparation of Self-Assessment Reports (SARs) of all unaccredited academic programs at Muhammad Nawaz Sharif University of Engineering & Technology, Multan. The Quality Enhancement Cell (QEC) is responsible for planning, coordinating and following up on the self-assessment (SA) activities as per the procedure mentioned in the manual.

Ensuring that academic programs are developed considering vision, mission & goals of HEI in alignment with National Qualification Framework of Pakistan and they comply with HEC policies & global standards of teaching to enable graduates to have appropriate global employment opportunities or become successful entrepreneurs. This section describes each criterion and its associated standards.

The self-assessment is based on several criteria. To meet each criterion a number of standards must be satisfied. This section describes each criterion and its associated standards.

Criterion 1: Program Mission, Objectives, and Outcomes

Each program must have a mission, measurable objectives and expected outcomes for graduates. Outcomes include competency and tasks graduates are expected to perform after completing the program. A strategic plan must be in place to achieve the program objectives. The extent to which these objectives are achieved through continuous assessment and improvements must be demonstrated.

Criterion 2: Curriculum Design and Organization

The curriculum must be designed and organized to achieve the program's objectives and outcomes. Also, course objectives must be in line with program outcomes. The breakdown of the curriculum must satisfy the standards specified in this section. Curriculum standards are specified in terms of credit hours of study. A semester credit hour equals one class hour or two to three laboratory hours per week. The semester is approximately fifteen weeks.

Criterion 3: Laboratories and Computing Facilities

Laboratories and computing facilities must be adequately available and accessible to faculty members and students to support teaching and research activities. To meet this criterion the standards in this section must be satisfied. In addition, departments may benchmark with similar departments in reputable institutions to identify their shortcomings if any.

Criterion 4: Student Support and Advising

Students must have adequate support to complete the program in a timely manner and must have ample opportunity to interact with their instructors and receive timely advice about program requirements and career alternatives. To meet this criterion the standards in this section must be satisfied.

Criterion 5: Process Control

The processes by which major functions are delivered must be in place, controlled, periodically reviewed, evaluated and continuously improved. To meet this criterion a set of standards must be satisfied.

Criterion 6: Faculty

Faculty members must be current and active in their discipline and have the necessary technical depth and breadth to support the program. There must be enough faculty members to provide continuity and stability, to cover the curriculum adequately and effectively, and to allow for scholarly activities. To meet this criterion the standards in this section must be satisfied.

Criterion 7: Institutional Facilities

Institutional facilities, including library, classrooms and offices must be adequate to support the objective of the program. To satisfy this criterion a number of standards must be met.

Criterion 8: Institutional Support

The institution's support and the financial resources for the program must be sufficient to provide an environment in which the program can achieve its objectives and retain its strength.

6.1.2. Postgraduate Program Review:

The assurance of quality standards in degree programs of the universities is being undertaken by the Quality Assurance Agency (QAA) of Higher Education Commission. The QAA is involved in quality assurance processes through development of criteria and standards; development of processes and capacity building; and monitoring and evaluation processes; thereby ensuring improvement in quality standards. The review of MS/ M.Phil. or equivalent and PhD Degree Program is one of the keys such initiatives. Each program is reviewed through a committee of experts constituted by HEC to assure the compliance of HEC's minimum criteria/ guidelines for MS/ M.Phil. & Ph.D. programs.

6.1.3. NOC of any new MS And PhD Programs From HEC:

As per the directions of HEC each MS/M.Phil. & PhD degree program needs a no objection certificate to launch it after October 2013. QEC facilitate the faculties/schools in attaining the NOC prior to launch of any program. QEC provide the checklist and vet the documents and information provided by any faculty about the program before sending it to HEC.

6.1.4. Institutional Performance Evaluation (IPE):

Institutional Performance Evaluation (IPE) is a process to be conducted every year by HEIs to evaluate compliance against eleven standards depicted in Figure 4.

Once in a three-year, HEC team visits university to conduct IPE, for next two years university is allowed to conduct self-evaluation with at least one external member.



Figure 4: Institutional Performance Evaluation Standards

6.1.5. National & international rankings (HEC, QEC, Times Higher Education, QS World University Rankings, UI Green Metrics university Rankings):

QEC provides all the data to the national and international ranking bodies for the ranking of university at national and international level. This is also a major step towards the internationalization of the University.

6.1.6. Endorsement for establishment of new faculty or program:

QEC endorse/confirm the establishment of any faculty or program after reviewing the documents.

Documents such as;

- Approval of establishment of faculty from statutory bodies
- Roadmap of Academic Program and their Approvals (BoS, BoF & Academic Council)
- Faculty, Semesters & Credit hours are in line with the HEC policy & guidelines

6.1.7. Liaison with Accreditation & professional bodies & implementation of policies:

QEC ensures the implementation of all the policies circulated by HEC and different national and international accreditation bodies like (Plagiarism Policy, MS/M.Phil. & PhD. Policies, Faculty Appointment criteria). QEC also develops the liaison and facilitate all the departments at MNS-UET during different national & international accreditation and professional bodies visit. QEC provide any information required by these bodies and facilitate the faculties/schools during visit. Some of the national & International accreditation and professional bodies are as follows:

- Pakistan Engineering Council (PEC)
- National Business Education Accreditation Council (NBEAC)
- National Computing Education Accreditation Council (NCEAC)
- National Technology Council (NTC)
- South Asian Quality Systems (SAQS)
- Accreditation Board for Engineering & Technology (ABET)
- National Accreditation Council for Teacher Education (NACTE)

6.1.8. Development of Anti-Plagiarism Policy:

- The university has adopted the HEC Anti-Plagiarism Policy and intends to develop a plagiarism-free culture. For this purpose, seminars and trainings will be organized for the students and faculty members.
- The University has an administrative account of Turnitin and user accounts will be provided to all the faculty members with proper training to use Turnitin for determining plagiarism.
- All the synopses and thesis of the graduate level students will be submitted to QEC for plagiarism checking through Turnitin before final submission to the office of DGS/ Controller Examinations. Similarity index will be evaluated in these documents and notified by the QEC and notification will be shared with the office of DGS and respective supervisors.
- The University has notified a Plagiarism Standing Committee, and the complaints of plagiarism will be processed following the procedures given in the HEC Anti-Plagiarism policy.

6.1.9. Statutory Bodies Meeting:

Director QEC is a non-voting member of all the stator bodies of the university. Therefore, Director QEC attends all the meeting of following statutory bodies at university:

- Syndicate
- Academic Council
- Board of Studies (BoS)
- Board of Faculty (BoF)
- Selection Board
- Departmental Quality Enhancement Cell (DQEC)

6.1.10. Organizing/participation in National & International Conferences:

QEC organize one national and one international level conference on quality at university during a year. However, it is compulsory for each QEC staff to attend at least one conference/workshop national or international level during a year.

In addition to the duties mentioned above, this division is responsible for developing and validating all procedures that fall under the purview of academia. This division will work with the parent department, which is the process owner, to develop the unframed process (such as the research policy) and help them frame and approve it.

6.2. Data Analytics Division:

This division intends to collect and analyze the data and come up with various reports, which can be used to improve the quality of academia and services. The core projects of this division may include formulation of online surveys by integrating with main departments. These surveys may include in Figure 6. Some of the results from aforementioned surveys are used in SARs, so strong integration of data analyst with all three divisions is paramount to optimize the results. Apart from this, there are many avenues where survey results give us the factual data to base our decisions e.g. students view in discounting& scholarship policy, faculty view in terms of faculty development and research etc.

As part of MNS-UET's efforts toward continually improving the students, faculty, alumni and employer satisfaction on different aspects related to university, QEC has been given the responsibility to collect, analyze and report the afore-mentioned stakeholder's feedback.

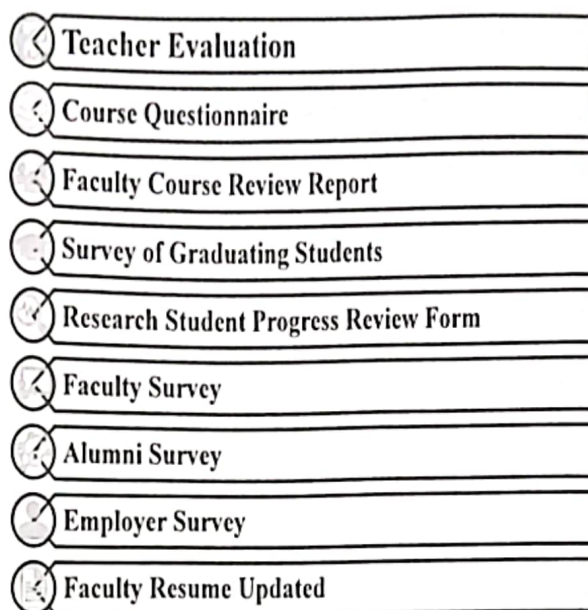


Figure 5: Data Analytics Division

The list of feedback forms along with the time and responsibility is as follows:

Table 1: List of Feedback Forms

S/N	Questionnaire Name	Filled By	Filling stage/ time	Responsibility
1	Teacher Evaluation	Conducted by each student	Near semester end	QEC
2	Course Questionnaire	Conducted by each student	Near semester end	QEC
3	Faculty Course Review Report	Concerned Faculty Member	After submission of Students' feedback report	QEC
4	Survey of Graduating Students	Final year students	Near degree end	QEC
5	Research Student Progress Review Form	Students of Masters/PhD	Near semester end	Director ORIC
6	Faculty Survey	Each faculty	June	QEC

		member		
7	Alumni Survey	Alumni	December	QEC
8	Employer Survey	Employers, where MNS-UET Graduates are working	December	QEC
9	Faculty Resume Updated	Each Faculty	December	Head of the Department

6.3. Service Quality Division:

In future, this division intends to improve the quality of services being provided by different departments of MNS-UET Multan. To assess and improve the services by integrating with main owners of processes, these may include:

- Interaction of Potential Students with Admissions' Department
- Interaction of Visitors/Parents with Guards at Gate
- Interaction of Students with Registrar Office and Accounts Department
- Making Flow Charts of Unframed Service Processes
- Services for Students in terms of Counselling (Faculty counselling hours)
- Services in Student Canteen
- Services of clean water
- Library Services
- Feedback surveys from potential stakeholders regarding MNS-UET services

7. Role of the Quality Assurance Agency (QAA) in QEC Policy:

The Quality Assurance Agency (QAA) at HEC serves as a policy-making and monitoring body for quality assurance in higher education institutions (HEIs) across Pakistan. The QEC at MNS-UET operates under the umbrella of QAA and ensures compliance with national and international quality benchmarks.

7.1. Basic Principle of Quality Assurance (QA) Policy:

QA policy of MNS-UET Multan is having a holistic approach, based on self-assessment keeping focus on Quality improvement through comprehensive framework as depicted below:

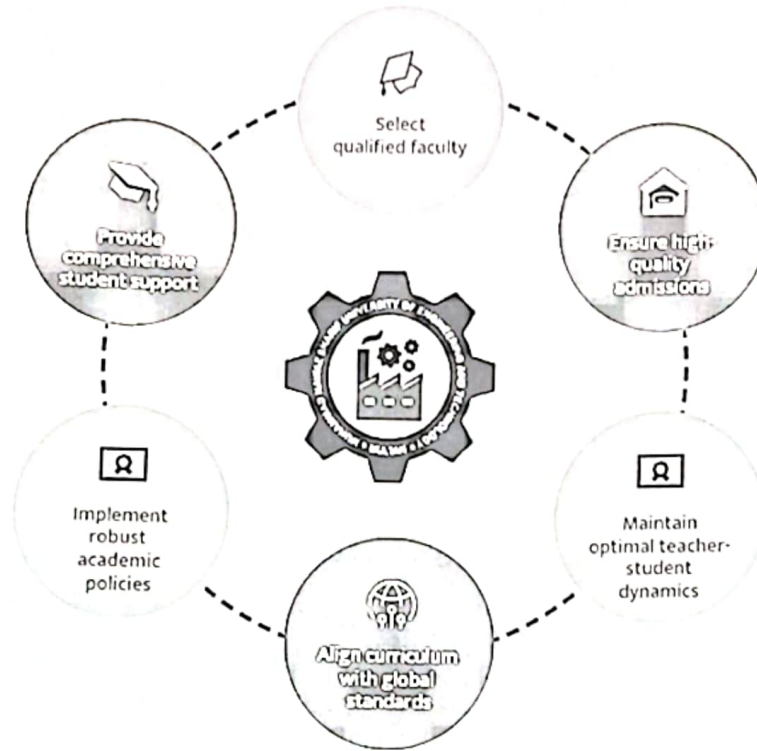


Figure 6: Quality Assurance Policy

7.2. QAA Framework:

To implement QAA policies effectively, QEC at MNS-UET will:

Internal Quality Assurance (IQA) System:

- Conduct self-assessments and peer reviews for academic programs.
- Ensure faculty evaluation and performance assessment.
- Maintain a database for tracking program quality indicators.

External Quality Assurance (EQA) System:

- Ensure compliance with accreditation bodies (PEC, NCEAC, NTC, etc.).

- Collaborate with HEC and international accreditation bodies for quality benchmarking.

Monitoring & Evaluation:

- Establish a Quality Assurance Monitoring Committee (QAMC) to oversee quality assurance activities.
- Implement a Continuous Quality Improvement (CQI) model.

Conclusion:

The Quality Enhancement Cell (QEC) at MNS-UET ensures academic excellence through continuous assessment, policy implementation, and accreditation. By fostering a culture of quality and innovation, QEC enhances institutional performance, faculty development, and student learning. Moving forward, it remains committed to upholding rigorous standards and adapting to evolving educational needs.

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The Worthy Vice-Chancellor
MNS-UET, Multan

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Date: _____

Remarks (if any): _____