



Key Indicator - 7.2 Best Practices

7.2.1 Describe two Best practices successfully implemented by the Institution as per the NAAC format provided in the Manual.

Best Practice 1:

1. Title: Institutional Social Responsibility: To Foster, Aid and Promote Social Inclusiveness

2. Objectives of the Practice

The Objective of Practices of Institutional Social Responsibility [ISR] of Presidency University is to foster social inclusiveness and create a positive impact on society through various initiatives. These practices are driven by the principles of equal access to education, digital literacy, women empowerment, community engagement, and environmental sustainability. The specific Objectives include:

- Improving Educational Opportunities for Underprivileged Students by Providing Resources, Infrastructure, and Need-based Support
- Promoting Digital Literacy and STEM-centric Education in Rural Schools, thereby Bridging the Digital Divide
- Empowering Women through Programs which aim to Enhance their Skills, Raise Awareness and Overcome Societal Stigma.
- Engaging in Community Outreach to Address Pressing Social Issues and Contribute to the Well-being of the Community, at Large.
- Providing Support during Times of Crisis, such as the COVID-19 Pandemic

3. The Context

The Institutional Social Responsibility Practice of Presidency University was developed in response to the contextual features and challenging issues prevalent in Indian society. India faces significant educational disparities, where access to quality education and resources is limited for underprivileged students. Additionally, digital literacy remains a challenge, especially in rural areas. Women empowerment is essential to overcome gender inequalities and empower women to participate fully in society. Communities face health issues, and disaster-stricken areas require immediate relief and support. Furthermore, environmental concerns call for sustainable practices to protect and restore ecosystems.

4. The Practice

Presidency University has implemented several unique practices to address the identified challenges and achieve its objectives. These practices include the following.


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- **Adoption of Government Schools:** Presidency University has adopted Government Schools and Colleges to improve their Infrastructure and provide necessary resources. This includes equipping Classrooms with Writing Boards, Computers, Projectors and other Educational Resources/Tools to enhance the Learning Environment.
- **Reaching Digital Literacy to the Untouched:** This Program focuses on supporting Digital Literacy in Rural Schools and enabling students to pursue STEM-centric Education in their Mother-tongue. The Labs are equipped with multi-lingual Keyboards and Pocket Computers, providing access to Online and Offline Educational Content.
- **Kannada Literacy Promotion:** Under the purview of this Program the University has established Language Labs using Multi-lingual Indic Keyboard and Pocket Computer Server connected to thin Client Terminals with Online and Offline Content. For this purpose, the University has collaborated with the Rotary Club of Bangalore and Kannada Phonetics Pvt. Ltd.
- **Women Empowerment Initiatives:** The Rotaract Club of Presidency University and its Women Empowerment Club have launched various initiatives to empower marginalised women in the community. These include arranging English-speaking Classes, Breast Cancer Screening using Thermal Scans, Cultural Celebrations to showcase their hidden talent and Awareness Programs on issues such as Poly Cystic Ovary Syndrome (PCOS).
- **Community Engagement and Social Outreach:** NSS (National Service Scheme) of the Presidency University and Rotaract Volunteers engage in Community Outreach through various activities. These include teaching Underprivileged Children in adopted Government Schools, organizing Blood Donation Camps, providing Relief during National Calamities, conducting Sapling-planting Drive and promoting Cleanliness, Fitness and Hygiene, through Awareness Campaigns.
- **Support during Crisis:** Presidency University has demonstrated its commitment to the Community during times of crisis. During the COVID-19 Pandemic, the University Distributed Food, Provided Ration Kits, attached its Ambulance to a Government Hospital and supported nearby communities with Medical Assistance. Additionally, the University undertook significant renovation projects in Government Schools and Colleges, thereby providing improved Facilities for Students.

5. Evidence of Success

The Best Practice of Presidency University of ISR has achieved tangible and measurable success, as indicated hereunder.

- **Adoption of Government Schools**
 - a. Adopted 10 Government Schools under Presidency University to improve the infrastructure for the underprivileged children in those Schools and created 05 Smart Classrooms.







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- b. Adopted a Government College in Mandya, Karnataka, under Presidency University, to improve the infrastructure and donated Rs. 2.2 Crores.
 - c. Donated 25 bicycles to the High School Girls; in the neighbourhood in collaboration with the Rotary Club.
- **Digital Literacy Program**
While Promoting Digital Literacy, following improvements have been achieved:
 - a. Smart Boards, Green Boards introduced
 - b. Computers (Desktop) installed
 - c. Laptops made available
 - d. Projector with Screen erected
 - e. Printers deployed
 - f. Established Gram Panchayat Digital Library in Rajanukunte to benefit those underprivileged students who were preparing for the various Competitive Examinations.
 - **Kannada Literacy Programs**
Established Rs. 20 Lacs worth of Language Labs with Multi-lingual Indic Keyboard and with a Pocket Computer Server connected to thin Client Terminals with Online and Offline-content.
 - **Women Empowerment Initiatives**
 - Provided Hands-on Training, on Digital Banking (as in to open a bank account, carry out digital transactions using Google Pay, Paytm etc) to Pay Digital Bills etc, to the Women Staff of the Housekeeping Team.
 - Created Platform to Showcase the hidden Talent of Women Staff of the Housekeeping Team.
 - Awareness and Sensitization on Poly Cystic Ovary Syndrome [PCOS] to overcome the Social Stigma.
 - Conducted Women Empowerment Program “Prerna” English-speaking classes for Panchayat Women-folks and Local Village Women.
 - **Community Engagement and Social Outreach**
Through Rotaract Club of PU
 - Breast Cancer-screening Using Thermal Scan (Mammography) for women in neighbourhood villages, in collaboration with Sakra Hospital and Rotary Club
 - Health Camp for 150 people (3 Villages in the Neighbourhood) in collaboration with Rotary Club
 - Donated Ration Kits to 2 Orphanages in the Neighbourhood
 - Donation of School Bags for Children in the Neighbourhood (Orphanages)
 - Donation of Blankets for Children in the Orphanages in the Neighbourhood


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Through NSS

- ‘Teach Up’ Programme for underprivileged children in the Adopted Government Schools (6 Schools) in the Neighbourhood. Under this Program Presidency University Students (NSS, Rotaract volunteers), delivered more than 250 hours of Teaching in Mathematics, Science and Spoken-English to Students between Grades V and IX
 - Every Life Matters: Regular Blood Donation Camps were conducted in the last 5 years (More than 2650 Units of Blood were donated)
 - Extending Helping Hand, in terms of food, medicine, clothes etc., to those affected in the areas devastated by National Calamities such as Floods and Earthquakes, eg. During the Floods in Kerala , Coorg, Uttar Karnataka and Assam.
 - Regular Sapling-planting Drive and Restoration of Lakes, in the Neighbourhood, to maintain biodiversity therein.
 - Regular Cleanliness, Fitness, Safety, Health and Hygiene Drive to sensitize the Villagers towards a Sustainable Living Experience (through Nukkad Nataks, rallies etc)
- **Support During Crisis:**
 - More than 2 Lakh Food Packages distributed to the Villagers in the Neighbourhood, during COVID-19
 - More than 50,000 people were provided with Groceries and other Rations during COVID-19 Pandemic
 - The University was attached to the Government Hospital Yelahanka during COVID-19 Pandemic [for more than a one-year]
 - 100 Bedded of Support were provided during COVID-19 by Presidency Foundation, the philanthropic wing of the Presidency Group

6. Problems Encountered and Resources Required

Despite the successes of these practices as above, there have been some constraints and limitations during implementation. These included financial constraints, timely availability of resources, coordination with external organizations, and the need for sustained efforts and partnerships. Additional resources required to support and enhance these practices include funding for Infrastructure Development, Training Programs, Collaboration with more organizations and ongoing support for Community-engagement initiatives.

7. Notes

Presidency University's best practice as covered here, served as a valuable model for other institutions aiming to promote social inclusiveness and community engagement. These Practices can be customized and adapted to suit the specific needs and challenges of other Institutions and Communities. Sharing our experiences and lessons learnt can facilitate the replication and scaling of these Practices in diverse Educational-context.



Best Practice 2:

1. Title: Fully Automated Examination and Evaluation System: Lending Efficiency to the University Operations

2. Objective of the Practice

The Fully Automated Examination and Evaluation System have the following Objectives:

- I. **Streamlined Examination Process:** Utilizing Automation and Advanced Technologies, the System simplifies Test/Examination Creation, Question Randomization, Test/Examination Administration and Result-generation for a more efficient Examination Process.
- II. **Efficient Evaluation and Feedback:** Automation eliminates Manual Grading and utilizes Algorithms for Objective and Subjective Question-evaluation, expediting the process and providing Instant Feedback to Students.
- III. **Enhanced Security and Integrity:** Automated Question Paper-generation through Question Banking Software ensures the Security and Integrity of Question Papers, protecting them from breaches or tampering.
- IV. **Analytics and Insights:** Automated Data Analytics Software computes CO-PO Attainment Levels and provides Incremental Analysis for Targeted Interventions, Personalized Instruction and Continuous Improvement in Teaching Methodologies and Curriculum Design.
- V. **Enhanced Student Experience:** The System aims to enhance the overall Student experience by providing a streamlined and efficient examination process.

3. Context:

In the modern era, effective software solutions are essential to manage examination-related complex operations. These are required to eliminate manual processes, paper-based registers, manual grading, bundling and coding answer sheets, missed questions for evaluation, totalling errors and other such processes. The physical computation of CO-PO attainment levels is a complex procedure and is a drudgery for faculty members and should be eliminated by using an automated system. The Campus ERP with Examination Module should also be deployed integrating digital process of question paper generation, digitised evaluation, and automated computation of CO-PO attainment levels through point software. These systems provide a comprehensive suite of tools and features that enable institutions to automate their examination operations, streamline workflows, and enhance overall performance.


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4. Practice:

To enable this, the University has implemented **CAMU ERP with its Examination Management Module**. The Online Assessment Tool provides an easily accessible and user-friendly platform for faculty and students to manage and access Assessment Files. This Tool enables the University to conduct Online Examination, Grade Assignments and Generate detailed Reports. Features such as Examination Fee-registration, Admit-card Generation, Mark Entry, Examination-conduct, Result-processing and Grade-card Printing are seamlessly integrated into CAMU ERP. **These functionalities streamline the entire examination process, eliminating manual intervention and reducing the risk of errors.**

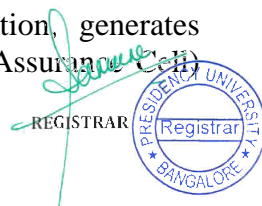
To complement CAMU Examination Management System, the **Inpods Secure Question Paper Management and Delivery System** is integrated. It offers additional functionalities that cater to specific needs within the University Examination System. This solution permits Digital-creation of Question Papers as per Outcome-based Learning Methodology with a Superstructure to compute CO Attainments. This Software provides a secure Question Paper Management and Delivery System, ensuring the timely and secure distribution of Question Papers to Examination Centres. **This feature eliminates the traditional challenges associated with Question Paper-handling, such as leakage and tampering.** The system also enables the e-submission of Question Papers, facilitating a seamless and efficient process for Paper- setting and Delivery.

In addition, the University has also deployed **BEES Software Solutions, Digital Evaluation Suite(DVS)** which enables digitalization of answer scripts after scanning. The **Digital bundles of scanned answer sheets are then served to Faculty Evaluators through Cloud and Faculty evaluates them on their laptops.** The Total Marks are sent back to CAMU Examination Module for computation of Grades and further processes.

Furthermore, the aggregated marks go to another Point Software of Inpods which works well with the Outcomes-mapping and Performance Framework and Outcome-attainment **Data Repositories to compile various OBE-specific Supporting Data Sheets** and reports in one place. Examples of such reports are PO-CO Mapping Articulation, CO-attainment Data, Direct and Indirect Assessment Data, Survey Data and evidence of using Outcomes Data to improve Student-advising and Curriculum etc.

The System enables the University to define Course Outcomes, align Questions to measure these outcomes, compute the Attainment of Course-outcomes and analyze the Overall Outcomes achieved. This feature provides valuable insights into the effectiveness of academic programs, enabling institutions to continuously improve their curriculum and teaching methodologies.

Additionally, Inpods offers an Accreditation Management System that helps institutions streamline the process of Quality-assurance and Program-design. **The System allows for the estimation of Grades and Scores, Self-assessment of Strengths and Weaknesses and Compliance-verification by Expert Panels.** Inpods simplifies data collection, generates standard reports for regulatory agencies, and provides IQAC (Internal Quality Assurance)





dashboards for progress-monitoring and project-management. This Module streamlines the accreditation process, ensuring institutions meet the required standards and benchmarks.

5. Evidence of Success

The successful implementation of the CAMU Examination Management System and Inpods Systems has yielded several benefits for the University. These **benefits are observed through various performance indicators and review of examination results**. The Automation of Examination Processes has resulted in increased transparency and efficiency across campus. Real-time Reporting Capabilities provided by CAMU EMS have empowered Administrators to make informed decisions based on accurate and up-to-date data.

Inpods' Accreditation Management and Outcome-based Education Modules have enabled the **University to align its Programs with Quality Assurance Standards and measure the Attainment of Course Outcomes effectively**. The Analytics and Reporting-capabilities of the System have provided valuable insights into the strengths and weaknesses of academic programs, facilitating continuous improvement and ensuring students receive a high-quality education.

With a Centralized Question Bank, Faculty have easy access to a vast collection of questions, ensuring well-structured assessment. This Software has enhanced security by preventing unauthorized access or tampering with question papers and maintaining assessment confidentiality. **Inpods has streamlined Question Paper-generation, enabling quick and automated Selection of Questions, saving faculty valuable time and effort.**

The BEES DVS has ensured accuracy and consistency in marking by eliminating manual errors and providing standardized evaluation criteria. The Software has streamlined the valuation process, allowing examiners to assess answer scripts conveniently and efficiently. It also enables secure and confidential evaluation, maintaining the integrity of the examination process. With features such as question-wise marking and specialized marking formats, BEES Software has allowed Inpods Software to **compute CO-attainment and CO- PO Mapping-articulation, accurately and efficiently**. Overall, BEES Software has enhanced the evaluation process, improved efficiency, and facilitated informed decision-making to promote academic excellence.

6. Problems Encountered and Resources Required

During the implementation of CAMU EMS, Inpods Systems and BEES DVS, the University encountered **few challenges such as API Integration, Creation of New Processes and Workflows**. Quite a bit of Training and Support was provided to Faculty and Examination Staff to ensure effective utilization of the systems.

Resistance to Change and the Learning Curve associated with adopting New Technologies was also a hurdle. This was addressed through proper training programs and support mechanisms. Technical Infrastructure, including Hardware and Network Resources, was further developed to support the smooth functioning and data security requirements of the System.

7. Notes

The following flowchart illustrates the integrated pathway for the successful implementation of fully automated examination process:

