



Erasmus+



**EQUAMBI**

Enhancing Quality Assurance Management and  
Benchmarking Strategies in Indian Universities

# **Mangalore University**

**Enhancing Quality Assurance Management**

**&**

**Benchmarking Strategies in Indian Universities**

***EQUAM-BI***

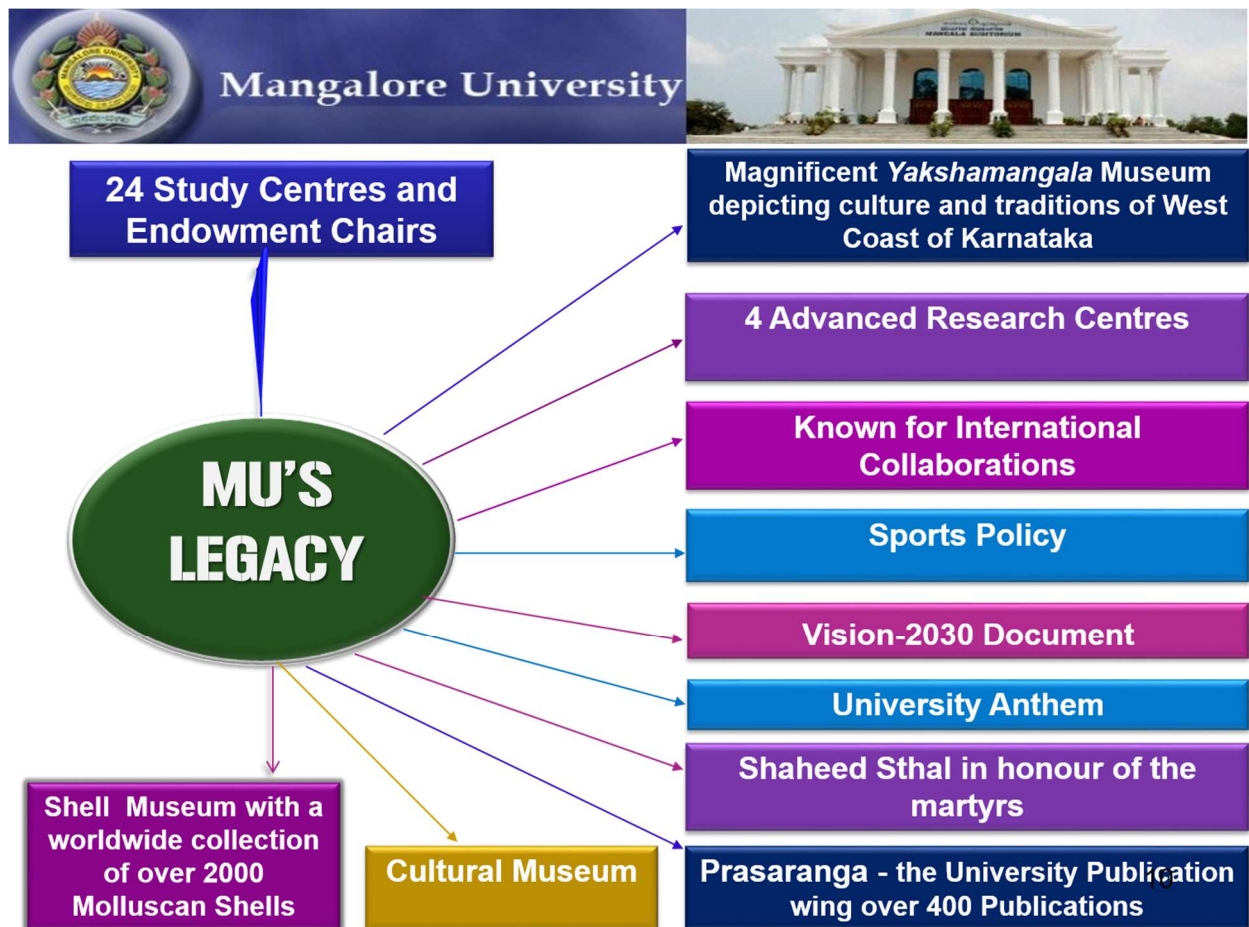
**Comprehensive Final Report**

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## ABOUT THE UNIVERSITY

- Established as University: 10 Sept. 1980 (Kodagu, Udupi, D.K.)
- 4 Faculties: Arts, Science & Technology, Commerce, Education
- 28 Departments of Postgraduate Studies and Research, 40 PG programmes and 31 PhD programmes
- 1 PG Centre: Jnana Kaveri, Chikka Aluvara, Kodagu, 2 Constituent Colleges – UCM, Mangalore and FMKMC, Madikeri, 207 Affiliated Colleges including 5 Autonomous, 38 Government, 31 Private Aided & 133 Private Unaided Colleges, 1 Advanced Science Research Centre at Belapu, Udupi – In Progress
- Two constituent colleges of Mangalore University also governed by the University



## **VISION**

TO EVOLVE AS A NATIONAL AND INTERNATIONAL CENTRE OF ADVANCED STUDIES AND TO CULTIVATE QUALITY HUMAN RESOURCE

## **MISSION**

- To provide excellent academic, physical, administrative, infrastructural and moral ambience
- To promote quality and excellence in teaching, learning and research
- To preserve and promote uniqueness and novelty of regional languages, folklore, art and culture
- To contribute towards building a socially sensitive, humane, inclusive society
- To cultivate critical thinking that can spark creativity and innovation

## **UNIVERSITY RANKINGS - 2020**

- **Quacquarelli Symonds (QS) World University Rankings:**
  - 48<sup>th</sup> place in the Country
- **Universitas Indonesia (UI) Green Metric World Ranking:**
  - Nationally: 1<sup>st</sup>
  - Globally: 139<sup>th</sup>
- **NIRF (MHRD) Rankings:**
  - Ranked in the band 101 – 150
- **Media Rankings:**
  - India Today – 11<sup>th</sup> place
  - The Week – 39<sup>th</sup> place

## 1. Participation in Workshops/Meetings of EQUAMBI Project

Sl. No.	Event Name	Venue	Date	Attended by
1.	Kick off Meeting	NAAC, Bangalore	6 <sup>th</sup> - 7 <sup>th</sup> December 2017	Dr. K.Byrappa Dr. H.L.Shashirekha
2.	Workshop	Symbiosis International University, Pune	7 <sup>th</sup> - 9 <sup>th</sup> March 2019	Dr. H.L.Shashirekha
3.	Workshop	Indian Institute of Technology Madras, Chennai	21 <sup>st</sup> - 22 <sup>nd</sup> April 2019	Dr. H.L.Shashirekha Dr. Veerabhadrappe
4.	Study visit	KTH Royal Institute of Technology Stockholm, Sweden	10 <sup>th</sup> - 11 <sup>th</sup> June 2019	Dr. H.L.Shashirekha Dr. Veerabhadrappe
5.	Study visit	University of Valencia, Valencia, Spain	13 <sup>th</sup> - 14 <sup>th</sup> June 2019	Dr. H.L.Shashirekha Dr. Veerabhadrappe
6.	Multiplier effect workshop	Asian Institute of Design, Bangalore	7 <sup>th</sup> – 8 <sup>th</sup> November 2019	Dr. H.L.Shashirekha Dr. Veerabhadrappe Dr. Kishori Nayak K
7.	Dissemination Conference in Barcelona	University of Barcelona, Barcelona	7 <sup>th</sup> – 10 <sup>th</sup> January 2020	Dr. H.L.Shashirekha Dr. Veerabhadrappe
8.	EQUAMBI Meeting	Symbiosis International University, Pune	4 <sup>th</sup> – 6 <sup>th</sup> March 2020	Dr. H.L.Shashirekha Dr. Veerabhadrappe
9.	Zoom Meeting about Implementation Plan	Online	6 <sup>th</sup> April 2020	Dr. H.L.Shashirekha Dr. Veerabhadrappe
10.	Coaching Session	Online	19 <sup>th</sup> February 2021	Dr. H.L.Shashirekha Dr. Veerabhadrappe
11.	Coaching Session	Online	22 <sup>nd</sup> March 2021	Dr. H.L.Shashirekha Dr. Veerabhadrappe
12.	Pre-Conference Meeting	Online	25 <sup>th</sup> June 2021	Dr. H.L.Shashirekha Dr. Veerabhadrappe
13.	Final Dissemination Conference	Online	8 <sup>th</sup> – 9 <sup>th</sup> June 2021	Dr. H.L.Shashirekha Dr. Veerabhadrappe Dr. Kishori Nayak K

## 2. Documents Submitted

Sl. No.	Documents	
1.	Equipment Purchase	Tender Relevant Documents
		Final invoices
		Equipment Usage Justification
		Serial Nos of Equipment
		Photos of Equipment
2.	Submission of Template	
3.	Implementation plan	
4.	Best Practices Document to NAAC	
5.	Letter of Commitment	
6.	Comprehensive Report	

## 3. Coaching Report

**Coach:** Dr. Carl Gustaf Jansson and Dr. Pia Schmitt, KTH Royal Institute of Technology, Stockholm, Sweden.

Date	Place	Topics Discussed
05-03-2020	Symbiosis International University, Pune	<b>Outline of overall implementation plans.</b> Coaching by Dr.Carl Gustaf Jansson of KTH Royal Institute of Technology, Stockholm on the
19-02-2021	Online Platform	<b>Refinement of Implementation plans</b> Coaching by Dr.Carl Gustaf Jansson and Dr. Pia Schmitt of KTH Royal Institute of Technology, Stockholm, Sweden
22-03-2021	Online Platform	<b>Refinement of Implementation plans</b> Coaching by Dr.Carl Gustaf Jansson and Dr. Pia Schmitt of KTH Royal Institute of Technology, Stockholm, Sweden

#### 4. Funds Received Report

##### Distribution of the Grant for the Project:

Staff Cost (Euro)	Travel Cost (Euro)	Cost of Stay (Euro)	Equipment Cost (Euro)	Total (Euro)
10,309	8,180	8,640	16,400	43,529

##### Grant Received Till Date:

Staff Cost (Euro)	Travel Cost (Euro)	Cost of Stay (Euro)	Equipment Cost (Euro)	Total (Euro)
13,293.20	805 ( First Instalment)	8,640	14,303.71	23,247.41

## Annexure I: Implementation Plan Toolkit

EQuAM-BI Erasmus+ Project	
Template for the implementation of the Toolkit	
N r	<u>Item from the quality assurance policy and management of the university</u>
0	<p><b>Higher Education Institution mission, vision and values.</b></p> <p><b>Mission:</b></p> <ul style="list-style-type: none"> <li>• Provide excellent academic, physical, administrative, infrastructural and moral ambience.</li> <li>• Promote quality and excellence in teaching learning and research.</li> <li>• Preserve and promote uniqueness and novelty of regional languages, folklore, art and culture.</li> <li>• Contribute towards building a socially sensitive, humane, inclusive society.</li> <li>• Cultivate critical thinking that can spark creativity and innovation.</li> </ul> <p><b>Vision:</b></p> <ul style="list-style-type: none"> <li>• Evolve as a national center of advanced studies and to cultivate quality human resource</li> </ul> <p><b>Values:</b></p> <p><b>Our policy is to inculcate the following values among our students for the betterment of the society</b></p> <ul style="list-style-type: none"> <li>• Integrity – to act ethically, honestly and with fairness</li> <li>• Respect – to listen, value and acknowledge</li> <li>• Courage – to lead, take responsibility and question</li> <li>• Excellence – to strive for excellence and distinction</li> <li>• Impact – to empower, enable and inspire</li> </ul> <p><b>Considering the above points, specify the strategic drivers concerning quality management in the context of the specific HEI:</b></p> <p>Mangalore University has a well-established mechanism at the office of all the executive officers like Vice-Chancellor, Registrar, Registrar (Evaluation), Finance Office, Directors of IQAC,</p>

PMEB, CDC and Directorate of Student Welfare to ensure the smooth and transparent administration.

- The University has very good academicians in all the departments who are actively involved in teaching and research.
- Research and Consultancy Promotion Committee (RCPC) is active in promoting research and consultancy services in the University. The research policy of the University has been very strong and has created a very conducive environment for research at department, faculty, research student and student levels, besides encouraging research through intra-institutional and inter-institutional levels. University has extended support for faculty members to avail funding/resources from national agencies, governmental, corporate and industrial sectors, besides its own funding support for students' research. Several MOU's are signed between the University and research organizations.
- Departments conduct sensitizing programmes for students on various facilities available in the University including sports, cultural and other extra-curricular activities.
- Directorate of Student Welfare is responsible for creating a conducive and student friendly atmosphere in the campus. Further, International Student Centre will look after the well-being of international students in all aspects.
- The following study centres and Chairs have been established to preserve and promote uniqueness and novelty of regional languages, folklore, art and culture.

- 
- Gandhian Studies Centre
  - Yakshagana Study centre
  - Buddhist Studies Centre
  - Dr.B.R. Ambedkar Study Centre
  - Centre for Women's Studies
  - Nehru Study Centre
  - Centre for Study of Social Exclusion & Inclusive Policy (CSEIP)
  - Jaina Kavi Rathnakaravarni Adhyayana Peetha
  - Kanakadasa Research Centre
  - Dr.Shivarama Karantha Adhyana Peeta
  - Tulu Adhyana Peeta
  - Konkani Adhyana Peeta
  - Byari Adhyana Peeta

	<ul style="list-style-type: none"> <li>○ Ambigara Chowdaiah Adhyana Peeta</li> </ul> <hr style="border-top: 1px dashed #000;"/> <ul style="list-style-type: none"> <li>● To involve in the Institutional Social Responsibility, the following extension activities are conducted by the University. <ul style="list-style-type: none"> <li>○ Adoption of villages</li> <li>○ Cultural festivals.</li> <li>○ Adoption of Government Schools</li> <li>○ Swachatha Andolana.</li> </ul> </li> </ul>
<b>1</b>	<b>Proposed structure of the quality management and benchmarking department/unit: links with the governing bodies of the university</b>
	<p>The first step towards Quality Assurance is the establishment of Internal Quality Assurance Cell (IQAC) headed by a full-time Director and College Development Council (CDC). IQAC is guided by an Advisory Committee consisting of Vice Chancellor as Chairman and other members including Registrar, Registrar (Evaluation), Finance Officer, Deans of all faculties, Senior Professors, two former Vice Chancellors. IQAC has been striving for internalization and institutionalization of quality enhancement. It is working as a facilitative and participative voluntary system of the University.</p> <p><u>Comments, operationalization, and evidences:</u></p> <p><b>a. <u>Objectives of the Quality Policy:</u></b></p> <ul style="list-style-type: none"> <li>● Ensuring timely, efficient and progressive academic and administrative tasks.</li> <li>● Monitoring the relevance and quality of academic and research programmes.</li> <li>● Equitable access to and affordability of academic programmes for various sections of society.</li> <li>● Optimization and integration of modern methods of teaching and learning.</li> <li>● The credibility of evaluation procedures.</li> <li>● Ensuring the adequacy, maintenance and functioning of support structures and services.</li> </ul> <p><b>b. <u>Strategies</u></b> (plan embracing the chain of activities and procedures) to reach these quality assessment objectives.</p>

	<ul style="list-style-type: none"> <li>• Development and application of quality benchmarks/parameters for the various academic and administrative activities of the institutions.</li> <li>• Dissemination of information on the various quality parameters of higher education.</li> </ul> <p><b>c. Procedures and activities</b></p> <ul style="list-style-type: none"> <li>• Organization of workshops and seminars on quality related themes.</li> <li>• Documentation of various programmes /activities leading to quality improvement.</li> <li>• Acting as a nodal agency of the institution for quality related activities.</li> </ul> <p><b>d. Indicators -</b></p> <ul style="list-style-type: none"> <li>• Preparation of the Annual Quality Assurance Report (AQAR) to be submitted to NAAC based on the quality parameters containing various criteria.</li> <li>• Development and maintenance of Institutional database through Management Information System (MIS).</li> <li>• Development of quality culture in the institution.</li> </ul> <p><b>e. Benchmark</b> used to assess the degree of fulfilment of the quality policy.</p> <ul style="list-style-type: none"> <li>• Various Rankings like NIRF, Green Metric rank,</li> </ul> <p><b>f. Statistics and data used as evidences</b> of the degree of fulfilment of the standard/criteria that will let us judge where the institution is regarding the approved benchmark.</p> <ul style="list-style-type: none"> <li>• Annual Quality Assurance Report (AQAR) submitted every year to NAAC.</li> </ul>
<b>2</b>	<b>Quality policy and objectives</b>
	<p><b><u>QUALITY POLICY</u></b></p> <p>The <b>quality policy</b> supports the vision, mission, and the objectives of the <b>University</b>. The management, faculty, and staff commit to continuously improve the efficiency of operational and management processes to meet the statutory, regulatory, and institutional requirements.</p> <p><b><u>QUALITY OBJECTIVES</u></b></p> <ul style="list-style-type: none"> <li>• To evolve as a national center of advanced studies and to cultivate quality human resource.</li> <li>• To provide excellent academic, physical, administrative, infrastructural and moral ambience.</li> </ul>

	<ul style="list-style-type: none"> <li>• To promote quality and excellence in teaching, learning and research.</li> <li>• To cultivate critical thinking that can spark creativity and innovation.</li> <li>• To promote a green campus</li> <li>• To ensure optimum participation of students in the curricular, co-curricular and extracurricular activities.</li> <li>• To develop quality environment to motivate the students for total personality development.</li> </ul>
<b>3</b>	<b>How the university ensures the quality of its programmes.</b>
	<p>Mangalore University has 210 affiliated colleges and offers 37 PG programmes in 26 departments, 29 Ph.D. programmes. Every department headed by a Chairperson is governed by a Department Council and the course content of every course is governed by the respective Board of Studies.</p> <p><b>a. Objectives of the Quality Policy</b> regarding the specific item.</p> <ul style="list-style-type: none"> <li>• Revision of curriculum is done to expose students to new developments/concepts in the respective fields and to make the course more useful for employment. Generally the curriculum is revised/ upgraded once in three years. However, the Departments have the freedom to revise/upgrade course contents/syllabus as often as needed, if there is a demand from the stakeholders. Experts are invited from Industry while framing the syllabus.</li> </ul> <p><b>b. <u>Procedures and activities</u></b> to properly develop such activity regarding the specific item.</p> <ul style="list-style-type: none"> <li>• Educational tours/ Field visits are encouraged by providing travel support to the students and accompanying facility.</li> <li>• Almost all classrooms are provided with either interactive boards or LCD in addition to black board for the dissemination of knowledge in a better way</li> <li>• At the beginning of each academic year, the University prepares and distributes the academic calendar which clearly notifies the commencement and end of all the academic programmes, admission and examination schedules. All students are provided with the information brochure that details the scheme of study and examination.</li> <li>• SC/ST students and Research Scholars are provided with laptops.</li> </ul>

	<p><b>d. Indicators</b>, used to measure and assess the quality in that specific item.</p> <ul style="list-style-type: none"> <li>• Under Shodhganga, project thesis of the PhD students are made available online. Plagiarism check of all the thesis and research papers is mandatory.</li> <li>• PG students have the choice of selecting courses from the list of the Elective Courses related to the respective program. Further, second and third semester students have to study one course of their choice of other programs in other departments. All PG students have to take up a Project work in consultation with the Industry or the Faculty members. While some programs require the students to go for a full semester project work for other programs it will be one course.</li> </ul>
<b>4</b>	<b>Development of teaching and other actions aimed at students</b>
	<p><b><u>General</u></b></p> <p>Mangalore University is actively involved in teaching, learning and research activities. Quality enhancement for higher education is endeavored through a continuous and seamless interaction among teachers, students and experts.</p> <p><b><u>Key performance indicators (KPIs)</u></b></p> <ul style="list-style-type: none"> <li>• Student awareness about student service facilities</li> <li>• Availability of mentoring activities</li> <li>• Level of interventions for health and social reasons</li> <li>• Number of courses/activities to cater for individual student needs</li> <li>• Placement performance</li> </ul> <p><b><u>Measures included in the OA processes</u></b></p> <ul style="list-style-type: none"> <li>• All KPIs are monitored yearly.</li> <li>• The University has established coaching centres with the assistance of UGC. These centres counsel and coach the students in the following areas: Entry into armed forces, NET/SET examination, Remedial coaching classes for Backward Classes, Minority and Scheduled Castes &amp; Tribes, Soft skills, Spoken English courses and use of computer in learning.</li> <li>• Mentoring is done through Counselling and Remedial programmes for students at individual as well as group levels.</li> <li>• Departments conduct programmes for students on various facilities available in the University including sports, cultural and other extra-curricular activities. A bridge course will be organized to fresher's every year to create awareness about the student support services in the University.</li> <li>• Placement Cell, University Employment and Information Guidance Bureau (UEIGB) and the</li> </ul>

	Mangalore Alumni Association (MAA) provide career consultation and conducts job fairs.
<b>5</b>	<b>How the university ensures and enhances the quality of its academic staff</b>
	<p><b><u>General</u></b></p> <p>Being a state University, all the appointments in University are governed by the rules of Karnataka State Government as per University Grants Commission (UGC) guidelines.</p> <p><b><u>Key performance indicators (KPIs)</u></b></p> <ul style="list-style-type: none"> <li>• Number of Professors and Scientists from various national and international institutions and industry appointed as Adjunct Professors, reference value:</li> <li>• Number of publications and number of conference participations, reference values:</li> <li>• Number of promotions as per the Career Advancement Scheme (CAS) as per UGC guidelines, reference value:</li> <li>• Number of faculty visits to national and international laboratories/institutions of repute, reference value:</li> <li>• Number of research project proposals to external agencies like UGC, AICTE, DST, MHRD, reference value:</li> <li>• Number of Faculty member consultancies with industries, reference value:</li> <li>• Number of MOU's with industries</li> </ul> <p><b><u>Measures included in the QA processes</u></b></p> <ul style="list-style-type: none"> <li>• All KPIs are monitored yearly.</li> <li>• Research and Consultancy Promotion Committee (RCPC) to promote research and consultancy services in the University. University funds minor projects up to the tune of 1 lakh for teaching staff.</li> <li>• Interdisciplinary research committee to motivate the faculty to undertake multidisciplinary research</li> <li>• The University has set up an active University-Industry Interaction Cell for the benefit of faculty and students</li> </ul>
<b>6</b>	<b>Strategic drivers of the university concerning quality management</b>
	<ul style="list-style-type: none"> <li>• The services of Faculty members are utilized in the administration in matters related to</li> </ul>

	<p>statistics, policies, framing of statutes etc.</p> <ul style="list-style-type: none"> <li>• Experts are invited from Industry while framing the syllabus and to conduct workshops.</li> <li>• The University has an active University-Industry Interaction Cell. Faculty and students benefit from exposure to experts from Industry.</li> <li>• Research and Consultancy Promotion Committee (RCPC) is active in promoting research and consultancy services in the University. Interdisciplinary research committee has been established in order to motivate the faculty to undertake multidisciplinary research and many faculty members are recognized as Supervisors in related disciplines</li> </ul>
7	<b>Research development</b>
	<p>a. <b><u>Objectives of the Quality Policy</u></b></p> <ul style="list-style-type: none"> <li>• The research policy of the University has been very strong and has created a very conducive environment for research at departmental, faculty, research student and student levels, besides encouraging research through intra-institutional and inter-institutional levels.</li> </ul> <p>b. <b><u>Procedures and activities</u></b> to properly develop such activity regarding the specific item.</p> <ul style="list-style-type: none"> <li>• A Research Advisory Committee (RAC) is constituted under the Chairmanship of the Vice- Chancellor to promote and modernize research environment in the University.</li> <li>• Research and Consultancy Promotion Committee (RCPC) is active in promoting research and consultancy services in the University.</li> <li>• An Interdisciplinary Research Committee is established in order to motivate the faculty to undertake multidisciplinary research which meets often to recognize the faculty as Research Supervisors in related disciplines and to select the candidates for Ph.D. programme. Many faculty members were recognized as research guides in related disciplines.</li> <li>• University funds minor projects up to the tune of 1 lakh for teaching staff. The University has extended support for availing funding/resources from national agencies, governmental, corporate and industrial sectors, besides its own funding support for students' research.</li> <li>• Faculty members have been encouraged to organize workshops/conferences/seminars and also participate in workshops/conferences/seminars and present papers, to take up post-doctoral fellowships and also pay visits to national and international</li> </ul>

	<p>laboratories/institutions of repute. University is also supporting the faculty members financially to participate in workshops/conferences/seminars and to present papers.</p> <ul style="list-style-type: none"> <li>• Faculty members are encouraged to take up consultancy with industries and many have such assignments.</li> <li>• Faculty members from the constituent colleges with PG teaching, good research background and PhD degree were recognized as research supervisors.</li> <li>• Workshops are conducted to enlighten the researchers to publish in high quality journals.</li> <li>• Faculty members are encouraged to apply for GIAN Programs and as a result more than 15 GIAN programs have been conducted so far in University.</li> <li>• Faculty members are encouraged to file patents for their innovative research and University has established a cell to look into the needs of filing patents by the faculty.</li> <li>• University has also signed several MOU's between research organization and industries.</li> </ul>
<b>8</b>	<b>Community engagement</b>
	<p><b><u>General:</u></b></p> <p>The University has conducted awareness/training/activities for the community in the fields of Health, Gender, Literacy, rural development, green campus and many more.</p> <p>The University has conducted following awareness/training/activities for the community</p> <ul style="list-style-type: none"> <li>• Gender Sensitization Workshop for the students and staff.</li> <li>• Village adoption</li> <li>• Cultural festivals</li> <li>• Inter-Collegiate and inter-University meets</li> <li>• Swachath Andolana</li> <li>• Adoption of Government schools</li> </ul> <p><b><u>Recent developments and planned changes for QA processes:</u></b></p> <ul style="list-style-type: none"> <li>• Green Campus initiative obtained I place in Green Metric rank at national level.</li> </ul>
<b>9</b>	<b>Internationalization strategy</b>
	<p><b>Internationalization</b></p> <p>Regarding internationalization</p>

	<ul style="list-style-type: none"> <li>Many faculty members have research projects in collaboration with International institutes /Universities.</li> <li>Around 200 students from <b>Afghanistan, Egypt, Yemen, Iran and other countries</b> have enrolled for PG as well as PhD programmes.</li> <li>While some students are supported by <b>ICSSR (Indian Council of Social Science Research)</b> fellowships, GOI initiative for international students, others are self-funding.</li> </ul> <p><b><u>Key Performance Indicators (KIPs):</u></b></p> <ul style="list-style-type: none"> <li>➤ Number of collaborations and MoUs worldwide (education and research)</li> <li>➤ Number of international research scholars and international degree-seeking students</li> <li>➤ Number of collaborative workshops with foreign faculty</li> <li>➤ Number of Joint international publications</li> <li>➤ Amount of successful, visible and sustainable outreach activities and infrastructures</li> <li>➤ Strong networks in the region and with the central Government agencies</li> <li>➤ Availability of English Language learning classes to International students from African, Middle East and East Asia countries.</li> </ul> <p><b><u>Measures included in the QA processes</u></b></p> <p>Needs of international students are catered by the International Student Centre.</p>
<b>10</b>	<b>Analysis and application of the outcomes to the decision-making process of the university</b>
	<p>Some of the decisions of the University have been implemented, some in the nascent stage and some requires times to implement.</p> <ul style="list-style-type: none"> <li>- Plans Implemented <ul style="list-style-type: none"> <li>• CBCS curriculum implemented at both PG and UG levels.</li> <li>• Online student feedback system</li> </ul> </li> <li>- Plans at Nascent stages <ul style="list-style-type: none"> <li>• Ideas and Suggestion portal</li> </ul> </li> <li>- Plans yet to be implemented <ul style="list-style-type: none"> <li>• University Management Information System(UMIS)</li> <li>• Asset management</li> </ul> </li> </ul>
<b>11</b>	<b>Transparency, Equity and Ethics</b>

University is committed to maintain transparency and fairness in all its functions for all the stake holders.

- Admissions to all the programs are as per the statutes and roaster system to provide justice to the weaker sections of the society
- Being a state University, all appointments are done as per the rules governed by Government of Karnataka
- Improvement in work culture through implementation of Sakala scheme, a Government of Karnataka initiative to ensure speedy disposal of files.
- E-office, a Government of Karnataka initiative is slowly heading towards paperless office.
- Purchase of equipments and other items is through e-procurement.
- Workshops have been conducted by several departments to inculcate the ethical values and to create awareness about the Intellectual Property Rights and other topics.

## Annexure II: Best Practices

### Good Practice Template from Partner Organisations in Internal Quality Assurance

#### ***Title of the Good Practice: Use of Street Play and Role Play as part of Community Outreach Programs in Social Work***

***Name of the Institution: MANGALORE UNIVERSITY***

***Country: INDIA***

***Region: KARNATAKA***

Sl. No.	Component/Factors	Description / Requirements
1	Title of the good practice: Use of Street Play and Role Play as part of Community Outreach Programs in Social Work	This is a vital Community Outreach Program which includes street plays, psychodrama and role-play performed by Social Work students for the people /community at the grassroots level living in the nearby villages.
2	Purposes and objectives of the Good Practice	<ul style="list-style-type: none"><li>• To give proper guidance to the students based on Social Work practices to develop rapport with the local community and work with them.</li><li>• To enhance student networking and collaboration with other NGOs or Welfare agencies.</li><li>• To encourage a 'sense of Social Responsibility' among the students.</li><li>• To sensitize students about burning social issues like distressed women and children, the elderly and their welfare, and the welfare of disadvantaged communities.</li><li>• To develop understanding of social issues and to inculcate skills in students.</li></ul>
3	Context	The objective of initiating the practice was to give proper guidance to social work students to organise or conduct community outreach programmes in order to advance social justice through mutually transformative Community-University partnerships. The outreach programmes give young people a chance to meet the community and is often the first step to access help. People in trouble can be supported and put in touch with the services they need. This

		<p>practice has successfully served the local community directly through organization of activities, consultation and resource mobilization at local levels. The group presenting street plays collected strong and live audiences with its gripping narratives. The role playing exposed students to different viewpoints or ways of thinking about a situation, and expanded their ability to resolve situations, and provided experience within a given context. The programmes have contributed to community awareness and understanding of health issues and enabled the public to participate in the program.</p>
4	Practice	<p>Through the vital community outreach programs which include street plays, psychodrama and role-play, Social Work students make contact and connections with people at the grassroots level living in the nearby villages. There has been a long history of poor living conditions, illiteracy and ill health in the neighbourhood. Community activity is a part of 'civic responsibility'. It is about doing things in our community because we want to give back to our communities, or help others, rather than because we have to, by law.</p> <p>In order to understand how community programs for locals may incorporate features of settings, it is first useful to understand the diverse nature of these programs. The characterization of community programs for people is complicated and the scope of these programs is vast. In addition, the variety of terms used to describe the programs varies. At the most basic level, "these programs are semi-structured processes, most often led by adults and designed to address specific goals and youth outcomes. This category incorporates a range of programs from those that are highly structured, often in the form of curriculum with step-by-step guidelines, to those that may have a looser structure". They may be called after-school programs, youth programs, youth activities, community programs, extracurricular activities, or programs during out-of-school time.</p> <p>The field practicum gives students the opportunity to take on professional roles in order to learn skills, render services and participate in</p>

		the provision and development of social work service. The hands-on experience reinforces the student's identification with the purpose, values and ethics of the profession; fosters the integration of empirical and practice-based knowledge; and promotes the development of professional competence.
5	Timeframe of the Good Practice	The practices are in use since 2003 when the Department of Social Work started in Mangalore University. These practices are part of the curriculum of Post Graduate students of Social Work.
6	Targeted group / Beneficiary group (Student/Faculty/Management/ Higher education provider.....)	People of nearby villages, especially women, children, youth, disabled and old aged.
6a	Phase of the practice (In which phase the practice is addressed) If student is the target audience,	<p>Stage/Phase of the activity in which GPs is involved HE</p> <p>1. Access yes</p> <p>2. Retention yes</p> <p>3. Graduation -</p> <p>4. Transition to working life yes</p>
7	<i>Institutional Policy for inclusion of GPs</i>	Part of the curriculum of Post Graduation students of Social Work
8	<i>Factors that required for successful implementation of GPs</i>	<ul style="list-style-type: none"> <li>• People participation</li> <li>• Students active involvement</li> <li>• Cooperation and coordination between the university and community</li> <li>• Rapport establishment with community</li> <li>• Active involvement of teachers</li> <li>• Financial support</li> </ul>
9	Evidence of success/ impact or realization of the objectives and Success factor	<p>A. Good Practice Outcome</p> <p>Community activities give students the chance to apply the skills they already have. Volunteer work and community activities are also great opportunities to show initiative and develop skills to get a suitable job. Being able to manage free time while balancing leisure, work and study is an important life skill. Being part of community activities could motivate students to be more organised and start to manage their personal time well.</p>

		<p>Community outreach programs that focus on supportive relationships provide settings in which the community people feel a strong sense of warmth, closeness, caring, support, and get guidance from leaders. These programs provide opportunities to expose young people to care adults who challenge and encourage them to participate in positive experiences, and respect their opinions. Youth respondents to the community impact survey indicated that they desire and require guidance from adults. The best practice also has a positive impact on academic abilities and brings about attitudinal changes among Social Work students.</p> <p>B. Describe the conditions that are required for the implementation of good practice successfully?</p> <ul style="list-style-type: none"> <li>• Active participation of teachers for training the students</li> <li>• Active involvement of students</li> <li>• Co-operation from the villagers was the major concern as their priority was their work and earning.</li> </ul>
10	Promotion of Good Practice	<p>Steps take taken to promote Good Practice at National/ Regional/ International level?</p> <p>At the regional level, many NGOs, Industries, Hospitals, and Self Help Groups (SHGs) are motivated to follow the good practices of street play and role play for their implementation at the grassroots levels.</p>
11	Activities carried out to achieve the good practice objectives	<p>In order to achieve good practice objectives, students will be clustered into small groups and assigned with the task of good practices in the community. First, the students are trained with the help of a trainer and are told to identify suitable places and locations to demonstrate the street play and role plays. The trained students' troupe shall practice street play and role plays usually in the places where more number of community people gathers such as bus stops, junctions, market places, railway stations, premises of Grama Panchayats and local bodies, etc.</p>

12	Sustainability of the practice	<p>Duration and sustainability</p> <p>The programme is in practice successfully since 2003 when the Department of Social Work was started in Mangalore University. These practices are part of the curriculum of PG students of Social Work.</p>
13	Validation /Received awards	<p>Relevance for replication at international level. Describe this how GPs are replicated by other institutions in other countries?</p> <p>This good practice is two folded. Even though the village population is considered as the primary beneficiaries, students and the faculty members also learn a lot and get first hand information about problems being faced by the people. As it is for the benefit of public, this good practice can be adopted by other institutions in and out of the country. It is ones social responsibility to educate the people around them in various aspects.</p>
14	Publication	<p>Is the good practice published by National/ International Recognized Quality Assurance Agencies or together with partners, in which case please specify the names of the partner organisations?</p> <p>URL of the Practice (if any) / Related website (if any) or link</p> <p>--</p>
15	Details of the contact person	<p>Name: Dr. Paul G Aquinas Position: Chairman, Department of Social Work, Mangalore University, Mangalore Tel: 0824-2287621 Mob: 9448109870 Fax: <b>0824-2287367</b> Email: pauleeda@hotmail.com Website: <a href="http://www.mangaloreuniversity.ac.in">www.mangaloreuniversity.ac.in</a></p>

## **Good Practice Template from Partner Organisations in Internal Quality Assurance**

### ***Title of the Good Practice: Mangala Grameena Yojane – A Village Adoption Programme***

***Name of the Institution: Mangalore University***

***Country: India***

***Region: Karnataka***

<b>Sl No.</b>	<b>Component/Factors</b>	<b>Description / Requirements</b>
1	Title of the good practice <b>‘Mangala Grameena Yojane’ – A Village Adoption Programme</b>	Mangalore University launched <b>‘Mangala Grameena Yojane’ - A Village Adoption Programme</b> in the year 2014. It is an innovative set of extension activities started with the objective of carrying out sector specific studies in the chosen villages and providing guidance for development wherever necessary. Under this scheme, emphasis has been given on health, education, sports, environment, sanitation, agriculture, human resource development, employment opportunities, women empowerment, natural resource conservation and management.
2	Purposes and objectives of the good practice	<p>The village extension programs were designed to highlight the commitment and engagement of the University in regional development in general and its stakeholders in particular. Programmes of this kind when associated with commercial inclination would help the villagers to supplement their income. The programme has been designed to empower the villagers through training regarding socio-political issues. The main objective of this program is to organize training, popularization, shramadana, survey, and other activities in the selected villages. The above programs are conducted in association with government and non-governmental organizations. Further, it also aims at providing information on rural development and various government facilities for the livelihood of the villagers.</p> <p>The project is aimed at providing opportunities to students along with their regular classroom studies to have the experiences of rural life experience through active participation.</p>

3	Context	The University since its inception has been engaged with the idea and practice of rural development through one of its Chairs sponsored by various nationalized Banks. With the support of the Department of Rural Development and Panchayati Raj of Government of Karnataka, the University planned to address the issues of water scarcity in rural areas during summer and sustainable agriculture practices, with the participation of villagers. The village extension programmes also educate the villagers about central and state government schemes for the welfare of the villagers to plan their agriculture and other economically viable activities.
4	Practice	The overall planning of the programme has been shaped in such a way that the University students, during their final semester project work, are directed to visit villages and submit study-based project work after identifying a variety of issues. They are encouraged to carry out interdisciplinary studies on social conditions, DNA sequencing, genetic problems faced by the people of the village, common diseases affecting them, political awareness, awareness on human rights, facilities provided by the Central and State governments, etc. The project work on all these problems would successfully unravel the hidden facets of the genuine problems of the villagers and help them to avoid indirect suffering. This throws light on how higher education institutions can adopt an inclusive approach to community life in the villages.
5	Timeframe of the Good practice	2014 onwards
6	Targeted group / Beneficiary group (Student/Faculty/Management/ Higher education provider.....)	<p>People of nearby villages, general public and students</p> <p><b>Adopted villages:</b></p> <ol style="list-style-type: none"> <li>1. Konaje: The village where University is located, 18 kms from Mangalore.</li> <li>2. Balpa: One of the northern boundary villages of Sullia Taluk in Dakshina Kannada district, about 34 kms from Sullia.</li> <li>3. Balepuni - About 24 kms from Bantwal Taluk Center in Dakshina Kannada District.</li> </ol>

		<p>4. Naringana: Located in Bantwal Taluk, Dakshina Kannada District, 16 kms from Mangalore.</p> <p>5. Katipalla – Located in Mangalore Taluk of Dakshina Kannada district, 5 kms from Suratkal.</p>
6a	Phase of the practice (In which phase the practice is addressed) If student is the target audience	<p>Stage/Phase of the activity in which GPs is involved HE</p> <p>1.Access Yes</p> <p>2.Retention Yes</p> <p>3.Graduation -</p> <p>4.Transition to working life Yes</p>
7	Institutional Policy for inclusion of GPs	A committee composed of a Nodal Officer, Coordinator and Members from all the Departments has been constituted to look after the smooth and effective implementation of the project.
8	Factors that are required for the successful implementation of GPs	Administrative support, Financial support, Faculty and Students' interests, Support from Public, NGOs and Grama Panchayaths.
9	Evidence of success/ impact or realization of the objectives and Success factor	<p><b>C. Good Practice Outcome</b></p> <p>The students could successfully complete different projects which have direct socio-political impact on the overall development of the villages under study. Village oriented programs under the programme enabled students to engage with the life of rural people and get first-hand information to compare life patterns across different social groups. The political, social, cultural, economic and organizational dimensions of the life of rural people have been documented to understand and get educated on the schemes and programs launched by the respective governments as also the way they are implemented, to assess the result over the years.</p> <p><b>D. Describe the conditions that are required for the implementation of good practice successfully?</b></p> <p>Co-operation from the villagers was the major concern as their priority was work and earning. Most of the people in the villages under study could not be reached to draw conclusions. Those who responded and helped us to collect data fail to represent the entire village under study.</p>

10	Promotion of Good Practice	<p><b>Steps taken to promote Good Practice at National/ Regional/ International level?</b></p> <p><b>Good Practice at Regional level:</b>  The programmes are being conducted in collaboration with other Government sectors like Department of Fisheries, Union Ministry of Environment, Forests and Climate Change, Karnataka Vijnana Parishath, Grama Panchayaths, etc. and Non-Government Organizations such as Junior Chamber International (JCI, India), Lions Club, The Association of British Scholars-Mangaluru Chapter, etc.</p>
11	Activities carried out to achieve the good practice objectives	<p>1. Department of Biosciences, Mangalore University, under the auspices of Ministry of Environment, Forests and Climate Change - Govt of India and Karnataka Rajya Vijnana Parishat, organized a seminar on 'Organic Farming and In Situ Conservation of Seed Diversity' for the benefit of villagers, at U.B.M.C Higher Primary School, Parande (a village near University campus), on 21-22 December 2014. Resource persons / experts demonstrated:</p> <ul style="list-style-type: none"> <li>• the importance and method of water conservation</li> <li>• establishment of Vegetable Seed Bank and In Situ Conservation of Seed Diversity</li> <li>• Western Ghats and their conservation</li> <li>• importance of organic farming in environmental protection</li> <li>• role and opportunities of students in environmental protection.</li> </ul> <p>On this occasion, an Environmental and Biodiversity Conservation painting and photograph exhibition was also organized to create the awareness of conservation. The event, which was attended by about 100 farmers, showed a great deal of interest in doing eco-friendly organic farming in place of the formerly modern farming practices. Local farmers have been able to get in touch with agricultural specialists who had arrived as resource persons in the program and from time to time they have</p>

		<p>been able to find solutions for many agriculture related issues.</p> <p>Farmers were more interested in adopting natural fertilizers and integrated pest management instead of chemical fertilizers. They prompted at rainwater harvesting in homes and villages.</p> <p>Realizing the importance of environmental pollution and clean environment, people became aware of how to keep their surroundings clean. People were able to cooperate for the disposal of garbage. Most people were motivated to give solid waste (rather than disposing of many recyclable waste items) to collectors, thus generating some income and improving the cleanliness of the surrounding environment.</p> <ol style="list-style-type: none"> <li>2. In association with Lions' Club, Konaje Grama Panchayat and many local NGOs, Clean India Campaign was launched in Konaje on 29.11.2014. Farmers, students, officials, teachers, the public, altogether about 3,500 people participated. Around 1000+ fruit yielding saplings were planted. This has led to an increase in the biodiversity, particularly the birds in and around Konaje village.</li> <li>3. In association with NSS, Konaje Grama Panchayat and local NGOs (Dharmasthala Rural Development Project, JCI Mangalagangothri; Saptaswara Art Team, Mahakali YuvaSabha and others), a mass tree plantation drive (Vanamahotsava) was organized for the benefit of nearby adopted villagers, on 10.08.2015.</li> <li>4. During 2014-16, the People's Biodiversity Register was carried out by visiting various villages of Dakshina Kannada, including some of the adopted villages, under the auspices of the Karnataka Biodiversity Board. Teachers and students visited the villages and collaborated with the concerned Grama Panchayat members and officials to collect the information. The register was submitted to the respective Grama</li> </ol>
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		<p>Panchayats and the Karnataka Biodiversity Board, Bangalore. These documents serve as a supplement to preserve knowledge of many herbal remedies, traditional farming practices, medicinal plants and many heritage items in the villages.</p> <p>5. A comprehensive socio-economic survey was conducted on 28.04.2017 in the villages of Konaje and Naringana with the participation of students, teachers, officials and other staff members. About 250 people attended the event, including Grama Panchayat President, Vice President, Ward members, Panchayat Development Officers (PDOs), Village Accountants, other office bearers, coordinators, students, and volunteers from various sections of the University and the citizens of the village gave their full cooperation and support. On 25.04.2017, Coordinators and students were trained to conduct the survey about the programs to be conducted in the villages. Based on the survey of these two villages, it was decided that further educational, environmental and social welfare programs could be arranged as needed.</p> <p>6. The Postgraduate students and staff members of M.Sc. Food Science and Nutrition programme of the Department of Biosciences visited the Anganwadi Center, Konaje on 8.11.2017 and the Anganwadi Center, Asaigoli on 9.2018 to conduct a program for educating Anganwadi workers on child health, full diet, junk food and vaccination. The parents of the children who participated in the program showed interest to adopt dietary supplements that promote healthy and inclusive growth of their children and effectively stop the habit of eating junk foods that are harmful to health.</p> <p>7. On 5.10.2018, M.Sc. Environmental Science students performed a street play in Konaje to create awareness about air pollution. The</p>
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	<p>awareness was fairly successful in sensitizing about the environmental pollution and health hazards from air pollution and reducing the practice of garbage burning.</p> <p>8. In association with N.S.S. and Junior Chamber International (JCI) a programme of registration and distribution of identity cards to senior citizens was conducted on 9.12.2018, at UPMC School, Parande, Konaje for the benefit of the senior citizens of Grama Panchayat jurisdiction. Interested citizens and University students from Konaje, Naringana and Pajeer villages around Mangalagangotri participated in this function. About 100 senior citizens from these villages participated and took advantage of the event. Senior citizens who received the ID cards are able to receive many governmental and non-government benefits.</p> <p>9. One day workshop on Inland Fisheries and Ornamental Fish Farming was conducted in association with Fisheries Division - Dakshina Kannada District and Naringana Grama Panchayat at Government High School, Montepadavu on 20.01.2018, for the benefit of interested public of Naringana and Balepuni villages. The resource persons also trained about 200 villagers to adopt rainwater harvesting for inland fish culture. Interested persons who participated in this program were able to effectively promote inland fisheries and ornamental fish farming with water conservation in a narrow dam built by the District Panchayat. Many farmers in the village participated in the program and made environmentally friendly organic farming a reality.</p> <p>10. The Department of Industrial Chemistry conducted a public program for the benefit of farmers on minimum usage of agro-chemicals and high yield in agriculture in Naringana on 24.02.2019.</p>
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		use eco-friendly carry bags, in and around Konaje and Pajeer Grama Panchayat, on 15.09.2019.
12	Sustainability of the practice	<p><b>Duration and sustainability</b></p> <p>The program is being conducted successfully since 2014.</p> <p>All the programs / events are being conducted with environment-friendly approaches with an attempt to secure present needs without compromising the future generations.</p>
13	Validation /Received awards	<p>Relevance for replication at international level. Describe this how GPs are replicated by other institutions in other countries?</p> <p>This good practice is two folded. Even though the village population is considered as the primary beneficiaries, students and the faculty members also learn a lot and get first hand information about problems being faced by the people. As it is for the benefit of public, this good practice can be adopted by other institutions in and out of the country. It is our social responsibility to educate the people around us in various aspects.</p>
14	Publication	<p>Is the good practice published by National/ International Recognized Quality Assurance Agencies or together with partners, in which case please specify the names of the partner organisations?</p> <p>URL of the Practice (if any) / Related website (if any) or link</p> <p>---</p>
15	Details of the contact person	<p>Name: Prof. Sreepada K. S Nodal Officer – <b>Mangala Grameena Yojane</b> Position: Professor, Dept of Applied Zoology Mob: 9481015395 Email: sri_kpada@yahoo.co.in Website: <a href="http://www.mangaloreuniversity.ac.in">www.mangaloreuniversity.ac.in</a></p> <p>Dr. Prashantha Naik Coordinator – <b>Mangala Grameena Yojane</b> Mob: 9481960327 Email: <a href="mailto:mangala.yojane.mu@gmail.com">mangala.yojane.mu@gmail.com</a> Website: <a href="http://www.mangaloreuniversity.ac.in">www.mangaloreuniversity.ac.in</a></p>

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