SANTOSH
Deemed to be University

6.5.2 Quality assurance initiatives of the Institution include

1. Academic and Administrative Audit (AAA) and initiation of follow-up action

Report of the Academic and Administrative Audit Committee – 2021

IQAC of Santosh deemed to be university evaluates the performance of various departments and suggests areas that require improvement for better functioning. These suggestions bring out positive changes in quality of teaching, research, administration, and curricular and extra-curricular activities.

The pre-requisite of carefully structured system of review is essential for monitoring and evaluation of the processes of the institution. The Academic and Administrative audit encourages a culture of continuous self-improvement to self-reflection of processes. It helps to evaluate the quality processes and standards of programs, departments and the institution based on predetermined benchmarks. Quality enhancement in terms of institutional policies, procedures and activities are designed to promote the learning experience and learning outcomes of the students.

Objectives of AAA:

- To recognize the existing system and assess the strengths and weaknesses of departments and administrative units.
- To identify areas for academic reforms and administrative reforms
- Creating effective teaching-learning process
- Setting and maintenance of academic standards.
- Increasing the quality of student learning opportunities.
- Evaluation of program and course outcome.

Process:

The institution has a well-defined process in place that ensures quality assurance conforming to the institution's vision and mission. The process confirms that full support is given to the students in their academic and personality development.

The main focus of the defined processes are:

- Teaching learning and evaluation
- Continuous improvement towards total quality development of students, teachers and the institution.

- Develop research culture.
- Application of best practices in departments and institution
- Continuous quality improvement towards development of students and teachers
- Defining quality in learning outcomes.
- Good governance and leadership
- Community orientation and public relation.

Academic and Administrative Auditors:

YEAR	Auditors
2021	- Dr Shalabh Gupta (Dean Academics) - Dr Alka Agrawal (Dean Medical) - Dr Akshay Bhargava (Dean Dental) - Dr Dakshina Bisht (IQAC Director)

Areas for consideration as suggested by Academic and Administrative Audit panel:

IQAC evolved strategies and procedures for conducting the audit, on the basis of their requirements and in line with the seven criteria fixed by the accreditation bodies. The audit accelerated the process of institution's self-improvement and also brought about greater objectivity to the process.

It also emphasized on reviewing the performance of the academic inputs concerning quality assurance.

The areas for consideration were as follows:

1) **Institution's Mission, Aims and Objectives:**
   It was made sure that the mission, aims and objectives were explicitly understood by the faculty and staff and each one of them worked towards it.

2) **Institutional Approach to Quality Assurance:**
   The quality assurance is compatible with the mission of the institution. It was made sure that a comprehensive approach towards quality assurance was adopted that affected all the essentials of the institution.

3) **Management and Administrative Capacity:**

- <u>Governance</u>: Principles of good governance were evident as university works in an open manner, giving public access to its policies and decisions. As far as formulation of policies were concerned, institution wide participation was evident. The roles and responsibilities of the various members was clear and were assumed by the hierarchy.

- <u>Good Top Management Leadership</u>: The institution boasts of well-defined short term and long term goals which were clearly communicated. The organisational structure was so created so as to improve communication, efficiency and effectiveness.

- <u>Effective Management of Funds</u>:
  It was made sure that the fund management was transparent with high accountability. The short term and long term goals were kept in mind while budgeting and rationalising.

- <u>Management of Academic Activities</u>:
  The academic standards were continuously monitored and improved. It was made sure that the programs conducted were relevant.

- <u>Admissions</u>:
  The admission policies were clear, transparent and accessible by the public and equal opportunities were extended to physically disabled and mature students.

- <u>Students Council and Welfare</u>:
  Such bodies were operational and responsible to provide representation of students in various committees such as Academic board. The management actively provides support to keep this welfare functional. The students were utilizing the services of this welfare.

- <u>Staff Appointment, Appraisal and Promotion</u>:
  There were well established policies for appointment, appraisal and promotion, which were review periodically to cater to the changing circumstances. Apart from effective deployment of the staff, roles and responsibilities of the staff were well understood. The duties were allocated in accordance to the qualifications and experience.

- <u>Staff Welfare</u>:
  The staff welfare was actively looked into and their needs were looked into in an appropriate manner.
- <u>Staff Development</u>:

There are clearly developed policies for performance appraisal to be undertaken periodically. This made the process more transparent. Appropriate Training was provided to staff to overcome their weakness and perform more effectively.

- Teaching and Learning Environment:
The academic environment both physical and social was found to be conducive to learning. The level of teaching was found to be justifying the optimum levels of research and other scholarly activities. The physical environment of learning was maintained adequately in terms of safety, cleanliness and décor.

- Learning Resources:
The ICT enabled tools were being used to deliver the curricula. The e-content developed by the faculty in the media lab supported the students in their process of learning. The upgradation of library with ILMS was done.
Printed copies of National and International journals were made available in the library for the students to refer to.

- Program Organisation and Delivery:
Teaching programs were clearly articulated and taught to the students. The learning programs were effectively organised and managed. There was a systematic schedule available for coursework and assessment. Feedback for systematically obtained from students and alumni which was acted upon appropriately.

- Teaching and Learning:
The facilities, equipment, material and aids were made use of effectively making the teaching methods innovative and appropriate. Teaching and learning were based on learning outcomes which are consistent programme and course objectives.
Teaching is well planned and effectively conducted taking into account the students needs being identified and being categorised as slow performers and advance learners. Independent learning with critical thinking was encouraged amongst the students.

- Student Support:
Potential students were given adequate support and advice during application and enrolment procedures. Assistance and advice was given to the students via induction and counselling procedures.
The students were also prepared for the next stage of studies or employment by the placement cell.

- Monitoring and Assessment:

Assessment schemes were adopted that were compatible with the aims and aspects of curriculum taught to the students. The scope and weightage of the curriculum were made known to all those concerned and explicit standards were applied. There was a systemic procedure in place to keep records of student progress, providing feedback to students and take corrective actions where necessary.

- Output, Outcome and Quality Control:
  To assess institutional achievements in relation to learning outcomes, performance indicators were regularly used. Results were regularly monitored and analysed. There was consistency in the quality control arrangements at the level of the institution and department. There was a periodic review of quality standards procedures and strategies

- Community Service:
  The institution played an active role in inculcating the spirit of healthy community. It provided services and expertise promoting psycho-socio-economic integration. The departments of Preventive and Social Medicine and Public Health Dentistry have many outreach programs and extension activities wherein they ensure health and well being of the community. Medical Health Care Camps are conducted on various days to promote awareness amongst the community. The institution has a no. of functional satellite clinics which take care of oral health care needs of a large population residing close by. With the help of Dental Van frequent camps are being conducted in the areas which are inaccessible to Oral Health Care support.

Santosh Medical College and Hospital

Parameter based Assessment

S.NO.	Criteria	Observations
1.	Curricular Aspects	• Total number of Programs offered 37 • MBBS curriculum has been revised to CBME pattern since 2019. • Curriculum for MD/MS has been revised to CBME pattern since 2021. • MSc Program in Microbiology has been running since 2008 and MSc in Anatomy, Physiology, and Biochemistry are running since 2012. • Value Added Courses are being run by each department with a duration of 16 hours each. • Interdisciplinary Meets are being conducted regularly to develop multifaceted thought process of approaching a clinical case by the student. • Cross cutting Issues like Gender equity, Environment and Sustainability, Right to Health Issues and Professional Ethics are being addressed regularly. • Industry Visits are being conducted to keep abreast with latest technology and methods. • Academic feedback from Students, Faculty, Employers, Alumni and Professionals are taken and analyzed. The outcome of the feedback is that new VACs are introduced on the recommended topics. Recent advances in respective departments are taught to the students.
2.	Teaching,	• Heads of Department and Senior faculty of each

	Learning and Evaluation	department have past experience of working in premier institutes of the country with accolades and recognitions in their respective fields.

- Student Centric Methods like Experiential Learning, Integrated learning, Participatory learning, Problem solving methodologies, Self Directed learning, Early Clinical Exposure are effectively used in Teaching Methodologies that inculcate holistic approach to decision making in students for a clinical problem.
- Skill Lab and Simulation Based learning is in place with mannequins available for especially for Obstetrics and Gynecology, Surgery, Anesthesia, Pediatrics , Emergency Medicine , Biochemistry etc. Simulation based learning is also carried out in Computer assisted Lab to simulate animal experiments in Physiology and Pharmacology. Acquiring of Cloudotomy is in process for Virtual Dissection.
- The University is running ACLS and BLS course regularly for students, faculty and non teaching staff.
- E content is created via Media Lab and Lecture Capturing System. Learning management is in place as an e resource .
- There is a Methodology in place for identification of Slow Performers and Advance Learners. Remedial Classes, One to one interaction, Case Discussion , Monthly test have improved the performance of Slow Performers. Advance

		learners are motivated to attend conferences and present papers and posters and participate in research.
		• Student mentorship is effectively followed with a Mentor- Mentee ratio of 1:10. Logbooks are maintained for the same.
		• Both formative and Summative Assesments are regularly conducted . Examination system is fully automated.
3.	Research and Extension Activities	• 57 faculty have been recognized as PhD guides in the Institution.
		• 92 Publication have been published
		• 18 Copy Rights / Patents Published
		• Total Seed money grant received 40.45 Lakhs
		• 16.71 Lakhs Extramural funding has been received
		• 27.20 Lakhs Total revenue generated through consultancy.
4.	Infrastructure and Learning Resources	• All departments are well equipped with ICT enabled demonstration room /seminar room, research lab and few departments have wet labs as well
		• Departmental library is well equipped with latest editions of the books and journals .
		• Since the departments are Wifi enabled, students have remote access to e journals.
		• Skill Lab is well equipped with 32 mannequins that are being efficiently used for UG and PG

		teaching.
		• ICT tools like projectors, smartboards, LCS, Zoom and Microsoft platforms are efficiently used to teach the students.
		• E content is created in the Media Lab and through Lecture capturing system.
		• Central Research is well equipped with molecular biology labs , Incubation centre , Stem cell research centre and equipped with latest equipment .
		• The Institute has NABH certification for Blood Bank. The Central Lab is GLP certified to provide services in Clinical Biochemistry, Hematology, Endocrinology, Clinical Pathology, Microbiology and Serology tests. The Santosh Hospital is GCP certified for providing health care services for Medicine, General Surgery, Orthopedics, Oral and Maxillofacial Surgery, Obstetrics and Gynaecology, Pediatrics and ENT, Dermatology , Psychiatry, Cardiology, Gastroenterology, Ophthalmology and Emergency care services.
		• IQAC and Santosh Hospital is ISO 9001:2015 certified.
		• Institute has a separate common room for boys and girls, Parking area, Canteen and Playground.
		• Two Satellite clinics are operational along with RHTC and UHTC.
5.	Student Support and Progression	• Advance Performers in the UG program are supported by the University to attend conferences and are motivated to present poster

		and paper.
		• Intercollegiate fest AURA are conducted wherein the students showcase their talent in academics, sports and extra curricular activities.
		• Yoga activities are conducted to inculcate healthy way of living.
		• Career counselling sessions are held to make the students understand their area of interest and make progression.
		• Student grievances cell is in place to solve issues arising.
		• Anti ragging committee ensures prevention of ragging or harassments to students.
		• The institute has strong alumni connect and regular alumni meets are conducted. The alumni contribute in the form of donation of books, equipment , guest lectures , career counselling etc
6.	Governance, Leadership and Management	• At the institute level, the Dean is the Head of the institution, supported by the HODs, MS and other faculty and non teaching staff. The functioning is decentralized.
		• FDP programmes are conducted by IQAC, Dean Research and Medical Education Unit and the various departments.
		• Faculty Development Programs are conducted at regular intervals to keep the faculty in sync with the latest developments in their respective fields.
		• Regular Non-teaching training is done for the non-teaching staff of all the departments.

		• Several welfare schemes are in place for the non teaching staff .
7.	Institutional Values &	• Safety measures like female guards , CCTV cameras are available for women. • The Institute has facilities for Biomedical waste management and is followed by all departments. • Rain water harvesting, ETP & STP, for Effluent Water Treatment, Biogas and Green Area is available along with Tree Plantation Drives. • Quality Audits on the environment and Energy are available. • There is provision of barrier free environment. • Annual Awareness program on code of conduct are organized regularly. • Institute Celebrates and organizes National & International Commemorative days with the participation of Faculty, Students and Staff.
8.	Best Practices	Innovative Learning methods-All departments prepare an academic calendar which including activities other than the curriculum but relevant to present day medical scenario and execute it through innovative methods like street plays etc leading to better learning and better performance.
9)	SWOC	**Strengths** • A Strong Team with a blend of experience, enthusiasm and sincerity. • Good infrastructure • Intention to excel • Holistic development of students through continuously widening array of TL methods **Weakness** • International Collaborations and student exchange

		• Lack of Govt funded projects
		Opportunities
		• Innovations
		• Expansion of Industry Academia
		• Constant improvement in Patient care with expansion of infrastructure and facilities
		Challenges
		• Space crunch in the Hospital is a peril to early execution

Santosh Dental College and Hospital
Parameter based Assessment

S.NO.	Criteria	Observations
1.	Curricular Aspects	• Total number of Programs offered 11.
		• Training in BDS curriculum offers complete knowledge of Oral and Maxillofacial structures with prevention, diagnosis and training of Oro-Facial anomalies.
		• Curriculum for MDS has been revised.
		• PhD in various subjects have been offered since 2012. These include Maxillofacial Surgery, Integrated Implantology, Orthodontic and Dentofacial Orthopedics and Pediatric and Preventive Dentistry.
		• CBCS has been implemented for PhD since 2018.
		• Value Added Courses are being run by each department with a duration of 16 hours each.
		• Interdisciplinary Meets are being conducted regularly to develop multifaceted thought process of approaching a clinical case by the student.
		• Cross cutting Issues like Gender equity, Environment and Sustainability, Right to Health Issues and Professional Ethics are being

			addressed yearly.
			• Industry Visits are being conducted to keep abreast with latest technology and methods.
			• Academic feedback from Students, Faculty, Employers, Alumni and Professional are taken and analyzed. The outcome of the feedback is that new topics are introduced in VAC. Recent advances in respective departments are taught to the students.
2.	Teaching, Learning and Evaluation		• Heads of Department of each department have past experience of working in premier institutes of the country with accolades and recognitions in their respective fields.
			• Student Centric Methods like Experiential Learning, Integrated learning, Participatory learning, Problem solving methodologies, Self Directed learning are effectively used in Teaching Methodologies that inculcate holistic approach to decision making in students for a clinical problem.
			• Skill Lab and Simulation Based learning is in place with Phantom heads available for cavity cutting, access opening and crown reduction. Suturing boards available to practice various suturing techniques. Hands on exercised are done on Silicon models.
			• The University is running ACLS and BLS course regularly for students, faculty and non teaching staff.
			• E content is created via Media Lab and Lecture Capturing System.

		• There is a Methodology in place for identification of Slow Performers and Advance Learners. Remedial Classes, One to one interaction, Case Discussion , Monthly test have improved the performance of Slow Performers. Advance learners are motivated to attend conferences and present papers and posters. • Student mentorship is effectively followed with a Mentor- Mentee ratio of 1:10. Logbooks is maintained for the same and other documentation as required.
3.	Research and Extension Activities	• 35 faculty have been recognized as PhD guides in the Institution. • 31 Publication have been published • 15 Copy Rights / Patents Published • Total Seed money grant received 11.89 Lakhs • 1.73 Lakhs Extramural funding has been received • 9.21 Lakhs Total revenue generated through consultancy.
4.	Infrastructure and Learning Resources	• All Departments are well equipped with Dental chairs, demonstration room and seminar room. • Departmental library is well equipped with latest editions of the books and journals. • Since the departments are Wifi enabled, students have remote access to e journals. • Skill Lab is well equipped with 46 phantom heads that are being efficiently used for UG and PG teaching. • ICT tools like projectors, smartboards, LCS, Zoom

		and Microsoft platforms are efficiently used to teach the students. • E content is created and archived in the Media Lab and through LCS. • Central Research is well equipped with molecular Biology labs with freezer. • Santosh Dental college and Hospital has a well-equipped Mobile Dental Clinic which is well equipped with dental chairs with all attachments, seating. • There is a Tobacco Cessation Clinic that helps persons wishing to quit smoking or chewing tobacco and tobacco containing products. Patients undergo a detailed evaluation, which focuses on the severity of their addiction and use, their motivation to quit. • IQAC and Santosh Hospital is ISO 9001:2015 certified. • Institute has a separate common room for boys and girls, Parking area, Canteen and Playground. • Two Satellite clinics are operational.
5.	Student Support and Progression	• Advance Performers in the UG program are supported by the University to attend conferences and are motivated to present poster and paper. • Intercollegiate fest AURA are conducted wherein the students showcase their talent in academics, sports and extra curricular activities. • Yoga activities are conducted to inculcate healthy

		way of living.
		• Career counselling sessions are held to make the students understand their area of interest and make progression.
		• Student grievances cell is in place to solve issues arising.
		• Anti ragging committee ensures prevention of ragging or harassments to students.
		• The institute has strong alumni connect and regular alumni meets are conducted.
6.	Governance, Leadership and Management	• At the institute level, the Dean is the Head of the institution, supported by the HODs, other faculty and non teaching staff. The functioning is decentralized.
		• FDP are conducted by IQAC, Dean Research and the departments on a regular basis.
		• Faculty Development Programs are conducted at regular intervals to keep the faculty in sync with the latest developments in their respective fields.
		• Regular Non-teaching training is done for the non-teaching staff of all the departments.
7.	Institutional Values &	• Safety measures are available for women and female guards are posted in the college.
		• The Institute has facilities for Biomedical waste management and is followed by all departments.
		• Rain water harvesting, ETP & STP, for Effluent Water Treatment, Biogas and Green Area are available
		• Quality Audits on the environment and Energy are available.

		• There is provision of barrier free environment. • Annual Awareness program on code of conduct are organized regularly. • Institute Celebrates and organizes National & International Commemorative days with the participation of Faculty, Students and Staff.
8.	Best Practices	Comprehensive Development of Students
9)	SWOC	**Strengths** • Determined Leadership and Dedicated Staff **Weakness** • Limited career options after Under graduation, **Opportunities** • Evolving dynamic curriculum • High potential for start ups • Research • Patents **Challenges** • Continuous upgradation of infrastructure and equipment

Dr Shalabh Gupta
(Dean Academics)

Dr Alka Agrawal
(Dean Medical)

Dr Akshay Bhargava
(Dean Dental)

Dr Dakshina Bisht
(IQAC Director)

Report of the Academic and Administrative Audit

The Academic and Administrative Audit was conducted to evaluate the efficiency and effectiveness of an academic institution the university conducted AAA to review with a site visit by Peers within the university, Enabling the institute to enable the quality of the university as the whole.

The academic and administrative audit was conduct with senior faculty members which included Dr Shalabh Gupta (Dean Academics), Dr Alka Agrawal (Dean Medical), Dr Akshay Bhargava (Dean Dental) and Dr Dakshina Bisht (Director IQAC)

The committee was assisted was director IQAC in conducting the audit and brief the committee members about the objectives of the audit and the various procedures involved.

The members visited each department and audited all the seven parameters of NAAC after completing the interactions the AA Report covering the observations was prepared for the respective colleges.

Based on the observations of the AAA report corrective measures are adopted.
Criteria 1

Observation	Action
Value added programs to be conducted more often to ensure maximum participation	All departments to plan the frequency of the value added course and share it in the brochures

Criteria 2

Observation	Action
With the implementation of CBME there is a lot of scope for further innovation in teaching and learning process. The faculty members should attend workshops and FDP and implement newer teaching technologies and evaluate its impact.	MEU members should conduct regular workshops to enhance their skills

Criteria 3

Observation	Action
The Research output has increased however there still is further scope for improvement in undertaking research projects and publications in high impact peer reviewed research journals.	Regular workshops on improving the quality of publications and access for online journals providing support to faculty and students
Faculty should be encouraged to apply for funded research projects at National level and extramural funding to be given special emphasis	Research grant writing workshops conducted to handhold faculty and keep them motivated and keep them informed of information for applications for funding
The newly created facilities in all the departments, special areas like research lab, skill lab, additional equipments in the hospital etc. should be optimally utilized for research and training purposes.	The faculty are encouraged to use Central research laboratory and attend regular FDP programs and workshops and student research cell should encourage more of undergraduate student participation in Research activities and a research calender planned for these

Criteria 4

Observation	Action
Use of ICT, ERP, EMS needs to be more developed	Training for all faculty in phase wise manner

Criteria 5

Observation	Action
There is scope of Student Tracker mechanism for Student Progression	At the time of Degree collection no dues form to include clearance from IQAC
To strength alumni connect department wise	Alumni meets in small or large scale for Alumni contribution to the department

Criteria 6

Observation	Action
Departments to continuously plan Academic Activities	An Academic calender planned to monitor regular programs with reports to be shared with IQAC

Criteria 7

Observation	Action
Efforts in celebrating National and International commemorative days	Annual Reports of celebrations of commemorative events

Director IQAC

Dr. Dakshina Bisht
Director IQAC
Santosh Deemed to be University
Ghaziabad