MONITORING & EVALUATION (M&E)
FOR PROGRAM & INSTITUTIONAL LEVEL
BY
QUALITY ENHANCEMENT CELL

DEPARTMENT OF MONITORING & EVALUATION (M&E)

MISSION

Facilitation of quality education at BHU in all programs at all levels is QEC's prime endeavor through careful strategic planning, regular monitoring, and feedback to the academia and management of the university.
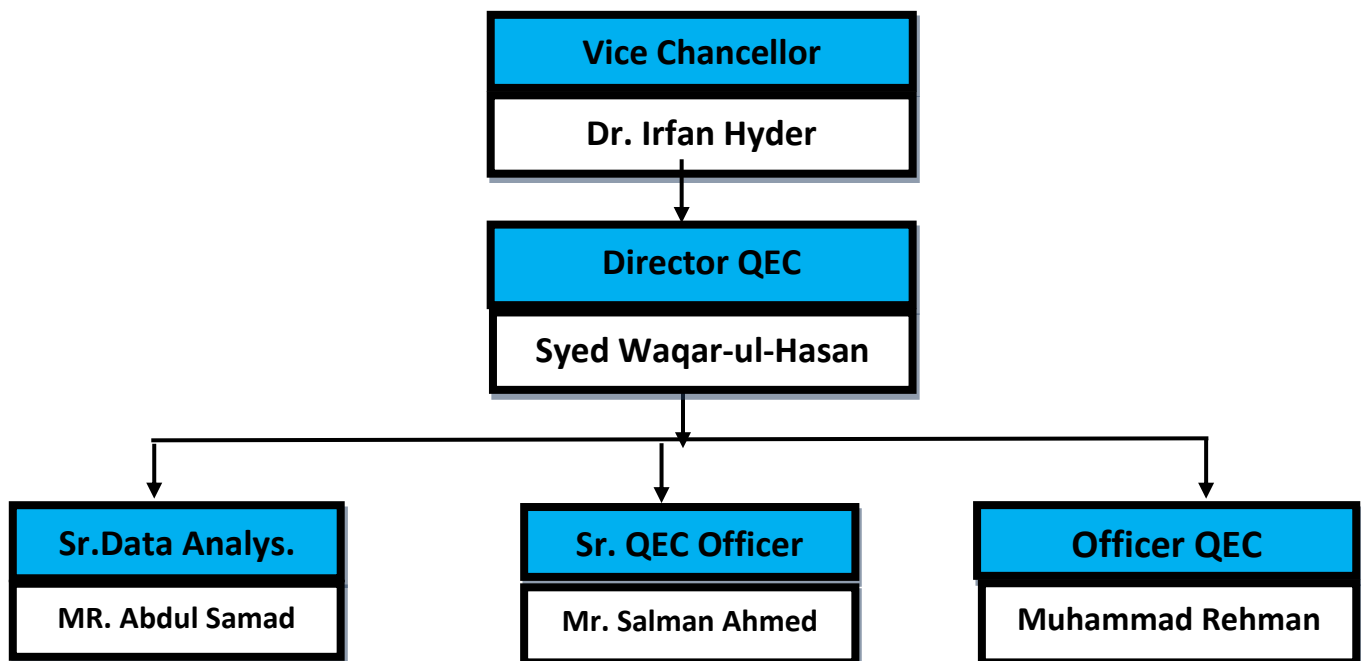
OBJECTIVE

The Quality Enhancement Cell aims to maintain and promote an unparalleled focus on quality in all facets of operations through the following activities:

- Undertaking regular faculty and student surveys to determine gaps in academic or administrative areas
- Reviewing procedures, policies, and curriculum from time to time to ensure HEC guidelines are being met
- Practicing self-assessment of programs to ensure they are up to date, and any weaknesses are identified and removed in time

STRUCTURE OF QUALITY ENHANCEMENT CELL
Monitoring & Evaluation by Quality Enhancement Cell

```
                    ┌─────────────────────┐
                    │   Vice Chancellor   │
                    ├─────────────────────┤
                    │   Dr. Irfan Hyder   │
                    └─────────────────────┘
                               │
                    ┌─────────────────────┐
                    │     Director QEC     │
                    ├─────────────────────┤
                    │ Syed Waqar-ul-Hasan │
                    └─────────────────────┘
                               │
          ┌────────────────────┼────────────────────┐
          │                    │                    │
┌──────────────────┐ ┌──────────────────┐ ┌──────────────────┐
│  Sr.Data Analys. │ │  Sr. QEC Officer │ │   Officer QEC    │
├──────────────────┤ ├──────────────────┤ ├──────────────────┤
│  MR. Abdul Samad │ │ Mr. Salman Ahmed │ │ Muhammad Rehman  │
└──────────────────┘ └──────────────────┘ └──────────────────┘
```

SALIM HABIB UNIVERSITY

<u>Robust Monitoring & Evaluation by Quality Enhancement Cell at SHU</u>

Salim Habib University is established in May 2015 SHU has a is a systematic and ongoing process for Monitoring and Evaluation (M&E) and analyzing data to assess the effectiveness and impact of programs delivery and policies.

At Salim Habib University, we have a centralized monitoring cell i.e QEC (Quality Enhancement Cell) already established on March 2019 as per directive of Higher Education Commission (HEC) Islamabad the basic purpose of QEC is to Monitoring, Assessment & Evaluation for Programs and policies related to academic and nonacademic.

The Quality Enhancement Cell (QEC) plays a pivotal role in ensuring academic excellence and institutional effectiveness within educational institutions. Central to its mandate are robust Monitoring & Evaluation (M&E) solutions designed to enhance quality across all facets of the institution. These solutions encompass systematic processes for assessing performance, identifying areas for improvement, and implementing strategic interventions to foster continuous improvement.

These are following Monitoring and Evaluation solutions which are continuously exercised by QEC.

- **Internal Quality Assurance (IQA):**

    IQA is practiced by QEC through following exercises;
    a. Self – Assessment Report (SAR)
    b. Self – Institutional Performance Evaluation (Self – IPE)
    c. Self PGPR
       - Effective Monitoring of Classes, Student Feedback, Course Evaluation, Teacher Self & Peer Assessment
       - Yearly Progress Report & Self-Assessment Reports (SARs)
       - Institution Performance Evaluation (IPE)

- **External Quality Assurance (EQA)**

    EQA is practiced by QEC through following bodies;

    a. **Charter Inspection & Evaluation Committee (CIEC):**

       - SHU is established through the Charter passed through the bill by Sindh Assembly. As, CIEC is a designated body by Govt. of Sindh to Inspect and Evaluate the charter and operations within the University.

       - A proper mechanism of Monitoring and Evaluation is defined in the Charter of SHU. List of statuary bodies and committees involved in monitoring, improvement and development at programs and intuitional level:

          a. Board of Studies (BOS), Board of Faculties (BOF) and Academic Council (A.C.) monitors, evaluate and resolve issues pertaining to Academic side.
          b. Board of Governor (BOG) manages to resolve all matters related to Governance of Institution, and
          c. Finance and Planning Committee (FPC) is involved in all financial matters of the university.

       - Moreover, 2 members in the Board of Governors are also assigned by the Govt. of Sindh who are also the member of Sindh Assembly (MPA).

    b. **Higher Education Commission (HEC):**

- Higher Education Commission evaluates and assess all our academic and non – academic activities exercised in Salim Habib University.

- For this, Self – Assessment Report is prepared by the faculty of each academic department duly assessed by assessment team comprised of Subject Expert and relevant Industry expert. This exercise is conducted by Quality Enhancement Cell which is later on reported in Yearly Progress Report submitted to HEC, QAA.

- Institutional Performance Evaluation (IPE) by HEC is conducted as per their schedule to monitor and evaluate program and institutional performance.

    c. **Accreditation Bodies:**
- (NBEAC, NACTE, PEC and other Professional Bodies)
- Memberships (APQN, INQAAHE, AACSB…etc.)
- MS/MPhil / PhD Program Review
- ISO Certification
- **Regulatory Bodies Review**
  - HEC Ranking & Statistics
  - HEC Campus Review Parameters & Inspections (CRP)
  - Charter Inspection & Evaluation Committee (CI & EC) Requisites & Inspections
- CIEC, through its evaluation and monitoring processes, aims to ensure the proper implementation of procedures focused around all major criteria as given in University Charter.
- The assessments carried out determines whether a university meets standards of an international / national level.
- For this purpose, CIEC has developed FORM MEG-III (Part A) and (Part B).

    ❑ **FORM MEG-III (Part A) – Contains attributes for Institutional Level**

    ❑ **FORM MEG-III (Part B) – Contains attributes for each Departmental Level.**

It is already is practice as defined by HEC guidance. The centralized monitoring cell is already submitting Yearly Progress Report (YPR) to HEC, QAA on end of every fiscal year. YPR includes the following mechanism:

1. **The SAR at program level:** The objective is to identify the areas of improvement and recommend accordingly. SAR also focus on Curriculum, Faculty, and Student support services and different types of KPIs based student and faculty feedback survey. SAR monitor from external team members.
2. **IPE:** Our QEC is conducting IPE on annual basis that focus on 360 degree evaluation of the institution compiling of 11 standards provided by HEC, QAA. Institutional Performance Evaluation (IPE) is also assessed by external members as reviewer to assess by whole 360 degree mechanism and give feedback and recommendations.
3. **Accreditation Councils / Bodies:** As per the standards provided by different bodies/councils. They actively visit of their relevant programs. The following bodies visit SHU:
   a. PEC for BE – Biomedical Engineering
   b. NCEAC – For BS Computer Science Program
   c. PCP – Accreditation for Pharm D Program
   d. NBEAC – For Management Science Program

4. **PGPR:** For assessment and evaluation our post graduate program, QEC organizes PGPR activity for Post Graduate Program

5. **Statuary Bodies:**

We are also submitting the assurance of HEC compliance of their policy and procedure. In which, we have a centralized mechanism to prepare different policy in constitution of relevant committee and get approval from the respective statuary bodies BOS, Academic Council and BoG (If required). In continuation of adaption of all policies, we notify and publish through the office of Registrar.

6. **Faculty Research & Publication:** For involvement in Research and Publication, QEC submit report to HEC.

7. **YPR submission**

We are also pleased to inform you that SHU is continuously acquiring higher benchmarks as a result of YPR submission to Federal HEC. In line of this, QEC, SHU has secured 93.5% marks assessed by HEC, QAA Islamabad which shows that we have strong mechanism to assess YPR.

MONITORING & EVALUATION FRAMEWORK

1. **Purpose and Importance**:
   - M&E ensures accountability and transparency.
   - Helps in assessing the impact of philanthropic activities.
   - Facilitates learning and continuous improvement.
   - Informs stakeholders about the progress and effectiveness of interventions.

2. **Components of M&E**:
   - **Monitoring**: Ongoing collection and analysis of data to track the progress of projects and programs. It involves regular reporting and helps in identifying any issues or deviations from the plan.
   - **Evaluation**: Periodic assessment of the relevance, efficiency, effectiveness, impact, and sustainability of projects. It provides a deeper understanding of the outcomes and long-term effects.

3. **Process**:
   - **Planning**: Defining clear objectives, indicators, and benchmarks for success.
   - **Data Collection**: Using both qualitative and quantitative methods to gather relevant data.
   - **Analysis**: Interpreting the data to understand the performance and impact.
   - **Reporting**: Communicating findings to stakeholders in a clear and accessible manner.
   - **Feedback and Learning**: Using the insights gained to improve future projects and strategies.

SOP OF THE MECHANISM FOR MONITORING AND EVALUATION (M&E) BY QEC

1. Relevance to Mission and Objectives

- **Activity Mapping**: Align each program and activity with the organization's mission and objectives.
- **Objective Setting**: Define specific, measurable, achievable, relevant, and time-bound (SMART) objectives for each program.
- **Outcome Tracking**: Regularly track and document the outcomes of each program to ensure they are in line with the stated objectives.

2. Participatory Planning Mechanism
- **Stakeholder Involvement**: Include various stakeholders (students, faculty, management) in the planning process through workshops, focus groups, and surveys.
- **Planning Committees**: Establish committees for different planning aspects, ensuring representation from all relevant parties.
- **Feedback Integration**: Regularly collect feedback during the planning stages and adjust plans accordingly.

3. Networking, Collaborations, and Partnerships
- **Network Building**: Identify and connect with related service delivery organizations for potential collaborations.
- **Collaboration Agreements**: Draft and sign MOUs or agreements outlining the terms of collaboration and expected outcomes.
- **Joint Programs**: Develop and implement joint programs and activities with partner organizations.

4. Effective Monitoring and Evaluation Mechanisms
- **Regular Monitoring**: Implement a schedule for regular monitoring of programs and activities using various tools such as surveys, evaluations, and audits.
- **Evaluation Framework**: Develop a comprehensive evaluation framework that includes qualitative and quantitative methods.
- **Performance Indicators**: Define key performance indicators (KPIs) for each program to measure success.

5. Achieving Targets and Enhancing Outreach
- **Target Setting**: Set clear, achievable targets for each program and regularly review progress towards these targets.
- **Outreach Strategies**: Develop strategies to enhance the outreach of programs, including marketing, community engagement, and digital presence.
- **Impact Assessment**: Conduct periodic impact assessments to evaluate the broader effects of programs on the community.

6. Feedback Mechanisms
- **Beneficiary Surveys**: Regularly conduct surveys among beneficiaries to gather feedback on program effectiveness and areas for improvement.
- **Feedback Channels**: Establish multiple feedback channels (online forms, suggestion boxes, direct interviews) to ensure accessibility.
- **Feedback Integration**: Use the collected feedback to inform future planning and program adjustments.

7. Periodic Reporting
- **Regular Reports**: Prepare periodic reports (quarterly, bi-annual, annual) detailing the progress, challenges, and outcomes of programs.
- **Stakeholder Updates**: Ensure that key stakeholders are regularly updated with the findings from these reports.
- **Transparency**: Maintain transparency in reporting by making reports accessible to all relevant parties.

SALIM HABIB UNIVERSITY

Key Performance Indicators (KPIs)

1. **Relevance to Mission**: Percentage of programs directly aligned with the mission and objectives.
2. **Planning Effectiveness**: Number of stakeholders involved in the planning process.
3. **Collaboration Index**: Number of partnerships formed and their effectiveness.
4. **Monitoring Frequency**: Number of monitoring activities conducted per quarter.
5. **Target Achievement**: Percentage of targets achieved on time.
6. **Outreach Growth**: Increase in the number of beneficiaries served.
7. **Feedback Utilization**: Percentage of feedback incorporated into program improvements.
8. **Reporting Timeliness**: Number of reports prepared and shared as per the schedule.

Conclusion

The proposed Monitoring & Evaluation mechanism is designed to ensure that BHU's programs and activities remain aligned with its mission and objectives while continuously improving through rigorous monitoring, stakeholder participation, effective networking, and regular feedback. By adhering to these principles, the university can maintain high standards of educational quality and achieve its goals of enhanced outreach and impact.