

Fall 2021, Vol.5 No.2

QEC

NEWSLETTER



Capital University
of Science and Technology
Islamabad



cust.edu.pk



qec@cust.edu.pk



Expressway, Kahuta Road, Islamabad

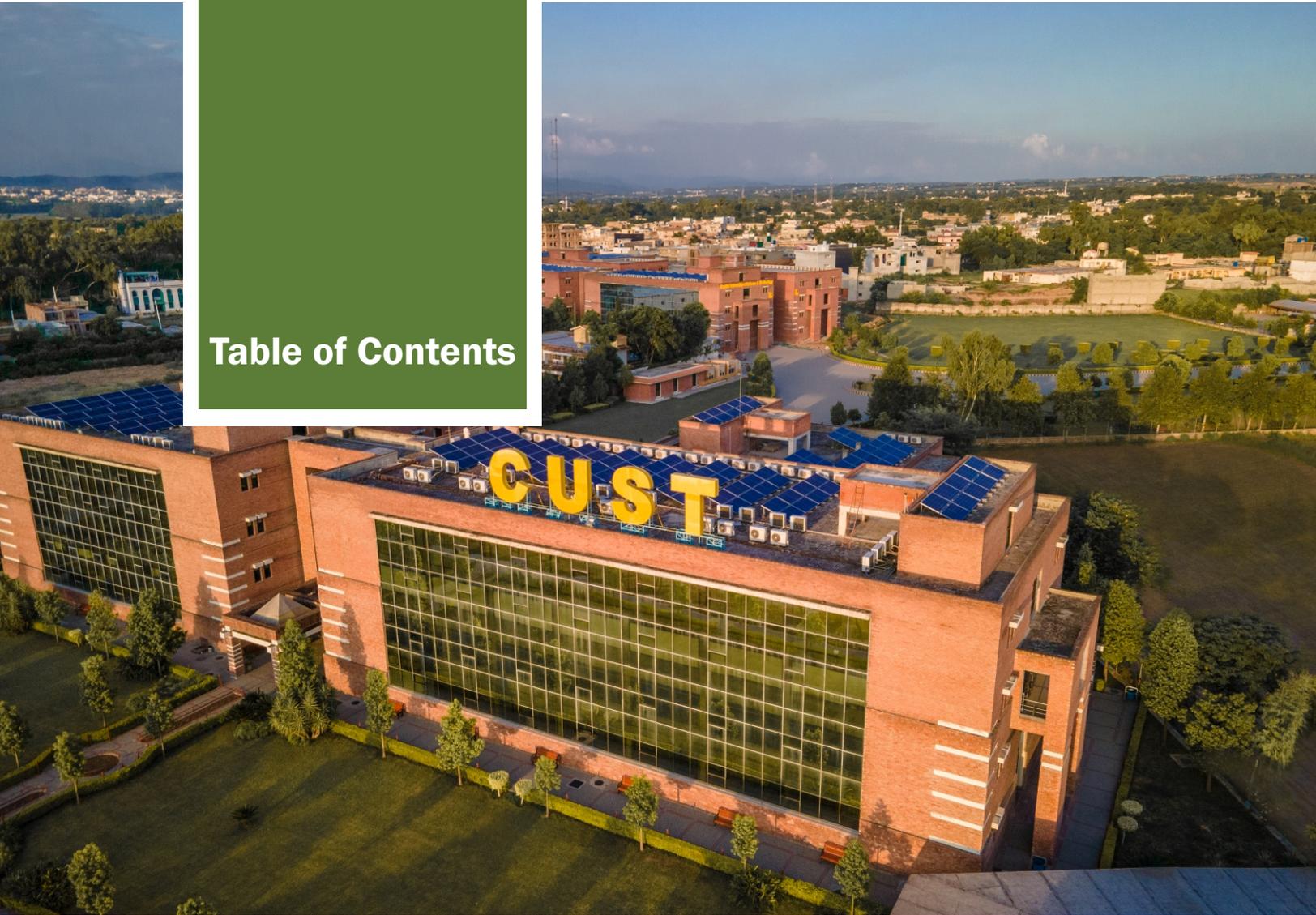


Table of Contents

🚦 QEC at A Glance	2
🚦 Self-Institutional Performance Evaluation (IPE)	2
🚦 Self-Post Graduate Program Review (PGPR)	3
🚦 Workshop on Fundamental of Teaching	3
🚦 Innovative Skills for Professionals	4
🚦 Consultative Workshop/Sessions on CQI Implementation with Pharmacy Department	5
🚦 Freshman Survey for Fall 2021	6
🚦 Exit Survey for Fall 2021	6
🚦 Alumni Survey for 2021	6
🚦 Employer Survey for 2021	7
🚦 Course and Teacher Evaluation Report	7
🚦 QAC Meetings	8
🚦 Student Interviews	9
🚦 Dr. Ishrat Yousaf - QAC Member	11

Patron

Prof. Dr. Muhammad Mansoor Ahmed

Editors

Mr. Fida Hussain

Mr. Muhammad Farhan

Ms. Rimsha Ejaz

Graphic Designer and Photographer

Taaruf Ullah Khaweri

QEC at A Glance

Quality Enhancement Cell (QEC) at CUST was established to enhance, maintain and monitor the quality of higher education in the university that could guarantee the socio-economic development of the society as a whole. QEC facilitates and supports the university in its endeavors to improve the standard of teaching, learning, and research to make it compatible with international requirements. QEC ensures administrative and academic quality through the accreditation of academic programs, Self-Assessment Reports, MS/MPhil and Ph.D. programs review, Institutional Performance Evaluation (IPE), and feedback of students and faculty as per the QA manual of HEC. It helps the university to identify gaps and make improvements by taking corrective actions.

QEC is making all the efforts to create a quality culture where the attitude and skills of teachers are enhanced and students are motivated to learn. The University has an automated feedback system to obtain feedback from internal and external stakeholders to further improve teaching skills and curriculum. QEC plans and organizes professional training for faculty members of the university through our Faculty Development Program after receiving input from relevant departments.

CUST has always been at the forefront in accepting and adopting best practices in the field of education as desired by the regulators. All the engineering programs in CUST have been shifted to Outcome-Based Education (OBE) methodology in teaching and evaluation. It will not only enhance the knowledge and skills of students but also provide better job opportunities to our graduates in Pakistan and abroad. QEC is planning to introduce the OBE system in non-engineering programs of the university as well.

QEC has initiated face-to-face classroom peer observation to facilitate faculty to improve pedagogical/andragogical skills and extend learning support to conduct their future classes more effectively. The classroom observation provides an opportunity for faculty members to learn from the experience of one another, helping them to improve their professional growth. The feedback received from these observation sessions would also enable QEC to organize different professional development workshop sessions, where faculty teaching competencies and capacities could be improved.

QEC as per its vision under the guidance of the worthy Vice-chancellor will continue to make CUST a leading educational institution by instilling and pursuing the highest quality assurance practices, both nationally and internationally.

Self-Institutional Performance Evaluation (IPE)

Capital University of Science & Technology (CUST) has conducted the Self-Institutional Performance Evaluation from 31st January 2022 to 1st February, 2022. The IPE panel comprised of one external member i.e. Mr. Wasim Ahmad, Deputy Director QEC at Shifa Tameer-e-Millat University Islamabad, and two internal members including Prof. Dr. Amir Qayyum, Professor, Department of Computer Science, and Dr. Sabahat Haqqani, HoD Department of Psychology. QEC facilitated all the processes of Self-IPE in coordination with all the academic and administrative departments of the university for smooth conduct.

The review process commenced with an evaluation of the University Portfolio Report (UPR) along with evidence of responses to questions listed under the 11 Quality Standards. The objective was to assess the effectiveness of the university performance as defined in the IPE Manual of HEC.

QEC also arranged meetings of the IPE panel with the academic and administrative heads of departments, faculty, and students to examine the quality of processes at the University. The panel also toured the campus and visited the library, classrooms and laboratories to observe the facilities available on campus. In the exit meeting with worthy Vice Chancellor, the Self-IPE panel members shared their recommendations in the form of review report for further improvements in the governance,

infrastructure, teaching & learning process of the University. which may help them to perform their services to distinguish CUST from other HEI's. In this backdrop, Director QEC has been entrusted with the responsibility to perform all activities of the Professional Development Centre. After the establishment, multiple capacity building sessions on different topics have been arranged by the PDC for the development of the faculty. These sessions include Course Management, Effective Teaching Online Teaching Methods, Introduction to Andragogy and Engagement in Online Learning, Online Student Engagement, Outcome Based Education, Effective Teaching Methods, Quality Benchmarking in HEIs and Curriculum Designing.



Self-Post Graduate Program Review (PGPR)

Quality Enhancement Cell (QEC) at Capital University of Science & Technology (CUST) has successfully conducted Self Review from 31st January 2022 to 1st February, 2022 of all its MS and PhD Programs. The Review Panel consisted of three experts including Ms. Samar Masood, Deputy Director QEC, Hitech University Taxila as an external member, and two internal members including Dr. Muzaffar Abbas, Dean, Faculty of Pharmacy and Dr. Marriam Bakhtiar, Associate professor, Department of Health and Life Sciences.

The Panel reviewed the available data/ documents prepared by QEC as per HEC guidelines, interacted with MS and Ph.D. faculty and scholars, and visited the research and academic facilities at the campus. The panel also interacted with the Deans and HoDs and appreciated the efforts towards the assurance of quality education through regular Program Reviews/Audits. The review report was duly furnished comprising of findings and recommendations for future improvement of academic programs. The panel found that almost all documents provided by QEC were in-line with HEC predefined standards and the university is committed to maintaining the quality standards in true spirit.

Professional Development Center

Workshop on Fundamental of Teaching

Professional Development Center (PDC) CUST organized a two days' workshop on the title "Fundamental of Teaching" for the newly inducted faculty, having less than three years of teaching experience, on 22nd and 23rd December, 2021. The objective of the workshop was to equip the faculty with the basic necessary and required andragogical and pedagogical skills. Dr. Atif Bilal Assistant Professor was the resource person of the workshop. He has over ten years of experience as a corporate trainer, a mentor, and as an instructor of Management Sciences. He also represented Pakistan at several international prestigious forums including Harvard University, USA, and Oxford University, UK.

19 faculty members from different departments participated in the workshop. The workshop started with the recitation of the Holy Quran, after which Director QEC welcomed resource persons and participants, acknowledges their cooperation, and motivated them to play their imperative role in promoting the quality of teaching and enabling students to understand the concepts meaningfully.

Dr. Atif Bilal commenced the workshop by taking the introduction of all faculty members and briefly explained about content of the workshop, which included course preparation, class management, resources, technological integration, assessment methods, semester closure, skills development, and related activities that faculty members were supposed to undergo during the two days' workshop. He, shared the concept of "Bloom's Taxonomy", its importance, and how it can be used for developing the course objectives and assessment based on the higher and lower-order thinking skills with the participants. He also elaborated how lesson plans help to develop career-related skills, the information related to best classroom management techniques and strategies based on international published literature, personal experience in multiple educational

institutions, gained through the practices of renowned national and international professors was also shared with the participants of the workshop.

The workshop was followed by the QA session during which participants very actively participated. Workshop evaluation was done through structured feedback form which was provided to the participants. Feedback received from participants was very productive and useful for Professional Development Center for future planning of capacity building activities.

The workshop closing ceremony was held on December 23, 2021 wherein, worthy Vice-Chancellor was the chief guest. He emphasized the importance of educational quality, the role of QEC in improving teaching and faculty and governance quality of CUST. He also expressed his gratitude to the resource person for conducting the workshop and sharing his valuable thoughts and experience with the faculty. Vice-chancellor also advised participants that what they had learned during the workshop should be applied in their future classroom practices and gave a souvenir to the resource person, and awarded certificates of participation to the participants.



Innovative Skills for Professionals

“Learning and innovation go hand in hand. The arrogance of success is to think that what you did yesterday will be sufficient for tomorrow”. Therefore, for improving the innovation skills and

competencies of the faculty members of CUST, QEC organized one day capacity-building workshop on Friday, September 17, 2021 under the title “Innovation Skills and Competencies for Professionals”. The resource person for the session was Professor Dr. Aamer Iqbal Bhatti, Dean ORIC. 21 faculty members from different departments of the university participated in the



face-to-face training session. Director QEC, Mr. Fida Hussain welcomed all the faculty members and briefed them about the importance of innovation skills for the faculty members. Dean ORIC shared the importance of innovation, the role of technology in the implementation of innovation in the marketplace, and what is required in the marketplace. It was an interactive session during which faculty members shared their views on the importance of innovation and its role in the socio-

economic development of the country. The speaker also shared the latest international literature on innovation which helped faculty members to understand the concept of innovation skills and competencies. The training session was followed by a question and answer session, where all the queries of participants were addressed by the speaker after which Director QEC appreciated the efforts of the resource person and all the participants for their passion and interest during the sessions.



Consultative Workshop/Sessions on CQI Implementation with Pharmacy Department

1st Session

CQI is a continuous process, designed to assess internal QA practices and their effectiveness in the improvement of teaching, course objectives, faculty, and classroom evaluation in a systematic manner. CQI encourages all stakeholders including faculty, students, institution management, and employer to assess their performances on "How we are doing? Can we do it better? What should we do?"



Prof. Dr. Ishtiaq Hassan HoD Civil Department convened the workshop as a resource person. He started the session with the concept of OBE which overcomes the conventional approach to learning. He explained the concept and main features of the OBE approach to learning and how OBE could improve students learning and the outcome of teaching.

2nd Session

The second consultative session started with a quick overview of the last session and answered all the queries of the faculty members related to the previous consultative session. The resource person provided information related to the designing of PLOs and CLOs and their assessment criteria based on Outcome-Based Education (OBE). He also guided the faculty members of the Pharmacy department that how they can identify and then rectify if the student is not able to pass the CLO and PLO of the program.

Moreover, Professor Dr. Ishtiaq Hassan completely explained the Bloom's Taxonomy and its application while designing the CLOs and their assessment criteria. He also explained the cognitive, affective and psychomotor domain of Bloom's Taxonomy and its role in devising the Course Plan Documents, Course Contents, CLOs with learning level and mapping of CLOs with PLOs. After explaining Bloom's Taxonomy Professor Dr. Ishtiaq Hassan

explained the CQI cycle, its process reviews and approval flow charts along with its major three assessment cycles which are CLO assessment, PLO assessment, and then PEO assessment.



3rd Session

In the third session, the resource person Dr. Ishtiaq Hassan, HoD Civil Engineering Department gave a quick review of the contents covered during the last two sessions. Dr. Muzaffar Abbas, Dean Faculty of Pharmacy presented the CLOs, PLOs and PEOs of Pharm. D. program for deliberation and review purposes. The resource person appreciated the efforts of Pharmacy department in designing of learning outcomes. During the review process, few areas of improvement were observed, where it was noted that PLOs mapping with courses needed improvement. Further, the resource person also advised to revisit the CLOs in light of different domains/levels defined in Bloom's Taxonomy. He guided the faculty members on how to design learning outcomes. Moreover, assessment methodology for lab work was also discussed by with the participants. In the end, session concluded with appreciation of the resource person and all participants for showing their keen interest.



Meetings

34th Meeting of Quality Assurance Committee (QAC)

The 34th meeting of QAC was held on October 07, 2021. Director QEC, Mr. Fida Hussain chaired the meeting, where, various QA-related activities including Exit Survey, Course Feedback Report, Faculty Capacity Building, and Yearly Progress Report



were discussed. New intrusions initiated by QEC were also discussed. It was also requested to QAC members to propose institutional quality teaching and learning strategic strategies/ plans for the continuous improvement of quality systems of the institution.

35th Meeting of Quality Assurance Committee (QAC)

The 35th meeting of QAC was held on December 28, 2021. Director QEC, Mr. Fida Hussain chaired the meeting. The meeting was started with the recitation of Holy Quran, after which Director QEC apprised QAC members about the progress achieved against QA processes, reflected through different surveys conducted during the semester. He also shared the details regarding the conduct of Self-IPE and Self PGPR during January 2022 as per regulator requirements. The subject of second cycle SAR submission was discussed in detail. QAC members were requested to extend their support in the submission of desired SARs within the stipulated time period, enabling QEC further process and submission of YPR to HEC in due time period.



departmental events and participation in vaccination program.

Ayesha Riaz

(BPH193035) – 3rd Year

I am a student of the Pharmacy Department. I chose CUST for higher education due to its competent faculty, conducive learning environment, scholarships, and availability of state-of-the-art library and laboratory. After getting admission I had come to know that CUST is providing a very conducive learning environment to its students which helps to nurture their professional skills and personality. During my studies, all faculty members are very cooperative and striving hard to develop effective professional skills. The Outcome-Based Education (OBE) implemented in CUST enables me to gain and demonstrate the skills and competencies related to the cognitive, psychomotor and affective domains of Bloom's Taxonomy. Due to professional counseling of the Batch Advisor, currently, I am working in the OGDCL Medical Center. One of the most important things, I want to mention is that I got ample opportunities for professional development like I had taken part in different extra-curricular and community service activities which were organized by the department such as volunteer service of CUST, hosting of

What do you think about the quality of teaching and available learning opportunities at CUST?

The quality of teaching at CUST is very good and the teaching staff in the Pharmacy Department is very hardworking and cooperative. The well-equipped labs of the department provided me a great chance to get hands-on experience that enhanced my learning capabilities and will be beneficial for my career. We have an excellent campus along with well-equipped classrooms that makes an excellent learning experience at CUST.



Student Interviews

Dr. Muhammad Usman Farooqi (DCE153004 – Passed Out)

Why did you join CUST to study?

Being a faculty member here at CUST, I keenly observed the teaching methodologies of the faculty, the course contents designed in line with industry and latest research and the favorable environment for learning at CUST. In addition, the presence of senior and experienced faculty members in the CE department was also a point of attraction. Further, the learning endorsed policies here at CUST like, after office timings of classes/exams, abundant availability of guidance from faculty members/supervisors, and rigorous conduct of the scheduled classes/activities as per the plan conveyed before the start of the semester, are the reasons to join CUST as a PhD scholar. In my opinion, PhD is a mature level for study/research and at this level, learning opportunities and the prospects to do research in any institution are the only key factors which are being desired at the time of admission. Therefore, keeping in mind all the above-mentioned factors and despite getting admission offers from other renowned universities in Pakistan, I opted to join CUST.



What professional development have you acquired? And, what is the role of CUST faculty in professional development?

Professional Development, in the current era, is important for the

growth and development of the contemporary educator. Today's educational realm is full of multiple perspectives, technologies, and opportunities for students and educational leaders. The goal of professional development for Capital University is to go beyond maintenance and to create sustainable and professional longevity.

Faculty vitality was the main ingredient to enhance my professional education and competence. Enriching the faculty's vitality in key domains of teaching, assessment activities, research, professionalism, and administration was well perceived to improve the educational environment significantly and enhance the academic performance of students like me. Simply, in terms of professional growth, I am not the one today who was at the time of joining CUST.

What personality development have you acquired? And, what role CUST faculty played in your personality development?

The competitive environment here at CUST and the designed activities in courses and at the university level demand some skills to move forward. So, along with professional development, I feel drastic improvement in my personality as well.

To be honest, here at Capital University, we are blessed with some distinguished and compassionate teachers who serve as role models and advocates for every student he or she encounters. Heightening confidence change a student's mindset from "I know I will not succeed" to "I can succeed". And I strongly believe, this positive mentality develops an influential trait in students' personalities.

What is your opinion about the available research facilities i.e., labs, computing facilities, and equipment at CUST?

The library at Capital University combines the best in traditional library facilities and services with the latest technology. Makes the most of a modern, quiet and spacious environment for study and research. As a CUST research student, you'll be able to take advantage of the document delivery service for items that aren't available through the Library Services' electronic resources. The availability of the latest journals is also highly beneficial in the conduct of research activities. Furthermore, the availability of IT and research labs having systems with high specifications is also a plus, particularly for the PhD scholars who got a workplace along with allied facilities to perform their research in the most suitable environment. In addition, the physical laboratories in the CE department are equipped with the latest high precision equipment which are at par to meet the modern global requirements for conducting experimental work.

What major role you had played while participating in

extracurricular and co-curricular activities?

Being a founder member of the Capital Media Club (CMC) at CUST along with my study reveals that bonds aren't formed whilst you space out in class. Instead, they are formed while you are stressed out of your mind as you have an event in two days and you along with your team MAKE IT WORK. These moments are imprinted on your memory. These are the networks that last beyond the classroom and will be carried throughout your lifetime. I strongly believe that along with all other parameters, my participation in such extra-curricular activities is a major contributing factor to my professional as well as personal development.

What do you think about the quality of teaching and available learning opportunities at CUST?

As already mentioned, the learning endorsed policies at CUST along with the professional and experienced faculty members

lead towards the teaching which meets all the modern era quality requirements of both national and international levels. Further, the righteous execution of Outcome-Based Education (OBE) at all the levels (undergraduate and graduate) at CUST also provides learner-centered teaching and problem-based learning which for sure results in significantly enhanced quality teaching at CUST.

How does research conducted would help your professional career?

Research at PhD level is basically the development of specialized technical skills along with transferrable soft skills. Accordingly, the conducted PhD research would help me to elevate my professional career, build professional networks through my research area, and contribute new knowledge to the specific field that I am exploring.

art research facilities, senior and experienced Ph.D. faculty having vast experience in the industry. Its postgraduate programs have a well-established calendar of advanced postgraduate courses, crystal clear academic processes in line with HEC policies and guidelines. The environment at CUST is scholars-friendly which helps us to nurture our skills and competencies in a professional manner.

Aiman Arshad**(MMS211001) – 2nd Year**

I am a student of Management Science Department and currently, I am enrolled in MS. I also did my graduation in Business Administration from CUST. The rationale behind choosing CUST for pursuing higher education is due to the fact that conducive learning environment and competent faculty not only build sound command of theoretical knowledge but also develops employable skills in their graduates. Due to this reason after completing graduation I got my first job as Trainee Officer in the Competition Commission of Pakistan. CUST provides ample extracurricular and co-curricular activities to its students for developing the professional interpersonal, communication, leadership and management skills which are required by the industry. I had taken part in organizing various remarkable events including business research conference, job expo, world NGO day, IEEE events, marketing gala and seminars. One thing I must mention that CUST has a state-of-the-art library and infrastructure and it is very commendable that during COVID-19 pandemic, academic classes were shifted to online mode within a week. I am fully motivated to pursue my career in the field of finance.

What is your opinion about the available research facilities i.e., labs, computing facilities, and equipment at CUST?

The faculty of Management Sciences at CUST has state-of-the-



Dr. Ishrat Yousaf**Assistant Professor****QAC Member from Department of Psychology**

Dr. Ishrat: In 2003, I have completed the degree of Master of Science in Psychology from the Department of Psychology, University of Peshawar. After completion, I have been enrolled in MPhil leading to Ph.D. program in the same University. During this time, I availed an indigenous Ph.D. fellowship award from Higher Education Commission (HEC), Pakistan in 2010. I completed my Ph.D. in 2015 in the field of Psychology and started my academic career as an Assistant Professor in Psychology from Fatima Jinnah Women University, Rawalpindi under HEC Interim Placement Program for fresh PhDs in October 2015–2016. During this period, I won a research grant as a Principal Investigator from HEC, Pakistan. During the same period, I have awarded a Developing Country scholarship at 74th International Conference of Psychologists, Yokohama Japan for my participation.

From 2016 to 2019, I served as a full-time assistant professor in Psychology at Iqra University, Islamabad and Department of Psychology, Foundation University, Rawalpindi Campus. Currently, I am working as a Full-time Assistant professor in Department of Psychology, at Capital University of Science & Technology, Islamabad since September 2019. My areas of expertise include teaching and research in the field of Psychology. Currently, I am working as a Co-principal investigator on an ongoing funded project awarded in the year 2020 from HEC under National Research Program for Universities (NRPU). Moreover, in 2022 I am honored for another NRPU-HEC research grant as a Principle investigator titled "eHealth supported interventions for improving care of youth with Substance Abuse in Pakistan". In addition, I have demonstrated a record of research and publishing excellence, including collaborative publications, of numerous articles in peer-reviewed HEC-recognized journals. In addition, I am serving as a convener of the Curriculum Review Committee of the Department. Here, I would like to share that I am representing the Department of Psychology as a member of Quality Assurance Cell (QAC) of CUST and participated in periodic QEC meetings for the effective execution of quality standards provided by HEC Pakistan.

What is your opinion about quality standards in the academic institutions of Pakistan?

Academic institutions play a crucial role in improving the quality of education, as it is the most important tool for betterment of humanity as well as to develop modernization in civilization of the country. Quality education empowers students to develop all of their attributes and skills to achieve their potentiality as human beings and members of society. Therefore, in my opinion to establish the

quality standards in education institutions must be on the top priority in Pakistan. Quality Assurance Agency of HEC Pakistan is playing a significant role to enhance the overall quality of Higher Education Institutions in the country. It is worth mentioning to share that the Capital University of Science & Technology not only implemented quality standards of national regulatory bodies like HEC or PEC but also international quality standards associations like Asia Pacific Quality Network (APQN) and the International Network for Quality Assurance Agencies in Higher Education (INQAHE) Spain.

**What are the current quality-related activities in your Department of Psychology?**

Currently, the Department of Psychology is consistently engaged in improving and gauging the quality of the program by multiple activities including Curriculum (CRC) Reviews, Meetings of Board of studies held twice per year for program review and improvements. The department has a well-established Curriculum Review Committee and is responsible for multiple tasks i.e., (curriculum design and review, audit of exam papers, accomplishment of curriculum-related assignments for possible corrective actions) to improve the overall quality. The curriculum is aligned with the updated HEC scheme of studies. In accordance with the philosophy of the Outcome-based Education (OBE) system, all courses are designed to meet CLOs and its mapping with the appropriate PLOs and PEOs. Psychology department also voluntarily participated in pilot testing of Face to Face Class Room Observation which is a progressive quality intervention introduced by CUST QEC, for improving the andragogical, pedagogical skills of faculty members and overall teaching-learning process.

Capital University of Science and Technology
Off Kaak Pul, Sihala Road, Zone-V, Islamabad
UAN: 111-555-666
<http://www.cust.edu.pk>