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### **INTERNAL QUALITY ASSURANCE CELL**

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# **IQAC HANDBOOK**

**A Comprehensive Guide to Internal Quality Assurance**

**Prepared & Compiled by**

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### 1. Preface

This Handbook is issued by the **Internal Quality Assurance Cell (IQAC)** of Madanapalle Institute of Technology & Science (MITS), Deemed to be University, as a consolidated reference for all stakeholders — faculty, departments, administrative units and students engaged in the institution's quality assurance processes. It brings together the mandate, structure, functions and operating procedures of the IQAC, along with the applicable NAAC, NBA, UGC, AICTE and ISO frameworks that govern institutional quality at MITS.

Handbook is intended to serve as a working reference for departments preparing course files, audits, AQARs and accreditation documentation and should be read together with the specific policies, formats and manuals referenced throughout.

### 2. About IQAC

In pursuance of its Action Plan for performance evaluation, assessment and accreditation and quality up-gradation of institutions of higher education, NAAC proposes that every accredited institution establish an Internal Quality Assurance Cell (IQAC) as a post-accreditation quality sustenance measure. Since quality enhancement is a continuous process, the IQAC becomes a part of the institution's system and works towards realisation of the goals of quality enhancement and sustenance.

The prime task of the IQAC is to develop a system for conscious, consistent and catalytic improvement in the overall performance of the institution. During the post-accreditation period, it channelizes all efforts and measures of the institution towards promoting its holistic academic excellence.

At MITS, the IQAC serves as the initial phase in internalizing and institutionalizing quality enhancement initiatives. Its success depends on fostering a sense of belonging and active involvement among all members of the institution. It does not function as another hierarchical structure or a mere record-keeping exercise; instead, it operates as a facilitating and participatory voluntary entity similar in spirit to "Quality Circles" in industry — implementing planned interventionist strategies to address deficiencies and elevate quality.

#### 2.1 Vision

- ❖ To make quality the defining element of higher education in India through a combination of self and external quality evaluation, promotion, and sustenance initiatives, while simultaneously striving to become a globally recognized research and academic institution contributing to the technological and socio-economic development of the nation.

## 2.2 Mission

- ❖ Conducting regular assessments and accreditation of higher education institutions, their units, academic programs, and projects.
- Fostering an academic atmosphere that enhances the quality of teaching, learning, and research in higher education institutions.
- Promoting self-evaluation, accountability, autonomy, and innovation in higher education.
- Engaging in research studies, consultancy, and training programs related to quality assurance.
- Collaborating with various stakeholders in the field of higher education to ensure the evaluation, promotion and sustainability of quality standards.

## 3. Objectives & Strategies

### 3.1 Objectives

The primary aim of the IQAC is:

- ❖ To develop a quality system for conscious, consistent and catalytic programmed action to improve the academic and administrative performance of the Institution.
- ❖ To promote measures for institutional functioning towards quality enhancement through internationalization of quality culture and institutionalization of best practices.

### 3.2 Strategies

IQAC shall evolve mechanisms and procedures for:

- ❖ Ensuring timely, efficient and progressive performance of academic, administrative and financial tasks.
- ❖ The relevance and quality of academic and research programmes.
- ❖ Equitable access to and affordability of academic programmes for various sections of society.
- ❖ Optimization and integration of modern methods of teaching and learning.
- ❖ The credibility of evaluation procedures.
- ❖ Ensuring the adequacy, maintenance and functioning of the support structure and services.
- ❖ Research sharing and networking with other institutions in India and abroad.

## 4. Functions & Benefits

### 4.1 Functions of the IQAC

- ❖ Development and application of quality benchmarks/parameters for various academic and administrative activities of the institution.
- ❖ Facilitating the creation of a learner-centric environment conducive to quality education and faculty maturation to adopt the required knowledge and technology for a participatory teaching and learning process.

- ❖ Arrangement for feedback response from Students, Parents and other stakeholders on quality-related institutional processes.
- ❖ Dissemination of information on various quality parameters of higher education.
- ❖ Organization of Inter and Intra-Institutional workshops and seminars on quality-related themes and promotion of quality circles.
- ❖ Documentation of the various programmes/activities leading to Quality improvement.
- ❖ Acting as a nodal agency of the Institution for coordinating quality-related activities, including adoption and dissemination of best practices.
- ❖ Development and maintenance of an Institutional database through MIS for the purpose of maintaining/enhancing institutional quality.
- ❖ Development of a Quality Culture within the Institution.
- ❖ Preparation of the Annual Quality Assurance Report (AQAR) based on the quality parameters and assessment criteria developed by the relevant quality assurance body (such as NAAC) submitted in the prescribed format.
- ❖ Bi-annual development of Quality Radars (QRs) and ranking of integral units of the institution based on the AQAR.
- ❖ Interaction with SQACs in the pre- and post-accreditation quality assessment, sustenance and enhancement endeavours.

## 4.2 Benefits

IQAC facilitates and contributes to:

- ❖ Heightened clarity and focus in institutional functioning towards quality enhancement.
- ❖ Internalization of the quality culture.
- ❖ Enhancement and coordination among the various activities of the institution, and institutionalization of good practices.
- ❖ A sound basis for decision-making to improve institutional functioning.
- ❖ A dynamic system for quality-related changes in the Institution.
- ❖ An organised methodology of documentation and internal communication.

### 4.3 Follow-Up

- ❖ The AQAR shall be approved by the statutory bodies of the institution for follow-up action towards necessary quality enhancement measures.
- ❖ The institution shall regularly submit its AQARs to NAAC.
- ❖ The Institution shall submit AQARs and/or Quality Radars (QRs) and follow-up reports of AQARs to the UGC as and when called for.
- ❖ The IQAC must maintain an exclusive window on the institutional website to regularly report on its activities and to host the AQAR.

### 5. IQAC Composition

IQAC is constituted under the Chairmanship of the Head of the Institution, together with heads of important academic and administrative units, a few teachers, and a few distinguished educationists and representatives of local management and stakeholders. Cognizant of MITS's commitment to quality assurance, the IQAC has been seamlessly integrated as a core element, instituting robust processes that maintain exceptional standards across critical institutional activities.

| Category                                  | Representation                                     |
|-------------------------------------------|----------------------------------------------------|
| Chairperson                               | Head of the Institution                            |
| Senior Administrative Officers            | A few senior administrative officers               |
| Teachers                                  | Three to eight senior teachers                     |
| Management Representative                 | One member from the Management                     |
| Local Society / Students / Alumni         | One or two nominees                                |
| Employers / Industrialists / Stakeholders | One or two nominees                                |
| Coordinator / Director                    | One senior teacher as Coordinator/Director of IQAC |

*Year-wise composition orders (2015–16 through 2025–26) are maintained and published on the IQAC page of the institutional website, and should be referenced for the currently notified membership.*

### 6. IQAC Organogram

IQAC Organogram, showing the reporting structure between the Chairperson, Coordinator, Co-Coordinator, Criterion Coordinators, Department-wise NAAC Coordinators, and Cell/Committee In-charges, is maintained as a controlled document on the institutional IQAC webpage and should be displayed in departments alongside this Handbook.

## 7. Academic and Administrative Audit (AAA)

MITS is committed to maintaining and enhancing academic excellence through a structured quality assurance mechanism. The Academic and Administrative Audit serves as a critical tool to assess, monitor and improve the quality of teaching and learning, academic processes, and the administrative systems that support quality delivery. This policy applies to all academic departments, programs and faculty members, ensuring a systematic review of instructional methods, curriculum effectiveness, student engagement, faculty performance and overall academic governance. The audit process assesses compliance with accreditation bodies such as NAAC, NBA and other regulatory requirements, and is monitored through the IQAC.

### 7.1 Academic Audit

Academic Audit is a structured and methodical approach to evaluating the quality of an institution's academic processes. It involves deliberate and systematic sampling to assess the effectiveness of academic delivery, encompassing teaching-learning practices, curriculum design and evaluation, research initiatives, outreach programs and other related academic endeavours, aligned with quality assurance principles.

### 7.2 Administrative Audit

Administrative Audit focuses on evaluating the effectiveness of administrative processes that facilitate academic activities student support services, management of academic infrastructure, campus maintenance, IT services, student facilities, and measures ensuring the safety and security of students and the campus. This audit typically involves sampling methods and targeted interviews with relevant stakeholders.

### 7.3 Audit Cycle at MITS

- Internal Academic & Administrative Audit conducted each semester by the PAARC & IQAC Team, covering UG and PG programmes department-wise.
- External Academic & Administrative Audit conducted annually by an external panel for the completed academic year.
- Findings are documented as Audit Reports, followed by Action Taken Reports (ATR) at both internal and external levels.
- Reference: Academic and Administrative Audit Policy (MITS IQAC Academic Audit Policy).

### 8. AQAR: Annual Quality Assurance Report

As per NAAC guidelines, all Higher Education Institutions (HEIs) must submit the AQAR online; submission by e-mail or hard copy has not been accepted since 1st January 2019. HEIs not yet registered on the NAAC online portal must complete registration before AQAR submission becomes possible. Once submitted, the AQAR is verified by NAAC, which may seek clarification on the data provided; the institution may then edit the AQAR or justify nil/zero data within the stipulated response window before re-verification and acceptance.

| Provision              | Requirement                                                               |
|------------------------|---------------------------------------------------------------------------|
| Mode of submission     | Online only, w.e.f. 1st January 2019 (e-mail / hard copy not accepted)    |
| Registration           | HEI must register on the NAAC online portal before AQAR submission        |
| Portal access          | AQAR becomes available under 'Manage AQAR' after registration             |
| Annual deadline        | On or before 31st December every year, irrespective of accreditation date |
| Reference year         | Previous completed Academic Year                                          |
| Clarification window   | 15 days from the date of NAAC's clarification request                     |
| AQARs per 5-year cycle | 4 AQARs                                                                   |
| AQARs per 7-year cycle | 6 AQARs (extended validity, 'A' grade in 3 consecutive cycles)            |

### 9. Feedback System

IQAC operates a structured, multi-stakeholder feedback mechanism covering curriculum, teaching-learning, infrastructure, governance and facilities. Feedback is collected online each academic year, analysed, and closed through a published Action Taken Report (ATR) with supporting evidence.

| Stakeholder                      | Feedback Instrument                                            |
|----------------------------------|----------------------------------------------------------------|
| Students                         | Feedback on Curriculum – Student Form                          |
| Faculty                          | Feedback on Curriculum – Faculty Form                          |
| Parents                          | Feedback on Curriculum – Parent Form                           |
| Alumni                           | Feedback on Curriculum – Alumni Form                           |
| Employers                        | Feedback on Curriculum – Employer Form                         |
| National / International Experts | Feedback on Curriculum – Expert Form                           |
| Industry Experts                 | Curriculum Enrichment from Industry Experts                    |
| Students                         | Student Satisfaction Survey (SSS) on Teaching-Learning Process |
| Students                         | Feedback on Facilities                                         |
| Faculty                          | Feedback on Infrastructure                                     |



|                         |                                                       |
|-------------------------|-------------------------------------------------------|
| Faculty                 | Feedback on Governance                                |
| Faculty                 | Feedback on Teaching, Learning, Evaluation & Research |
| Non-Teaching Staff      | Feedback from Non-Teaching Staff                      |
| Graduating Students     | Graduate Exit Survey                                  |
| Students (Course-level) | Course Exit Survey                                    |

*Governing references: MITS Stakeholder Feedback Policy; MITS Stakeholder Feedback Questionnaire (from AY 2024-25 onwards); Action Taken Reports and Evidences on ATR, published year-wise on the IQAC webpage*

### 10. Institutional Quality Certifications

- ❖ ISO 9001:2015 — Quality Management System.
- ❖ ISO 21001:2018 — Educational Organizations Management System (EOMS), valid 22.02.2024 to 21.02.2027 subject to annual surveillance audits.
- ❖ IMS — ISO 14001:2015 (Environmental Management) and ISO 50001:2018 (Energy Management).
- ❖ NAAC Accreditation — 1st Cycle (valid 2021 to 2026).
- ❖ NBA Accreditation — UG programmes and PG programmes (MBA, MCA), on respective validity cycles.
- ❖ UGC recognition as Deemed to be University, and UGC-Autonomous status (prior to DTBU transition).

### 11. AICTE & UGC Quality Mandates

MITS aligns its quality processes with national mandates including AICTE's Student Learning Assessment Project (PARAKH), Anuvadini AI translation tool, NEAT and One Nation One Data (ONOD) portals, and the AICTE 360-Degree Feedback system. At the UGC level, MITS aligns institutional practice with NEP 2020 instruments such as Deeksharambh (Student Induction Programme), LOCF, Jeevan Kaushal, Guru Dakshata (Faculty Induction), Mulya Pravah, SATAT, PARAMARSH, the National Higher Education Qualifications Framework (NHEQF), the National Credit Framework (NCrF), and the Curriculum and Credit Framework for UG/PG Programmes.

### 12. IQAC Quality Initiatives & Activities

Representative institutional quality initiatives coordinated by the IQAC include:

- ❖ IQAC Hours — held on the last Thursday of every month (10:00 AM – 4:00 PM) for department-wise quality review.
- ❖ Professional Development Programmes (PDPs) with NITTTR, Chennai — on themes such as AI in Teaching and Learning, UI/UX Design, NEP 2020 & Institutional Development, Augmented & Virtual Reality, Block chain Technologies, and NBA Accreditation.



- ❖ Guru Dakshta — Faculty Induction Programme (FIP) for newly appointed faculty.
- ❖ Expert Talks and Awareness Programmes — e.g., on Generative AI and the AICTE 360° Feedback System.
- ❖ ISO 21001:2018 EOMS certification and annual surveillance audits.
- ❖ Internal and External Academic & Administrative Audits, each academic year.
- ❖ Cell/Committee Review Meetings, held periodically across the academic year.

*Additional references: Total Quality Management in HEIs; Academic Audit Process of IQAC; Student Feedback Process Flow; Fish Bone Chart; Faculty Professional Growth Plan — all maintained on the IQAC webpage.*

### 13. Governing Policies

#### 13.1 IQAC Policies

- ❖ IQAC Policy
- ❖ EOMS Policy
- ❖ Central Library Policy
- ❖ Consultancy Policy
- ❖ Examination Policy
- ❖ Information Security Policy
- ❖ Innovation & Start-up Policy
- ❖ International Relations Policy
- ❖ IPR Policy
- ❖ Research & Development Policy
- ❖ Sports Policy
- ❖ Teaching–Learning Policy
- ❖ Training and Placement Policy
- ❖ Teacher Training Policy
- ❖ Transport Policy
- ❖ Alumni Policy
- ❖ Stakeholders Feedback Policy
- ❖ Academic and Administrative Audit Policy
- ❖ Anti-Discrimination Policy
- ❖ Anti-Harassment Policy
- ❖ Disability Accommodation Policy
- ❖ Energy Efficient Renovation and Building Policy
- ❖ Gender Equity Policy
- ❖ Life Long Learning Access Policy
- ❖ Policy Addressing Poverty
- ❖ Policy Development for Clean Energy Technology



- ❖ Policy for Minimization of Plastic Use
- ❖ Policy on Waste Disposal – Hazardous Materials
- ❖ Smoke-Free Campus Policy
- ❖ Water Reuse Policy
- ❖ Integrated Management System (IMS – Environment & Energy) Policy

### 13.2 MITS DTBU Policies

- ❖ Internal Quality Assurance Cell Policy
- ❖ Anti-Bribery & Corruption Policy
- ❖ Climate Action Policy
- ❖ Sustainable Investment Policy
- ❖ Equality, Diversity and Inclusion Policy
- ❖ Sustainable Procurement Policy
- ❖ Industry Relations Cell Policy Document (2026)
- ❖ Integrated Management System Policy (ISO 14001:2015 & ISO 50001:2018)
- ❖ Minority Cell Policy
- ❖ MITS Radio 90.8 MHz Community Radio Station Policy
- ❖ MITS IEEE Student Branch Policy

### 14. Files & Documentation to be maintained by Departments

The following categories of files, formats and templates are to be maintained by every department in support of course delivery, OBE/NBA compliance, NAAC/AQAR evidence, and ISO 21001 audits. Current versions of each template are published under Downloads on the IQAC webpage and must be used in place of locally created formats.

| S.No | Document / File / Format                                          |
|------|-------------------------------------------------------------------|
| 1    | Process & Quality Manual                                          |
| 2    | Quality Objective Parameters                                      |
| 3    | Files to be maintained by Department for B.Tech Programme         |
| 4    | Files to be maintained by Department for M.Tech/MBA/MCA Programme |
| 5    | General Information to be maintained by the Department            |
| 6    | Action Taken Reports to be maintained                             |
| 7    | Academic Calendar (Institute & Department)                        |
| 8    | Curriculum – R20 & R23 Regulations                                |
| 9    | Course Allocation records                                         |
| 10   | Time Table records                                                |
| 11   | Course Monitoring (Daily Class Conduction & Syllabus Coverage)    |
| 12   | Continuous Internal Evaluation records                            |



| S.No | Document / File / Format                                                     |
|------|------------------------------------------------------------------------------|
| 13   | End Semester Examination Result Analysis                                     |
| 14   | Course File – Theory                                                         |
| 15   | Course File – Laboratory                                                     |
| 16   | Course File – MOOCs                                                          |
| 17   | Value Added Course proposal & checklist                                      |
| 18   | Remedial Classes records                                                     |
| 19   | Mentoring Scheme records                                                     |
| 20   | Bridge Course records                                                        |
| 21   | Stakeholder Feedback questionnaire & ATR                                     |
| 22   | Industrial Visit permission & report                                         |
| 23   | Application for Event Participation                                          |
| 24   | Proposal to Organize Events                                                  |
| 25   | Proposal for Research Seed Funding                                           |
| 26   | Proposal for NSS/NCC/Sports/Cultural Events                                  |
| 27   | Laboratory Equipment Maintenance records                                     |
| 28   | Laboratory Dead Stock Equipment records                                      |
| 29   | Laboratory Equipment Maintenance Action Report                               |
| 30   | Appraisal and 360° Feedback Calculation                                      |
| 31   | Minutes of Meeting (Cell & Department)                                       |
| 32   | Audit Formats (Theory/Lab Course File, Department Checklist, NCR)            |
| 33   | NAAC Formats (AQAR support documents, SSR–AQAR mapping)                      |
| 34   | NBA / OBE Formats (CO-PO templates, CPS form, SDG mapping)                   |
| 35   | NIRF Formats (Department & Financial data templates)                         |
| 36   | Check Lists (ARC, ICC, GRC, Sports, Culturals, Events, Stakeholder Feedback) |
| 37   | Faculty Personal File                                                        |
| 38   | NEP 2020 – Active Learning Methods material                                  |
| 39   | NEP 2020 – WIT & WIL Method                                                  |
| 40   | NEP 2020 – MITS Lab Protocol                                                 |
| 41   | NEP 2020 – Show & Tell Corner                                                |
| 42   | Sustainable Development Goals (SDG) mapping templates                        |
| 43   | MITS DTBU Policy Formats                                                     |
| 44   | Outcome Based Education (OBE) Teaching Formula                               |
| 45   | AI in Teaching and Learning resources                                        |

### 15. Course Files

- ❖ Course File – Theory (DTBU and UGC-Autonomous formats), with a Master List of Documents for B.Tech, M.Tech, MCA and MBA Theory Course Files.
- ❖ Course File – Laboratory (DTBU and UGC-Autonomous formats), with a Master List of Documents for B.Tech, MBA and MCA Laboratory Course Files.
- ❖ Course File audits are conducted against the MITS EOMS Theory/Laboratory Course File Audit checklists under ISO 21001:2018.

### 16. NAAC, NBA & NIRF Reference Formats

#### 16.1 NAAC Formats

- ❖ NAAC AQAR Support Documents and Quantitative Inputs Manual.
- ❖ NAAC Benchmarks and Standard Operating Procedures (SOP).
- ❖ Correlation between New NAAC Reforms 2024 and Existing NAAC Criterion (Key Indicators).
- ❖ MITS Responsibilities Matrix for NAAC 2024 Reforms (MBGL).
- ❖ Criterion-wise SSR–AQAR Mapping documents (Criteria I–VII) and Supporting Document Manuals.

#### 16.2 NBA / OBE Formats

- ❖ R20/R23 CO-PO Assessment Templates for UG Engineering.
- ❖ AICTE CO-PO Mapping Templates (Core and CSE-Allied Branches).
- ❖ Complex Engineering Problem-Solving (CPS) Form.
- ❖ Program Outcomes (PO) Mapping with WA & WK; IEA-GAPC 2021 Graduate Attributes & Professional Competencies.
- ❖ SDG Mapping Templates — Curriculum, Events, Projects, and Internship Mapping.

#### 16.3 NIRF Formats

- ❖ NIRF Department Data Template.
- ❖ NIRF Financial Data Template.

### 17. NAAC Reforms 2024 — Binary Accreditation Framework

MITS is preparing for the revised NAAC Reforms 2024 Binary Accreditation Framework, guided by the Dr. Radhakrishnan Committee Report and NAAC's phased Standard Operating Procedures for Colleges and Universities. Reference documents include the NAAC Accreditation Preparedness note, the NAAC Survey (draft) and Data Collection Manual, the Supporting Document Manual based on the Radhakrishnan Report and the Department-wise Stakeholder Feedback Coordinators list — all published on the IQAC webpage and maintained by the IQAC & NAAC Coordinator.



### 18. Sustainable Development Goals (SDG) Alignment

IQAC coordinates institutional alignment to the UN Sustainable Development Goals through the MITS SDG Cell, using structured templates for SDG mapping of curriculum, events, projects and internships, and institutional participation in global ranking frameworks such as the Times Higher Education Impact Rankings and QS Sustainability Rankings.

### 19. NEP 2020 — Active Learning & Institutional Development

In line with NEP 2020, MITS promotes active-learning pedagogy across departments including Flipped Classroom, Problem-Based Learning, Project-Based Learning, Case-Based Learning, Jigsaw, Think-Pair-Share, Peer-Assisted Learning and related strategies — together with Work-Integrated Teaching & Learning (WIT & WIL), the MITS Lab Protocol, and the Show & Tell Corner initiative, all supported by sample templates published under IQAC Downloads.

### 20. Reports, Surveys & Reference Documents

- ❖ NAAC Peer Team Report and Peer Team Metric-wise Score Report (1st Cycle).
- ❖ Report of External Peer Team Visit of IQAC during UGC Autonomy.
- ❖ Student Satisfaction Survey (SSS) reports, year-wise.
- ❖ Minutes of Meeting (MoM) of the IQAC, year-wise.
- ❖ MITS Annual Reports, year-wise.
- ❖ Strategic Plan (2022–23 to 2026–27) and annual Gap Analysis Reports.

### 21. Contact — IQAC Office

| Role                               | Name                                                                                         |
|------------------------------------|----------------------------------------------------------------------------------------------|
| <b>IQAC &amp; NAAC Coordinator</b> | <b>Dr. K. Sathesh</b>                                                                        |
| Office                             | Room No. SRB211A, MITS Deemed to be University                                               |
| Address                            | Madanapalle–Kadiri Road, Kurabalakota Mandal,<br>Madanapalle – 517325, Andhra Pradesh, India |
| Phone                              | +91-8571-280255 / 9100973388                                                                 |

*This Handbook should be read in conjunction with the individual policies, SOPs, checklists and templates referenced herein, all of which are maintained and periodically updated by the Internal Quality Assurance Cell, MITS Deemed to be University, and are available on the institutional website under the IQAC section.*