



# MiTE

# Quality

# Enhancement

# Cell Manual

# Table of Contents

MiTE .....	2
Standard: Mission and Goals .....	2
Standard: Planning and Evaluation.....	6
Standard: Assessment and Quality Assurance .....	7

## MiTE

The Millennium Institute of Technology and Entrepreneurship will adopt the Quality Assurance standards as set by HEC Quality Assurance Manual in spirit and implementation. MiTE's QEC will ensure all faculties will comply to the requirements set by HEC and fulfill the self-evaluation criteria as set in the HEC Institutional Programme Evaluation (IPE) manual.

### Standard: Mission and Goals

#### Development of the Proposal and Justification

Millennium Institute of Technology & Entrepreneurship (MITE) has been sponsored by The Millennium Trust for Education & Entrepreneurship (TMTEE), which is a not-for-profit, non-political and non-religious organization. MITE has been established to provide quality education, incessant counseling for career placements, including business technological literacy to Pakistan, like other developing countries, is gripped into serious socio-economic troubles of poverty, unemployment, inflation, and poor health conditions.

The Foundation aims to establish a degree-awarding higher institute in Karachi, Pakistan. This initiative has been taken to facilitate the youth of the City of Karachi to enrich & enhance their strengths in the field of education & entrepreneurship. The 34 years teaching legacy of Roots-TMUC in Punjab and KPK; now would serve the youth of Karachi as MITE. Following programmes would be offered under MITE's Intuitional Charter are Bachelor of Business Administration – BBA Honors, Bachelor of Science in

Computer Science and Engineering – BSCSE, and Bachelor of Fashion & Textile Design – BFTD.

### Vision

MITE will be recognized internationally and will transform the lives of our students, their communities and the economic prosperity of Pakistan by responding to learner and community needs through the use of partnerships, innovation & research, outreach, incubation, technology, and glocalization.

### Mission

- To create, curate, preserve and disseminate knowledge.
- To become a dynamic, global, and enterprising educational institute.
- To cater to the educational needs and ambitions of Millennial with global aspirations.

### Justification

MITE aims to bring out the best in a student mentally, intellectually, academically, physically & culturally by developing the attitudes, skills, knowledge, and values in the students, thus required to meet the Global Challenges as Millennial in the 21st century through advancements in our curriculum, teaching pedagogy, culture, learning environment & eco-system, and enabling latest technology.

The ultimate aim, underpinning our vision, is the commitment to create the best possible student experience. Such a system is

sufficiently robust to safeguard the standards of the academic awards and regulatory regime in Pakistan and clearly articulates the regulatory eco-system of the country. MITE understands the importance of keeping abreast of external developments and best practices in higher education and sees this as part of being a self-critical academic community which evaluates and enhances its quality assurance procedures to encourage that culture. The maintenance and enhancement of the academic standards of the institution depend foremost on the commitment of all our staff continue to evaluate and reflect on the quality of the educational experiences provided for students.

#### MITE's Objectives

1. High-quality standards—building upon the high-quality standards, MITE will attain academic excellence; providing state of the art facilities—where the student can tap at the abandoned resources at their footsteps.
2. Creating managers and leaders of the future --Student-centered approach where the student is at the center, he/she not only grow as a professional but also as an individual.
3. Using critical thinking skills where students are encouraged to explore and built upon their learned, acquired skills and ideas, encouraging out of the box approach. Ensuring a wholesome college experience.
4. Building Partnership—establishing partners, building relationships with alumni, businesses, the community and

other educational institutions of Pakistan and all over the world

5. Improving higher education participation rates, particularly for groups currently under-represented in University level study;
6. Enhancing student choice in what they study and the location where they study;
7. Improving the alignment between higher education and labor force needs to reduce shortages in crucial areas.
8. Improving the availability and use of technology, including facilitating better access to higher education for skilling, re-skilling, and up-skilling the national labor force.
9. Maintaining national competitiveness in the globalized higher education market (e.g. South Asia).
10. Extending higher education opportunity to a broader range of students and providing a sustainable basis for the ongoing growth of higher education and research in regional Pakistan as there have been persistent shortages of professionals in certain occupations across Pakistan.
11. To bring together a critical mass of quality faculty to provide world-class education in the Business & Social Sciences sector to a large student body.
12. Investing in the education of the people is the easiest and most politically acceptable way to redistribute income and wealth.
13. Increased scope and depth of programmes. Providing quality higher education steeped in cultural, moral & religious values.

## Standard: Planning and Evaluation

MiTE will practice a process of planning and evaluation that is cognizant of the requirements set by HEC, appropriate to its needs and helpful to accomplish its mission and objectives of providing quality education that meets global standards. The institution defines its planning and evaluation priorities and practices them effectively.

### Institutional Planning

MiTE's philosophy is to provide the quality education as a global institution; to develop future managers and leaders for a fast-paced, ever-changing competitive world. It endeavors to be an institution committed to developing graduates competitive in the local and global economy, supporting a continuous search for new knowledge and solutions, and maintaining a rigorous focus on academic excellence, particularly in the areas of management, technology, and social sciences. MiTE thrives to promote economic, social and cultural progress for the people of Pakistan, and the world.

### Evaluation

The Institute commits to quality education from the onset. Develop responsible leadership qualities among students promote value for research and innovation as a basis for education bring the institute closer to the society and demonstrate global citizenship at all time.

Internal Compliance is an integral part of academic responsibilities of our programme management and delivering staff. MiTE has

established the QEC Committee has adopted and implemented the HEC QA Manual and standards. QEC Committee is to maintain oversight of MITE's quality processes and to report on matters of quality to the Board of Governance.

## Standard: Assessment and Quality Assurance

### Quality policy

MITE shall continually strive to develop and deliver programme and curriculum by leveraging state of the art teaching and learning methodology conducive environment professional faculty resource; and last but not the least value of money. That meet the professional needs in the contemporary environment and conform to the social moral values.

### Quality Enhancement Cell

To implement and adhere to the above quality policy the institute plans to establish a full-fledged department of quality assurance and student supervision. The department will have the responsibility to devise, implement, and update quality policies of the Institute.

### Responsibilities

- to advise and make recommendations to the Board of Governance on matters relating to Quality and Quality Assurance
- to monitor student performance through retention, achievement, value-added, attendance/punctuality and progression data
- to review and revise the MITE's policies and procedures and

ensure alignment with the HEC Prescribed Framework

- to consider and approve performance indicators and targets for teaching and learning including teaching observation grades
- to consider recommendations from the Academic and Advisory Board relating to the functioning of MITE quality assurance systems.
- to provide strategic steers to programme teams for the production of Internal Quality Audit of departments and campuses (IQA)
- to review external reports from accreditation and awarding bodies
- to review the findings of staff appraisals
- to scrutinize areas of particular strength and weakness identified through quality assurance reporting and self-assessment processes and ensure appropriate action is taken to address weaknesses
- to consider findings of the student and staff feedback system throughout the year including complaints and the procedures for dealing with them
- to draft and present the Annual Monitoring Review (AMR) with an action plan to the Board of Governance.

## Membership

The Quality Committee will comprise of senior managers including the Dean, Director Quality Assurance, Academic Head, Head of Operations/ Administration, Head of Finance and Head of Marketing and at least one student rep.

## Meeting frequency and duration

There will normally be one meeting each term (three times per year). Meeting duration will not exceed two hours.

### Self-Evaluation reports

#### Scope

This is an internal quality audit activity conducted to assure the documentation and processes are organized and within the prescribed relevant framework. Applicable to both department and campus as a whole.

#### Frequency

This is a planned activity and departments/ campuses are advised in advance of QEC visit, QA Mechanism details out the frequency of each report to be generated.

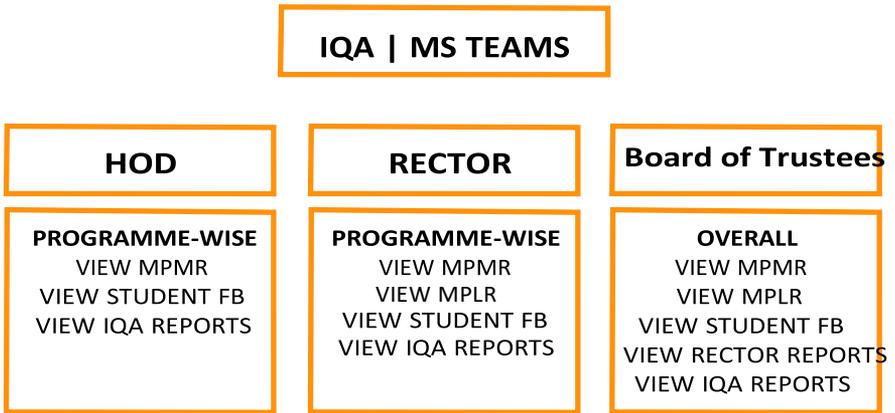
#### Mechanism

Quality Assurance Department has formalized internal mechanism to evaluate the quality of departments and campuses.

The professional staff of Quality Assurance Department will be sent to attend the training programme in the field of quality assurance to technologically advanced countries. After receiving international training in quality assurance of higher education, they will serve as Master Trainers for capacity building/ training of professional staff of Quality Enhancement Cells in turn.

Continuous training and capacity building of education management staff, faculty and all involved in the delivery process.

QEC department is introducing all internal academic compliance using the Microsoft Teams as the digital platform for efficient use of resources and robust reference. With this integration, the academic supervising team, Rector/ Vice Chancellor and Deans of Faculty and other senior leadership shall have circles of supervision allowed to them within MS Teams. Below is a chart outlining the access to information of internal compliance at each level within MS Teams.



MPMR – Monthly Programme Monitoring Report submitted by Faculty

MPLR – Monthly Programme Leadership Report submitted by HOD

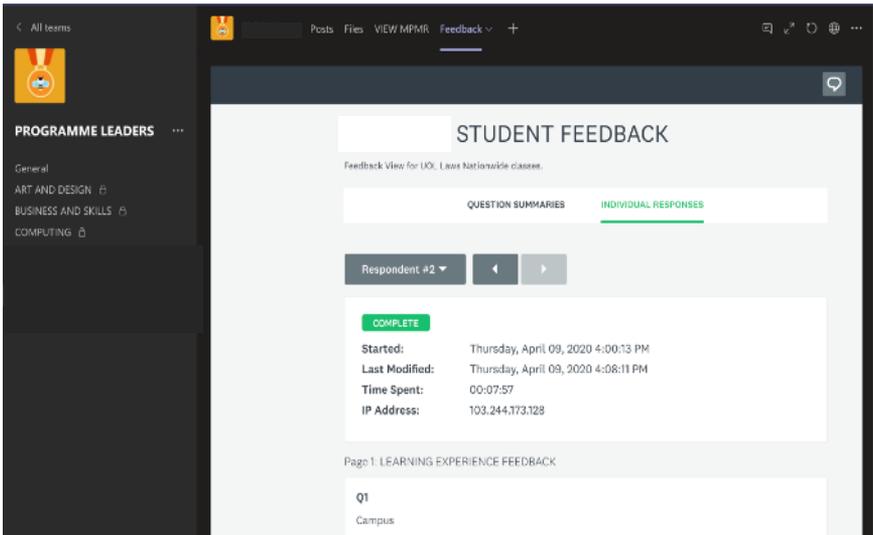
IQA – Quarterly Internal Quality Assurance and Compliance Reports submitted by QA Department

Rector Report – Monthly Report submitted by Rector

Student FB – Student Feedback

# STUDENT FEEDBACK

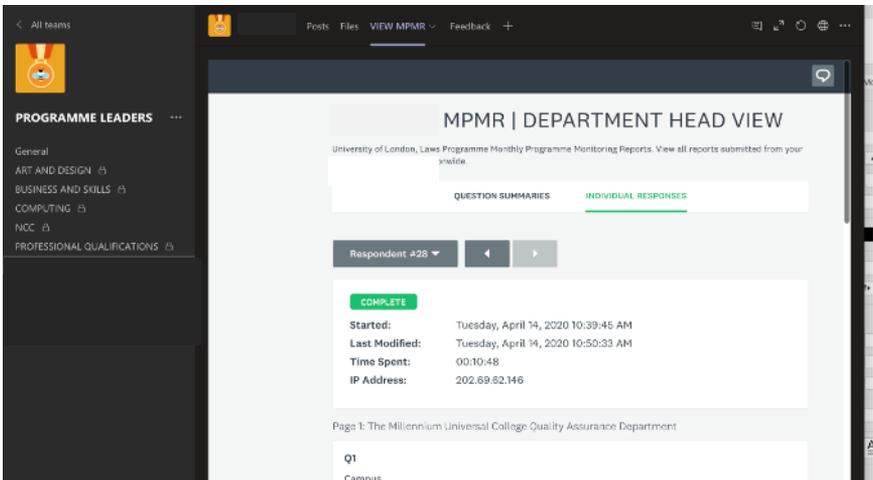
Student Feedback will be developed using SurveyMonkey. Student learning feedback includes questions related to MiTE’s blended learning provision. Head of Department and Rector will have access to a programme-wise view Student Feedback View. Leadership (including CEO, Rector, Dean and Board of Directors) will have access to all student feedback without any filters applied within the Leadership Team. All filters are set and links are embedded into MS Teams as separate Tabs.



## MONTHLY PROGRAMME MONITORING REPORTS

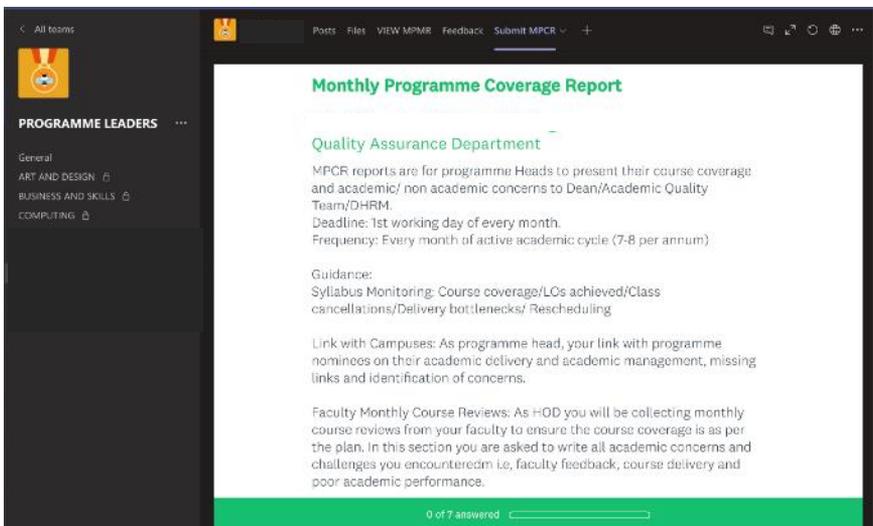
Monthly Programme Monitoring Reports are designed and will be developed using SurveyMonkey. All internal programme monitoring and evaluation questions, upload options, academic concerns and bottlenecks and non-academic challenges. Head of Department and programme faculty will have access to a programme-wise view within the Programme Leaders Team.

Leadership (including CEO, Rector, Dean and Board of Directors) will have access to all MPMRs without any filters applied within the Leadership Team. All filters are set and links are embedded into MS Teams as separate Tabs.



## MONTHLY PROGRAMME COVERAGE REPORTS

Monthly Programme Coverage Reports are designed and will be developed using SurveyMonkey. All programme course coverage and academic concerns related to academic delivery will be submitted by all Heads of Department. Leadership (including CEO, Rector, Dean and Board of Directors) will have access to all MPCRS without any filters applied within the Leadership Team. Links will be embedded into MS Teams as separate Tabs.



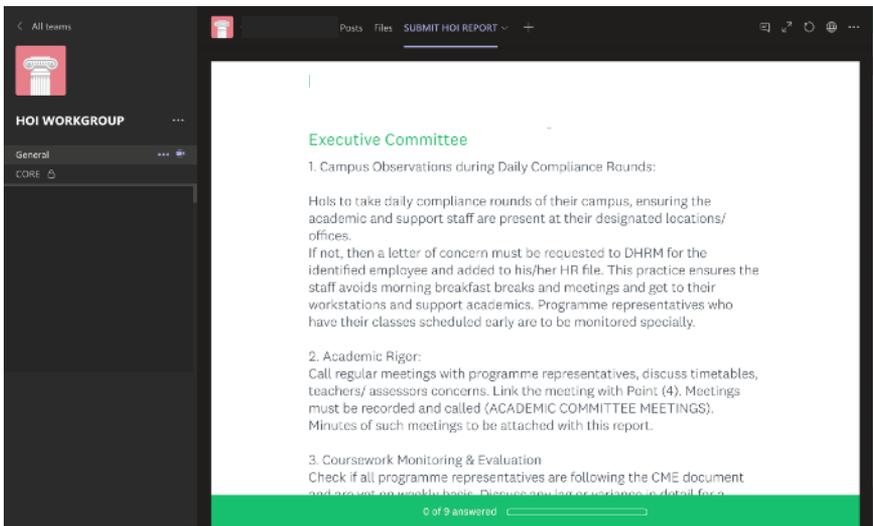
The screenshot shows a Microsoft Teams window with a survey titled "Monthly Programme Coverage Report" from the Quality Assurance Department. The survey content includes:

- Quality Assurance Department**
- MPCR reports are for programme Heads to present their course coverage and academic/ non academic concerns to Dean/Academic Quality Team/DHRM.
- Deadline: 1st working day of every month.
- Frequency: Every month of active academic cycle (7-8 per annum)
- Guidance:**
  - Syllabus Monitoring: Course coverage/LOs achieved/Class cancellations/Delivery bottlenecks/ Rescheduling
  - Link with Campuses: As programme head, your link with programme nominees on their academic delivery and academic management, missing links and identification of concerns.
  - Faculty Monthly Course Reviews: As HOD you will be collecting monthly course reviews from your faculty to ensure the course coverage is as per the plan. In this section you are asked to write all academic concerns and challenges you encountered i.e, faculty feedback, course delivery and poor academic performance.

At the bottom of the survey, it indicates "0 of 7 answered" with a progress bar.

## RECTOR'S MONTHLY REPORT

Rector's Monthly Reports are designed and will be developed using SurveyMonkey. All campus academic and non-academic deliverables have to be reported to Leadership on a monthly basis using this platform. Leadership (including CEO, Dean and directors) will have access to all HOI reports without any filters applied within the Leadership Team. Links will be embedded into MS Teams as separate Tabs.



## INTERNAL QUALITY ASSURANCE REPORTS

Internal Quality Assurance reports include programme review reports, desk reviews and internal compliance formats/ templates. Heads of Departments will be given access to such reports which are relevant to their programmes as Files Tab within their Programme Leaders Private Channel. Leadership will have access to all Internal Quality Assurance Reports. The integration will be set-up within MS Teams. The process of internal evaluation is divided as follows:

- Desk review of all documentation
- Documentation Checklist
- Recommendations
- Programme Class observation
- Meeting and Discussion with representatives and beneficiaries of the programme
- Evaluator Feedback
- Action Plan (if needed)

### QA Teams

QEC forms a team of HODs and/or managers to visit departments. This activity helps with the relevant reporting and fact-finding.

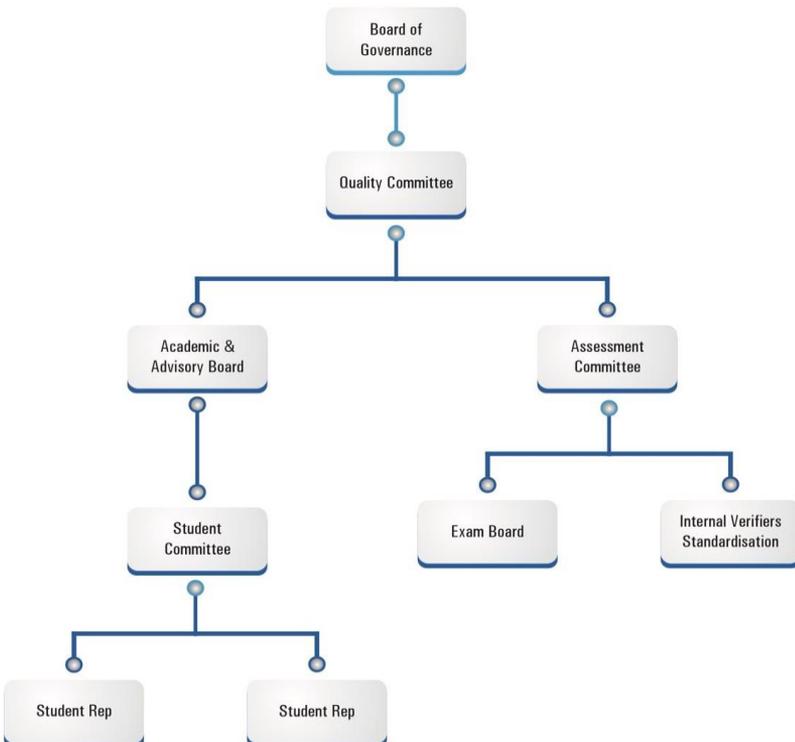
### Campus Report

After a visit to the whole of MITE campus, information collected by the team is formulated into a campus report which is then shared with higher management to take appropriate action(s).

## Governance and Structure

Accurate, effective and timely communications among staff, to/from students, and between the institute and its agents, is central to the effective running of MITE. As the provision of quality programmes and services is at the heart of the organization, it is imperative that an effective organizational structure is in place to maintain an effective quality provision.

Management decision-making processes within MITE are implemented by a number of key personnel and a collection of Board and Committees - the responsibilities of each of these are outlined below, and the central committee structures, are provided in below.



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