

1. Title of the Best Practice

Engaging Students in Quality Enhancement Processes

2. The Context

Higher Education Institutions in India has been playing a crucial role in evolving the knowledge communities and societies dedicated to the advancement of knowledge education system. To this end, the participation of all stakeholders including the involvement of students' participation in the Institutional quality enhancement processes is important. Students' participation in quality enhancement, at St. Joseph's College of Commerce, is an ongoing and continual practice. Students' participation becomes inevitable in the process quality enhancement in higher education due to below listed reasons:

- Students are seen as qualified human resources who will participate and contribute to the overall growth and development of business and industry. They are the major forces who would continuously strive to develop the frontiers of knowledge. Students' participation in the quality enhancement is viewed as an opportunity where they can participate in its continual development process. This also generates a sense of belongingness towards the Institution and a sense of responsibility for maintaining and protecting the performance excellence of the establishment.
- Teaching is the core area of an educational sector. In an educational institution efficient handling of the teaching-learning practices enable a conducive to meaningfully engage the student voice. Student-friendly teaching learning environment can be created to foster a better learning among students.

3. Objectives of the Practice

Objectives of this practice are

- To develop the institutional culture to engage students and strengthen the student- teacher relationship further.
- To help revisit the 'old paradigm of student-teacher relationship in the wake of changing nature of education across the globe' (V S Prasad, 2007).
- To help teachers benefit from the student feedback and evaluation on teaching methodology and classroom learning process.
- To helps the institution in getting the students' insight on key institutional – academic and administrative – aspects.

- To identify any deficiencies in the academic and physical infrastructure and in student services from the perspective of the students can be gained for the purpose of quality enhancement and development.
- To strengthen the student-teacher synergy in the process of quality enhancement in higher education.

4. The Practice

- The Internal Quality Assessment Cell (IQAC) of SJCC from time to time organises student participation programmes.
- Student Council / Governing Body are consulted on various matters of student welfare and other policy matters.
- SJCC Alumni representatives are a part of Board of Studies.
- Events such as Open House for students and also exclusively for Girl Students is organised.

5. Advantages

- This practice has enabled SJCC in adopting a Student-Centric approach not only in learning process but also in institutional quality enhancement.
- It has created a platform for students to share their ideas and views.
- Students' involvement has brought about newer and dynamic ideas into quality enhancement of higher education.
- Teachers, by way of this practice, stand to gain in terms of much valuable feedback from the students on quality enhancement in classroom teaching and innovative practices in teaching.
- This practice has enabled the institution to offer programs and courses that are well accepted. Also, has help create a student-centric environment in the institution.

6. Challenges

The challenges to adoption and implementation of this practice are in the form of understanding and definition of quality among the students. Students come with varied interests and understanding on quality in academic and administrative practices making it difficult to arrive at a consensus on quality standards. A certain amount of rigidity exists in the classroom

teaching and examination processes and students perception of these aspects may act as a limitation in adopting some suggestions.

7. Evidences of Success

It has been observed that the students have shown keen interest in understanding the quality initiatives of the college. Many of the students have willingly participated in such activities which have given them an opportunity to envision actions embossed with quality. Regular feedback has enabled the institution to add value to the existing academic and administrative practices and make it student –centric.

8. Resources Required

Resources would be required in terms of time spent on these exercises. A comprehensive and updated list of alumni profiles tracking their career growth is also an essential resource. This would help the institution invite those that may be instrumental in giving important inputs in the process of quality enhancement. A comprehensive feedback system where students can voice their concerns and rate various academic and administrative aspects of the institution is another requirement for earmarking areas for quality improvement. The ERP tool Knowledge Pro was integrated with this feedback system making it less time consuming and automated in feedback collection, processing and analysis of results.

9. Contact Details

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