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## **Institutional Information for Quality Assessment (IIQA): Filing Process and Importance**

**Divya Joshi<sup>1</sup> and N. Bhojak<sup>2\*</sup>,**

**<sup>1</sup>P.G. Department of English, <sup>2</sup>GCRC, P.G. Department of Chemistry,  
Government Dungar College (Two times consecutively 'A' Grade by NAAC),  
Maharaja Ganga Singh University, Bikaner, Rajasthan, India**

**Abstract** - Every Higher Education Institute aspiring for quality enhancement goes through Accreditation and Assessment process of NAAC and IIQA (Institutional Information for Quality Assessment) is the first important step to ensure that the HEI is ready for A&A. IIQA submission indicates that the HEI is eligible and ready for assessment. As per NAAC, it ensures that the applicant institution fulfils statutory requirements of agencies which govern it. Since IIQA submission is a mandatory requisite and it contains a comprehensive information of the HEI, its relevance is self-explanatory. Utmost care is to be taken while filling this and uploading of all necessary documents. This paper discusses the process of filling of IIQA and its significance in A&A process.

**Keywords:** - NAAC, IIQA, Support/helpdesk

### **I. Introduction**

As an autonomous institution NAAC (National Assessment and Accreditation Council) is constantly working towards quality assurance in Education Institutions (HEIs). Educational assessment can only truly reap benefits for education if it is conceptualized as having the ultimate purpose of ensuring quality education. <sup>1</sup>The Institutional Information for Quality Assessment (IIQA) is the first step to proceed for NAAC accreditation process. Actually after the filling of IIQA the institute gets its acceptance within a week and thereafter normally forty-five days are given to HEI to submit the SSR which is the basic and key feature of NAAC accreditation process. The filling of IIQA should be done with utmost care in order to proceed for NAAC accreditation procedure. This paper is designed to provide an explanation for the first

qualifying step for submission of SSR i.e. the filling of IIQA. The data and information provided in IIQA is the backbone of SSR. It's a comprehensive information and a detailed profile of the Institute covering all aspects viz. teachers, students, programs, important cells and committees. Hence the filling of IIQA should be done with utmost care in order to proceed for NAAC accreditation procedure. There is no timeline for registration and submission of IIQA. However, HEIs should submit SSR within 45 days from the date of acceptance of IIQA. Otherwise, HEI need to apply again by paying the IIQA fee.

## **II. Methodology**

In this paper all the necessary steps of filling of IIQA and eligibility are discussed in detail. In the earlier paper we have already discussed about the stages of accreditation. The process and stage of accreditation relies upon the cycle. Cycle 1 applies to those institutes for whom A&A is seen as an opportunity to assess and initiate measures for quality improvement. When the HEI goes through the accreditation process for the first time, it is referred as Cycle 1. Thereafter every five years the subsequent Cycles 2, 3..... are applicable for those HEIs who are keen to evaluate and raise their quality standards.<sup>2</sup>

## **III. Procedure for IIQA Submission**

HEIs applying for IIQA must go through NAAC website and understand the eligibility criteria. Thereafter the registration has to be done on HEI portal of the institution. This portal is the most important link to contact NAAC for all further communication. The Institutions login through their mail id and password and IIQA is only submitted through the HEI portal. Following is the general procedure:

- The first step is HEI logging in to the portal
- HEI fills the IIQA (Institutional Information for Quality Assessment) form.
- It deposits the fee (online).
- Required necessary documents are to be submitted in the correct format.
- NAAC goes through the documents, verifies and intimates the HEI for further process.

## **IV. Profile Information**

The basic and general information related to the profile of HEI remains more or less the same with slight differences according to the type of Institution. The IIQA manual of NAAC has details about the information needed by the Institution at the time of filling of IIQA<sup>3</sup>. The IIQA profile information needs the following data:

1. Dates of previous cycles (if accredited earlier) with grade.
2. Those HEIs who are already accredited also need to be careful if their AQAR are submitted timely because in IIQA form, the link for the same has to be provided.
3. Correct name of the institution, date of establishment, own campus or not, complete address with mobile number, landline number, fax, registered email id and alternate email id.
4. Designation and details of Head of Institution
5. Alternate faculty details- Salutation, Name and Designation
6. Website of HEI. ex. [www.dungarcollege.ac.in](http://www.dungarcollege.ac.in)
7. Nature of college – affiliated, constituent, government, private, autonomous, and name of affiliating university.
8. UGC 2f recognition and UGC 12B recognition proof has to be uploaded.
9. Proof for center of excellence, Recognition as Potential for Excellence if yes proof has to be uploaded
10. If the institution is not affiliated to a university and is offering programmes recognized by any Statutory Regulatory Authorities (SRA)
11. Date of uploading data on MHRD website for AISHE, and latest certificate issued by Head of Institution for complying with Central Government, UGC and other Statutory Bodies, State Government and Affiliating University and other applicable SRA.

## **V. Academic Information**

1. Number of programs offered – It includes only numbers of different programs like UG, PG, Ph.D., Diploma etc. During filling of Programs one must be careful for example B.A., B.Sc. and B. Com are three different programs. But if the HEI is offering B.Sc. (general) and offering 6 internal subject combinations like 1. Physics, Chemistry and Mathematics 2. Chemistry Zoology and Botany 3. Physics, Mathematics and Geology etc., and similarly in B.A. (general) if HEI is offering combinations like 1. Eng. Lit, Hindi lit and 2. Pol Science, Hindi Lit, History and Political science etc., these will be included in specialization which is in sub heading.
2. Program details – It includes name, department, affiliating university, SRA recognition, affiliation status.
3. Self declaration by Head of Institution
4. Details of staff – It includes male, female staff.

5. Details of students - It includes male, female student numbers.
6. Statutory cells / committees like SC/ST cell, OBC Cell, Anti ragging Cell, Minority Cell, Internal Compliant Committee, Grievance Redressal Committee etc.
7. Details of IQAC and AQAR submission.
8. MOU related information and documentary proof

## **VI. Discussion**

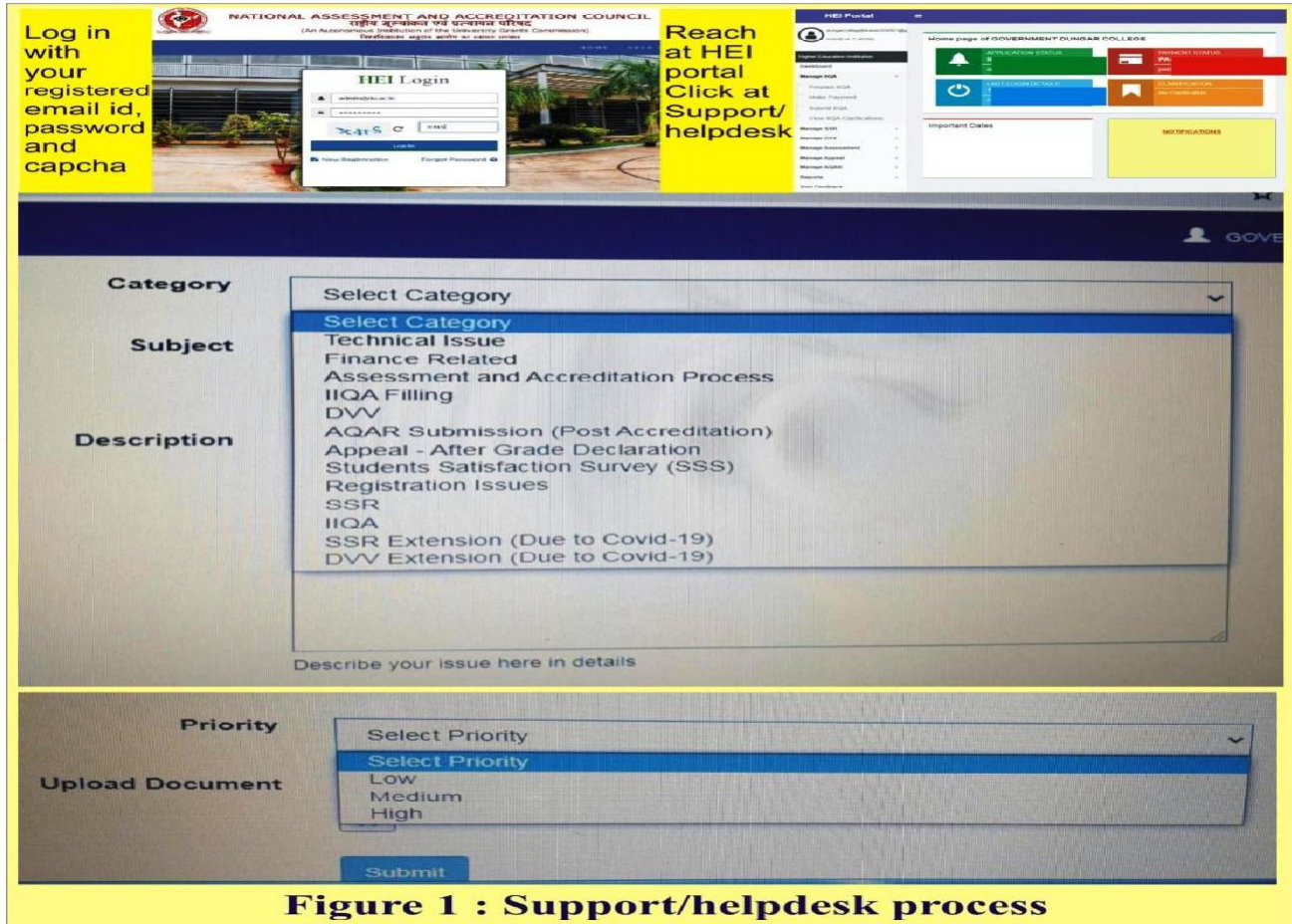
After the HEI login, the dashboard that opens, has all instructions viz. payment details, important dates and information regarding previous cycle. On the left hand side after the dashboard the first menu option is 'manage IIQA'. This has further four options viz. 'Prepare IIQA', 'Make Payment', 'Submit IIQA', 'View IIQA Clarifications'.<sup>4</sup> The NAAC user manual elaborately explains the process and details needed to fill these four tabs. The most important point to notice is that under the heading quality information, NAAC is expecting the HEI to make its IQAC (Internal Quality Assurance Cell) functional and active in all respects. For this it not only asks for an active IQAC but minutes and action take report all becomes a necessary document to be uploaded. AQAR which is an important step of NAAC accreditation process is to be uploaded regularly and here while filling the IIQA, NAAC expects this for HEIs applying for 2<sup>nd</sup> cycle or subsequent. All data and information entered so far is saved and can be edited anytime until the submit tab is clicked. Once the IIQA is filled, submitted and payment done, at any point this can be previewed or downloaded from the portal.

The three level accreditation process which is now more ICT enabled with Student Satisfaction Survey, and Data Verification and Validation is simple, clear and transparent. The submission of Institutional Information for Quality Assessment (IIQA) is more or less similar to the Letter of Intent(LoI) of the earlier process. Unlike in the earlier system where, two specific windows would open in a year for HEIs to submit their applications. The first window used to be from May 1st – June 30th and the second window from November 1st –December 31st. However, this year due to COVID 19 pandemic the last date of AQAR submission has been extended up to 31st August for the session 2019-20.

## **VII. Support / Helpdesk**

NAAC provides this facility to each HEI on its personalized portal as you log in, you will find support desk at left hand side (third button from downside), click there you will find a its page with four options at upper side i.e. – Report an issue, Issue reported, Review responses and FAQ. Click at Issue reported to report your issue or problem you will find page as shown in Figure 1. Select category, write subject of your issue and brief about issue than click on priority which is low, medium and high. If you placing high priority, then Head of HEI and IQAC coordinator

must keep their mobile active because in many of high priority cases in addition to replying in the dialog box at support/helpdesk, NAAC also informs telephonically. Submit the query, The NAAC will answer on the basis of priority, normally with one working day. In all the cases it must be clear that portal is the only way of contacting with NAAC with a clarity.



**Figure 1 : Support/helpdesk process**

## VII. Conclusion

The process of filling application for IIQA is simple yet it requires very sincere and diligent efforts because it not only starts the process of SSR submission which is the key step for NAAC accreditation but it also locks the periphery of data submission. Mere negligence here creates big mismatch in data validation process. HEI has to ensure that the name of the Institution is same in IIQA application, affiliation letter(s), SRA approval letter(s) (if applicable), UGC letter granting autonomous status (if applicable) and AISHE certificate submitted are all correct. Otherwise, IIQA application may not be accepted. As the first important step before the SSR its relevance stands tall because of correct information and profile of HEI.

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