



# INSTITUTIONAL QUALITY ASSURANCE CELL (IQAC)



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## *IQAC News*

### **Faculty Orientation Fall 2018**

A three day-long Faculty Orientation and Training Program for Fall 2018 was held at North South University (NSU) on 15-17 September 2018, jointly organized by the Office of Graduate Studies (OGS) and the Institutional Quality Assurance Cell (IQAC). The orientation program was attended by forty new faculty members from fourteen departments.



At the beginning of the orientation program, the Director of OGS, Prof. Dr. Sharif Nurul Ahkam and the Director of IQAC, Dr. Nazmun Nahar delivered the welcome address to the new faculty members. Vice Chancellor Prof. Dr. Atiqul Islam in his speech underscored the importance of faculty training program and discussed about the roles and responsibilities of a teacher. Pro-Vice Chancellor (Designate) Prof. Dr. G.U. Ahsan appreciated the joint effort made by the IQAC and the OGS for organizing this type of orientation program. He also took part in the deliberations and discussed the concepts of effective teaching and faculty development.

In the span of three days, there were different sessions focusing on administrative rules and regulations at NSU, teaching and research philosophy, effective teaching and assessment methodology, Outcome Based Education (OBE) and curriculum development, Blooms Taxonomy, faculty code of conduct, ways of dealing with students and matters related to discrimination and harassment. There was a special segment on the usage of library resources and IT Services at NSU. Moreover, there was an interactive session in which the faculty members were divided into small groups and were asked to develop and present demo course outlines focusing on Outcome Based Education strategy. The program ended with vote of thanks from the directors and the participants also thanked NSU authority for such an initiative.

### **IQAC Director attended workshop on: 'The National Qualifications Framework of Bangladesh' at UGC**



A day-long workshop on National Qualifications Framework (NQF) for Dhaka Region under the framework of Higher Education Quality Enhancement

Project (HEQEP) was organized by University Grants Commission (UGC) of Bangladesh on 20 September, 2018 at the UGC Auditorium.

Professor Dr. Abdul Mannan, Chairman of UGC Bangladesh was present in the workshop as Chief Guest and talked about ongoing initiatives in the higher education sector. Prof. Dr. Sanjoy Kumar Adhikary, Head, Quality Assurance Unit of UGC Bangladesh highlighted on the importance of NQF in Bangladesh. Prof. Akhtar Hossain, Member of UGC, also spoke in this occasion. The second session was chaired by Dr. Rozzilini Fernandez Chung, International QA Expert and Consultant of HEQEP, UGC and she shared the draft National Qualifications Framework of Bangladesh with the audience. She also went through the process that was followed for developing the NQF. The workshop was attended by honorable Vice-Chancellors' and IQAC Directors of several private and public universities of Bangladesh.

### ***IQAC Sponsored Trainings***

#### **IQAC Faculty training gains momentum**

Institutional Quality Assurance Cell (IQAC) organized a series of training programs for faculty members on 28 June, 05, 12 & 19 July, 2018 respectively at the Faculty Lounge of North South University. With the completion of training for this group, NSU IQAC has successfully provided training to four batches of faculty members till now.



A total number of thirty faculty members from various departments of NSU were randomly selected for this intensive training program. The comprehensive faculty training comprised of 4 modules including: Effective

Communication and Delivery, Student Psychology, Time Management and Personality Trait Analysis and Stress Management.

On the 1<sup>st</sup> day of the training, Mr. Ashfaq Zaman, President, Leadership, Excellence & Development (LEAD), discussed importance of communication & its impact of delivery, public speaking in presentations, Lecture Model, Body Language and Confidence and similar related topics.

On the 2<sup>nd</sup> day, Mr. Yahia Md. Amin, CEO, LEAD emphasized on cognitive behavior therapy, depression, types of anxiety and panic cycle. The 3<sup>rd</sup> module of the training was also facilitated by Mr. Yahia Md. Amin, who spoke about personality trait analysis through MBTI and Dr. Munmun Jahan, a prominent psychiatrist, talked about various ways to manage stress in workplace and at home. On the final day, Dr. Asif Zaman, Associate Professor of Department of Civil & Environmental Engineering, NSU, particularly emphasized on the benefits and importance of Time Management, Pareto's principle, tracking daily activities, the 80/20 Rule and Delegation. He also shared tools and techniques of effective time management.

All the sessions were interactive and the participants enjoyed and learned a lot throughout the training programs. The faculty members were awarded with certificates on the successful completion of the training programs. They thanked IQAC for organizing this type of training and suggested to arrange similar trainings in future. IQAC has already started faculty training for the fifth batch. Currently, IQAC is offering the training courses to lecturers and senior lecturers only. IQAC plans to arrange similar training programs for other senior faculty members in future.

#### **IQAC initiates training for graduating students of NSU**

Institutional Quality Assurance Cell (IQAC) organized a 4 day-long intensive training programs for the final year students of School of Engineering & Physical Sciences (SEPS) of North South University on 13 & 28 July and 14 & 15 September, 2018 respectively at the

Faculty Lounge and Audi 801 of North South University. With the initiation of this training program, IQAC started its very first training programs for students.

A total number of fifty participants from the Engineering School participated in the training program. The comprehensive student training comprised of 4 modules including: Mastering Effective Communication, Career Development and Employability, Positive Psychology and Confidence, Corporate Grooming and Mock Interview.



This intensive 4- day long training modules were especially designed for graduating students and the modules involved in-depth discussion on several topics like: importance of communication, active listening, public speaking and presentation skills, tools to spice up communication, creating resume, incorporating CV with one's skills, referencing and presenting CV, networking, cognitive behavior therapy, depression, types of anxiety and panic cycle. On the final day of the training, a mock interview session was conducted with the students and several effective techniques of facing an interview was also shared with them. Mr. Ashfaq Zaman, President, Leadership, Excellence & Development (LEAD), Mr. Yahia Md. Amin, CEO, LEAD, Mr. Anwar Ehtesham, FVP and Head of Branding and Communication Division of Dhaka Bank Ltd. were the facilitators of the training programs.

All the sessions were interactive and the graduating students were benefited from this training program. Certificates were given to those who successfully completed the 4-day training programs. IQAC plans

to hold similar batches of training programs for students of SEPS and for other three schools as well.

### **IQAC training on 'Customer Service Management'**

Institutional Quality Assurance Cell (IQAC) organized a training program on 'Customer Service Management' for administrative staff of North South University on Saturday, 21 July, 2018 at the Faculty Lounge of NSU.

A total number of thirty participants from various departments of NSU were selected for this intensive training program. The training was facilitated by a professional trainer, Mr. Md. Mayen Uddin. He discussed the key elements of customer service, ways to make first impression to a customer, conflict resolution, telephone etiquettes, email handling, ways to communicate with dissatisfied customer, do's and don'ts in communication, customer service formula and similar related topics. The training was conducted in two slots with two separate batches.



The sessions were interactive and the participants enjoyed and learned a lot throughout the training program.

### **IQAC day-long Training on 'Basic Computer Applications'**

Institutional Quality Assurance Cell (IQAC) organized a day-long training program on 'Basic Computer Applications' for administrative staff of North South University. The training was conducted on 23 September 2018 in a computer lab at LIB 602.

A total number of twenty participants from various departments and offices of NSU were selected for this intensive training program.

The training was facilitated by Mr. Mohammad Sadat Hussain Rafsanjani and Ms. Marufa Ferdousi, Lab Officer of Electrical and Computer Engineering Department of NSU. They discussed the basics of MS Word, MS Excel and MS Power point in detail. Starting from basic text formatting, the trainers showed how to prepare tables, insert pictures, prepare slides, add animations and transition to the slides and usage of formula and functions in Excel spreadsheet.



The sessions were interactive and the participants enjoyed and learned a lot throughout the training program. They thanked IQAC for organizing this type of training and suggested to arrange advance training on computer applications in future.

### **IQAC MEETINGS**

#### **IQAC Meeting with Deans, Department Chairs & SAC Members**

A meeting was organized by IQAC on Tuesday, 10 July, 2018 at the SBE Dean's Conference Room of NSU. The meeting was attended by the Deans of School of Business and Economics, School of Humanities and Social Sciences and School of Engineering and Physical Sciences.

Among others were present all the Department Chairs and the representatives of Self- assessment Committee (SAC) from all departments of North South



University. The meeting was moderated by Dr. Nazmun Nahar, Director of IQAC. In the meeting, Dr. Nahar elaborately discussed the ways of utilizing block as well as IQAC fund in the most effective way. She urged all programs and activities that are going to be organized with block or IQAC fund should have to be accomplished by the end of October 2018. She also requested all the SAC representatives to organize their improvement plan workshops and submit final improvement plan to IQAC by July 2018.

#### **Special Meeting on Teachers Certification program offered by the proposed Center of Excellence for Learning and Teaching (CELT) at NSU**

NSU IQAC called a meeting to discuss introducing teacher certification program in NSU and to proceed with designing the certification program. The meeting was held on Tuesday, 17 July, 2018 at 3:00 pm at the SEPS Dean's Conference Room.



The meeting was attended by: Dr. Nazmun Nahar, Director, IQAC, Dr. Md. Sahadet Hossain, Additional Director, IQAC, Dr. Katherine Li, Assistant Professor & Director, External Affairs, Dr. G.M. Sayedur Rahman,

Associate Professor, Department of Pharmaceutical Sciences and Ms. Shahnaz Parveen, Senior Lecturer, Department of Public Health. Earlier a meeting was held on March whereby the committee members prepared a proposal for CELT and submitted it to Vice-Chancellor for approval. In the course of the time, the proposal got approved and thus the members called for this special meeting to generate ideas to proceed with the next step of developing teacher certification program that can be offered by the proposed CELT at NSU. All the attendees worked on a draft proposal for the certification program and have decided to submit the proposal to Vice Chancellor sir in one week time (24th July, 2018).

### **Improvement Plan Workshops**

As a part of Self-Assessment process, the self-assessment committee (SAC) of NSU has recently completed its Improvement Plan workshop. Nine Departments of NSU namely: Department of Electrical and Computer Engineering (ECE), Marketing and International Business (MIB), Accounting and Finance (DAF), Management, Pharmaceutical Sciences, Biochemistry and Microbiology (DBM), Political Science and sociology (PSS), Public Health (DPH) and Environmental Science and Management (ESM) of North South University have already completed their improvement plan workshops.



In the presentation, the SAC Heads presented their Improvement Plan and 4-years action plan at the Conference Room of their respective department. They particularly discussed the major sectors for improvement and self-assessment with the faculty members, IQAC members and other stakeholders. The other three departments: Department of



Architecture, Economics and English & Modern Languages will hopefully complete their improvement plan workshops by mid-October.

### ***IQAC Sponsored Workshops and Seminars***

#### **IQAC weekly seminar series on: 'NSU Faculty HR Policies'**

Institutional Quality Assurance Cell (IQAC) organized a Seminar on 'NSU Faculty HR Policies' for Faculty Members of School of Engineering and Physical Sciences (SEPS), School of Health and Life Sciences (SHLS) and School of Humanities and Social Sciences (SHSS) on 18 & 25 July, and 01 August, 2018 respectively at the Faculty Lounge of North South University.



A total number of 70 faculty members from 3 schools attended the seminar. The seminar was facilitated by Mr. A.K.M. Mahfuzur Rahman, Deputy Director of Faculty HR, Office of Registrar, North South University. He discussed several topics including: service rules, service benefits, research/travel & conference policy, promotion policy, financial benefits, leave policy and several administrative rule and policies. Towards the end of the seminar, there was a question answer session whereby Mr. Rahman responded to all the

queries of the faculty members. The seminar was interactive and the attendees also participated in the discussion session.

### **Workshop on: 'Work Life Balance' for female faculty members of NSU**

A workshop on Work Life Balance was held on Thursday, 26 July, 2018 at Faculty Lounge of NSU. Dr. Nazmun Nahar, Director of IQAC, facilitated the workshop.

The workshop was attended by female faculty members of different departments. The workshop began with a welcome address by Dr. Nazmun Nahar, Director, IQAC, NSU. In the workshop, several issues like: establishment of child care center at NSU, special travel grant for female faculty, availability of university transport before 9 am and after 6 pm were also discussed.



It was an interactive session and participants shared their own experiences as well. Some good suggestions about what can be done at workplace to help the faculty members attain work life balance came out in the process of discussion. IQAC plans to hold similar workshops in future.

### **Student teacher discussion related to 'Curriculum Development and Pedagogy'**

Institutional Quality Assurance Cell (IQAC) in collaboration with the Marketing and International Business (MIB) department organized an event titled "Student teacher discussion related to program (i.e. curriculum development and pedagogy)" on 31 July, 2018 at the Faculty Lounge of NSU. The program was

initiated to identify the overlapping components (if any) in courses. Moreover, for the event focused on the viewpoints of the students in the MIB department and their viewpoints of the repetition in the curricula of few courses.

The purpose of the workshop was to understand the needs of the students in regards to the changes required in the syllabus (if any). The workshop was done in continuation of the initiatives undertaken by the Department of Marketing & International Business to better encourage students to enhance quality



within the department. The discussion session also engaged the students by providing a platform for sharing their experiences and expectations.

### **IQAC seminar on: 'Psychological Services of NSU' for Faculty Members**

Institutional Quality Assurance Cell (IQAC) organized a Seminar on 'Psychological Services of NSU' for Faculty Members of Four schools of North South University on Tuesday, 14 August, 2018 at the Dean's Conference Room of School of Business and Economics.



A total number of thirty faculty members attended the seminar. The seminar was facilitated by Ms. Zohora Parveen, Student Counselor of North South University. She discussed several topics including importance of mental health, problems related to mental health, social stigma, issues related to stress and anxiety, mindfulness and relaxation. She also discussed the services provided by student counseling centre in NSU. Towards the end of the seminar, a student was invited to share his experiences of how he benefited from the services of NSU Student Counseling Centre. There was a question answer session also where Ms. Zohora responded to all the queries of the faculty members. The seminar was interactive and the attendees enthusiastically participated in the discussion session. IQAC is planning to hold similar seminar for the students of NSU in future.

### **IQAC Sponsored Workshop on: 'Student Feedback on Pedagogy'**

On 30 August 2018, the Department of History and Philosophy (DHP), in collaboration with IQAC, convened a workshop on the topic of pedagogy with specific contributions in oral discussion from students who have taken department general education courses in History, Philosophy, and Psychology.



Five Core and Adjunct faculty members of the DHP were present in the whole session. The Dean of School of Humanities and Social Science (SHSS), Professor Dr. Abdur Rob Khan attended the last session and gave valuable remarks on students' feedback. Dr. Sharif Uddin Ahmed, Department Chairman, chaired the session. In the workshop, students were asked to contribute comments on

several designated topics, such as: course outline, exam system and grading, faculty and student behavior in classroom and so on, pertinent to the department faculty's concern for pedagogy.

### **IQAC sponsored presentation on: 'Outcome Based Education (OBE) and the debate on Medium of Instruction in ELT in Bangladesh'**

Institutional Quality Assurance Cell (IQAC) organized a presentation session on: 'Outcome Based Education (OBE) and the debate on Medium of Instruction in ELT in Bangladesh' for Faculty Members of North South University (NSU) on Wednesday, 26 September, 2018 at the Dean's Conference Room of School of Business and Economics. The presentation session was conducted by Ms. Tania Rahman, Lecturer of Department of English and Modern Languages of NSU. In her presentation, she mentioned that, in outcome-based education,



the focus is on developing skilled and informed graduates who would be able to survive the challenges in real life work situations. She also stated that, in Bangladesh, like other disciplines, in humanities education, particularly in English language education, achieving outcome-based education goals becomes challenging as the ongoing debate on which language, Bangla or English, should be the medium of instruction at different levels of education in the country. The presentation, particularly placed OBE in relation to the question of medium of instruction in ELT and specifically addressed the issue of how the debate on medium of instruction related to Bangla and English become a hindrance to achieving OBE in tertiary level of English language education in Bangladesh.

## Upcoming Activities of IQAC

1. Round-table discussion on: 'Role of Quality Higher Education in Achieving Sustainable Development Goal (SDG) 4 in Bangladesh' on 25 October, 2018
2. Continuation of 4-day intensive student training
3. Workshop on: 'Student Assessment in line with OBE' for faculty members
4. Completion of improvement plan workshops of the remaining 3 departments
5. Submission of improvement plan by all 12 departments



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