KL (DEEMED TO BE UNIVERSITY)

CATEGORY 1 UNIVERSITY BY MHRD, Govt. of India

nirf 2022 NATIONAL INSTITUTIONAL RANKING FRAMEWORK — RANKED **27** AMONG ALL UNIVERSITIES

ACCREDITED BY **NAAC** WITH **A++** GRADE

42 YEARS OF **EDUCATIONAL** LEADERSHIP

Conference Proceedings

National Assessment and Accreditation Council of India (NAAC)

Sponsored

5th CONFERENCE

INNOVATIVE MECHANISMS & STANDARDS FOR ASSURING QUALITY IN HIGHER EDUCATION INSTITUTIONS
(INTERNATIONAL)

10th & 11th FEBRUARY 2023

Jointly organized by

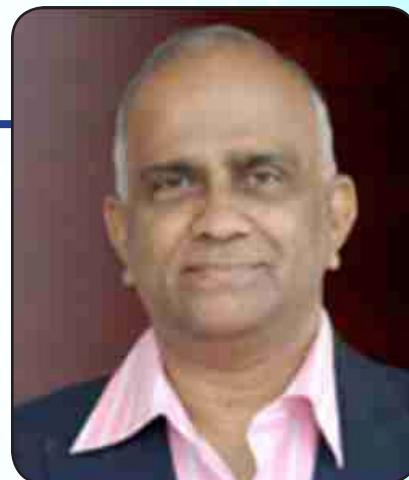**IQAC** INTERNAL QUALITY ASSURANCE CELL **& ASC** ACADEMIC STAFF COLLEGE

KONERU LAKSHMAIAH EDUCATION FOUNDATION
(Deemed to be University estd. u/s 3 of the UGC Act, 1956)
Green Fields, Vaddeswaram, Guntur Dist., A.P., India, 522 302

www.kluniversity.in

Chief Guest

Dr. Abhirama Krishna Badruka
Managing Director,
Badruka Group of Institutions,
Hyderabad, Telangana.

Due to the threat of 4th wave of Covid-19 Pandemic, the 5th IAQHEI-2023 was conducted online. The International Conference started with the traditional Jyothi-prajwalana & Prayer virtually (AV).

The Director-IQAC, Dr. K. Subba Rao, in his welcome address, briefly informed the achievements of KLEF (Deemed to be) University in the last year, including 27th rank secured by KLEF – KL Deemed to be University in NIRF ranking (as university). He outlined the four themes identified for this year's IAQHEI-2023, which is being conducted since 2019 by IQAC & ASC, KLEF. The themes are:

1. Issues and challenges of developing Quality Assurance system, Standards & policies.

2. Role of Quality assurance in Teaching & Research excellence framework

3. Quality in 3Ps (Programs, People and Process) in HEI's and Quality Assurance & Governance in Higher Education Institutions (HEIs)

4. Education 5.0: Opportunities and Challenges to match higher education quality with IR 5.0.

Each theme is provided half-a-day time and 10 Renowned speakers deliberated on these areas, all pertaining to quality enhancement in HEIs. Five International and Five National Speakers delivered keynote addresses during the two days of the Conference. This year, along with five speakers from India, five international speakers from Bahrain, Malaysia, Nigeria, Oman and UK also accepted our invitation and delivered keynote addresses. Over 600 participants of diversified backgrounds from eleven (11) Countries (Bahrain, Bangladesh, Canada, Malaysia, Nigeria, Oman, Qatar, UAE, UK, USA, etc. and host country, India) enthusiastically supported for this 2-day International Conference. The Indian participants hail from 12 different states, viz. Delhi, Uttaranchal, Himanchal Pradesh, Utter Pradesh, Haryana, Madhya Pradesh, Maharashtra, Tamandu, Karnataka, Telangana and Andhra Pradesh.

Paper presentation was scheduled in the sidelines of the virtual Conference. Among the 31 papers received, 12 have been shortlisted after scrutiny and presented during the Conference. To the great satisfaction researchers with diversified background from India, Bangladesh, Oman, Nepal and Malaysia (5 countries) submitted and presented their papers. Papers were peer reviewed by a panel of experts consisting of senior professors from different departments of KLEF.

The Director-IQAC thanked all the Resource persons from various countries, judges for paper presentation sessions and the registered participants and advised them to get the best out of this 2-Day Conference. No registration fee is charged and all participants will be receiving e-certificate.

Dr Kolli Koteswara Rao, Advisor–IQAC, KLEF in his presidential address, conveyed greetings to all the participants across different countries. He congratulated the IQAC team for organizing this 2-day international conference for bringing awareness on quality assurance, sustenance and enhancement.

Address by the Chief Guest :

Dr. P. Lakshmi Prasanna – Associate Dean (IQAC) – KLEF introduced the Chief Guest, **Dr. Abhirama Krishna Badruka**, MD, Badruka Group of Institutions, Hyderabad, Telangana and handed over to address the participants.
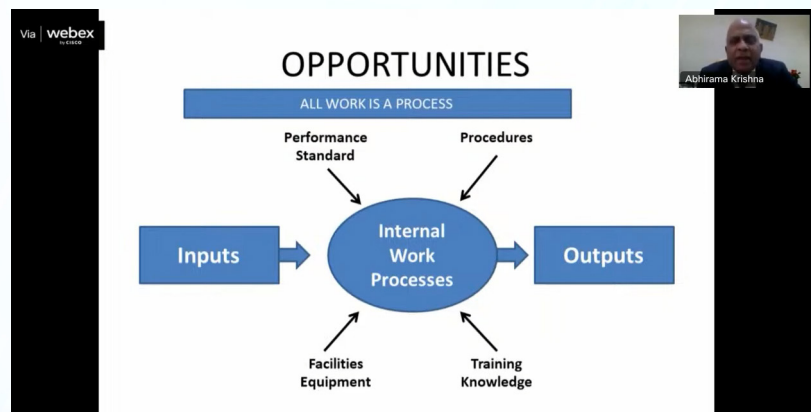
Dr. Abhirama Krishna Badruka delivered talk on "Indian Higher Education-- Creating a Quality Mindset". Dr. Abhirama Krishna Badruka also thanked KLEF for inviting her to be the Chief Guest for this 2-day IAQHEI-2022 and offered her support in future endeavors of IQAC-KLEF.
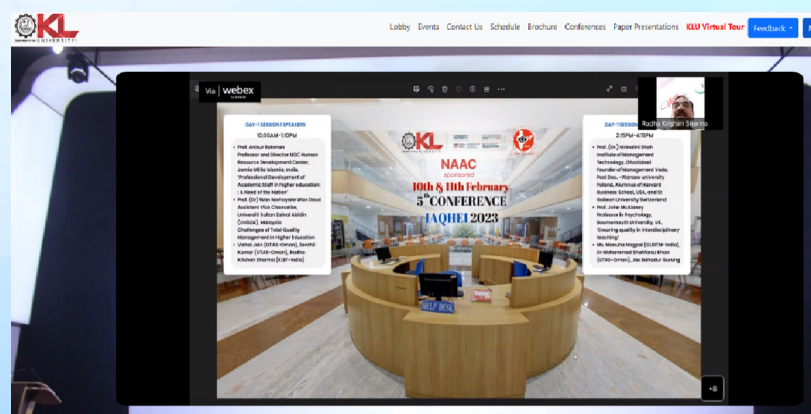
Day 1:

Forenoon : Session – I

Theme I : Issues & challenges of developing Quality Assurance system, Standards & Policies

Dr. M. Venu Gopala Rao, Associate Dean-Quality introduced the Resource Person, **Prof. Anisur Rahman,** Professor and Director UGC Human Resource Development Center, Jamia Millia Islamia, India, who spoke on 'Professional Development of Academic Staff in higher education: A Need of the Nation'.

Demographically, India is the second most populous country in the world after China and within couple of years India is going to overtake China to become the most populous country in the world. India is also youngest nation in the world and thus has tremendous potential to reap the benefit of demographic dividend. India's higher education is rising rapidly with the liberalisation of education policy since the advent of economic reforms introduced in the early 1990s. Private sector has been allowed to participate in the creation of additional capacity to absorb rising number of students seeking higher education. Due to privatisation of higher education, excess capacity has been created in Engineering and now large number of seats remains vacant in private Engineering Colleges. Additional capacities are being created in medical, management and other professional courses and days are not far off when India will have excess capacity in all the courses. These additional seats can be filled up by attracting overseas students but poor infrastructure, poor quality of education and questionable degrees are main hindrance in promoting Study India Programme among the overseas students.

Via webex

Anisur Rahman

Current and Future Challenges

i) The growth in demand for higher education

➢ In institutional terms, there were 28 universities and 695 colleges in 1950-51 that rose to more than 1000 universities and 45000 colleges in 2022.

➢ 277 Universities are privately managed. 307 Universities are located in rural area.

➢ 14 Universities are exclusively for women, 4 in Rajasthan, 2 in Tamil Nadu & 1 each in Andhra Pradesh, Assam, Delhi, Haryana, Karnataka, Maharashtra, Uttarakhand and West Bengal.

State must ensure access to affordable education and health for all of its citizens. Commercialisation of education will drive education out of the reach of common citizens and this will widen the gulf between privileged and underprivileged. Govt has adopted several measures to address the issue of equity, access, quality, affordability and relevance of higher education by implementing the NEP 2020 for envisaging an India-centric education system and provision of quality education and equitable access to all students in a sustainable manner. Above all, ensuring quality especially in higher education has always been serious concern that has been expressed by several Committees and Commissions constituted from time to time for addressing challenges plaguing Indian education system. This has been well recognised that the role teachers are pivotal in the entire system of education. They are in fact considered to be the frontline providers of quality education. They represent the key vehicle towards a progressive and prosperous society. It is known that inadequate quality of training, recruitment, service conditions and lacks of empowerment of teachers affect their skill and motivation levels. Taking this view in to mind, 45 Academic Staff Colleges came into being after the implementation of last national Education Policy, 1986. As a result, several thousand higher education teachers have been benefited every year. This is interesting to note that the NEP, 2020 has further made several provisions to empower teachers and inspire the best individuals to enter the system to ensure the best possible future for our children and our nation. This has become the need of the time to create academic culture that will maximize teacher's ability to perform their jobs effectively and to ensure that they are part of vibrant, caring, and inclusive communities of teachers, students, parents, principals, and other support staff, all of whom share a common goal, to ensure that our students are learning. Furthermore globalization has compounded the challenges of higher education. There is a rapid change in higher education as knowledge is doubling every five or ten years. Professional Development of Academic Staff is now considered to be a necessity for ensuring quality in higher education. The World Bank has rightly stated that a high   quality and well motivated teaching staff and a supportive professional culture are essential in building excellence. The skills of Academic staff need to be continually strengthened and enhanced in order to ensure quality in higher education. The Staff development must be done both at national and institutional levels in the age of globalization and Digital era. An institution must consider its entire staff especially academic staff. There are equally rapid changes in management processes, techniques and technology which are to be learnt by administrative and support staff. To deny them staff development would miss a massive opportunity for the institution.

It is further noted that challenges are increasing manifolds and these all could be addressed when teachers become knowledgeable and more skilled in terms

of changing scenario. The growth in demand of higher education is the first and foremost challenge. We need to achieve the objective of 50 per cent GER by 2035 as set in the NEP 2020. In institutional terms, there were 28 universities and 695 colleges in 1950-51 that rose to more than 1000 universities and about 50,000 in 2021. Student enrolment was one lakh in 1950-51 that rose to 3crore in 2018. The number of teachers was 1500 in 1950-51that rose to more than 13.5 lakh in 2017. This expansion has put pressures on facilities of all kinds. Financial constraints are the other equally important challenge. Government has limited resources to fund higher education. Institutions should generate resources for their own. This is known that 6 per cent of GDP is recommended in every national education policy but this has never been implemented. More over higher education has been given not much priority as not even one per cent of the total educational budgets have been spent on higher education. There is a need of an ability to handle a growing proportion of students and diversity. This can be made possible by making an academic Staff effective and efficient by instilling a set of skills in all their graduates so that societal needs are fully met. The faculty should be outward-looking and sensitive to the needs of society. They should have technical competencies in order to offer research and consultancy services.

This is already stated that the concern for quality is a serious issue which was pointed out by Kothari commission. It is said that the whole process of higher education has become dysfunctional producing a number of unemployable young men and women. That is why there a need for capacity building programme for teachers. NPE1986 had made it clear that quality in higher education was its major concern. Kothari commission also observed that the situation in HE is unsatisfactory and average standards have been falling with increasing number. This situation is still continuing. In this digital era, technological change affects all disciplines. Staff members have to be alert to the latest innovations in terms of teaching methods and research Support. There are at least three distinguishing factors, Age factor, Discipline factor and developing countries factor. There is a need to improve women's participation as women are grossly under-represented in higher education management. It is evident that there is a low representation at all levels such as Vice Chancellors, senior Administrative Officers, Heads of Departments, Principals of Colleges, etc. This is important to understand the changing demands of the labour market. Response to national or regional demands, Patterns of employment are also changing, need to change the course content accordingly, All these changes require increasing adaptability among academic staff. For this professional development of Academic Staff is a must.
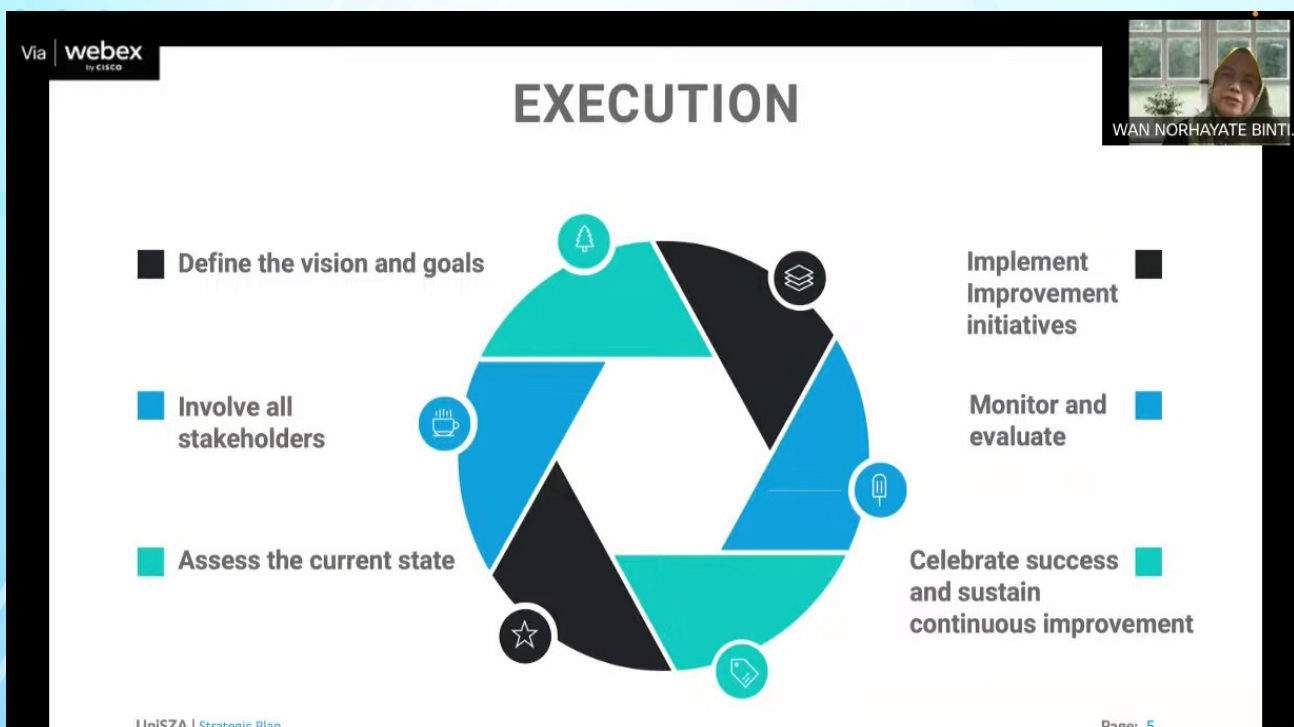
Day 1 :

Forenoon : Session – II

Theme I : Issues & challenges of developing Quality Assurance system, Standards & Policies

M. Lakshmana Kumar, Associate Dean-Quality introduced the next Resource Person, **Dr Wan Norhayate Wan Daud**, Assistant Vice Chancellor, Universiti Sultan Zainal Abidin (UniSZA), Malaysia, who spoke on "Challenges of Total Quality Management in Higher Education". Dr Wan Norhayate Wan Daud's address in brief is as follows:

In the context of higher education, Total Quality Management (TQM) is a management philosophy that aims to continuously improve quality of teaching, research, student activities and administrative services. To overcome the challenges of TQM in higher education, it is important to involve all stakeholders in the TQM process from the beginning and to communicate the benefits of TQM to all members of the organization. It is also important to provide training and support to faculty and staff to help them understand the TQM process and to use valid data to make informed decisions.

Moreover, senior leadership should demonstrate their commitment to TQM by providing the necessary resources and support for TQM efforts. Finally, it is important to regularly review and evaluate the outcomes of TQM efforts to ensure that they are having a positive impact on the organization.

Day 1 : Lunch Break

Afternoon : Session

Theme II : Role of Quality assurance in Teaching & Research excellence framework

Dr P. Lakshmi Prasanna, Associate Dean-Quality introduced the next Resource Person, **Prof. (Dr.) Mrinalini Shah**, Institute of Management Technology, Ghaziabad, Founder of Management Veda, "Zero defect in Education: taking inspiration from Indian ethos". Brief summary of the address is as follows:
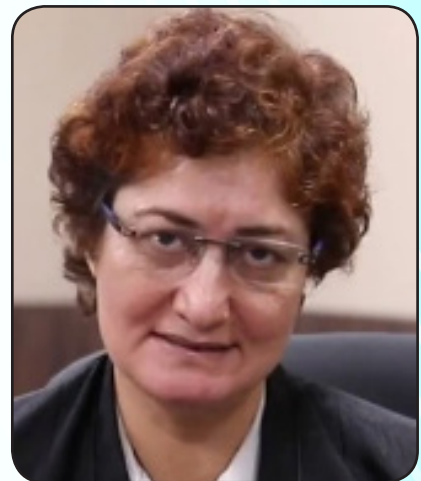
The concept of "zero defect" in education can be interpreted as striving for excellence in all aspects of education, including teaching methodologies, curriculum design, student engagement, and assessment. Indian ethos, which is rooted in ancient philosophical and spiritual traditions, offers valuable insights and perspectives on how to achieve this goal. Higher education Institutes should take quality assurance approach in education where the goal is to minimize errors, defects, and mistakes in the educational process. This approach focuses on ensuring that students receive high-quality education without any lapses or shortcomings.

An important aspect of Indian ethos that can inspire the pursuit of "zero defect" education is the emphasis on holistic learning. Panch Koshas described in Taitriya Upanishad or seven chakra concept of Indian ethos shows the way of life. In Indian philosophy, education is not just about acquiring knowledge but also about developing a well-rounded personality that is grounded in values such as
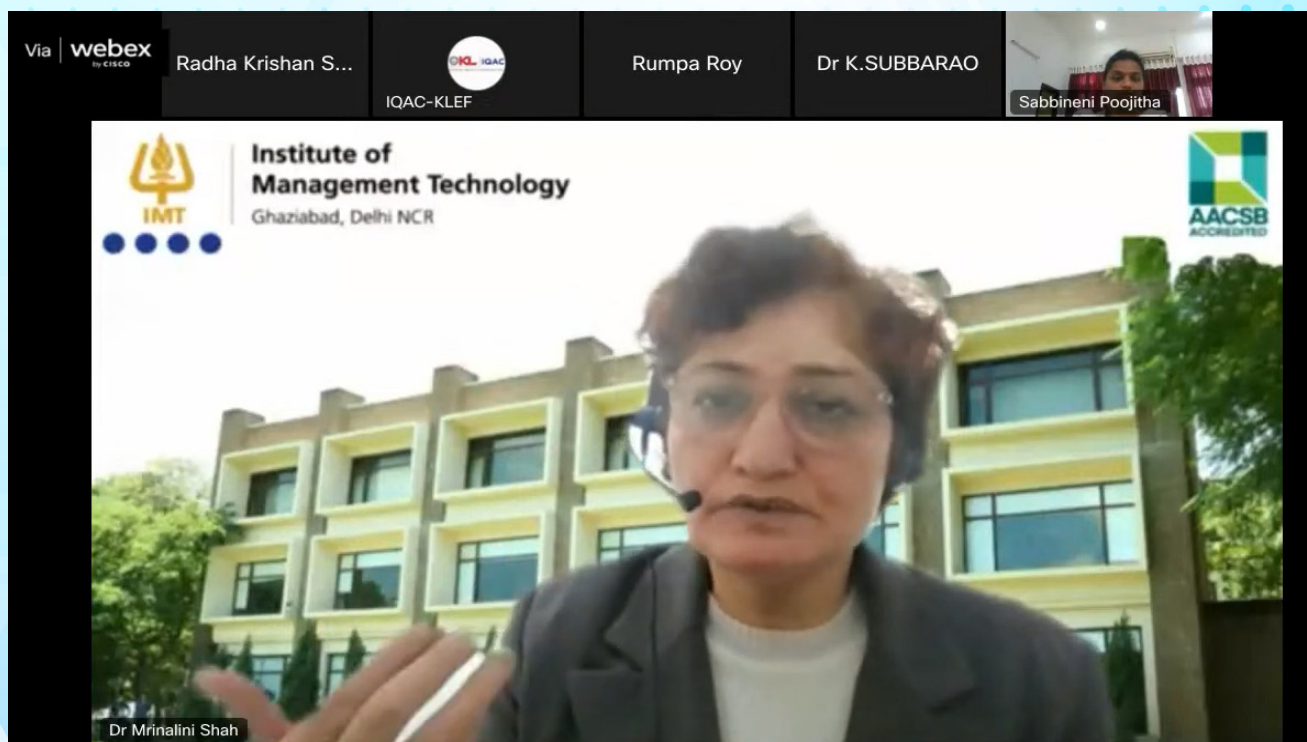
compassion, empathy, and self-awareness. By adopting a holistic approach to education, teachers can help students become lifelong learners who are not just successful in their academic pursuits but also in their personal and professional lives.

NEP 2020 also emphasizes on holistic development of learners, flexibility in education, integration of yoga & meditation etc. HEIs should follow reviews on the program level, course level, and learner's level and ensure an environment of continuous improvements.

By creating a supportive learning environment and promoting a growth mindset, teachers can inspire students to embrace lifelong learning and continuous improvement. In conclusion, the pursuit of "zero defect" education can be a powerful motivation for educators, and the Indian ethos offers valuable insights on how to achieve this goal. By promoting values such as responsibility, holistic learning, and continuous improvement, teachers can inspire students to strive for excellence in all aspects of their education and personal development.

Day 1:

Afternoon : Second Session

Dr. Radha Krishan Sharma – Associate Dean (IQAC) – KLEF introduced the speaker of the second session in the afternoon - **Prof. John McAlaney**, Professor in Psychology, Bournemouth University, UK, who spoke on 'Ensuring quality in interdisciplinary teaching'. The brief gist is as follows:

TAs educators we may find ourselves teaching students who come from outside our own discipline. This can create challenges, as students from different disciplines can have different characteristics, backgrounds and expectations of learning and assessment. For example, when comparing Psychology students to Computing it can be observed that the latter tend to prefer teaching that posits a greater certainty of knowledge, finite solutions, and a focus on professional development. As such, although the same content may be taught to students from different disciplines, consideration should be given to how this content is delivered to those students. The future of the student in terms of employability, enterprise and entrepreneurship should also be taken into account when planning interdisciplinary teaching. Encouraging students to think about approaches outside of their own discipline is beneficial for them as it prompts perspective taking and the development of transferable skills, and better prepares them for employment.

Guest of Honor

Dr K. Rama

Advisor, NAAC, Bangalore

Day 2: Forenoon: First Session

The Associate Dean-Quality, Dr. Radha Krishan Sharma, in his opening remarks for the second day of the 2-day Conference welcomed the participants and very briefly reviewed the previous day's proceedings and the four themes which were chosen for this Conference.

Day 2: Forenoon Session

Theme III : Quality in 3Ps (Programs, People and Process) in HEI's and Quality Assurance & Governance in Higher Education Institutions (HEIs)

Dr P. Lakshmi Prasanna, Associate Dean-Quality introduced the Guest of Honor and next speaker, **Dr K. Rama**, Advisor-NAAC to the audience. Dr Rama happens to be one of the key persons in the preparation of revised (NAAC) Accreditation Framework and NEP. Madam mainly spoke on the implementation of NEP.

Dr Rama congratulated IQAC-KLEF for roping in several speakers from different countries and making the IAQHEI-2023 truly International.

Madam addressed the audience on 'Reforms in Higher Education: Revisiting the key elements in in Approaching quality'. In her address she highlighted the essential need of modern society as 'Reorganization of educational system through comprehensive view of education as a whole, Re-organize to suit the necessities of the life and train the students for life through four factors i.e. training for living; cultivation of a social sense; equipping children with knowledge and practice of the rights and duties of the citizens and cultural view of life based on purity, devotion and character. While suggesting a Zero-Sum Game for education quality, she explain The Iron triangle of Quality, Access/Quantity and Cost/Equity and stressed upon need of education reforms to solve the triangle. In continuation for Quality-Quantity enhancement & equity achievement, she suggested to focus on ICT, Improved Governance, E-governance and relevance-Localization. She also mentioned that transition is essential to 'Education/Learning for sustainable Development and L-Communities Development.

She highlighted need of revisiting the key elements in approaching quality particularly 'Improving the key processes continually to institutional excellence',

'Developing and tapping the full potential of staff through professional development and autonomy', 'Stakeholder participation to achieve economic and social equity', 'Identifying and achieving learning outcomes and satisfying students' needs focused to Innovations and Experimentation' and 'Good Governance through transparency and accountability.

Madam suggested that a value-based approach to success must be the focus point. She further elaborated that 'Focus must be on leading strategically in today's

rapidly changing environment of new possibilities for a lasting winning edge'. Madam suggested that 'Sustaining the quality of the University in this turbulent landscape requires a leader who can align the business strategy with its value system. The leader must be capable to give a sense of purpose, direction and strategic perspective to universities' activities/provisions and must develop and deploy a working tool for understanding and managing performance and guiding planning.

While discussing "Growing and Evolving Universities" madam stressed upon the need of strengthen the university by revisiting objectives and reviewing the organization structure and allocation of financial and human resources.

Madam highlighted two purpose of QA practices i.e., Accountability and Improvement and for Ensuring quality she suggested Quality promotion through partnered approach, Quality Enhance through 'Internal Quality Assurance Cell (IQAC) and continuous Quality evaluation through assessment and accreditation. She further elaborated the Four P's of QA Systems as 'Power', 'professionalization', 'public Relation and 'Permeability' and explained role of of all stakeholders for Nurturing Quality Together.

Madam expressed thanks to all participants and invited questions. Some of the audience including Dr. Rumpa Roy, Director internal Quality assurance, Gulf University, Kingdom of Bahrain and Dr. Reynaldo fro UTAS-IBRI, sultanate of Oman, raised their doubts/questions, which were effectively addressed by madam.

Day 2:

Forenoon : Second Session

Dr. M. Venu Gopala Rao, Associate Dean-Quality introduced the next Speaker, Dr Reynaldo Gacho Segumpan, Former HOD, Business Administration, University of Technology & Applied Sciences, IBRI (UTAS), Sultanate of Oman to the audience.

Dr Reynaldo Gacho Segumpan spoke on "Quality Enhancement Through Manpower Development: Exploring Best Practices in Higher Education". Gist of the address is as follows:

It is said that the traditional role of human resource management (HRM) has been evolving, from administrative tasks such as recruiting, interviewing, selecting job applicants, negotiating contracts with the union, and the like, to getting involved

in quality management. In contemporary HRM landscape, human resource managers need to build a culture that encourages everyone to embrace the culture of "quality" and continuous improvement.

This keynote speech represents an interface of quality management, human resource management, and higher education. The session has been structured into four parts: First is QA in HR: Rationale, where I will be highlighting the co-existence between quality assurance (QA) and HRM. I will explain how QA is interwoven in the HRM parameters, or how HRM takes crucial roles in promoting and in sustaining QA initiatives and programs in the organization, especially in higher education.

The next part of the presentation is on Overview of Quality, where I will highlight briefly what I navigated from the literature on the nature of "quality" from the perspectives of quality gurus such as Juran, Crosby, and Deming. I will attempt to explicate the latter's definitions, first in general terms, and then in higher education context. The third part of our session will highlight the so-called critical chunks of manpower development, represented as SEGUMPAN Model. This is a framework which represents key elements that HR managers and QA professionals need to address as they unpack and deal with the challenges of enhancing manpower development. The last segment provides final words for reflection and concluding remarks.
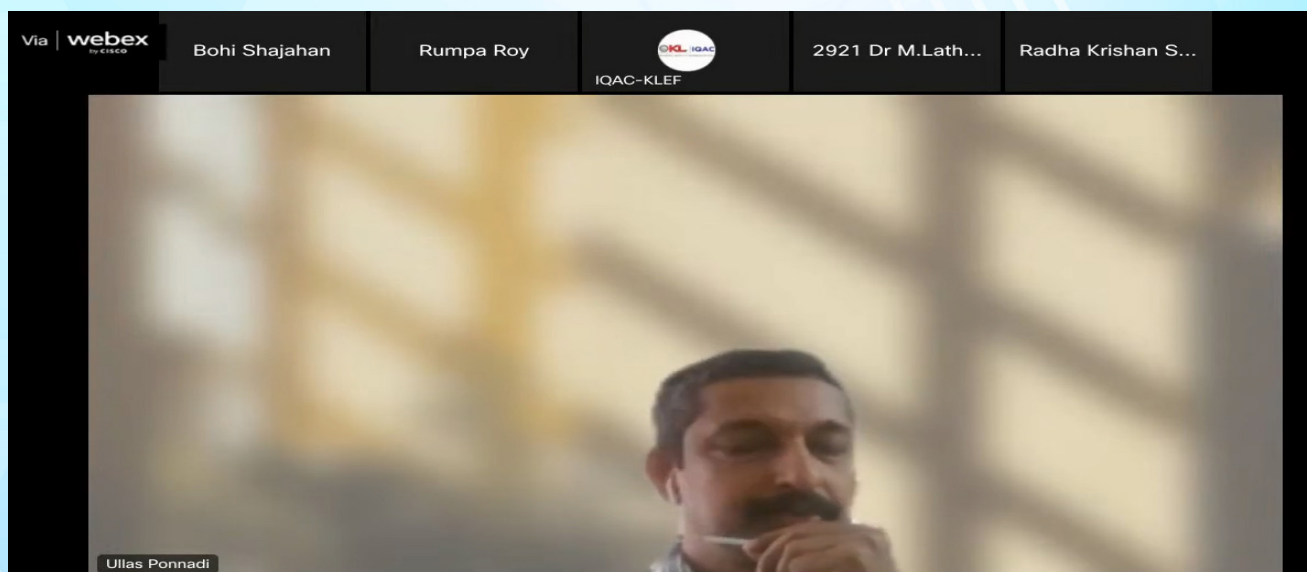
Day 2: Afternoon

First Session

Theme IV : Education 5.0: Opportunities and Challenges to match higher education quality with IR 5.0.

Dr. K. V. Narasimha Rao, Associate Dean-Quality introduced the First Keynote Speaker, **Mr. Ullas Ponnadi**, Founder Director, UB Ventura LLP, Cochin, India, who spoke on 'Education 5.0 and New Education Policy 2020 of India.

Mr. Ullas put the flowing 10 questions and deliberated on each one of them.

1. What exactly is Industry 5.0 and how is it different from Industry 4.0?

2. We just heard about Education 4.0 but looks like it is already time for 5.0! What is it?

3. NEP 2020: Plenty of buzz around it. What really has changed, especially at the College/University level?

4. What does WEF predict in terms of skill needs for the future, say 2030?

5. ChatGPT, AI, Robotics, Singularity: What are these? What are the implications?

6. How is the role of humans going to change, as we move forward?

7. What skills are truly needed for the future world? How does human specific skills matter here?

8. Why are soft skills so much more important now than before? What has changed?

9. How can a college/institution adapt to the above changes?

10. And finally, will schools and colleges exist at all? What is their relevance when knowledge as in information is available everywhere, and at your fingertips?

Day 2: : Afternoon

Second Session

Dr P. Lakshmi Prasanna, Associate Dean-Quality introduced the next Resource Person, **Prof. Dileep Kuma**r, M., Deputy Vice-Chancellor, Nile University of Nigeria, who spoke on Education 5.0 and Way Forward...!!!' Brief summary of the address is as follows:

Over the last few decades, there has been a surge in digital transformation and new technology in our daily lives. Artificial intelligence, the Internet of Things, data processing, and other tools have permeated our lives and businesses. The world is becoming increasingly dominated by technology, as is education. Many schools, including primary schools, are rushing into a "dehumanized" version of education. It implies fewer human-to-human interactions and an increasing shift in decision-making power away from humans and toward technology. Education 5.0 is about people, not technology, and it uses technology as a tool to add value and increase effectiveness. Education 5.0 is about making conscious, responsible choices while keeping the big picture in mind. Education 5.0 places a strong emphasis on privacy, ethics, safety, and technological mindfulness. It necessitates a comprehensive approach to educational transformation that addresses all critical components.

Prof. Dr. Dileep Kumar M.

Valedictory Function:

In the valedictory function, the Director-IQAC, Dr. K. Subba Rao announced the prize winners of the paper contest, which was conducted parallelly in the sidelines of the Conference. Among the papers received, 12 were shortlisted after scrutiny and were presented during the Conference. Best papers were given cash prizes of Rs. 5,000/-, Rs. 3,000/- and Rs. 2,000/-.

Panel of Judges:

Prof. (Dr.) M Venugopal Rao (Convener), Dept. ECE, KLEF and Assoc Dean – IQAC KLEF

Prof. (Dr.) V. Chandra Prakash, Dept of CSE, KLEF

Prof. (Dr.) G. Divaker , Dept of Mechanical,KLEF

Dr. Ravi Kumar, Assoc.Prof, Dept of English, KLEF

Dr.P Lakshmi Prassana , Assoc.Dean –IQAC,KLEF

The winners:

First prize : Mr. Abhishek Anand (IBM GLAU-India) and Dr. R. K Dwivedi (IBM GLAU-India for their paper 'A Comparative Study of Gross Enrolment Ratio (GER) in Higher Educational Institutions of India and China'

Second Prize : Dr Ankita Raj (RUSA-India), Dr. Naresh Bhaskar Raj (USZA-Malaysia), Ms. Bohi Shajahan(AIU-Bangladesh), 'Ways to improve quality of teaching and learning in higher education: case study from Varanasi division'

Third Prize : Anuradha Bandyopadhyay Shanker (KLEF-India), 'Fostering Excellence in Education: the case for TQM in implementing a course on Research Methods in higher education in India'.

Feedback was collected from all the participants at the end of each session and was shared among the speakers. No registration fee was charged, and all participants would be receiving participation certificate.

In the Valedictory function, **Dr. Rumpa Roy,** Director, Quality Assurance and Development Center, Gulf University, Kingdom of Bahrain has summarized the takeaway points. They are:

IAQHEI'2023 conference provided insights and opened up avenues towards innovative mechanisms & standards for assuring quality in higher education institutions under four themes. The 2-day conference enriched the participants from academia and industry

across the world with keynote speeches by seven eminent speakers and research paper presentation of seven papers focusing on diverse issues in quality assurance and looking forward. The presenters emphasized on how to create quality mindset in moving from inspection to trusted advisor and drive quality; the need for staff professional development and overcoming challenges; approaches of TQM and addressing challenges in implementation; ensuring continuous quality enhancement with Zero Defect approach; reorganization of higher education sector with value-based approach, entrepreneurship view, improving quality of teaching in higher education and so on. The presenters highlighted on the priorities of universities such as internationalization, accreditation and ranking, partnership with industry, research collaboration, staff and student exchange, contribution towards SDGs, digital transformation etc. Education 5.0 towards integration of technology and human triggered inquisitiveness in terms of outward looking initiatives, developing learning communities, competency-based education with purposefulness and mindfulness. The conference brought scholars and practitioners together on a common platform with opportunities for network and collaboration.

The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.

The Conference concluded with a vote of thanks proposed by Prof. (Dr.) M. Venu
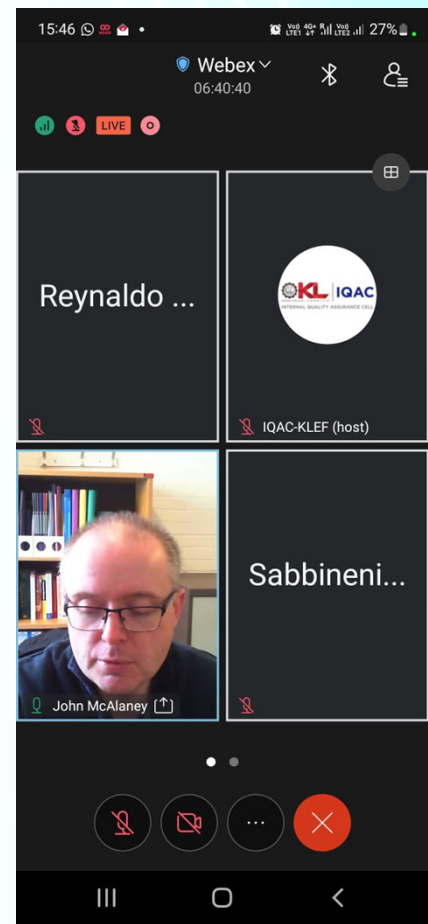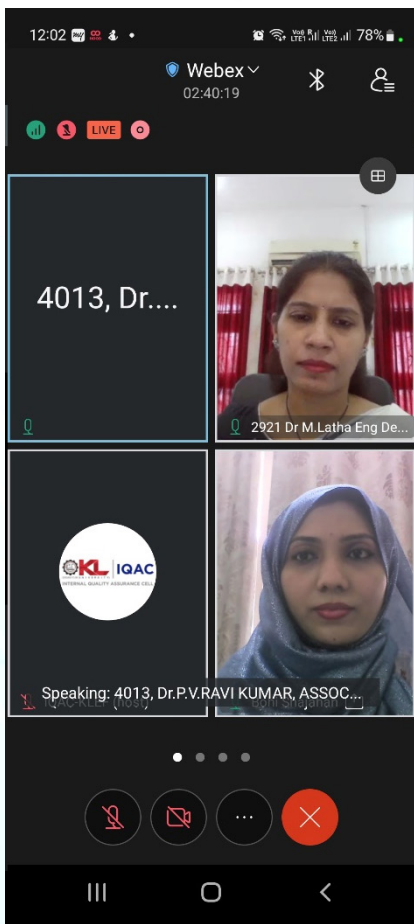
Gopala Rao, Associate Dean-Quality. On behalf of IQAC-KLEF Dr. Rao placed on record thanks to National Assessment and Accreditation Council (NAAC), MHRD, Govt. of India for their trust in IQAC-KLEF and sponsoring the conference. He expressed gratitude towards support extended by 10 Keynote speakers (5 from abroad and 5 from India) for accepting invitation and sharing their ideas for quality improvement and assurance of higher education institutions, Dr. Rao also expressed sense of gratitude to the Hon'ble Pro-Chancellor, Hon'ble Vice-Chancellor, Pro-Vice-Chancellor, Registrar of KLEF and other functionaries of KLEF for their unconditional support for success of the conference. He also acknowledged contribution of the paper reviewers/judges and II B. Tech. (CSE) Student and CSE faculty of KLEF for helping in creating the Platform for organizing the Conference. Finally, thanks conveyed to two Anchors, Dr M. Latha, Associate Professor of English and Dr S. Poojitha, Associate Professor of Business Management for compeering the Conference in a fitting manner. Lastly, he thanked Dr. K. Ramakrishna, Dean-Quality, Director-IQAC, Dr. K. Subba Rao and all the fellow Associate Deans and other IQAC Staff for their dedicated efforts in successfully conducting this 2-Day International conference.

Program Schedule

Day 1 : 10th Feb., 2023   **Inaugural Session**   **Venue :** Virtual Mode

Anchor : Dr. Latha / Dr. Poojitha

TIME		TOPIC/ EVENT	SPEAKER
10.00am – 10.02am	2m	Opening remarks	Dr. Latha/Dr. Poojitha
10.02am – 10.05am	3m	Jyothiprajwalana & Prayer	AV play
10.05am – 10.10am	5m	Welcome Address	Prof. (Dr.) K. Subba Rao, Director–IQAC
10.10am – 10.20am	10m	Inaugural Address	Prof (Dr.) G. Pardha Saradhi Varma, Vice Chancellor, KLEF
10.20am – 10.30am	10m	Presidential Address	Prof. (Dr) K. S. Jagannatha Rao, Pro-Chancellor, KLEF
10.30am – 10.35am	5m	Introduction of Chief Guest	By Dr. P. Lakshmi Prasanna – Assoc. Dean (Quality)
10.35am – 11.15am	40m	Address by Chief Guest	Prof. Abhirama Krishna Director General, Badruka Group of Institutions, Hyderabad, Telangana. India **" Indian Higher Education-- Creating a Quality Mindset"**

Session – I

Theme : Issues &challenges of developing Quality Assurance system, Standards & policies

TIME		TOPIC/ EVENT	SPEAKER
11.15am – 11.20am	5m	Introduction of Speaker 1	By Prof (Dr.) M. Venugopal Rao
11.20am – 12.00pm	40m	Keynote Address – Speaker 1	Prof. Anisur Rahman Professor and Director UGC Human Resource Development Center, Jamia Millia Islamia, India. **'Professional Development of Academic Staff in higher education: : A Need of the Nation'**

INTERNAL QUALITY ASSURANCE CELL

12.00pm – 12.05pm	5m	Introduction of Speaker 2	By Mr. M. Lakshmana Kumar – Assoc. Dean (Quality)
12.05pm – 12.45pm	40m	Keynote Address – Speaker 2	Prof. (Dr) Wan Norhayate Wan Daud Assistant Vice Chancellor, Universiti Sultan Zainal Abidin (UniSZA), Malaysia **Challenges of Total Quality Management in Higher Education**
12.45pm – 12.50pm	5m	Introduction of Paper Presenters	By Dr. Latha
12.50pm – 01.10pm	20m	Paper M1: Significance of 'OCEAN model' to improve quality of stakeholders' feedback for Higher Education Institutions	Vishal Jain (UTAS-Oman), Senthil Kumar (UTAS-Oman), Radha Krishan Sharma (KLEF-India)
Lunch Break: 1.10pm – 2.15pm			

Session – II

Theme : Role of Quality assurance in Teaching & Research excellence framework

TIME		TOPIC/ EVENT	SPEAKER
02.15pm – 02.20pm	5m	Introduction of Speaker 3	By Dr. P. Lakshmi Prasanna – Assoc. Dean (Quality)
02.20pm – 03.00pm	40m	Keynote Address – Speaker 3	Prof. (Dr.) Mrinalini Shah
Institute of Management Technology, Ghaziabad	5m	Welcome Address	Prof. (Dr.) K. Subba Rao, Director-IQAC
Founder of Management Veda,	10m	Inaugural Address	Prof (Dr.) G. Pardha Saradhi Varma, Vice Chancellor, KLEF
"Zero defect in Education: taking inspiration from Indian ethos"	10m	Presidential Address	Prof. (Dr) K. S. Jagannatha Rao, Pro-Chancellor, KLEF

03.00pm – 03.05pm	5m	Introduction of Speaker 4	By Prof. (Dr) Radha Krishan Sharma-Assoc. Dean (Quality)
03.05pm – 03.45pm	40m	Keynote Address – Speaker 4	**Prof. John McAlaney** Professor in Psychology, Bournemouth University, UK. **'Ensuring quality in interdisciplinary teaching'**
03.45pm – 03.50pm	5m	Introduction of Paper Presenter	**By Dr. Poojitha**
03.50pm – 04.10pm	20m	Paper M2: Governance Issues and Challenges of Higher Education in India	**Ms. Manuha Nagpal (GLBITM-India), Dr Mohammad Shahfaraz Khan (UTAS-Oman), Jas Bahadur Gurung (TU-Nepal)**
04.10pm – 04.15pm	5m	Closing remarks of DAY 1	**Prof. (Dr) Radha Krishan Sharma**

Day 2 : 11th Feb, 2023
Venue : Virtual Mode
Anchor : Dr. Latha / Dr. Poojitha
Session – IIITheme : Quality in 3Ps (Programs, People and Process) in HEI's and Quality Assurance & Governance in Higher Education Institutions (HEIs)

TIME		TOPIC/ EVENT	SPEAKER
10.00am – 10.05am	5m	Opening remarks	Dr. Latha/Dr. Poojitha
10.05am – 10.10am	5m	Welcome Address	Prof. (Dr) Radha Krishan Sharma-Assoc. Dean
10.10am – 10.15am	5m	Introduction of Guest of Honor	By Dr. P. Lakshmi Prasanna – Assoc. Dean (Quality)
10.15am – 10.55am	40m	Keynote Address by Guest of Honor	Prof. (Dr) K. Rama Advisor - NAAC, B, enagaluru, Karnataka
10.55am – 11.00am	5m	Introduction of Speaker 5	Prof (Dr.) M. Venugopal Rao - Assoc. Dean (Quality)

TIME		TOPIC/ EVENT	SPEAKER
11.00am – 11.40am	40m	Keynote Address – Speaker 5	Prof. Reynaldo Gacho Segumpan Former HOD, Business Administration, University of Technology & Applied Sciences, IBRI(UTAS), Sultanate of OMAN. **'Quality Enhancement Through manpower Development: Exploring Best Practices in Higher Education'**
11.40am–11.45am	5m	Introduction of Paper Presenter	By Dr. Latha
11.45am–12.05pm	20m	Paper M3: Ways to improve quality of teaching and learning in higher education: case study from varanasi division	Dr Ankita Raj (RUSA-India), Dr. Naresh Bhaskar Raj (USZA-Malaysia), Ms. BohiShajahan(AIU-Bangladesh)
Lunch Break: 12.05 pm – 1.05 pm			

Session – IV

Theme : Education 5.0: Opportunities and Challenges to match higher education quality with IR 5.0

TIME		TOPIC/ EVENT	SPEAKER
1.05pm–1.10pm	5m	Introduction of Speaker 6	By Prof. (Dr) K. V. Narasimha Rao – Assoc. Dean (Quality)
1.10pm–1.50pm	40m	Keynote Address – Speaker 6	Mr. Ullas Ponnadi Founder Director, UB Ventura LLP, Cochin, India **'Education 5.0 and New Education Policy 2020 of India**
1.50pm – 1.55pm	5m	Introduction of Guest of Honor	By Dr. P. Lakshmi Prasanna – Assoc. Dean (Quality)
1.55pm – 2.35pm	40m	Keynote Address – Speaker 7	Prof. Dileep Kumar M Deputy Vice-Chancellor, Nile University of Nigeria **'Education 5.0 and Way Forward...!!!'**

Valedictory Session			
2.35pm–2.45pm	10m	Sharing Experience on the Conference	Audience and Paper Presenters
2.45pm–2.50pm	5m	Announcement of awards	Prof. (Dr.) K. Subba Rao, Director-IQAC
2.50pm – 2.55pm	5m	Introduction of guest	By Mr. M. Lakshmana Kumar – Assoc. Dean (Quality)
2.55pm – 3.15pm	20m	Valedictory Address	Dr. Rumpa Roy Director, Quality Assurance and Development Center, Gulf University, Kingdom of Bahrain
3.15pm – 3.30pm	15m	Vote of Thanks	Prof (Dr.) M. Venugopal Rao

Parallel Session Program Schedule

Day 1 : 10th Feb., 2023   **Inaugural Session**   **Venue : Virtual Mode**
Parallel Session – I
Theme : Issues & challenges of developing Quality Assurance system, Standards & policies
Session Coordinator : Dr. P Lakshmi Prassana (Associate Dean-Quality)

TIME		TOPIC/ EVENT	SPEAKER
11.15am – 11.20am	5m	Instruction to Paper Presenters	Dr. P Lakshmi Prassana (Associate Dean-Quality)
11.20am – 11.40am	20m	Paper P1: Challenges in developing quality assurance system in inclusive education for disabled students in higher education institutes	**H. A. Archana (KLEF-India), A. Priyadharshini (KLEF-India) and H.A. Anbu Selvi (LCE chennai-India)**
11.40am – 12.00 noon	20m	Paper P2: An Integrated Framework for Quality Improvement in Higher Education	Gayatri Kapil (GNOIT_IPS-India), Kavita Sahu (SRMU-India), Savita Mohan (GNOIT_IPS-India)

Parallel Session – II

Theme : Role of Quality assurance in Teaching & Research excellence framework

Session Coordinator : Dr. P Lakshmi Prassana (Associate Dean-Quality)

TIME		TOPIC/ EVENT	SPEAKER
12.00 noon – 12.20pm	20m	Paper P3: Social Awareness and technology-based e-learning. A Review	Dr.R.D.SATHIYA (KLEF-India)
12.20am – 12.40pm	20m	Paper P4: Factors Influencing The Perceptions Of University Teachers Towards Quality Assurance In Higher Education Institutions (Heis) Stitutions Of India And China	**Dr. Neha and Dr. Priya Kushwaha** (GNIOT-IPS-India)

Parallel Session Program Schedule

Day 2 : 11th Feb., 2023   **Venue :** Virtual Mode

Parallel Session – III

Theme : Quality in 3Ps (Programs, People and Process) in HEI's and Quality Assurance & Governance in Higher Education Institutions (HEIs)

Session Coordinator : Dr. P Lakshmi Prassana (Associate Dean-Quality)

Parallel Session – IV

Theme: Education 5.0 : Opportunities and Challenges to match higher education quality with IR 5.0

Session Coordinator : Dr. P Lakshmi Prassana (Associate Dean-Quality)

TIME		TOPIC/ EVENT	SPEAKER
12.05pm-12.25pm	20m	Paper P5: A Comparative Study of Gross Enrolment Ratio (GER) in Higher Educational Institutions of India and China.	Mr. Abhishek Anand (IBM GLAU-India), Dr. R. K Dwivedi (IBM GLAU-India)
12.25pm-12.45pm	20m	Paper P6: Quality Assurance and governance in Higher Education	Dr. Neetu Jain and Pooja Sharma (India)
12.45pm – 01.05pm	20m	Paper P7: Fostering Excellence in Education: the case for TQM in implementing a course on Research Methods in higher education in India	Anuradha Bandyopadhyay Shanker (KLEF-India)