I.K. GUJRAL PUNJAB TECHNICAL UNIVERSITY
(STUDENT FAILITATION CENTRE)

Ref No: IKGPTU/DR/SFC/638

Date 28/11/2023

To

Director IQAC

IKGPTU

Subject: Regarding Providing Data for AQAR Session 2022-2023

Refer to the letter no IKGPTU/IQAC/ 390, dated 22.11.2023 regarding subject quoted above (Copy attached). The details of Indicator 7.2.1 for Best Practice by Student Facilitation Centre is given as below.

Indicator 7.2.1

7.2.1	The Best Practices has described successfully as per NAAC format provided in the Manual.	Best Practices in the Institutional web site (Provide web link)	Support.ptu.ac.in

Regarding above mentioned subject copy enclosed.

For necessary action please.

(Dr.SandeepMehmi)
DR(SFC)
28/11/23

INDICATOR

7.2.1: Best Practice successfully implemented by Student Facilitation Centre

1.Title of the Practice:

To provide interactive, user-friendly, one stop online portal for obtaining the academic documents such as DMC/Degree/Migration/Bonafide/PDC/Transcript/Backlog certificate etc. through Student Support Portal(www.support.ptu.ac.in).

2. Objective of Practice:

With the implementation of Student Support Portal, the Student Facilitation Centre of the University intends to achieve the following objectives:

1. To provide a secure and interactive single point online portal to students where he/she can access multiple services regarding the Academic documents.
2. To integrate the various back-end system to cater the requirement of Academic documents by students & verified documents by Foreign Assessment Agencies.
3. To reduce the document delivery time that was incurred in manual system.
4. To introduce a tracking system which is both beneficial for students and the University/ Assessment agencies.
5. To relieve the student's burden of travelling long distances to visit University for obtaining the academic documents.

3.The Context:

The Student Support Portal is ground-breaking feature in achieving e-governance objectives in the Higher Education System. However, the following challenges were encountered during its development/implementation:

1. The biggest challenge was to integrate the discrete back-end systems developed independently by Student Facilitation Centre, Examination department and Academic Department.
2. The shifting from paper performa based system to online system was bound to accompany many queries from students. So, a parallel system (Online query

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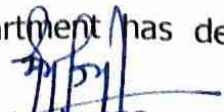System/Call centre) was required to be established to resolve the technical and other issues of the students.

3. The Academic Document Assessment agencies such as WES/NZQA/IQAS/ICES/CES from different countries required verified DMC's/Degree/Transcript of the students. Offline system, Postal delays and concomitant grievances of the students required establishment of mutually consented procedures in form of agreement to convince the agencies to obtain verified documents of students on newly developed portal.

4. The target to shift from the manual system to online integrated portal required the training of staff. The limitation of staff/ skill·set/resources reluctance to adopt new system further added to the challenges faced in its implementation.

4. The Practice:

The IKGPTU has a large student strength studying in various affiliated colleges in State. In addition, we have large alumni network living in India and abroad who had completed their degrees in Regular or Distance mode. The students require academic documents such as Degree/DMC/Transcript/Bonafide Certificates for Immigration purpose or for applying for further studies or employment. Furthermore, the foreign Assessment Agencies also require the verified Academic documents directly·from the University.

Earlier, all these services were provided in offline mode where the student had to personally visit the University for requirement of Academic Documents, and he/she had to submit Request/Query manually for dispatching the documents to the required address. In case of procedural delays/Postal delays, email/telephone queries were raised by students and without the precise tracking system, the in-time resolution of their queries was difficult.
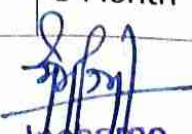
Considering the paramount importance of the requirement of students and problems in manual system, the University resolved not only to simplify the process but also to minimize the time to deliver the Academic Documents. For this purpose, Student Facilitation Centre (SFC) and Examination Department has developed a one-stop

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Student Support Portal, exclusively to facilitate the students in obtaining the academic documents without visiting physically to the university. The students now get the required documents easily by creating his login and profile on the portal. Further, he/she need not to go to bank for submitting the fees. He/she can utilize the option of payment through Credit/Debit Card or Net banking.

This practice is a unique model as it caters to changing demands of Higher Education System and the requirement of adoption of e-Governance practices. The problem of discrete Academic session timings in Foreign Universities and requirement of timely availability of verified documents of students for further studies, required a single point interactive and secure system where the Academic documents can be easily applied and that can be tracked from end-to-end. Therefore, plethora of services encompassing the following documents were required to be brought under the Student Support Portal:

Sr. No.	Types Of Services/Documents	Intended Delivery Time
1	Transcript and/ or Attestation of DMC's and Degree for WES/IQAS/ICES/CES/ICAS/PEBC/NZQA	15 working days
2	Backlog Certificate	7-10 working days
3	Bonafide Certificate	7-10 working days
4	Degree	7-10 working days
5	DMC's	7-10 working days
6	Migration Certificate	7-10 working days
7	Provisional Degree Certificate	7-10 working days
8	College to College Migration	1 Month
9	Equivalency Certificate	Vary as per case
10	Syllabus Attestation	Vary as per case
11	University to University Migration	1 Month

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This practice is beneficial for Higher Education System as it ensures the timely expedition of Admission process of University, Assessment process of Foreign Agencies and Recruitment process of Govt/Public Sector Units/Private organisation where the Academic documents of students are delivered in time bound manner through a Secure/Interactive/Single point e-portal.

5.Evidence of Success:

The Success of the Student Support Portal can be measured from following factors.

1. The Quantitative data regarding adoption of the online Student Support Portal vis-à-vis the offline/manual system.

Year wise document requests in Offline/Online mode							
2019		2020		2021		2022	
Offline	Online	Offline	Online	Offline	Online	Offline	Online
19788	16351	3085	19091	768	25281	817	2165

2. The plethora of distinct services provided through the Student Support Portal.

Year	DMC	DEGREE	TRANSCRIPT	Attestation & Verification for Foreign Agencies	Backlog/Bonafide/Migration/PDC Certificate
2019	779	1718	1880	5749	1828
2020	175	346	454	2226	513
2021	3025	350	14500	15497	362
2022	2442	2131	10945	8999	3482
2023	1766	1878	9195	7559	3195

3. The number of Foreign Assessment Agencies which have executed agreement with IKGPTU for verifying academic documents from Student Support Portal.

Agency Name	No of verified Documents delivered through Portal			
	2019-20	2020-21	2021-22	2022-23
WES (Canada)	17001	9393	9416	6034
NZQA	-	55	124	79
ICAS	125	121	135	49
ICES	388	387	377	146
CES	263	159	131	54
PEBC	68	93	99	102
WES (USA)	218	113	144	49
IQAS	248	525	437	289

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4. The target of complete shifting to Online Student Support Portal in 2 years has been achieved.
5. The staff in Student Facilitation Center/Examination/Academic Department have been fully trained in working on this system.
6. The discrete independent backend systems in Examination Department, Student Facilitation Centre & Academic Department have been integrated.
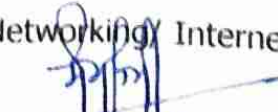
Constraints & Limitations:

The Foreign Assessment Agencies which have executed Agreement with IKGPTU get the assured delivery of verified documents in their login within 10-15 days. However, some of Foreign Assessment Agencies still rely on hard copy of attested documents and are reluctant to execute Agreement for waiving the requirement of delivery of hard copies which adds postal time to the overall delivery time.

6.Problems Encountered & Resources required:

1. The development of centralized system in place of prevalent discrete systems (designed on different platforms) was bound to raise technical issues. The procedures at some departments were changed/updated for integration of discrete systems and the adoption of single point portal.

2. The students accustomed to using manual procedures did face problems in shifting to online system initially. The students started emailing and contacting other departments/officers for login or technical issues. To resolve this problem, the call centre was strengthened & Interactive Voice Response (IVR) system was established to facilitate the students in login creation & submission of queries/documents requests on the Student Portal. The number of such queries resolved on phone calls/email during this process is given under:

Year	2019	2020	2021	2022	2023
Portal related queries resolved by call centre	18379	21717	25943	6452	11053
Emails regarding login/OTP/Others	8500	10212	10301	6107	14710

The problems encountered during in-house development of Student Support Portal were resolved through upgrading the IT/Networking/ Internet Bandwidth

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requirements. The manpower was also rationalized, and training session were conducted to implement the Student Support Portal.

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No. IKGPTU/IQAC/........   Dated : 22/11/2023

Head of Departments / Director
All Teaching & Non-Teaching Departments &
Constituent Campuses

Subject :   Providing Data for AQAR- 2022-23.

Sir/Madam,

Reference is made to email dated 17-04-2023 vide which a copy of guidelines for submission of Annual Quality Assurance Report (AQAR) by Accredited Institutions was circulated.

The report of Annual Quality Assurance Report (AQAR) for the year 2021-22 is at final stage and may be presented before the Hon'ble Vice-Chancellor on 28-11-2023.

As per NAAC manual, the Annual Quality Assurance Report (AQAR) for the year 2022-23 is also to be submitted this year itself.

You are requested to keep ready the data for AQAR-2022-23 by 30-11-2023.

It shall be the sole responsibility of the Head of Department for any discrepancy noted in data provided by the concerned Department and any loss due to non-providing of data/wrong data.

With regards

Yours sincerely

24/11/23

(Dr. Hitesh Sharma)
Director, IQAC

Copy to:

1. SVC for the kind information of the Hon'ble Vice-Chancellor.
2. Registrar
3. Dean (Academics)
4. File