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Brief Report

EQUAMBI
Enhancing Quality Assurance Management and
Benchmarking Strategies in Indian Universities

EQUAM-BI Final Dissemination Conference

Date: 8th & 9th July 2021 | Time: 01.30 pm to 06.30 pm IST (India) / 10:00 – 15:00 CEST (Europe)
Venue: Online / Virtual Mode, hosted by NAAC, Bengaluru, India

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Partners:
THE EQUAM-BI CONSORTIUM

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The EQUAM-BI project (**Enhancing Quality Assurance Management and Benchmarking Strategies in Indian Universities**) is a prestigious ERASMUS+ project co-ordinated by the **University of Barcelona (UB)**, Spain and **National Agency for Quality Assurance and Accreditation of Spain (ANECA)**, Spain and **National Assessment and Accreditation Council (NAAC)**, India. The project is intended to facilitate Indian Higher Educational Institutes to improve, enhance and sustain their Governance and Management of Quality. The project intends to address Quality Assurance Management (QAM) and benchmarking strategies on critical dimensions like Teaching and Learning, Research and Innovation and Internationalization.

National Assessment and Accreditation Council (NAAC) a lead co-ordinator from India has successfully organised the EQUAM-BI Final Dissemination Conference on **8th – 9th July 2021** through online/virtual mode. Over 150 Delegates including Indian Vice Chancellors, Eminent Professors, Academic Experts, International QA Experts and representatives of all partner institutions from India and Europe attended this online conference.

The main purpose of the conference was to present the overall project results and outcome and the detailed report finalised as well as the impact of the project and the sustainability plans of each Indian institutions & creating HE community for improved regional cooperation between universities and governments of both India and EU.

Some of the Important Key International and National inter and intra governmental policy makers and representatives of Quality Assurance bodies & Networks including **European University Association (EUA) and other relevant actors in the sector, Academic Professionals / Experts of Quality Assurance Agencies across the globe, International Academic Experts / Academicians** have participated in this prestigious global event.

The Conference expected to facilitate the following:

- *Sharing information and resources in higher education quality assurance.*
- *Exchange and promotion of good practices & methodizing processes to improve performance.*
- *Sharing and creating value through power of alliance.*
- *Serving global student community by facilitating student mobility.*
- *Developing strategies for creating global resources in quality assurance.*
- *Sharing structured data on comparative institutional strengths and weaknesses.*
- *Enhance the quality and performance improvement in Indian higher education system.*
- *Builds evidence based valuable framework.*
- *Development for policy initiatives in Higher Education Sector.*
- *Fostering a sustainable benchmarking culture in Indian Higher Education Quality Assurance.*
- *Internationalization & Systemization in the Indian higher education system.*
- *Contribution towards Research & innovation.*
- *Connecting initiatives and interest in QA at national and international level.*

8th July 2021 (Thursday):

The inaugural was marked with the virtual presence of dignitaries, **Padma Shri Dr. Vikas Mahatme**, *Hon'ble Member of Parliament, Rajyasabha, Govt. of India*, **Mrs. Elizabeth Colucci**, *European Expert on Higher Education Policy & External Evaluation of the EQUAM-BI Project*, **Prof. S. C. Sharma**, *Director of NAAC*, **Dr. Joan Guardia I Olmos**, *Rector of UB*, **Dr. Jagannath Patil**, *Adviser of NAAC & co-ordinator of the project from India*, **Dr. Wahidul Hasan**, *Senior. Communication cum Publication Officer of NAAC*, **Mr. Jaume Fortuny**, *Project Co-ordinator of University of Barcelona, Spain* and all the representatives of Indian and European Partner Institutions.

From Indian side, introductory remarks were made by the convener of the conference by **Dr. Jagannath Patil**, *Adviser of NAAC & co-ordinator of the project from India*. During his introductory remarks, he welcomed chief guests, all participants and briefed about the

development process of the EQUAM-BI project's outcome. He also provided overview of the project from genesis to completion. He mentioned that this project outcome will be useful in various developing benchmarking initiatives among Indian and European Higher Education Quality Assurance.

From European side, introductory remarks were made by **Mr. Jaume Fortuny**, *Project Co-ordinator of University of Barcelona, Spain*. He welcomed dignitaries and all the participants, during his remarks, he highlighted the project's rational objective and structure. He mentioned that the purpose of the development of the project's implementation tool was to create a road map for the future international efforts in the context of Indian higher education system.

In his inaugural address **Prof. S.C. Sharma**, *Director of NAAC*, welcomed Invitees. He appreciated the efforts taken by NAAC Project Team for the successful completion of the project and thanked **Padma Shri Dr. Vikas Mahatme**, *Hon'ble Member of Parliament, Rajyasabha, Govt. of India*, **Mrs. Elizabeth Colucci**, *European Expert on Higher Education Policy & External Evaluation of the EQUAM-BI Project, University of Barcelona (UB)* and its Current Rector, **Dr. Joan Guàrdia i Olmos**, Current Project Co-ordinator, **Mr. Jaume Fortuny** and Former Project Co-ordinator, **Dr. Nicolas Patrici** who supported this project as international partner. He extended his heartfelt thanks to all the representatives of partner institutions from India and Europe, Invited Indian and International delegates. He also assured that this project has not only added value to the expertise of the NAAC, but has also helped substantially in providing insights for review and refinement of assessment and accreditation tools.

Dr. Joan Guàrdia i Olmos, *Current Rector of University of Barcelona* appreciated the visionary efforts made by the **European Commission, The Education, Audio-Visual, Culture Executive Agency (EACEA)**, University of Barcelona, Spain along with ANECA, Spain and NAAC, India. He emphasised that **EQUAM-BI Final Dissemination Conference** will be counted as a major landmark in both the India - EU higher education quality assurance. He gave assurance that the UB will make all efforts to promote this spirit of this benchmarking initiative and taking forward the message around the world.

The key note address was made by **Padma Shri Dr. Vikas Mahatme**, *Hon'ble Member of Parliament, Rajyasabha, Government of India*. During his address he thanked NAAC for inviting as Chief Guest for this high-level international conference & he appreciated the efforts taken by NAAC project team for organising this kind of global event at a short time. He mentioned the importance of quality in higher education through benchmarking process and stressed the need for quality improvement which Indian HEIs can tweak and adopt for the benefit and their requirements to match with the European context.

Mrs. Elizabeth Colucci, *European Expert on Higher Education Policy & External Evaluation of the EQUAM-BI Project*, shared her video documentary in online conference. She expressed the importance EQUAM-BI project by improving better institutional quality management, developing benchmark toolkit against international accreditation standards and quality enhancement of HEIs in both national and international level.

NAAC released Electronic format of EQUAM-BI Project Publication titled ***“Internal Quality Assurance Mechanism: Good Practices of Partner Institutions from Europe and India”*** developed by NAAC, in the gracious presence of all chief dignitaries, invited delegates and representative of partner consortium from India and Europe. The project publication document comprises of about 20 Good Practices (GPs) of consortium of select Europe and Indian Universities from 7 Countries. University of Barcelona (UB) will promote this publication internationally as a partner.

The event was followed by the release of official documentary video on EQUAM-BI Project developed by **Mr. Jaume Fortuny**, University of Barcelona. This will help to promote the benchmarking quality in India-EU higher education for future generations.

The inaugural session was ended with vote of thanks by **Dr. Wahidul Hasan**, *Sr. CPO of NAAC*. He thanked all the chief dignitaries and invitees, who participated in the inaugural session and the session was compering by **Dr. Vinita Sahu**, *Assistant Adviser of NAAC*.

Followed by this, the session 2 started with the topic on ***“EQUAM-BI Evaluation Strategy over the implementation of the Toolkit and the effectiveness of the implementation of the tools*** by **Dr. Rafael Llavori**, *Head of Unit, Institutional and International Relations, ANECA, Spain*.

During his presentation, He briefed about the outline of the Benchmark Toolkit. He mentioned that Benchmark Toolkit will be playing the key role for the institutions to improve the quality culture in higher education scenario at International level. He concluded that ANECA and NAAC will be act as International coordinators from India and Europe to enhance the quality performance of each partner institutions through implementation of Benchmark Toolkit.

Next to this, the session started with the topic on ***“Implementation Outcomes and Project Sustainability Plans”*** by each Indian Partners Institutions with following members.

- **Dr. Bhama Venkatramani**, *Dean Academics and Administration, Symbiosis International University, Pune, Maharashtra*
- **Dr. S. Vijaykumar Bharathi**, *Professor, Symbiosis Center for Information Technology, Symbiosis International University, Pune, Maharashtra*

- **Ms. Rashmi Uday Kumar**, Assistant Registrar (Communication & PR) Indian Institute of Technology Madras, Tamil Nadu
- **Dr. G. Hemantha Kumar**, Vice-Chancellor, Former Professor, Dept. of Studies in Computer Science, University of Mysore, Mysore, Karnataka
- **Prof. (Dr.) R. K. Kamat**, Professor and Head, Shivaji University, Kolhapur, Maharashtra
- **Prof. Samantak Das**, Director, IQAC and Professor, Department of Comparative Literature, Jadavpur University, West Bengal
- **Mr. Chandrashekar Ramaiah**, Principal, Asian Institute of Design – AID, Bengaluru, Karnataka
- **Dr. H.L. Shashirekha**, Professor, Department of Computer Science, Mangalore University, Karnataka

The session was moderated by **Dr. Jagannath Patil**, Adviser of NAAC. The above members made their presentation on revised implementation outcomes and project sustainability plans and activities undertaken by their Institutions. They briefed about their institutional core values, objectives, vision-mission, Academic Quality Assurance, Academic Policies and Procedures, institutional criteria wise analysis (Curriculum aspects, Research, Teaching-Learning, Innovation, Student Progression, Governance, Internalisation and Best Practices) quality assurance system and quality plan for the implementation of benchmark toolkit.

Followed by this, **Dr. Jagannath Patil**, Adviser of NAAC, has made the presentation on “*Outline of the future dissemination plan of the EQUAMBI project in India*”. During his presentation, he outlined about the current scenario of the Indian higher education system and overall assessment and accreditation process of NAAC. He emphasized the introduction of benchmarking concept of Revised Accreditation Framework (RAF) which is ICT enabled objective, transparent, scalable, robust, document based assessment method, mainly based on the data management and documentation. Further he deliberated on impact of EQUAMBI project outcome & expected policy initiatives of benchmarking tool under the purview of Indian HE System.

The first day session ended with interaction session with invited Indian delegates including Vice chancellors, Eminent Professors, Academic Experts and international delegates. Some of the invitees have interacted and shared various issues and clarifications regarding benchmarking quality improvement in higher education quality assurance at national and international level with the project partners and thanked NAAC for inviting them for this prestigious global event.

Inaugural Session: EQUAM-BI Final Dissemination Conference



Dignitaries at Inaugural session: Padma Shri Dr. Vikas Mahatme, Hon'ble Member of Parliament, Rajyasabha, Govt. of India, Prof. S. C. Sharma, Director of NAAC, Dr. Joan Guardia I Olmos, Rector of University of Barcelona, Dr. Jagannath Patil, Adviser of NAAC, Dr. Wahidul Hasan, Senior. CPO of NAAC, Mr. Jaume Fortuny, Project Co-ordinator of UB, Spain and all the representatives of Indian and European Partner Institutions.

9th July, 2021 (Friday)

On day two, the programme started with the words addressed by **Dr. Nicolás Patrici**, former EQUAM-BI Project Co-ordinator. Director, OBREAL GLOBAL. He briefed about the history of the start-up of the project. He thanked and appreciated all the Indian and European partner institutions for promoting this benchmarking approach in the global context for improvement of quality culture and performance in higher education quality assurance scenario.

Followed by this, session 4 started with the topic on “**Dissemination of the main outputs of the project**” from each Indian and European Partner Institution. Accordingly following each partner institution members has made the presentation on following Work Packages (WP) of Project.

EQUAM-BI White paper (WP 1)

- **Dr. Rafael Llavori**, Head of Unit for Institutional and International Relations, ANECA, Spain
- **Ms. Chaitanya Mohan**, Business & Market Support, Asian Institute of Design (AID), Bengaluru, India

Dr. Rafael Llavori has made a presentation on **EQUAM-BI White paper**. During his presentation he briefed about the white paper background and introduction. He mentioned about how it was prepared and adopted in the context of Indian HEIs. He also highlighted on comparing the European and Indian QA framework i.e (*European Standard Guidelines and NAAC Accreditation criteria*) and policy proposal for the enhancement of Quality Assurance in Indian HEIs.

Accordingly **Ms. Chaitanya Mohan** made a presentation on “**White Paper on IQA universities in India**”. During her presentation she pointed out that the HE policy and practical development in India concerning the QA should focus on concept of QA - to promote a clear and shared understanding of responsibilities and expectations, comparison of Accreditation Criteria - to align with international expectations and promote and prioritise achievements and outcomes, The development of a QA Model - that clearly identifies the necessary flows of information for effective and efficient management, and is adaptable to the different contexts and priorities of different HEI, The roles and responsibilities of QAMUs – including the identification of where authority for ensuring QA activities resides, Enhancing the engagement of all stakeholders in higher education - concerning their expectations about quality and how it can be improved.

She also highlighted on IQA management has to be part of the strategic plan and decision making process in a university. Internal QA management linked to the institutional strategy embedded not only in the institutional processes but also in the teaching and learning, research, innovation and internationalisation policies.

EQUAM-BI Surveys on Quality Assurance Management & Data Management (WP 2 & WP 3)

- **Dr. Bhama Venkatramani**, *Dean Academics and Administration, Symbiosis International University, Pune, Maharashtra, India*
- **Dr. S. Vijaykumar Bharathi**, *Professor, Symbiosis Center for Information Technology, Symbiosis International University, Pune, Maharashtra, India*

Dr. Bhama Venkatramani & Dr. S. Vijaykumar Bharathi, *Symbiosis International University (SIU), Pune, Maharashtra* were made the presentation on EQUAM-BI Surveys conducted by SIU on **“Quality Assurance Management Practices and Data Management Practices prevalent in HEIs in India”**.

During the presentation, They deliberated the survey on **Quality Assurance Management Practices**, highlighting that it will acknowledges the role of regulation and accreditation agencies towards establishing standards for quality enhancement in HEIs, reiterates the need for establishing QAM structures that promote a quality culture across HEIs and reinforce the earlier studies that underpin the significance of quality assurance as a driver of sustained growth.

They also mentioned about the survey on **Data Management Practices, which** acknowledges the need for data management in the processes and practices of the HEIs toward ensuring information flow efficiency for better decision making and reiterates the need for establishing robust information technology systems to augment data flow throughout the HEI’s organizational structure and to promote a data-driven culture across HEIs.

They further added that both these study can be extended to assess the effectiveness of the QAM structures and maturity of information technology adoption from an ‘input-process-output’ towards insights driven decision making perspective to sustain growth and competitiveness

They also spoke on the importance of impact of Quality Assurance Management (QAM) and Data Management (DM) for the implementation plans by the Indian partner institutions for future project activities and they ensured that the project outcome will be useful for long time sustainability of work done through institutional structure, both at national and international level. They appreciated the co-operation and co-ordination given by NAAC during the survey process and also mentioned the analysis work done by NAAC on the implementation plans received from Indian Partner Institutions and described the NAAC strategic for implementing plans with key activities to be planned based on the institutional needs.

EQUAM-BI Benchmarking Approach (WP 4)

- **Prof. Carl-Gustaf Jansson**, *KTH Royal Institute of Technology, Sweden*
- **Ms. Rashmi Uday Kumar**, *Assistant Registrar (Communication & PR) Indian Institute of Technology Madras, Tamil Nadu, India*
- **Prof. (Dr.) R. K. Kamat**, *Professor and Head, Shivaji University, Kolhapur, Maharashtra, India*

Prof. Carl-Gustaf Jansson explores the possibilities for the development of benchmarking tools to support Quality Assurance Management & Data Management practices in Indian HEIs in his presentation.

Ms. Rashmi Uday Kumar also expressed on the benchmarking approach in the context of Indian Higher Education by giving example of IITM core values, vision-mission, academic policy procedures, Research and Innovation Methods & Academic Measures. She also mentioned about IITM-Comparative Study on QS Subject Ranking, which is the major step taken towards benchmarking approach.

Prof. (Dr.) R. K. Kamat mentioned about the importance of the benchmarking approach it will help to develop overall institutional quality assurance mechanism and expressed recently Shivaji University has promoted highly in NAAC assessment and accreditation through this project implementations. He also highlights the importance of this project will certainly helps to Indian HEIs to meet the height of international quality standards. He also heartfelt thanked for the support of EQUAM-BI Consortium members through this project.

EQUAM-BI Benchmark Toolkit (WP 4)

- **Dr. Rafael Llavori**, *Head of Unit for Institutional and International Relations, ANECA, Spain*
- **Dr. Wahidul Hasan**, *Senior. Communication cum Publication Officer of NAAC, India*

Dr. Rafael Llavori gave brief inputs on benchmarking toolkit and further added that toolkit should help the higher education institution (HEI) or university to define a strategic approach to quality management that will lead to the development of an explicit quality culture in that higher education institution. Such an approach should be assumed and supported by the HEI's decision-making body to ensure that it promotes and sustains a culture of institutional quality. He mentioned that the university policy and corrective measures need to be recognised in order meet the quality objective. He further added that every Indian partner institution have reflected on the toolkit and trying to identify the trends towards the benchmark.

Dr. Wahidul Hasan has made brief presentation on "***Strategic plans for Implementation of Benchmark Toolkit – Suggestions by NAAC***". He also suggested that the template may be revised to suit the Indian context. He points out Indian HEIs to identify certain focus areas and activities such as quality improvement, preparation for accreditation, Quality in Education, Establishment of Quality Assurance Management Unit (QAMU), learning from

European partner best practices & methodology, Research Ecosystem and Internationalisation before the implementation of benchmark toolkit.

Dr. Jagannath Patil further added that Indian HEIs should commit itself to benchmarking its activities with appropriate toolkit and best practices of European higher education, and to identifying opportunities for improvement through extensive self-assessment, as well as to implementing these opportunities in a planned and monitored manner. It would be very beneficial if the ideal level that one could aspire to achieve based on best practices and benchmarking.

EQUAM-BI Coaching (WP 5)

- **Dr. Shirin Zakeri**, *Researcher, The Sapienza University of Rome, Italy*
- **Prof. Sudipta De**, *Academic Nodal, TEQIP-III of FET-JU and Professor, Department of Mechanical Engineering, Jadavpur University, West Benga, India*
- **Dr. Veerabhadrapa**, *Professor, Mangalore University, Karnataka, India*

Dr. Shirin Zakeri started with the presentation on “**Benchmarking and Coaching Experiences**”. She highlighted the Sapienza University of Rome core values, organizational structure, Academic policy procedures and best practices, these criteria’s can be the best examples to India HEIs to adopt it properly to enhance the quality culture and quality performance in the context of global level.

Prof. Sudipta De shared Jadavpur University’s perception of defining quality targets and achieving those along with their recent experience of coaching two Indian Institutes (1. from Rajasthan 2. from Tripura) for their quality improvement. He mentioned about quality assessment of a higher education i.e external quality assessment and internal quality assessment. External quality assessment will be according to the defined criteria of national/international accrediting agencies and must be fulfilled to satisfy the need of the institute to achieve recognition and linked funding. But internal quality may be defined by all the stakeholders of the institute together matching with their own values, heritage, local constraints etc. He also shared the coaching experience that JU adopted a strategy of fixing annual action targets to achieve quality improvement of these two institutes based on their existing needs, infrastructures etc. through mutual negotiation between the mentees and the mentor (i.e., JU).

Dr. Veerabhadrapa expressed his views on experience of coaching sessions, training workshop conducted with KTH Royal Institute of Technology, Stockholm, Sweden. He mentioned that these coaching sessions & training workshop helped the Indian partners to know more about quality enhancement, data management & data protection. He further added that online coaching sessions conducted with KTH-Sweden were very useful in fine-tune the final version of the implementation plan.

EQUAM-BI Methodology and Partnership Experience in COVID time

- **Prof. Nadia GHERSALLAH-LAGARDE**, *The University of Montpellier, France*
- **Dr. Chandrajit M**, *Associate Professor, Dept. of Computer Science, University of Mysore, Karnataka*

Prof. Nadia expressed the role of Indo-Euro partnering in the overall successful execution of the project and shared her experience development of methodology and partnership experience in coaching sessions conducted with University of Mysore during the COVID time.

Dr. Chandrajit M highlighted the overall experiences of the coaching sessions conducted by the University of Montpellier to the University of Mysore. He explained the way in which the implementation plan was carefully structured and brought to shape as a quality toolkit for dissemination. He also presented the methodology of choosing the best practices as well as implementation procedures for effective quality dissemination. Furthermore, the role of the University Career Hub in the sustenance of the project was conveyed in the presentation.

Followed by this, the session on “**Financial Aspects and final report of the Project, Budgetary Issues**” made by **Mr. Jaume Fortuny**, *Project Co-ordinator, UB* with discussions and procedures regarding information on deadlines for administrative justifications, budgetary issues and financial & technical reports including how to proceed with supporting documentation to obtain the grants for the project partners and information on next steps after completion of the project.

Next to this, the final session on “**Deliberation of the future course of action after final conference**” made by **Dr. Jagannath Patil**, *Adviser of NAAC* and **Mr. Jaume Fortuny**, *Project Co-ordinator, UB* with discussions on dissemination of outcomes on each institution website and other media and future India-EU educational collaborations.

The online EQUAM-BI two days Final Dissemination Conference ended with Closing Remarks by **Dr. Jagannath Patil**, *Adviser of NAAC* and **Mr. Jaume Fortuny**, *Project Co-ordinator, UB*.

The event concluded with a vote of thanks by **Dr. Wahidul Hasan**, *Sr. CPO, NAAC*. He thanked all the special dignitaries and Indian and International invitees including Vice chancellors, Eminent Professors, Academic Experts, Academicians, International Experts, Representatives of Partner Institutions from India & Europe for their gracious participation in this high level international conference & Special Thanks to EACEA, UB, ANECA-Spain, NAAC Project Team & Partners from India and Europe for their valuable support to organize event successfully.

All participated invitees and key persons via video conference has appreciated the visionary effort by NAAC & UB, Respective Project Representatives from India and Europe, **Dr. Jagannath Patil**, *Adviser, NAAC*, **Dr. Wahidul Hasan**, *Sr.CPO of NAAC* & **Mr. Umesh Kumar. R**, *Project Assistant of NAAC* for their immense contribution as a project co-ordinator from NAAC under the leadership of **Prof. S.C. Sharma**, *Director, NAAC*.

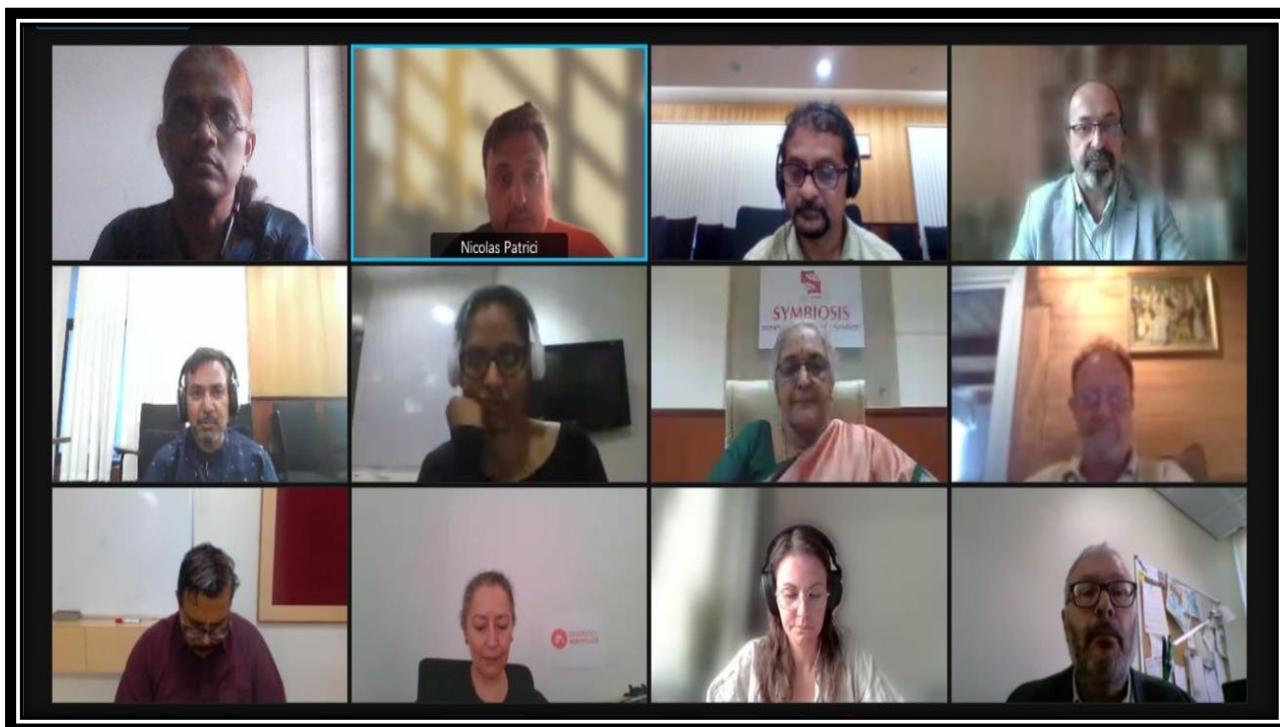
On successful completion of Three and half (3½) years EQUAM-BI Project, we acknowledges the support of European Union, EACEA, UB-Spain, ANECA-Spain, NAAC-India & all the partner institutions from India and Europe: which includes KTH Royal Institute of Technology of Sweden, University of Montpellier-France, University of Rome -La Sapienza-Italy University of Nicosia-Cyprus, Jadavpur University-West Bengal, Symbiosis International University(SIU)-Maharashtra, University of Mysore-Karnataka, Shivaji University-Maharashtra, Mangalore University-Karnataka, Indian Institute of Technology of Madras (IITM)-Tamil Nadu and Edulink-Asian Institute of Design-Karnataka.

The successful completion of the project provided opportunity of sharing and learning new tools for HEIs in India and Europe.

Dr. Jagannath Patil
Adviser, NAAC
Project Co-ordinator, NAAC

Dr. Wahidul Hasan
Sr. CPO, NAAC
Project Co-ordinator, NAAC

Group Photo: Online EQUAM-BI Final Dissemination Conference



Representatives & Academic Experts of partner institutions from India and Europe during “online EQUAM-BI Final Dissemination Conference” organised by NAAC through online/virtual mode.

THE EQUAM-BI CONSORTIUM



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