Krishna Kanta Handiqui State Open University

Education Beyond Barriers

Innovative Practices implemented for quality enhancement

Centre for Internal Quality Assurance

Innovative Practices

A. Strategic Action Plan (SAP)

Following the Vision Document: 2030 of KKHSOU which was released in 2015, the preparation of a Strategic Action Plan is an obvious exercise. In that year, a framework developed by Asian Association of Open Universities in 2010 for Quality Assurance and Strategic Planning was adapted to meet the deliverables of KKHSOU Vision Document. NAAC released its Manual for Assessment and Accreditation (A&A) of Open Universities in 2019. A toolkit on Quality assurance was also released by CEMCA in 2019. The NAAC A&A Framework and the CEMCA Toolkit is in tune with the requirements of the AAOU Quality Framework as well.

The Tenth Meeting of the CIQA Committee held on 30th March, 2021 emphasized on having a Perspective Plan of the University to be inclusive of the all the major components, viz., academics, administrative, technology and infrastructure. The 63rd Board of Management Meeting held on 24.09.2021 urged the University to develop a perspective and long-term plan of the University with adequate emphasis on research component.

Accordingly, an exercise was undertaken to present the perspectives in the form of a draft Strategic Action Plan. A thorough review of the Vision Document 2030

of KKHSOU was made internally and contextualised the same with the New Education Policy, 2020, the NAAC Institutional Manual for Open Universities and the Quality Assurance Toolkit of CEMCA.

The draft Strategic Action Plan was discussed in the 11th Meeting of CIQA Committee held on 11th December, 2021. The same was also presented in the VC's presentation before the NAAC Peer Team on 16th December, 2021. The Peer Team appreciated the effort of the University in preparing the Vision document and the draft Strategic Action Plan.

The following emerged from the discussion in the CIQA Committee Meeting held on 10th December, 2021.

a. The Perspective Plan of the University should be inclusive of all the components academics, administration, technology and infrastructure. In this regard, the meeting highlighted the importance of resource mobilization and use of resources.

b. The University should plan for introduction of new Diploma and Certificate programmes and revision of existing programmes. This should be a continuous process, CIQA should initiate the process of sensitization of the Diploma and Certificate programmes in a phased manner so that enrolment for programmes could be enhanced.

c. The thrust should be on preparation of some skill-based courses. The University needs to plan to embed the same in the Rani Campus for benefitting the learners.

d. The University should augment and intensify the current measures in terms of the following:

   1) Strengthen the Model Study Centre in the City Campus by 2026 with provisions for regular online and offline counselling and all modern facilities
   2) Focus on development of ICT infrastructure
   3) The Study centres needs to be sensitized to use technology for providing Learner Support Services and submit reports to the University.
   4) Extensive use of social media

5) Research activities should be accorded a top priority, more specially on systemic, discipline pedagogic and action based research on the recent initiatives and practices of the University for providing learner support services.

6) Quality control mechanism needs to be developed for quality check and quality improvement of Learner Support Services.

The NAAC Peer Team Report (Accreditation, Cycle 1 dated 18th December, 2021) also recommended for networking, collaboration, reaching the unreached in terms of contribution to improving GER, more programmes and courses for skill enhancement and augmentation of faculty strength and infrastructure.

In the preparation of the SAP, we have tried to visualise the Vision Document in juxtaposition of the overall Vision and Mission statements of the University. This was necessary to outline a strategic plan that would help this University to achieve all the benchmarks outlined in the Vision Document: 2030 and move beyond. We believe that the SAP would help the University to accumulate a permanency in a few parameters even when the philosophy of this SAP has been derived as 'Dynamism through Activism and Measured Performances'. We believe that this SAP, when implemented in its letter and spirit, would help this University to emerge as a 'Transnational Dynamic Leader in Academic Excellence'. The permanency that we thrive to achieve centres around four pillars:

a) Learner at the Centre-stage,
b) Achieving Excellence in All We Do,
c) Employee Involvement and Ownership and
d) Inclusive Services and Community Involvement.

Guiding Principles

a) Excellence in all we do
b) Environmental sustainability
c) Partnership and collaboration
d) Appreciating diversity

e) Entrepreneurial spirit

f) Support mechanism (24X7)

g) Equality of access and opportunity

h) Social responsibility

i) Transparency

Key Areas of Intervention (KAI)

The following key areas of intervention have been identified:

a) Undertaking employee developmental activities to improve performance of employees (including those in the study centres).

b) Creating a force of motivated and engaging employees in KKHSOU as an ethical organization.

c) Promotion and nurturing the philosophy of lifelong learning and inclusivity among learners and other stakeholders.

d) Wider coverage of library and community services.

e) Engagement in the mission of social responsibility with appropriate work agenda.

f) Strategic Partnership.

g) The research agenda of the University will lay particular emphasis on having an impact beyond academia that yields economic, social and cultural benefits.

h) Emerging as Peoples' University of Choice.

i) Establishment, conduct and holding of

  o Model Study Centre, 2021

  o Fully Functional Library2022

  o Modern Infrastructure (City Centre 2022)

  o Modern Infrastructure (Auditorium and Seminar Halls 2024)

  o Complete automation of Examination Processes 2026

  o Pre admission and post admission counselling centres

  o Skill Development Centre, 2023

  o Agricultural Hub in Rani Campus, 2024

  o Staff quarters in Rani Campus 2024

- o Establishment of guest house and hostel (for boys and girls during the contact classes), 2024 (recommended by NAAC Peer Team)
- o Regional Centre Network (2026)

B. Implementation of NEP 2020

Ever since the launch of the National Educational Policy 2020, the University has taken several steps for the implementation of NEP 2020:

1. NEP Cell has been constituted under the Chairpersonship Vice Chancellor of the University on 7th December, 2021;

2. Constitution of a Task Force for implementation of NEP under the Chairpersonship of Registrar of the University;

3. The Tenth Meeting of the CIQA Committee held on 30th March, 2021 emphasized on having a Perspective Plan of the University to be inclusive of the all the major components, viz., academics, administrative, technology, infrastructure and including NEP 2020 implementation. The 63rd Board of Management Meeting held on 24.09.2021 urged the University to develop a perspective and long-term plan of the University with adequate emphasis on research component.

4. Strategic Action Plan for the University including NEP 2020 implementation prepared on the basis of Vision Document: 2030 of KKHSOU which was approved in the 65th Meeting of Board of Management of KKHSOU, held on 30th December, 2021.

5. CIQA organised a Panel Discussion on *"Implementation of NEP 2020"* along with the NEP Cell of the University at VC Conference Hall of KKHSOU City Campus, Khanapara, Guwahati-22 on 12th April, 2022. The participants of the Panel discussion were all the NEP Cell members of the

University and four invited experts from Gauhati University and Cotton University. Prof Madhurjya P. Bora, Director, IQAC Gauhati University, Prof. Dulumoni Goswami, Gauhati University, Prof. Eeshankur Saikia, Gauhati University and Dr. Eeshan Kalita, Cotton University were the external experts who have been actively involved in the NEP 2020 implementation in their respective universities. The main purposes of the Panel discussion were to discuss on the implementation of the NEP-2020 based UGC initiatives in the University to improve accessibility, equity, quality affordability and accountability and thereby bringing about transformative reforms in the University as well as the higher education sector in the state.

6. With the aim to be an integrated higher education system, promoting holistic and multidisciplinary education and instilling more in-depth learning and mastery of curricula across fields, the University has adopted the following measures:

   (i) The 32nd Academic Council Meeting of the University approved the implementation of CBCS in UG/PG programmes and UGC (Credit Framework for Online Learning Courses through SWAYAM) Regulation, 2016.

   (ii) To enhance the holistic nature of UG Programmes, existing courses, in the areas of Environmental education, Yoga, Office Management, IT Skills, etc., are being suitably adapted, modified, and integrated into these Programmes.

   (iii) To enhance the employability and the life skills of the learners in UG Programmes, courses that engender soft skills such as communication and presentation skills, and entrepreneurial skills have been included in these programmes.

   (iv) The University all set to start the CBCS based UG Programmes, to provide the freedom to choose courses that lead to imaginative and flexible curricular structures across disciplines by adopting the Course Wise Registration and Certification Scheme under which a learner can register for a single course or a limited number of courses.

(v)   Learners can register in MOOCs and obtain credit transfer up to 40 % per semester.