THE COCHIN COLLEGE
Koovapadam, Kochi-2
Affiliated To Mahatma Gandhi University
Re-accredited by NAAC With B+ Grade

**Fourth Cycle
NAAC Accreditation 2024**

Criterion 6
Governance,Leadership and Management

6.2 - Strategy Development and Deployment

Metric No. 6.2.2

Institution implements e-governance in its operations: *Administration, Finance and Accounts, Student Admission and Support, Examination*

E-Governance implementations related to AQAR and SSR Preparation

Submitted to

National Assessment and Accreditation Council

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1   Introduction

The Cochin College has demonstrated a strong commitment to leveraging technology for streamlining its academic and administrative processes. The Internal Quality Assurance Cell (IQAC) at the college has played a pivotal role in implementing e-governance practices, particularly in the preparation of the Annual Quality Assurance Report (AQAR) and the Self-Study Report (SSR) for NAAC accreditation. This report details the e-governance initiatives that have significantly improved the efficiency and accuracy of these processes.

2   Digital Transformation in IQAC Operations

In the academic year 2020-21, the global pandemic disrupted traditional data collection methods for AQAR preparation due to physical inaccessibility of resources. In response, the IQAC, in collaboration with the Digital Solutions Committee, initiated a comprehensive electronic system utilizing Google Cloud-based tools. This transformation facilitated a shift towards paperless AQAR and SSR preparation, ensuring efficient, error-free operations.

3   Key Components of the E-Governance Initiative

The e-governance initiative of IQAC was centered around several key components designed to optimize the data collection and compilation processes:

3.1   Google Forms for Data Collection

Customized Google Forms were developed to collect data from various stakeholders. These forms were meticulously designed to align with the data templates required for AQAR and SSR preparation, ensuring that the information collected was in the correct format and readily usable.

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Figure 1: Google form used for AQAR data collection

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3.2   Centralized Digital Notice Board

A centralized, paperless digital noticeboard was established, where the NAAC criteria team posted links to Google Forms. This noticeboard was accessible to all stakeholders, including faculty, department heads, the office, management, and the library, streamlining communication and access to data collection tools. The digital noticeboard served as the hub for all data collection activities, making it easy for stakeholders to contribute their inputs in a structured and timely manner.

Figure 2: Digital Notice Board used for AQAR data collection

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3.3   Index File

An organized index file was maintained to track the submission of forms and the completion of data collection across various criteria. This index file ensured that all required data was collected and compiled systematically, allowing the IQAC to monitor progress and identify any gaps in the data collection process.

Figure 3: Index file used for AQAR data collection

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3.4 Manpower Deployment

The IQAC established Criterion Teams, each led by a designated leader responsible for overseeing data collection for specific NAAC metrics. These teams ensured clear accountability and systematic data collection. To facilitate effective communication and coordination, WhatsApp groups were created for each criterion team. This allowed for real-time updates, quick problem resolution, and streamlined collaboration among team members.

Duties of a Criteria Team member

Duty 2

- Check the google form responses
- Find the missing entries from departments/ clubs/committees
- Check uploaded documents are as per the instructions
- Timely completion of data collection

Duties of a Criteria Team member

Duty 1

Copy - Metric + google form link
Paste – Notice board

Decentralised Pipeline for Data Collection

IQAC Coordinator → Criteria Team Leaders → Criteria Team members → Departments / Clubs & Committees

Figure 4: Manpower Deployment

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3.5 Training and Orientation

To ensure a smooth transition to the Revised Accreditation Framework of NAAC, the IQAC conducted a series of orientation sessions for faculty members. These sessions provided comprehensive training on the NAAC Assessment and Accreditation Process. Technical sessions titled "Tequip" were organized to familiarize faculty with the G Suite environment developed specifically for NAAC data collection. Detailed instructions were prepared and circulated within Criterion groups to guide faculty through the data collection and compilation process.

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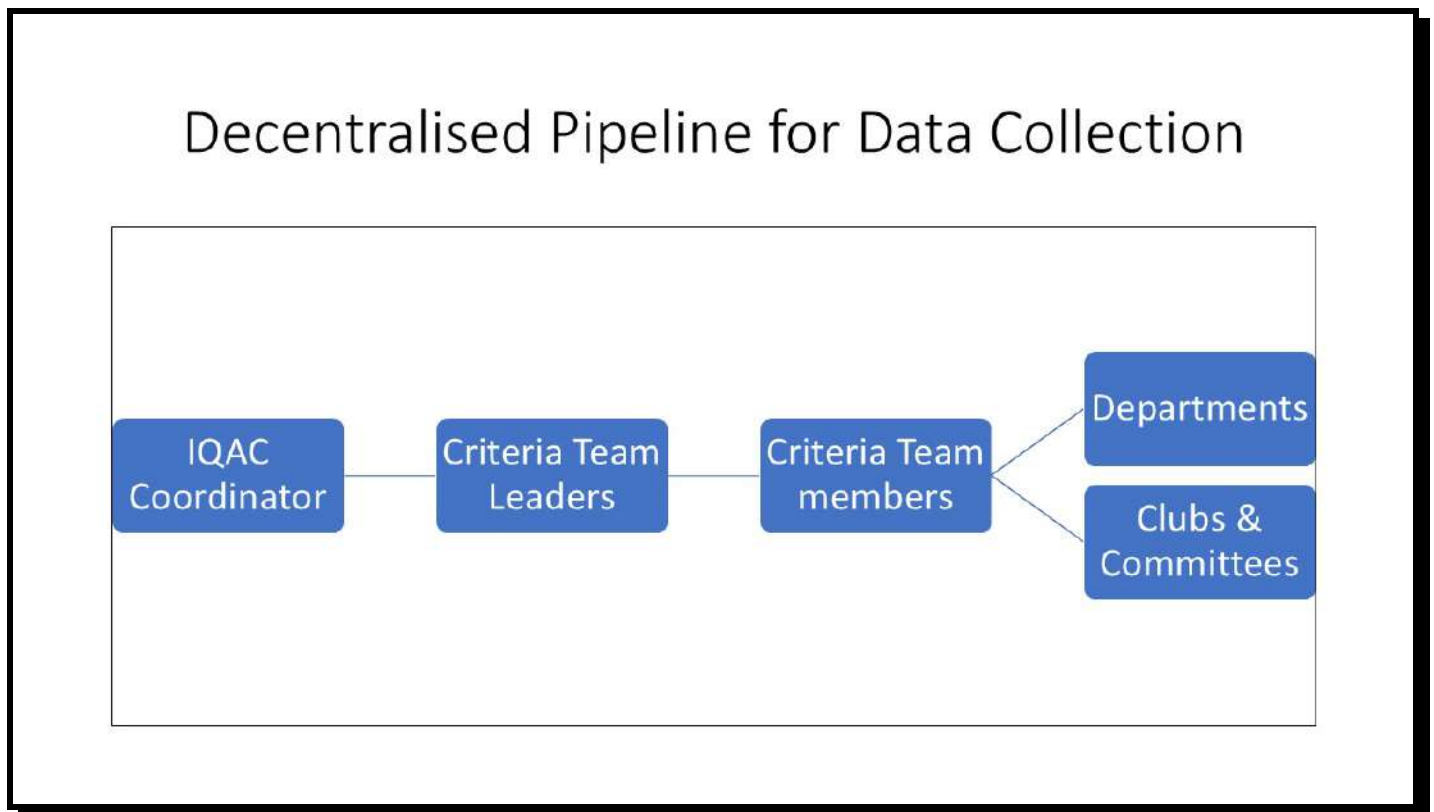Figure 5: Online Training and Orientation
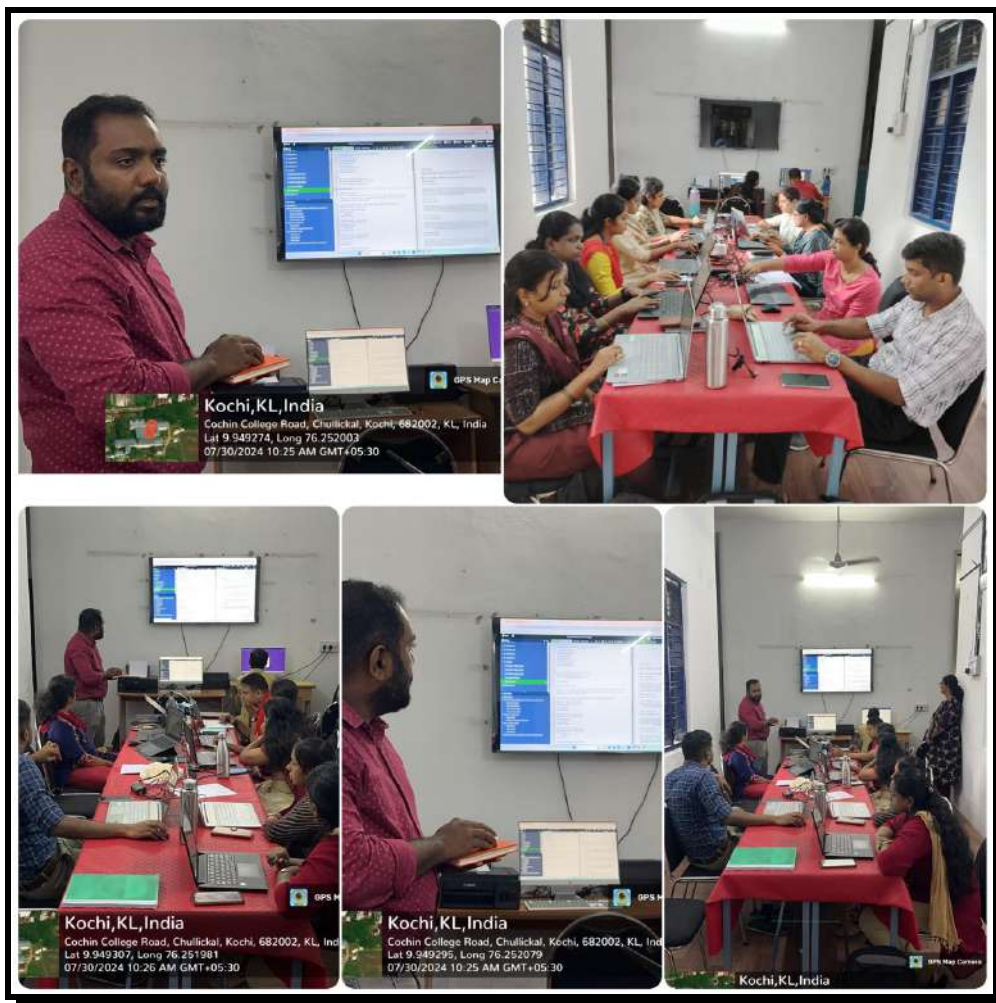
Figure 6: Training session by IQAC

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3.6   Supervision and Follow-up

The entire process was carefully timed, with specific schedules for publishing the noticeboard, collecting data, and compiling responses. Criterion Teams were granted the authority to view and compile responses within their assigned metrics, with provisions to reissue forms if responses were deemed inadequate. The NAAC Core Team supervised the process, holding regular meetings to address any concerns and ensure smooth operations. Follow-up meetings were conducted via Google Meet, providing a platform for real-time updates and collaborative problem-solving.

Instructions for Criteria leaders & Team Members

- 11 Jan 2022 – given access to Index file & Notice board for AQAR 2020-21
- Index file is a google doc which contain the metrics/questions of a particular criteria along with the google form link for its data collection.
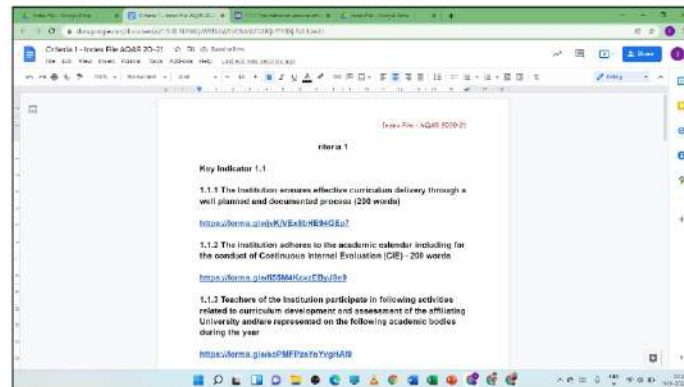
- Notice board is folder that contains 4 folders in it as shown in the image below. Each of these folders contains google docs into which the metric/question and its google form link (copied from index file) is to be pasted.
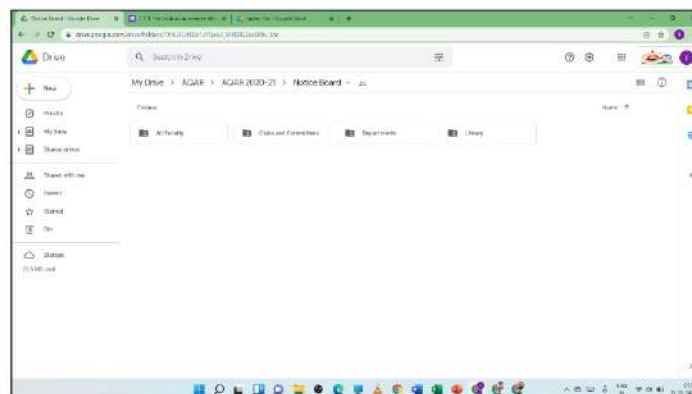
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- Index file accesses is given only to IQAC coordinator, specific criteria Team leader and members
- Team members are assigned the duty of data collection of specific metrics
- Team members are required to copy and paste the metric along with its link to all notice boards from which data is required (eg: if a metric requires data from departments. paste the same metric and its link to all department's notice board. If a particular metric requires data only from 'Library' paste it only in the library notice board)
- The team members should discuss with their leaders regarding the metric and which all notice boards it should be pasted.
- Team leader and members should cross verify whether all the metric in their criteria is correctly pasted with its link in the notice board, before the notice board is open for data entry.
- The notice boards should be complete and verified by the team leader on or before Friday, 14 Jan 2022
- From 15th Jan 2022, Saturday the notice boards will be open for data entry till 20 January 2022, Thursday.
- Before 20th Jan 2022, the criteria members will be given access to the particular metric google form to review the responses and speed up data collection

***No blank files should be uploaded as proof

****the required proofs are mentioned in each metric. Strictly adhere to the mentioned documents as proof

****Only PDF format of the proofs can be uploaded

***Program report should be uploaded only in the common format shared via the institute mail

Figure 7: Instructions to Criteria Team

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4 Outcomes of the E-Governance Initiative

The implementation of e-governance in IQAC operations resulted in several positive outcomes:

- **Efficiency:** The electronic system significantly reduced the time required for data collection and compilation, minimizing errors and enhancing the accuracy of reports.

- **Real-Time Collaboration:** The system facilitated real-time online collaboration among team members, making it easier to track responses and conduct necessary follow-ups.

- **Improved Focus on NAAC Criteria:** The digital approach provided a clearer perspective on the college's performance concerning NAAC criteria, enabling a more focused approach to addressing identified shortcomings.

- **Paperless Preparation:** The college successfully transitioned to a paperless system for AQAR and SSR preparation, reducing environmental impact and administrative burden.

- **Enhanced Quality Assurance:** The e-governance initiative underscored the college's commitment to continuous improvement and excellence in quality assurance, setting a precedent for adopting innovative solutions to enhance academic and administrative efficiency.

5 Conclusion

The e-governance initiatives implemented by the IQAC at The Cochin College have proven to be highly effective in streamlining the preparation of AQAR and SSR reports. By leveraging digital tools, the college has not only improved the efficiency and accuracy of its quality assurance processes but also demonstrated a forward-thinking approach to academic and administrative governance. This initiative reflects the college's dedication to maintaining high standards of quality and continuous improvement in all its operations.

This report consolidates the essential aspects of the e-governance initiative, drawing from both documents provided, to offer a comprehensive overview of the IQAC's digital transformation efforts.

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