Acknowledgment from Advisor Quality

I am thankful to DG IAA for his all out support to QEC in organizing PCEPT courses/ workshops and providing all resources of IAA for conduct of these activities. At this stage, I also acknowledge the contributions and efforts of each one of the following in managing activities of QEC and preparing news letter.

- Ms. Mehwish Sabih, Faculty member of Computer Science Department played effective role in conduct of PCEPT courses at Islamabad and Multan campus.

- Mr. Sabih Ul Hassan faculty member of Computer Science Department conducted 3rd PCEPT course successfully as a course coordinator.

- Ms Fouzia Khurshid Assistant Director Quality edited and compiled data for news letter. A job well done.

- Mr. Naeem Ahmad, PA to Advisor Quality provided effective support in organizing and managing PCEPT Courses and workshops.

- Ms Madeeha Hira of ORIC did graphic designing of News Letter in a highly professional manner. Her efforts are appreciated.

Quality is the result of a carefully constructed cultural environment. It has to be the fabric of the organization, not a part of fabric.

Philip B. Crosby
Message from Vice Chancellor
Dr. Ijaz Ahmad Malik, Air Cdre (R), Sihar-e-Imtiaz (Military)

Quality Enhancement Cell of Air University has completed another year of its relentless efforts in pursuit of its mission and contributed positively in enhancement of learning, teaching and research.

QEC along with all department teams have streamlined procedures, developed Self Assessment Reports and institutional performance standards. During year 2012-13, we have been able to achieve all milestones set by HEC to improve upon quality in HEIs. This became only possible due to involvement of all Chair departments, administrative staff and faculty members at all levels. Let me remind you, that we still have long way to go in achieving national and international standards in quality. In addition to writing reports and their analysis, we have also focused on training of our faculty members. University organized three courses on Professional Competency Enhancement Skills for teachers, a total of fifty two faculty members have completed this course. I am sure this training must have added value in their

Message from Advisor Quality
Air Commodore Abdul Wahab Mota

Air University being a prestigious educational institution has always been conscious of the quality of its education and services. To address this important aspect, Air University has a comprehensive set up of Quality Enhancement Cell (QEC) which is in line with the HEC policy. QEC in Air University provides guidelines and support to all departments in development of self-assessment reports, identify problems, causes of these problems and also offer solution to make improvements through assessment reviews. Faculty members and other administrative staff are of prime importance in success of quality program at Air University; their commendable efforts are being acknowledged here as their dedication has paid us dividends in improvements of institutional performance and Image of institution. Quality Enhancement Cell has also played positive role in training of faculty members and organized three PCEPT courses in a row within last one year. The basic purpose of this training was to equip participants with knowledge and skill to

Ranking of Universities by HEC 2013

Higher Education Commission carried out Quality and Research based ranking for year 2013. Air University has acquired 7th position amongst universities of Pakistan in the category of Engineering and Technology. The university has improved its position by three steps within one year and aims to achieve higher standards in teaching, learning and research to become model educational institute.

Following is website of HEC :- https://esis.hec.gov.pk/stats

Salients of Higher Education Commission Plagiarism Policy

Definition
According to concise oxford dictionary, plagiarism is defined as “taking and using the thoughts, writings, and inventions of another person as one’s own.”

Aim
The aim of the policy is to apprise students, teachers, and researchers and staff about plagiarism and how it can be avoided. It is also aimed at discouraging plagiarism by regulating and authorizing punitive actions against those and resulting punishments, in case after due investigation they are found guilty of plagiarism.

Process of investigations
Upon receipt of an allegation of plagiarism, the HEC Quality Assurance Division will request respective Vice Chancellor / Rector/Head of Organization to carry out investigation through plagiarism standing committee, which will submit complete input with clear findings and recommendations within 60 days. The Vice Chancellor will take punitive action against the offender in the light of HEC policy.
PERFORMANCE EVALUATION STANDARDS FOR HEI’s AT A GLANCE

Institutional performance is both a status and process. It should provide a public certification of acceptable minimum quality as well as opportunity and incentive for Self Improvement in quality providing Higher Education Institutions. HEC has formulated a set of eleven standards to cover major areas in any educational institute. Following are the standards:

(a) **Standard 1: Mission statement and goals:** Institution mission and goals define its purpose with in context of Higher Education and indicate to that whom the institutions serves and what it intends to accomplish.

(b) **Standard 2: Planning and Evaluation:** The institution practice a process of planning and evaluation appropriate to its needs and helpful to accomplish its mission and objectives. The institution defines it planning and evaluation practice.

(c) **Standard 3: Organization and Governance:** The institution has a governance system that facilitates the fulfillment of its mission and goals and strengthens institutional effectiveness and integrity. The institution creates and maintains an environment which enables teaching-learning service and scholarship that helps in developing a research culture.

(d) **Standard 4: Integrity:** In the management of its affairs, conduct of its programmes and its dealing with students, faculty governing bodies & external agencies involving the general public, the institution adheres to high ethical standards providing support to academic freedom. The institution intends to practice and exemplify the values and ethical standards articulated in its mission.

(e) **Standard 5: Faculty:** The institution hires, retains, sustains and develops a faculty that is suitable to the accomplishment of its mission. Faculty qualifications, numbers, and quality oriented performance is sufficient to achieve the institution’s mission and objectives. Faculty offers academic programmes with competence and assumes related responsibilities.

(f) **Standard 6: Students:** The institution pursues to admit students whose academic interests, educational goals, potentials and abilities are compatible with its mission and seek to retain them through best provisions and exploration for accomplishment of their goals.

(g) **Standard 7: Institutional Resources:** The human, physical, technological, financial and information resources of an institution are appropriate, sufficient and accessible to realize its mission. The institution demonstrates effective and efficient utilization and continued development of these resources.

(h) **Standard 8: Academic Program and Curricula:** The academic programmes offered by institution are consistent with its mission and goals. These programmes culminate in identified competencies of students and lead to degrees, diplomas or certificates in widely recognized fields of study. The institution works effectively to plan, provide, evaluate, assure and improve the academic quality and integrity of its academic programmes, curricula, credits and degrees awarded.

(i) **Standard 9: Public Discloser and Transparency:** The institution provides complete, accurate, accessible and adequate information to its students, prospective students, other stakeholders and intended audiences to help them in making informed decisions regarding education.

(k) **Standard 10: Assessment and Quality Assurance:** The institution has developed and implemented a Self Assessment & Internal Quality Assurance process that helps in evaluating its effectiveness in realizing its mission and achieving its goals, and its compliance with external assessment and quality assurance standards both at national and international level.

(l) **Standard 11: Student Supports Services:** The institution demonstrates adequate and efficient student support services that enable students to achieve their educational goals directly and facilitates the overall process of achieving institutional mission.

Quality in Higher Education Institutes

Quality Assurance concept was introduced in UK universities in 1992 with three major components i.e. quality audit, teaching quality assessments and research assessment exercise. QA system in Australian higher education institutes is multidimensional, comprising of different factors including internal processes, self-assessment, performance and student’s feedback. Hong Kong universities followed QA system in 1993 with major focus on curriculum design, outcomes assessment and resource provision. Malaysia higher education quality system is based on evaluations of academic programs, quality of learning opportunities, institutional capacity and management of standards. QA system in universities of Pakistan was introduced in 2003 with a slow pace in a phased manner to get full benefits of this program. Our system is based on the hypothesis that everyone in institute has responsibility, commitment, time and willingness for maintaining and enhancing the quality of student.

Higher Education Commission evolved eight criteria’s and thirty one standards for HEI’s and provided funds to public and non-public universities for establishment of QA system. The program basically comprises of following three major components:

- **Development of criteria and standards for various quality parameters in higher education.**
- **Development of processes and capacity building to ensure implementation of these criteria’s.**
- **To develop a system to arrange regular internal and external audits.**

Quality Assurance set up was established at Air University in 2010 and consolidated its Vision and Mission statements along with objectives of institute. Quality Enhancement Cell identified different functions to fulfill the Mission of university and established qualitative and quantitative performance parameters. We at Air university initially focused on creating awareness among faculty members, training of program teams, Assessment teams and writing of Self Assessment Reports of different programs. The students feedback mechanism has been automated and regularly feedback is taken from students and faculty members to make improvements.

HEC has given eight criterion for Quality Assurance in HEIs which are covered in self Assessment Reports and shown as follows:

- **Program mission objectives and outcomes**
- **Curriculum design and organization**
- **Laboratories and computing facilities**
- **Student support and guidance**
- **Process control**
- **Faculty recruitment & retention**
- **Institutional support**
- **Institutional facilities**

**Quality Policy at Air University**

Air University will serve the community and meet the challenging needs of national and international market by providing quality higher education through effective and efficient quality assurance system underpinned by quality teaching, learning and research. University will also inculcate ethical values in students through its programs to become better citizens.
Salient Activities Performed by QEC at University

Following are main activities conducted during time period of Jun2012-Jun 2013.

a) Developed 14 self-assessment reports on different programs at main campus and Multan campus
b) Conducted teachers evaluation and student course evaluation for all undergraduate and post graduate programs. These forms were automated and analysis of these surveys were sent to Chair departments
c) QEC organized a workshop and seminar on “Anti-plagiarism measures”
d) QEC organized three Professional Competency Enhancement Programs for Teachers (PCEPT)
e) Organized training sessions for faculty and program teams at university.
f) Developed criteria for department performance assessment.

Professional Competency Enhancement Program for teachers (PCEPT) organized in 2012

Teaching is a dynamic and ever changing profession. A teacher’s competence is the outcome of perpetual learning which is an essential factor for enriching the core of teaching profession. Air University organized a 25-working days course on professional competency enhancement program for teachers (PCEPT) in collaboration with Higher Education Commission (HEC). The basic purpose of this training was to equip participants with skill and knowledge so they may perform their task efficiently and effectively.

It is also essential that faculty at any institute should boost the culture of the social norms and values among students to make them better citizens. A total of 32 faculty members participated in this course from all departments, Multan campus and Bakeshs College. Eight resource persons with good repute were invited from different universities to cover all modules with an aim to strengthen communication skills, introduce innovative teaching strategies, create awareness on importance of research and its practical aspects, develop academic planning management skills and enhance testing and evaluating capabilities. Faculty members participated whole heartedly in interactive sessions and made best use of their time. A total of seventy sessions were conducted during 25 working days. The next page includes glimpse of course participants of PCEPT.

Air University also organized one short PCEPT course exclusively for faculty members of Multan campus for one week from 7 to 11Jan2013. The third PCEPT course was organized at main Campus and 20 faculty members participated in course from 17-27 June 2013.

Workshop on Anti-plagiarism measures

Quality Enhancement Cell organized a workshop on Anti-plagiarism measures on 26-12-2012 to create awareness amongst faculty members on adverse effects of plagiarism detected in thesis/projects/reports and research papers. A software TURNITIN has been provided by HEC to identify similarity index. As a first step Advisor Quality being head of plagiarism committee created Turnitin accounts of all faculty members. Mr. Muneez Ahmad Deputy Director Quality (QAA) deliberated on plagiarism policy formulated by HEC and optimum utilization of Turnitin software while Ms Mamoon Kausar provided guidelines to use Turnitin software and demonstrated its applications. Thirty Four faculty members from different departments and other universities participated in the workshop.