

Best Practices 1 (2018-19)

1. Title of the Practice

Single Window System for Transparent Observation and/or Reassessment Process after Declaration of Examination Results

2. Objectives of the Practice

The importance of certification and marks is considered so much that it is natural for students to have some doubts or grievances regarding the evaluation. Until the matter is resolved they remain impatient, disturbed and sometimes this affects their further academic prospects too. It was felt that some solution should be sought to this routine yet an important aspect. Following are the major objectives behind introducing this practice:

- To address the student grievances in a transparent manner
- To reduce the formality of the observation process
- To ease the process of observation
- To save the time, money and energy of the student as well as the university.

3. The Context

What were the contextual features or challenging issues that needed to be addressed in designing and implementing this practice (in about 150 words)?

An examination is an integral and extremely important part of student life. The marks and certification decide many aspects of their professional life. Students' grievances regarding the end-semester assessment are quite a normal and recurring practice. However, after the declaration of the results usually, it used to take a longer time. It was felt that something should be done in this regard. After a lot of brainstorming the idea of a Single Window System for Observation/Reassessment was germinated. The idea also intended to ensure student's active involvement to increase his/her faith in the reassessment process and reduce financial burden as well as time taken to complete the process.

4. The Practice

Reassessment is not only time-consuming but also a straining process for the students as well as the administration. Now any examinee who wishes to apply for the observation of the answerbook can do so within 10 days of the date of issue of the marksheet. The form for the same is available on the university website. The student needs to bring with him/her the marksheet of the end Semester/Annual Exam, Hall Ticket and Question Paper of the concerned subject and pay the necessary fees which are nominal. University normally takes 10 days to process the application. The student then is informed through SMS or phone about the date and time for the observation. The students are given the requested assessed answer books to see how it/they has/have been assessed. All the students are guided and counselled about the process and their doubts/queries if any are solved. This exercise is done in the presence of the dean of the respective faculty. In short,

the student does a kind of self-assessment. If any error is noticed, it is brought to the notice of the concerned Dean/Supervisor. The student is informed about the verification of the error observed during the observation of the answer book. In case the student is not happy with the assessment, s/he may decide to go for the reassessment within a day.

5. Evidence of Success

The initiative has been much welcomed by the stakeholders. Every time, numbers of students apply for the reassessment process and wait for the result impatiently. This new initiative has helped students academically, psychologically and also financially. It has also amplified students' faith in the administration and assessment system. A fewer number of students now opt for the reassessment process. The following data proves the success of the practice.

Year	Exam	No of Students Applied for Observation	No of Students Applied for Reassessment	% of the students applied for reassessment
2015	March-April	1245	629	50.52%
	Oct-Nov	929	259	27.87%
2016	March-April	975	218	22.35%
	Oct-Nov	1018	193	18.95%
2017	March-April	803	195	24.28%
	Oct-Nov	921	205	22.25%
2018	March-April	1061	342	32.23%
	Oct-Nov	1168	273	23.37%
2019	March-April	748	237	31.68%
	Oct-Nov	700	185	26.42%

6. Problems Encountered and Resources Required

To inform the students about the details of the observation, bulk SMS system is used. Sometimes, the students have made errors in writing their mobile numbers, other times the number is of their family members, sometimes even they change the number or miss to notice the message and hence do not remain present at the designated time and place. The university, however, after the due verification allows the students to observe their answer books. The deficiency of human resource is always a persistent problem. At the initial stage of the introduction of the system, mobile was a luxury and not a pocket-friendly gadget. At that time, much time was consumed as each one was called and informed. However, nothing deterred the university from continuing a student-friendly practice.

7. Notes (Optional)

Best Practices 2 (2018-19)

1. Title of the Practice

Arranging Annual Convocation Day to Commemorate the Death Anniversary of Shri Sardar Vallabhbhai Patel

2. Objectives of the Practice

The purpose of organising is to celebrate the hard work, commitment, and dedication of the achievers and reiterate the values preached and practiced by Shri Sardar Vallabhbhai Patel. Following have been the major objectives behind introducing this practice:

- To pay tribute to the one symbolic of unity and the cause of unified India
- To celebrate the achievements of the students and faculty members
- To have feedback for improved teaching-learning and administrative practices
- To help student and faculty member inculcate values through the address of the esteemed chief guest and chart a roadmap for a contributive career
- To have an interaction with the pass out students and parents attending the convocation

3. The Context

The university is named after the great son of India and the soil Late Shri Sardar Vallabhbhai Patel. It would be appropriate to commemorate his death anniversary as a *Dikshant Samaroh* for the exit of graduating students taking inspiration from the life of this one of the greatest sons of India.

4. The Practice

Celebration of the convocation day on the death anniversary of Shri Vallabhbhai Patel is not about conferring degrees only, it has also to do with the commemoration of the sacrifices, food for thought for the future, and taking a stock of the accomplishments and milestones achieved by the university.

Convocation is a vital part of every university. Extreme formality is one of the features of the convocation ceremony. However, it is not so at our university. Convocation at Sardar Patel University is not a 4–5-hour long solemn affair, its canvas, and purpose are much larger. On the eve of the convocation day, a kind of informal gathering is there wherein all the gold medalists and their proud parents are invited and the event is followed by a dinner - arranged in the honour of all the gold-medalists. The event is more like an exit interview. The achievers are invited to share their feedback about various experiences and sweet-sour memories at the university. This has proved to be a kind of informal SSS for the university. The students share their experiences and expectations which help the university to set new goals. The students also remember the teachers that made a difference in their lives. Thus, it becomes a platform to recognise the efforts of all the dedicated teachers. This ends with a dinner engagement where they get to interact with everyone present.

5. Evidence of Success

Since its inception, without fail the university has celebrated the convocation day by inviting eminent personalities for the convocation address. Following list gives the names of such personalities that were invited in recent years:

Year	Chief Guest
2015	Lord Bhikhu Parekh, Eminent Educationist, UK
2016	Dr G Satheesh Reddy, Scientific Advisor to Raksha Mantri and Director General Missiles and Strategic System
2017	K Kasturirangan, Chairman, Committee on National Education Policy, Emeritus Professor, National Institute of Advanced Studies
2018	Dr DP Singh, Chairman, University Grants Commission, New Delhi
2019	Shri M Venkaiah Naidu, Hon'ble Vice President of India
2020	Dr Shekhar C Mande, Director General, Council of Scientific & Industrial Research, (CSIR) New Delhi

6. Problems Encountered and Resources Required

There is no problem as such. However, the university faces certain challenges whenever the dates of elections coincide with the convocation day or some other unavoidable circumstances. The university sometimes cannot celebrate it on the death anniversary of Sardar Shri.

7. Notes (Optional)