

## Message from the Director Institutional Quality Assessment and Effectiveness (IQAE)

At FAST-NUCES, our unwavering commitment to academic excellence is rooted in a culture of continuous improvement and evidence-based decision-making. The Office of Institutional Quality Assessment and Effectiveness (IQAE) plays a pivotal role in ensuring that our graduates are not only academically sound but also professionally competent and globally competitive. As the final point of quality assurance before our students enter the professional world, IQAE rigorously monitors and evaluates the effectiveness of teaching, learning, and research across all campuses. Our goal is to enhance the overall student experience and align our academic programs with the evolving needs of industry and society. Through strategic implementation of quality standards and compliance with Higher Education Commission (HEC) guidelines, we aim to foster a robust institutional quality culture. We continuously engage with faculty, students, and external stakeholders—including employers, alumni, accreditation bodies, and the industry advisory boards—to gather meaningful feedback that informs us of our improvement strategies. By integrating international best practices, data-driven assessments, and forward-looking policies, IQAE strives to ensure that every graduate of FAST-NUCES is equipped with the

skills, knowledge, and values necessary to make a positive impact in their field.

### Dr. Hammad Majeed

Director

Office of Institutional Quality Assessment and Effectiveness (IQAE)

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#### Vision

Support the university's vision by adapting best practices suggested by accreditation bodies while conforming with the university policies.

#### Mission

Adapt existing state-of-the-art higher education quality improvement strategies, while engaging with all stakeholders.

#### Objectives

1. Enhancing the pedagogical skills of the instructors to achieve learning outcomes of curriculum and effectively engage with the students.
2. Provide coaching related to the processes and procedures prescribed by the accreditation bodies, to the academic staff.
3. To communicate and coordinate with all the stakeholders (students, instructors, staff, alumni, employers, subject

experts, etc.) for feedback with the aim of improvement of education quality.

4. Formulate analytical reports extracted from the received feedback from the stakeholders, i.e., surveys related to infrastructure, teacher evaluation, alumni, employer etc. and provide recommendations to the statutory bodies of the university.
5. Promote automation of quality related processes to develop an effective, viable and sustainable ecosystem of quality assurance at the university.
6. Ensuring the compliance of quality assurance procedures in accordance with the guidelines provided by HEC and accreditation councils.
7. Provide assistance to academic departments to meet the expectations of accreditation bodies in terms of data gathering and reporting.
8. Tailor curricular and co-curricular activities to meet the requirements of ranking organizations.

## IQAE Team

Name	Designation	Campus/Location
Dr. Hammad Majeed	Director	NUCES-HQ
Mr. Umair Manzoor	Manager	Islamabad
Ms. Maria Ibrar	Manager	Peshawar
Mr. Sekandar Riaz	Deputy Manager	Chiniot Faisalabad
Ms. Urooj Leghari	Deputy Manager	Karachi
Ms. Warda Razzaq	Officer	Islamabad
Mr. Muhammad Mubbashir	Officer	Peshawar

Office of Institutional Quality Assessment and Effectiveness (IQAE) implements internal quality assurance (IQA) mechanism of the university. IQAEs are established in all campuses and are run as per HEC guidelines. IQAE at NUCES is constantly striving to maintain excellent scores in annual quantitative assessment of HEC. This achievement in IQA directly contributes in achieving higher accreditation status from relevant accreditation councils, working under external quality assurance (EQA) mechanism of HEC. The recognition at both IQA and EQA clearly demonstrates NUCES-FAST efforts to burgeon quality standards of education at all levels.

Consequently, FAST-NU IQAE introduced innovative strategies to manage more effectively the internal quality assurance processes of the institution by providing quality academic programs and holistic teaching-learning environment to the students at undergraduate and graduate level. At FAST-NU we regularly conduct surveys in order to collect valuable feedback from various stakeholders including students, faculty, alumni, industry, and others. These feedbacks are used to take the required measures for an overall improvement in the quality culture. Moreover, we give prime importance to the capacity building of our faculty, wherein training workshops/ sessions have been organized by IQAE for the faculty members and Teaching Assistants, so that they are equipped with all the necessary skills for delivering quality lectures. Further, at program level it is assured that all the undergraduate programs being offered at FAST-NU are accredited by the relevant regulatory authorities and the graduate programs are self-assessed to monitor the implementation of requisite policies.

Currently NUCES IQAE is a member of the International Network for Quality Assurance Agencies in Higher Education (INQAAHE), United Nations Academic Impact (UN AI) and American Society for Quality (ASQ). These memberships offer chances to collaborate with the international members for benchmarking and standardization of best practices. Moreover, NUCES IQAE also participates in their international events, as a significant contributor and participant.

IQAE at FAST-NUCES (Islamabad) has been rated as "Meeting Maximum Parameters Satisfactorily (MMPS)" by the Quality Assurance Agency (QAA) of the Higher Education Commission (HEC) for the academic year 2022-23. This recognition underscores the University's consistent efforts in ensuring high standards in internal quality assurance and academic excellence.

According to the official evaluation, FAST-NUCES scored 96.23 marks in the latest Yearly Progress Report (YPR) assessment, reflecting a continual upward trend in QEC performance over the past years.

#### Key Achievements Islamabad Campus

- From March 6-9, 2024, Dr. Muhammad Arshad Islam, Director of IQAE and Mr. Umair Manzoor, Manager of IQAE, attended the International Training and Project Meeting for the project "Strategic Support for Accreditation of Programs and Internationalization at South Asian Higher Education Institutes (SSAPI)" held at the Royal University of Bhutan.
- On April 25, 2024, Mr. Umair Manzoor, Manager of IQAE, Islamabad Campus, participated in a discussion session on 'Elevating Teaching and Learning: The Synergy of AI and Assessment' in Islamabad,

organized by Turnitin.

- On May 27-28, 2024, FAST-NUCES IQAE at Islamabad Campus hosted a two-day training session under the Erasmus Plus funded "Strategic Support for Accreditation of Programs and Internationalization at South Asian Higher Education Institutes (SSAPI)" project. The session was led by Prof. Dr. Vitor Beires Nogueira, Pro-Rector of the University of Évora. Dr. Rasikh Tariq, a renowned Trainer & expert from Tecnológico de Monterrey, Mexico, delivered the keynote address, providing insights into the role of technology in fostering complex thinking
- On June 1, 2024, the Office of Institutional Quality Assessment and Effectiveness (IQAE) of FAST-NUCES, Islamabad successfully hosted the Closing Meeting for the Strategic Support for Accreditation of Programs and Internationalization at South Asian Higher Education Institutions (SSAPI). This event, part of the Erasmus Plus funded initiative, brought together local and international partners from five European and South Asian countries to discuss key milestones in enhancing the quality and Internationalization of South Asian Higher Education Institutions (HEIs).
- On June 3, 2024, IQAE at FAST-NUCES, Islamabad successfully organized the International Conference on Accreditation and Internationalization in South Asian Higher Education Institutions (HEIs), held at the HEC Main Auditorium in Islamabad. The conference was inaugurated by Dr. Zia Ul Qayyum, Executive Director of HEC.
- On June 26, 2024, IQAE at FAST-NUCES, Islamabad conducted the first cycle of the Self-Assessment Report (SAR) evaluation for the BS

Financial Technology and BS Business Analytics programs at the FAST School of Management. The evaluation was guided by the standards set by the National Business Education Accreditation Council (NBEAC).

- On July 11, 2024, the Office of IQAE at FAST-NUCES, Islamabad Campus successfully hosted a one-day workshop titled "Preparing HEIs for the Transition towards Meaningful Implementation of RIPE and PSG-23," organized by the Quality Assurance Agency (QAA) of the Higher Education Commission (HEC). HEC officials, including Mr. Nasir Shah, D.G, QAA, and other Directors and Deputy Directors participated. Rector Aftab Maroof of FAST-NUCES also graced this event.
- On January 29, 2025, The Office of Institutional Quality Assessment and Effectiveness (IQAE), in collaboration with the International Office, organized a Send-Off Ceremony to honor nine graduates of FAST-NUCES who have secured admission to IMT Atlantique, France for their Master's programs. The event was graced by several distinguished personalities, Dr. Aftab Maroof, Rector, FAST-NUCES, Dr. Waseem Shahzad, Director Campuses (Islamabad & Chiniot-Faisalabad), Ms. Sabine and Ms. Mathilde, Representatives from the French Embassy, Islamabad (participated in person), Ms. Charlene Delbano and Mr. François KEO, Representatives from IMT Atlantique, France (joined online). This occasion also served to strengthen international partnerships and provided a valuable platform for students to engage with representatives from the French Embassy and IMT Atlantique.

## Lahore Campus

- IQAE Lahore campus participated in the workshops of the 4th International Conference (Pakistan Network of Quality Assurance in Higher Education) PNQAHE on 3rd March 2024 at Jinnah Convention Center, Islamabad.
- Lahore Campus Faculty attended two-day training session was conducted at FAST – NUCES, Islamabad campus on 27th & 28th May 2024, featuring Prof. Dr. Vitor Beires Nogueira, Pro-Rector, University of Evora.
- IQAE Lahore Campus staff attended a one-day training session on "Preparing HEIs for the Transition towards Meaningful Implementation of RIPE and PSG - 23" at FAST Islamabad Campus on 11th July 2024.
- IQAE Lahore Campus conducted a workshop on "Effective PhD Supervision, Research Ethics, Publications" for all the PhD faculty members of Lahore Campus on 15th November 2024. Dr. Arshad Islam, Director IQAE was the resource person.
- The Accreditation Visit for the BS Data Science, BS Computer Science, and BS Software Engineering programs at the National University of Computer & Emerging Sciences, Lahore, was successfully conducted on Friday, November 29, 2024.
- IQAE staff attended one-day training session on Programme Review for Effectiveness and Enhancement (PREE) for IQA and EQA was held on December 29, 2024, at the Smart Hotel, Lahore.
- The Institutional Quality Assessment & Effectiveness (IQAE) at FAST Lahore Campus in collaboration with HR department organized an orientation session on January 16, 2025, for newly hired faculty members.

## Peshawar Campus

- IQAE PWR arranged and facilitated "02-Day Training & Orientation Workshop" for newly hired faculty/staff on January 16-17, 2024 at FAST-NUCES Islamabad Campus.
- IQAE PWR arranged an Assessment Team visit for evaluation of BS Computer Science for SAP 6th Cycle and BS Artificial Intelligence for SAP 1st Cycle on January 26, 2024.
- IQAE PWR arranged a session on "Challenges Involved with Lab Courses" on February 14, 2024 at Peshawar Campus.
- IQAE PWR arranged a session on "Library Facilities" on February 21, 2024 at Peshawar Campus.
- IQAE PWR arranged a session on "Opportunities & Channels for Collaboration with Computing Industry" on February 28, 2024 at Peshawar Campus.
- IQAE PWR attended workshop on "Stakeholder Involvement in Quality Assurance Processes" by Dr. Jakub Grodecki from Poland. This was workshop of the 4th International Conference (Pakistan Network of Quality Assurance in Higher Education) PNQAHE held on 3rd March 2024.
- IQAE PWR attended workshop on "Considering Generative AI in Higher Education Policy, Learning & Teaching, and Student Experience" by Ms. Emilia Todorova from Gibraltar. This was workshop of the 4th International Conference (Pakistan Network of Quality Assurance in Higher Education) PNQAHE held on 3rd March 2024.
- IQAE PWR attended a training session on "Our 5-Step process for Curriculum Review" on April 22, 2024. The event was arranged by Institute (PLI) and delivered by Director PLI Ms. Rachel French.
- IQAE PWR arranged a Review Panel visit for Postgraduate

Program Review on April 25-26, 2024 at Peshawar Campus.

- IQAE staff of NUCES, Ms. Maria Ibrar represented IQAE-PWR, attended the International Conference on Accreditation and Internationalization in South Asian Higher Education Institutions was held at the HEC Secretariat in Islamabad on Monday June 3, 2024.
- IQAE PWR attended an online training session on “How to program YPR and its evidences” on July 4, 2024. The event was arranged by QAA HEC.
- IQAE PWR attended workshop on “Effective Implementation of RIPE (IPER Manual)” on July 11, 2024. The event was arranged by QAA HEC and hosted by FAST-NUCES Islamabad.
- Ms. Maria Ibrar, Manager IQAE PWR was invited by the CECOS University, Peshawar to deliver a seminar on “Comparison of Self-Assessment Process (SAP) and Program Review for Effectiveness and Enhancement (PREE)” on November 20, 2024.
- IQAE PWR arranged a training and orientation session for the new hires has been arranged on January 22, 2025.
- IQAE PWR arranged a training session on “Research Grants and Associated Financial Matters” for PhD faculty members of the campus on February 11, 2025.
- IQAE PWR arranged a training session on “NUCES Examination and Invigilation Rules, Teaching and Assessment Techniques” for faculty and relevant staff on February 12, 2025.
- IQAE PWR arranged a session on “Challenges Involved with Lab Courses” for newly hired lab instructors on February 12, 2025.
- IQAE PWR facilitated Department of Computer Science for an accreditation visit of NCEAC for BS Computer Science program on February 14, 2025.

- IQAE PWR arranged a training session on “Teaching in the era of GenZ” for faculty and relevant staff on February 19, 2025.

## Chiniot-Faisalabad Campus

- IQAE CFD Campus arranged 5 Day Hands-on Training Workshop on Academic Processes from July 1-5, 2024, for office staff of the campus.
- Workshop on Effective PhD Supervision, Research Ethics, and Publications was organized by IQAE on August 13, 2024. Prof. Dr. Zia-Ul-Qayyum Executive Director HEC and Prof. Dr. Shahzad Sarfraz, Director of FAST-NUCES CFD Campus, were the panelists.
- IQAE CFD Campus arranged and delivered a session with first-year students on September 11, 2024. The topic was “Importance on “Building a Better Learning Environment with Feedback.”
- A training workshop on LaTeX was organized on October 11, 2024. The main objective of the workshop was to introduce faculty and students to LaTeX, emphasizing its importance for research and MS theses. Participants received hands-on experience and practical guidance on LaTeX document compilation and related features.
- An Awareness Session on Quality Assurance and Utilization of Library Resources for graduate programs was organized by IQAE on October 25, 2024. The session aimed to educate participants on quality assurance practices and optimal utilization of library resources to enhance academic research and learning outcomes.
- The Office of the Institutional Quality Assessment and Effectiveness (IQAE) at FAST-NUCES CFD Campus organized a three-day workshop “Faculty Development Workshop” on

January 15-17, 2025, emphasizing faculty development and practical insights into the field. The Sessions covered various aspects of effective teaching strategies, classroom management, student motivation, institutional policies, academic integrity, research writing, emotional and social intelligence, connectivist teaching tools, and the role of quality assessment in enhancing academic excellence.

- IQAE arranged an awareness session on “Emotional and Social Quotient for Employee Wellbeing” for office staff of the campus on January 17, 2025.

## Karachi Campus

- The Self-Assessment Review (SAR) of the Bachelor of Science (Cyber Security) and Master of Science (Computer Networks and Security) was organized by IQAE in coordination with the Department of Cyber Security on January 31, 2024.
- From February 26–27, 2024, Ms. Urooj Laghari, Deputy Manager IQAE, participated in a two-day National Certified Reviewer Training Program organized by the Sindh Higher Education Commission at ICCBS, University of Karachi.
- The MS/PhD Review Visit, conducted by Ms. Urooj Laghari, Deputy Manager, IQAE, at FAST-NUCES, assessed the MS/PhD programs from April 25–26, 2024.
- As a representative of campus Institutional Quality Assessment and Enhancement (IQAE), IQAE-KHI facilitated the Pakistan Engineering Council (PEC) re-accreditation visit for the Bachelor of Science (Electrical Engineering) program, which was conducted from May 13–14, 2024.
- The Self-Assessment Review (SAR) of the Master of Science



(Software Project Management) was conducted by IQAE on June 7, 2024.

- The Self-Assessment Review (SAR) of the Master of Science (Data Science) was conducted by IQAE on June 26, 2024.
- The IQAE-KHI, on September 24, 2024, organized a workshop on Effective PhD Supervision, Research Ethics, and Publications. Faculty from various departments participated.
- The IQAE attended a training workshop at the Provincial Ombudsman's camp office on September 12, 2024, focusing on protecting women against workplace harassment.
- The IQAE organized Bridging Connections: Mastering Rapport and Trust on September 18, 2024, providing staff from various departments with an opportunity to enhance their skills in building meaningful professional and personal connections.
- The Self-Assessment Review (SAR) of the Bachelor of Science (Financial Technologies) program was organized by IQAE in coordination with the Department of Management Sciences on February 28, 2025.
- From January 13–15, 2025, IQAE organized a three-day faculty training program for newly hired faculty members. The sessions covered challenges in lab courses, classroom management, student motivation, ICT tools, and a workshop on educational psychology.
- The IQAE-KHI attended various sessions arranged by QAA, HEC, for capacity building of IQAE staff on various quality assurance activities. Those included training sessions on UI Green Metric World Ranking 2024, PSG-2023 Challenges and Solutions, Program Review Effectiveness and Enhancement (PREE), Global Engagement strategies for a shifting higher education landscape webinar.

