

# ESSENTIAL BEST PRACTICES AND PROCESSES IN HIGHER EDUCATIONAL TECHNICAL INSTITUTIONS

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**Abstract**— Best practices and processes in higher educational technical institutions are at most important and so much in demand. Enforcing the good practices and processes will lead and ensure the Quality assurance in Educational System. Establishing the Quality Assurance system is most expected practice and process in higher educational technical institutions. QAS should be formulated for monitoring the quality parameters in higher educational institutions. The National Assessment Accreditation Committee and National Board of Accreditation recommends for formulating various committees to effectively implement, monitor and control the Quality. The Medical checkup is essential for any person after certain age to self evaluate their own physical and mental performance and position, Likewise all the higher educational technical institutions should conduct academic audit to evaluate and identify their academic and administrative performances, and also strengths and weaknesses. The audit reports will express the status that where we are and finding solutions or initiating improvement activity will facilitate the Quality assurance for our higher educational institutions. Best practices and processes should be adopted and implemented properly to achieve the quality education. In this paper few best practices adopted and measurable results achieved are presented briefly.

**Keywords**— QAS (Quality Assurance service), BOS (Board of Studies), (HES) Higher education system, (ODF) Open Discussion Forums, paper less work, Document maintenance, attendance maintenance.

## INTRODUCTION

Best Practices are very essential to make any process or system effective, let us see the best practices and processes which are proposed and not only these the institutions may choose and implement any activity which is meaningful and purposeful to improve the educational system especially the higher education system(HES).

### #1: Effective Information passing:

In Today's Technological scenario passing all the messages/information's through the SMS and e-Mail will give first-rate results and response.

Academic Calendar, Syllabus, Attendance status, Test and Exam Notice, Time Table, Regulations, Results, Study materials, Model Questions and Model Answers, all the day to day activities, Programmes and etc sending to students through SMS and E-Mail will help us to make our students to actively participate in all over academic activities.

Academic Calendar, Test and Exam Time Table, Attendance Status, University and College regulation updates, Seminar, Conference, Symposium, workshop information's, College and department achievements, day to day activities, Programmes and etc sending to all parents through SMS and E-Mail will help us to make our students to actively participate in all over academic activities with the help of parents.

All the above mentioned details of students and parents should reach all the staff members (Teaching and Non-Teaching) to plan, organize, co-ordinate, monitor and control all the activities. Not only through the SMS and e-Mail, Through the Phone Call, College Notice Board, Department Notice Board, College Website, Department Website and as a circular/notice.

It is also responsibility of the Staff to communicate the information to student and Parents. It is the responsibility of the student to acknowledge for the information expected. It is a responsibility of the parents to make sure that their son or daughter responding/attending for the information received from the college. Any way it is our (HOD, Class Teacher, Exam in-charge) complete responsibility to ensure the information passing completed effectively.

All the information's/letters/message to parents should be in three languages English/Hindi/and regional Language.

### **# 2: Weekly/Monthly/Yearly Progress Report:**

Institutions must prepare the day to day progress report on weekly/monthly, yearly basis and it should be prepared well and also published and circulated to all, this will help the Management, Parents, Students, Staff members and general Public to understand our college strengths, values and merits.

### **# 3: Active Guidance and Counseling:**

Institution must facilitate the guidance and counseling facility to all the student, staff and parents to have clear mission ,vision and idea of all the activities, standards, requirements, achievements, overcome barriers and etc.

### **#4: Monthly Attendance Report:**

Monthly attendance report of staff members and students should be reviewed or monitored. SMS/Email Alerts must be sent to the concerned person who has shortage.

### **# 5: Forum Activities of Students and Staff:**

Every institution will conduct forum activities / Association (Department/College Level) activities but active student and as well as staff (Teaching and Non-teaching) forum should be created and every week there should be a meaningful and purposeful activities. Activities may be technical or Non-technical. Eminent People and experienced people should be involved properly in all programmes.

### **# 6: Open Discussion Forums(ODF):**

College level open discussion forums should be organized for 1. Staff members, 2.Students, 3. Staff members with students, 4.Staff, Students and Parents, 5.Principal, HODs, Staff and Students. All type of standards, policies, procedures, academics and non-academics should be discussed in this forum and based on the finds and conclusions the policies should be framed and followed.

### **#7: Extra Classes/Research Oriented/Future Oriented Classes/Beyond the curriculum:**

Colleges following the syllabus oriented teaching mostly, but it is not sufficient enough so extra classes related subjects with practical trainings and workshops should be conducted more and more, research oriented and future oriented classes should be preferred and conducted for the benefit of students and institutions.

### **# 8: Staff, Students and Parents Induction Programme:**

Organizing Induction programmes is very important, in the induction programme all the updated information's about department, college, university, systems, methods, approaches, standards and policies, mission and vision should be delivered properly. This will help us to effectively deal with all the academic activities.

### **# 9: Promotion/Awards/Rewards/Appreciations:**

Colleges should frame standards and policies to appreciate the students, staff and parents for their academic achievements through the promotion/awards/rewards/prizes/etc. , this will encourage all to involve in good and all activities and we can achieve measurable result of improvement.

### **#10: MOU with Core industries, Training Centers, Universities/Journal Publishers/Book Publishers inside and outside of our nation:**

College and departments should sign more and enough memorandum of understanding with industries, training centers and institutes

### **# 11: Staff Handbook / Student Handbook/Parent Handbook**

Colleges should offer the handbook to students, staff and parents. The handbook must contain all the details about college policies and standards, University norms, Exam and Evaluation systems, Mission and Vision, About all the departments, staff members, achievements and etc. This will facilitate everyone to have better understanding about all academic activities and policies.

### **# 12: Next Level of People/ Team and Hierarchy maintenance**

College must have qualified, experienced and dynamic personality people in every level and in every departments, such people must get offer to lead the teams of members, but it is not sufficient enough in every team the next level of leads and heads should be identified and training them is must, this will help us to help us in future to create a new departments and to assign responsibilities. Each and every member should be treated equally and respected, recognized properly. Implementing the policies and procedures without deviation should be ensured at every time. Hierarchy maintenance also should be given equal importance.

### **#13: College website and Department Website**

Websites of institution and department plays a major role in present scenario, all the information's about the college and department should be properly designed, developed and published. This will be a big communication and advertisement media.

College website should be updated with the following information's daily basis:

- ❖ College - day to day important news publication.
- ❖ Department important news publication.
- ❖ College calendar / Department Calendar Updates - publication.
- ❖ Seminar/Symposium/Conference/Workshops/Technical Events organized by every department – should be updated regularly in the website.
  
- ❖ Every department web pages should be updated with the following information's:
  - About the Department
  - Lab facilities: Detailed system and Lab Exercises, Photo's.
  - Seminars Conducted
  - Conferences Conducted
  - Workshops Conducted
  - Papers published by Faculty members
  - Elective subjects offering
  - Department Achievements
  - Subjects offering( BOARD OF STUDIES (BOS) for framing the syllabus)
  - Results and Placements offered
  - Research, Consultancy and Extensions
  - Faculty profiles with Photo and E-mail ID
  - Industrial visits-offered
  - Students Achievement
  - Faculties Achievements
  - Faculty Seminars offered
  - Department Forum Activity Report

- Guest / Experts visit
- Class Toppers and University Rank Holders Report
- Students Projects
- MoU's Signed
- Proposal submission and Grants and Funds received
- Department Library
- General Library, Text Book and Reference Book Details
- National / International Journals available Report
- Department Academic calendar, Concern e-Library Department-Related Details
- Professional body membership
- Department wise / Class wise Time Table
- Canteen Facilities
- Mentoring and Grievances committee
- Feedback of Passed out Students, Present Students, Messages from eminent personalities
- Internet Centre
- ❖ Important Downloads – should be included.
- ❖ All events conducted Photo graph should be included properly.
- ❖ Alumni info
- ❖ Various Club activities for the student fraternity

#### **# 14: Student/Staff Grievances addressing within 24 Hours:**

All the staff and students related grievances should be addressed within 24 Hours; Separate committees should be constituted to deal with the grievances issues. All the activities of the committee should be properly recorded and maintained. Due importance should be given to the recommendations given by the committees.

#### **# 15: Course wise and subject wise faculty experts:**

Developing course wise and subject wise faculty expert members is most essential and so much in demand. Having expert members with course wise and subject wise will not only for teaching, they may be utilized to conduct short term training programmes, workshops, seminar, conferences, guest lectures, and creation of new labs. We are having the practice of collecting the feed-back from the immediate next batch students about the teachers and about their subject's expertise and based on this, we are fixing the subject and course wise expert faculty members.

#### **# 16: Paper-less Work Environment and Content Reuse:**

Paper-less work environment and culture should be created for effective conduction of all the academic activities. Content reusability and all the advantages of re-usability concept should be utilized properly. Already we are started using Google-apps for the lesson plan management system, attendance maintenance, common forum for alumni details, etc.

#### **# 17: Documentation Maintenance:**

Documentation maintenance is utmost important and so much in demand to identify, know, and understand and also to predict the present, past and future. Quality assurance, improvement, monitoring the documentation plays a major role. Applying for accreditation is possible only by maintaining the records, due importance and care should be given to these criteria.

#### **# 18: Exam and Evaluation:**

The Internal and External test and exams should be well planned, designed and implemented in the colleges is most expected. Most importantly conduction of the same with zero malpractices is must. Already we are practicing that the question papers from outside institutions are utilized to conduct the internal exams, through this the self evaluation is achieved meaningfully.

### **# 19: Starting and ending of the Academic semester /year:**

Every institution must start the academic semester and year with effective planning and also by addressing all the areas of academic.

### **#20: Quality Up-gradation Visits:**

The Management / Head of the Institution should depute teams of staff members to various reputed colleges to study the laboratory facilities, infrastructure, placement techniques, teaching developments, library facilities, hostel facilities, etc. These teams after visiting the colleges should give a detailed report to the Principal, which should be discussed at the Management review meeting and necessary actions are to be taken/initiated.

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### **CONCLUSION**

All the above mentioned practices and processes are to be conducted properly with various teams and committees, it is not possible to the head of the institution alone to implement everything, it is the responsibility of every head of the departments, Staff members and students to support and to have every best practices in all the levels of activities of the Institution. Even after fixing all the policies and standards to maintain and achieve the Quality, various committees with special mission and vision should be constituted and all the activities of all the committees should be properly recorded and maintained. In a periodical interval, reviews and meetings should be conducted; all the findings, suggestions and recommendations should be forwarded to the college high committee for the effective implementations and approvals.

All the above mentioned few best practices are implemented and achieved a good and measurable result, actually so many best practices are still there, it is not possible to explain everything in this paper. The best practices varies from place to place, individual to individual and institution to institution, but all together achieving good result in the higher education and moving to the next level of excellence is expected. Best Practices and processes are possible through the effective implementation of meaningful and purposeful policies and standards. Every Higher Education Institution must create their own best practices and processes in the fields of teaching and learning, academic and administration to move to the next level of excellence.

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