

University of Delhi
Internal Quality Assurance Cell

Benchmarks for Quality Initiatives of Departments
Assessment Proforma

The objective of the IQAC of the University of Delhi is to sustain and enhance quality in teaching, learning, research and outreach with the overarching goal to achieve international distinction and standards in these areas.

Towards the fulfillment of these objectives, the IQAC has devised some Quality Benchmarks as Assessment Criteria of quality initiatives by each Department for enhancing quality.

The aim of the benchmarking exercise is to identify the gaps between the current parameters of the departments vis-à-vis 'best' performers to be compared against. This would help to identify standards and performances and provide a road map for continuous quality improvement. This would thus provide support and direction to the departments as well as the University for future planning and formulation of quality strategies.

The benchmarking exercise is expected to improve processes that are critical to growth of the University. It will help establish goals and identify additional avenues for improvement. The exercise will also create a better understanding of global practices. It is expected to promote quantum leaps in performance and foster excellence, breakthrough thinking and innovation. It will also help identify more effective ways of improving performance.

To measure the 'best' performers, each department can use its own standardization criteria such as the QS ranking or any other discipline related ranking. This must be specified on top of the proforma on the next page.

The attached parameters of each Department may be rated on a scale of 0 (lowest) – 5(highest) to indicate the present status in comparison to best international standards. The period of assessment may be last five years.

The benchmarking scale is described below:

Rating	Percentage %	Benchmarking Scale: 0-5/NA
None	0-10	0
Inadequate (Limited)	10-40	1
Somewhat Adequate (Some)	40-50	2
Fairly Adequate (Moderate)	50-60	3
Largely Adequate (Extensive)	60-80	4
Fully Adequate (Comprehensive)	> 80	5

Notes:

NA denotes Not Applicable

For calculation of 'Average', the entry of 'zero' must be included. 'NA' will not be included.

Sections I and II of the proforma must be completed.

Department _____

Benchmarking Criteria _____

Section I

Focus Area	Parameters	Rating Scale 0-5/NA
Curricular Aspects	1. Curricular Content (In relation to similar courses globally)	
	2. Curricular Relevance (Based on academic and job prospects in relevant area)	
	3. Curricular Flexibility/Interdisciplinarity (Exposure to related but other subject areas of relevance to particular field)	
	4. Balance of Theory and Practical Content, if applicable (Relevance of practical session applications with respect to subject area and the theoretical concentration of syllabus)	
	5. Comparison with Global Standards, if applicable (Comparison with similar courses worldwide)	
	6. Revision/ Upgradation/ Frequency of Introduction of New Courses (Recommended frequency - once in three years)	
Average		
Teaching Learning and Evaluation	1. Faculty/Student Ratio (UGC norms:20 students/teacher)	
	2. Student Diversity (Reservation policy wise and culturally)	
	3. Foreign Students in the Department (Number vs recommended limit)	
	4. Student Participation (Student activities inbuilt into teaching-learning)	
	5. Percentage of Students Passed (Out of total)	
	6. Innovative Teaching Practices (e.g. ICT, Simulation Activities)	
	7. Use of ICT in Teaching (Presentation, video, laptop, visualizer)	
	8. Separate Teaching and Research Laboratories (Separate Masters and Research laboratories)	
	9. Result Declaration in Time (Normal time taken- one month from end of exam)	
	10. Student Participation in National / International Conferences and Workshops (Mainly M.Phil./Ph.D.)	
	11. Student Feedback Mechanism (e.g. Students' Experience Survey)	
	12. Contact Hours of Faculty (Whether the department has earmarked separate hours for students to contact faculty members)	
	13. Faculty Development Initiatives (Career enhancement sessions, workshops, courses, lectures organized by department, faculty members encouraged for courses conducted outside)	

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Focus Area	Parameters	Rating Scale 0-5/NA
Research, Consultancy and Extension	1. Ph.D. Students (With respect to Numbers)	
	2. Ph.D. Awarded Last 5 Years (With respect to Numbers)	
	3. Quality of Doctoral Research (As evidenced from quality publications, patents etc.)	
	4. M.Phil. Students (With respect to Numbers)	
	5. M.Phil. Awarded Last 5 Years, if applicable (With respect to Numbers)	
	6. Quality of M.Phil. Research (As evidenced from conference presentations, publications)	
	7. Number of Research Fellows – JRF, SRF, RA etc.	
	8. Students Clearing NET	
	9. Faculty Publications: Refereed Journal Articles, Books, etc.	
	10. Publications Listed in International Database (Discipline specific parameter)	
	11. Citation Index (Discipline Specific parameter)	
	12. Faculty Participation in National/International Conferences, Seminars, Workshops, Invited Talks, Panelist	
	13. Faculty Participation in Academic Professional Bodies	
	14. Faculty Participation as Editor and/or Referee of Academic Journals (Journals discipline specific and prestige associated with these)	
	15. Faculty Visits to Other Universities (National/International, Discipline specific and provision)	
	16. Research Output Based on standardized Parameters: H-Index, Impact Factor etc. (Discipline specific provision)	
	17. Research Awards/Honors/Fellows/Fellowships (Subject specific provision)	
	18. Interdisciplinary Research (Associated disciplines)	
	19. Research on National/Social Challenges (Societal relevance and outcome based research)	
	20. Foreign Collaborations (Collaborations with departments abroad or with individuals)	
	21. Research Projects (Major/Minor, No. of faculty members receiving out of total)	
	22. SAP/FIST/Other Funding	
	23. University R&D Funding (No. of faculty members receiving out of total)	
	24. Sponsored Research (No. of faculty members receiving out of total)	
	25. Consultancy (No. of faculty members undertaking out of total)	
	26. Industry-Institute Partnerships (Industry relevance for research and teaching)	
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	Parameters	Rating Scale 0-5/NA
	27. Patent and Licenses (Indian, foreign)	
	28. Seminars, Conferences, Workshops Organized (Local, regional, national, international)	
	29. Department Journal/Newsletter/Magazine (Whether the department has any academic output in the form of a journal/magazine etc.)	
	30. Extension Activities (Outreach to society, camps, workshops, trainings)	
Average		
Infrastructure	1. Classroom Facilities – Number (Relative to total strength of students, seminar room)	
	2. ICT Enabled Classrooms (Whether all the classrooms have projector and digital display facilities)	
	3. ICT Infrastructure of the Department (Whether the Department has adequate computers and Wi-Fi facilities for faculty, students and administrative purposes)	
	4. Access to Central Instrumentation Facilities of the University, if applicable (Whether working in CIF is easily facilitated)	
	5. Laboratory Facilities (Whether laboratories have adequate common and specialized facilities for practical and research work)	
	6. Central Instrumentation Facility of the Department, if applicable (Whether department has a common facility where equipment is accessible to all)	
	7. Availability of Equipment (For practical classes)	
	8. Library Resources/Facility (Whether department have a library facility and digital resources)	
	9. Technology Upgradation	
	10. Department Website	
	11. Availability of Manpower for Maintenance of Scientific and ICT Facilities	
	12. Seminar Room	
	13. Washroom Facility	
Average		
Student Support and Progression	1. Student Internship (Internship integrated into the programme)	
	2. Scholarships/ Financial Support	
	3. Student Skills Development (Training programs/Workshops conducted by department)	
	4. Student Counseling and Career Guidance (Department Placement Cell or Career Guidance Camps by Department)	

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Focus Area	Parameters	Rating Scale 0-5/NA
Student Support and Progression	5. Student Mentoring and Support (Interaction with faculty, seniors and alumni)	
	6. Student Placement (Percentage of students who are placed on campus)	
	7. Gender Sensitization	
	8. Equal Opportunity (Facilities for differently-abled)	
	9. Social Initiatives (Outreach activities for connecting with society/community)	
	10. Student Activities (Student competitions, cultural and literary activities)	
	11. Internal Complaints Committee/Sexual Harassment Committee	
	12. Anti Ragging Committee	
	13. Anti Smoking Committee	
	14. Joint Student Consultative Processes	
Average		
Governance, Leadership and Management	1. Student Faculty Interaction (Joint consultative meetings, one-on-one)	
	2. Student/Non-Teaching/Staff Interface	
	3. Departmental Committee Meetings	
	4. Financial Audit	
	5. Support Staff Development (Trainings/Workshops for Non-teaching staff)	
	6. Grievance Redressal Mechanism (Committee/Process)	
Average		
Overall Average		
Section II		
Best Practices and Innovations Introduced (Examples of best practices and innovations are given in Annexure)		
Benchmarks Achieved		
Identification of Improvement Areas		
Quality Improvement Strategies of Improvement Areas		
Quality Improvement Strategies for the next year		

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ANNEXURE-I

Suggestive Best and Innovative Practices

(Some suggested practices may be overlapping across sections.)

Faculty Specific

- Orientation of teachers for the latest pedagogical teaching technology
- Innovative approaches to teaching-learning processes
- Interactive pedagogy
- Innovative nature of assessment
- Problem based learning
- Case Studies
- Simulation and role playing
- Innovative short lecture teaching methodology
- Portfolio-Based learning
- Invited lectures of outstanding academicians
- Guest lectures from industry
- Open Lecture Series from Visiting Professors
- Popular Lecture Series
- Creation of better research ambience
- Nurturing an institutional culture for innovation that enhances creativity
- Research Incentives for faculty
- Field work
- Collaboration with national and international institutions of repute
- Outside Funding
- Website of Department updated regularly
- Time Table on website
- Home Page of every faculty member
- Decentralization of academic and administrative functions through Committee System
- Business Partnerships

Student Specific

- Field project, field trips, surveys
- Creation of research culture among students
- Fostering an innovation culture for students
- Competitions for Innovative Business Start-up Plans
- Remedial Teaching of disadvantaged and slow learners
- Student Counseling/Mentoring
- Peer Study Groups/Peer learning
- Peer Assessment
- Orientation for students to University, library, examination system etc.
- Incentives for quality performance
- Student Feedback
- Industry-Academia linkages
- Field project, field trips, surveys
- Placement Cell
- Involve students in infrastructure maintenance
- Involve alumni in student development
- Social bonding through community service
- International students
- Student-run independent newspaper/magazine

Infrastructure

- Access for students with disability
- Eco-friendly campus
- Water harvesting
- Recycling waste
- Waste disposal/Write-off
- Upkeep of premises