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Message



Quality is elusive but can be achieved with the agreed set of criteria and standards. This can be measured and arrived at a certain level or degree. The journey for quality in AIUB started in 2008 when the university embarked on PAAS-CU's standard of quality through accreditation. In 2011-2013, after a comprehensive evaluation, the Business Programs were granted full accreditation followed by the 5 degree programs of FSIT and candidate status for EEE program. Believing that quality should not be present and measured only in the academic programs of the university, the quality of management operation was also measured and evaluated by SGS-UKAS for ISO Certification. After a comprehensive audit, the Management Operation of the university was granted ISO9001:2008 Certification. The search for quality continues with the successful application to local professional accreditation bodies under the BAETE-IEB for the EEE and COE programs

and IAB for the Architecture program. Another challenge came along the way when UGC mandated for the establishment of the Institutional Quality Assurance Cell (IQAC) in both public and private universities. Nine of our program entities were identified by UGC to undergo self-assessment. All these 9 programs, Business, Architecture, Engineering, CS, English, MMC, Economics and MPH successfully passed the internal and external reviews. As a result of the external peer reviews, Improvement Plans were prepared by the individual program entity to address areas for improvements. Therefore, the next phase of the QA is to have our programs undergo another round of accreditation by the National Accreditation Council of Bangladesh (NACB). With the sincere co-operation of all concerned, the challenge before us can be ably responded. AIUB can sustain the Quality it has achieved and will be institutionalized in the university. This publication is a proof that indeed quality is active and subscribed by the academic, nonacademic and the management as well. Thank you to the efforts of IQAC to document these QA events in the university.

Dr. Carmen Z. Lamagna
Vice Chancellor and
Chairman, QAC



The activities undertaken to pursue quality in all aspects of university operations are enormous. It has far reaching impact on the academic programs of the university. This positive impact can be gleaned from the online survey conducted by the undersigned in response to the requirement of the University Grants Commission (UGC) in preparing for the Project Completion Report on IQAC. This impact can be traced from the contents of this publication which highlight valuable events undertaken by the IQAC in collaboration with the academic and nonacademic officers of the university. It should be noted that the 1st vol. of this publication focused more on the journey at the time when QA is being instituted in the university. This second edition, documents the major activities which continuously build the capacities of the academic, nonacademic and students as initiated specifically by the 9 academic program entities and the IQAC staff. Included in this publication also are the extra time and expertise of the IQAC staff shared with other IQAC universities and the participa-

tion in local and international seminars and conferences either as a resource persons and/or a participant. In view of the coming accreditation activities of the National Accreditation council of Bangladesh (NACB), the IQAC is documenting all major academic activities relative to each of the nine (9) standard areas of the university operation. Let this publication speaks of the many accomplishments and efforts of IQAC in promoting and ensuring quality and excellence are imbued with utmost awareness and enthusiasm in the university system.

I heartily congratulate the editorial board of this publication for its 2nd edition. More power and all the best IQAC.

Dr. Charles C. Villanueva
Vice President, Academics
and Director, IQAC

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IQAC Directors Visit to AIUB-IQAC Office

On 13 July 2017, 40 IQAC Directors, Additional Directors and UGC-QAU visited the American International University-Bangladesh (AIUB) in connection with the training of these officials from 18 public and private universities. The organizers of this training, headed by Prof. Sanjoy, for these newly designated IQAC Directors and Additional Directors selected AIUB representing the private university and Dhaka University on behalf of the public university for the needed orientation on how AIUB operates its Institutional Quality Assurance Cell (IQAC) in promoting Quality Assurance at the university level. The Honorable Vice Chancellor, Dr. Carmen Z. Lamagna, warmly welcomed all the visitors. This was followed by individual introduc-



tion of the visitors and all those present in the conference room. The IQAC orientation was conducted by Prof.

Dr. Charles C. Villanueva, Director, IQAC through a video presentation of the AIUB journey's in QA which started in 2007, brief presentation on the utilization of data generated from the self-assessment activities of the program entities based on the 9 areas assessed by the 5 stakeholders: students, faculty, alumni, nonacademic and employers. The orientation was followed with open forum where some participants raised questions on how specific areas are being assessed like research, student's performance, partnership with foreign universities and management support to faculty development including capacity building of both academic and nonacademic staff.

HEEACT-APQN Staff Capacity Building Program 2018

APQN (Asia Pacific Quality Network) with support from the World Bank and UNESCO issued a call to all its member institutions and organizations to participate in the 2018 Staff Capacity Building. AIUB responded to the call and submitted a strong justification for its participation. The university was then selected together with other organizations and institutions. The core purposes of the programme are to: 1) assist the professional development of the visiting staff members; 2) enhance the capacity building of both the guest and the host organi-



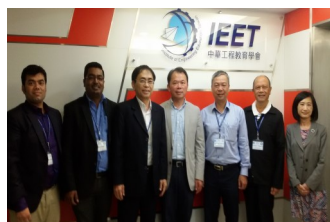
zations; 3) strengthen the communication and cooperation of both sides. The programme is expected to contribute to the capacity development of the emerging quality assurance systems with

varying needs. The Higher Education Evaluation and Accreditation Council of Taiwan (HEEACT) positively responded to accept the AIUB participants composed of Prof. Dr. Charles C. Vil-

lanueva, Dean Faculty of Business Administration and Director, AIUB Institutional Quality Assurance Cell (IQAC), and Mr. Md. Imranul Haque, IQAC Manager and Program Evaluator. For five days (6-10 May 2018) in Taipei, Taiwan, the AIUB-IQAC participants along with the other participants from two countries: Dr. Nghia Hoi Nguyen and Dr. Chinh Quoc Nguyen Director and Deputy Director respectively of the Center of Education, Vietnam National University; Mr. Parneet Singh, Manager Quality Standard, Quality Standard Office, Fiji National Univer-

sity underwent the programs which are generally informative and provided valuable learning experiences. It was a comprehensive programme spearheaded by Dr. Lin Shaw Ren, Dean of Office of Quality Assurance, HEEACT and Prof. Angela Hou, Executive Director, HEEACT. The HEEACT with the officers were on hand to brief the participants on the HEEACT's evaluation process, procedure and mechanism. The participants were also given the opportunity to share and present its respective quality assurance and accreditation process. Every presen-

tation is followed by an intellectual exchange to clarify some issues and underscore the differences between the systems and procedures. The participants were exposed to the ongoing institutional accreditation of Shih Chieh



University. The participants were further given an opportunity to highlight its respective institution in the class of

Prof. Angela and at the same time a physical visit to Fu Jen Catholic University. A briefing was conducted by Dr. Liang-Jeng Leu, Secretary General and Executive Director, Accreditation Council of the Institute of Engineering Education Taiwan (IEET) on the process of accrediting an engineering program. The last institution visited was the National Taiwan University, the top university in Taiwan. The last briefings were held in HEEACT on the Taiwan Medical Accreditation Council, a special body that accredits medical institutions in Taiwan and the Teacher Edu-



cation for Teacher Education Institution. It was an impressive programme arranged and hosted by HEEACT.



AIUB was invited to participate in this conference through the Vice President and Director, IQAC, Prof. Dr. Charles C. Villanueva. It was a 2-day Conference organized by UNESCO Asia and the Pacific Regional Bureau for Education and UNESCO China. It was held in Shenzhen, China with more than 100 participants coming from all over Asia and Pacific UNESCO member states. Various papers were delivered by prominent speakers who have been involved in

promoting quality assurance particularly in higher education. These topics were as follows:

Shifting Focus from Teaching to Learning; Challenges and Opportunities for Measuring Learning Outcomes of higher education in Asia-Pacific; Strengthening Quality Assurance of Lifelong Learning Systems; Aligning institutional, national and regional strategies to strengthen quality assurance; Reflecting on the Develop-

ment of China's Higher Education Quality Assurance; Nurturing Caring Leaders through Quality Higher Education; Quality Assurance of diverse modes of learning-towards a learner centered model; Building Culture of Quality: IQA; Communicating about quality: External quality assurance; Capacity Development of Quality Assurance in Asia-Pacific. The case of AIUB on IQA was presented during the Thematic Interactive Sessions and in the Exhibits showcasing the

good practices of the QA in Asia-Pacific. It was informed that AIUB was chosen as The Best Model QA University by APQN last year during its international conference in Fiji. AIUB will continue to search for avenues where we can learn more



FBA Achieves AACSB Membership

In line with the thrust of the American International University-Bangladesh for internationalization, the Faculty of Business Administration (FBA) has been granted a Certificate of Membership of the Association to Advance Collegiate Schools of Busi-



ness (AACSB) based in USA after it has complied with all its requirements. Through this membership, faculty and students can benefit from the rich and extensive resources of the organization. This is an added value to our business students and graduates having obtained their degree.

IEB-BAETE Accreditation Visit

On 16 October 2017, The Board of Accreditation for Engineering and Technical Education (BAETE), Bangladesh consisting of three members including one Washington Accord Mentor to BAETE, visited AIUB to evaluate its B.Sc. Engg. in Electrical and Electronic Engineering (EEE) program for renewal of accreditation. The evaluation was conducted by Professor Dr. Anisul Haque as Chair of the Team, Mr. Syed Ahsan Habib as mem-



ber and Professor Er. Kai Sang Lock as observer. The evaluation activities were comprehensive and detailed which covered the essential areas on curriculum and instructions, faculty, students, laboratories and facilities.



The team also conducted interview with the faculty members, students and support staff. They visited laboratories, classrooms and ongoing classes. Aside from ocular visits and interviews, the team reviewed the volumi-

nous documents on the university-wide systems and procedures, and the documents being used in operating the B.Sc. in EEE program. The final activity of the Team was a meeting with the key persons of Department of EEE and AIUB-IQAC to present and discuss areas of improvement. Relevant suggestions were taken into account for implementation.

QA Tools Seminar

Prof. Dr. Mesbahuddin Ahmed, Chairman, National Accreditation Council of Bangladesh (NACB) was the Chief Guest during the Seminar on Tools for the Sustainability of Quality Assurance in AIUB. Prof. Dr. Mahbub Ahsan Khan, QA Specialist, UGC-QAU was the special guest in the program. The program was organized by the AIUB-IQAC primarily for the following objectives: to assess the existing status of the QA Tools used by the different Faculties; to discuss the utilization and benefits of these tools in sustaining QA in the respective Faculty; to identify constraints in the implementation of these QA Tools and recommend alternative actions/solutions to address the problems; and discuss strategic actions to sustain QA in the university. The seminar was preceded by a video presentation on the

Journey of AIUB in developing QA and implementing it through accreditation. The honorable Vice Chancellor, Dr. Carmen Z. Lamagna delivered the welcome message. She underscored the importance of QA in the different academic programs and the struggle of AIUB to have the programs in business, computer science and engineering attained international accreditation status likewise, the certification of the quality

management operation by SGS-UKAS under ISO9001:2008. She also acknowledged the successful self-assessment and the External Peer Review (EPR) conducted on the 9 program entities under the IQAC project of HEQEP World Bank implemented by UGC-QAU. She assured the participants that QA will continue in the university even if the HEQEP project terminates. On the other hand, Prof. Dr. Mesba-

huddin, expressed recognition of the efforts of AIUB in having its programs internationally accredited and the initiative to organize this seminar in view of its relevance and importance on QA's sustainability in the university. He also presented some points which will be taken into consideration should NACB commence its operation. Each Faculty presented the different tools and activities being undertaken to sustain QA in their respective Faculty and department. Prof. Dr. Charles C. Villanueva, Vice President, Academics and Director, IQAC outlined and expounded on strategic actions to be taken for the continuous sustainability of QA in the university.



CeTL Seminar

The three-day workshop on teaching learning organized by the British Council preparatory to the establishment of the 2nd batch of Center of Excellence in Teaching and Learning (CeTL) was held at Ascot Residence in Baridhara Diplomatic Zone on 21-23 October 2018. AIUB was among the few selected participants to the event with Prof. Dr. Charles C. Villanueva, Vice President, Academics and Dean, Faculty Business Administration and Ms. Farheen Hassan, Director, BBA Program representing AIUB. The facilitators of the said workshop were Dr. Sam Smidt of University College London, UK and Prof. Simon Walker, University of Greenwich, London, UK. The objectives of the workshop are as follows: share and explore current provision of CeTL in

Bangladesh; raise awareness of professional development standards globally; share strategies and provision of development practices in UK universities; explore and develop content for future



CeTL in Bangladesh; increase understanding and application of effective methodologies for the delivery of workshops; and develop processes for the effective evaluation of the impact of the work of the CeTLs. Through this workshop, the facilitators were able to bring the teaching learning into a new height and horizon with the use of technology in order to make

teaching more interesting. Some reservations were echoed by the participants from the public university in view of the limitation of internet facilities and availability of



mobile phone by the students. However, students in the Dhaka area may not find this a problem since most students have mobile phones and internet access. As part of the process of sharing the new concepts of teaching Learning and exploring the possibility of establishing additional CeTL, a follow-up seminar was arranged in the Multi Purpose Hall of the

university. Prof. Simon, Dr. Sam, Mr. Towhidur, Head of Higher Education and Regional Manager of CSFP and Mr. Naveed all of the British Council Bangladesh came to the university to conduct the brief seminar and at the same time view the whole AIUB's environment friendly learning environment. Before conducting the seminar, the British Council consultants were briefed by Mr. Danny Morgia on the VUES through actual demonstration of its operation also they were shown the video which highlights the journey of AIUB on QA through the establishments of AQAC and IQAC which led to the accreditation of the Business, Computer Science and EEE academic programs.

National Workshop on the 10 Years of Achievements of HEQEP

The Director of AIUB IQAC, Prof. Dr. Charles C. Villanueva was invited to the workshop held in Pan Pacific Sonargaon on 26 December 2018. The event highlights the achievements of HEQEP (Higher Education Quality Enhancement Project) during the 10 years of implementation. One of the sub Projects under HEQEP is the Institution Quality Assurance Cell (IQAC) which was established in 2013. The long list of achievements were presented by the proponent/researcher faculty and university. The next phase or stage

of the project which will be the responsibility of the institution involved in the project are the thrusts areas as follows: Teaching-Learning,



curriculum enrichment & revision, employability of graduates, tracer study, quality assurance, accreditation

performance, monitoring & evaluation, continuation of accomplishments and other emerging areas. As a result of the success of HEQEP, a



new project will be funded by international organizations such as World Bank, Asian Development Bank,

JICA and GOB. The mechanics of implementation of the next project are on the drawing board but the funding is already assured by the concerned organizations. It is expected that AIUB will be an active participants in the forthcoming project which will generate improvements of the university's academic and non-academic programs.

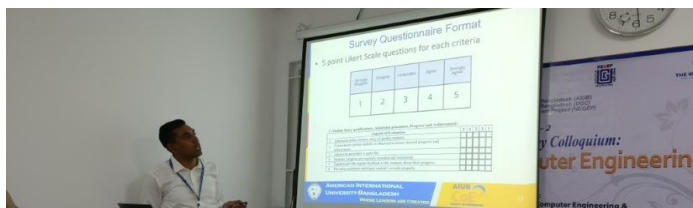
Capacity Building Activities & Events



Quality Assurance Committee (QAC) Meeting



Capacity Building Workshop in
Computer Science Department



Computer Engineering Workshop on
Disseminating Self-Assessment Survey Outcome



MPH Workshop on Bioethics & Global Public Health



Workshop on OBE held at Architecture Department



Workshop in the Department of English



Prof. Dr. Charles C. Villanueva, Director, IQAC Conducted Outreach Activities in selected Colleges in Dhaka



In ASAUB, Dr. A. B. M. Rahmatullah, Additional Director, IQAC Conducted a workshop on OBE Model



AIUB-IQAC Visited by Jessore University of Science and Technology (JUST) IQAC



In BSMMU, Ms. Farheen Hassan, Additional Director, IQAC has Conducted the EPR

The Impact of QA in AIUB

An online survey was conducted from the key actors of QA in the university, revealed the following impacts by areas. The consolidated responses are shown below:

1. Governance

- ◆ It helps identify and understand the areas for improvement in the institution.
- ◆ Non-academic personnel became more aware of their duties and responsibilities, observed work ethics and closer collaboration between academic

and non-academic staff.

2. Curriculum Design and Review

- ◆ Pay more attention to the students perspectives and needs.
- ◆ The course outlines of programs were revised on the basis of Outcome-Based Education as suggested by EPR.
- ◆ Practical training and workshops relating to different courses are organized for both teachers and students.
- ◆ Industry – University linkage became strong and

closer as the industry personnel were invited as resource speakers during seminars, talk shows, fora, etc.

3. Student Admission, Progress and Achievements

- ◆ More systematized procedures for both manual and electronic. VUES became more relevant and useful to all.
- ◆ Progress and achievements of students are closely monitored and appropriate actions are taken to address any problem/issue arises.

4. Teaching Learning

- ◆ Improved and more organized teaching staff members in terms of their teaching efficiency and quality.
- ◆ Moving towards Outcome Based Education (OBE) system for all the courses.
- ◆ Department takes necessary steps to establish linkage with the alumni.
- ◆ We have acquired valuable knowledge on how to conduct extensive surveys with academic stakeholders.
- ◆ Strengths and weaknesses

of teaching has been detected to improve the teaching techniques.

- ◆ The self-assessment allowed us to get direct feedback from all the stakeholders related to the teaching and learning. Identified the issues such as syllabus upgradation, teaching methods, assessment techniques and improved accordingly.
- ◆ Attended Training on Pedagogy, Teaching as an Art organized by the IQAC. This provided us better understanding and appreciation of the role of the teacher. More teaching strategies are understood/learned through pedagogy.
- ◆ Weekly lesson planning became a regular responsibility as lesson plans are being collected and checked by the Department Heads and Dean every term of the semester.

5. Learning Assessment

- ◆ More Organized and Well documented assessment system.
- ◆ More clarity of assessment system of the students' performance.
- ◆ Students became more aware and appreciation on

how they are rated based on well-explained criteria.

6. Structure and Facilities

- ◆ The University is doing all its best efforts to provide adequate & modern facilities for its operation
- ◆ Full implementation of RFID on all premises of the University such as entrance and exit to maintain security and safety of everybody in the university.

7. Research & Extension

- ◆ Identified the importance of research and extension through self-assessment. We are organizing an international conference to comply with the finding of the survey. Internship and Industrial visits have been organized. An industrial advisory board has been formed and they give feedback on the curriculum and other activities of the department.
- ◆ Identify the areas on which more research involvement is required and how to manage it within the official framework.
- ◆ Faculty members are more conscious about research and its publication in referred journal as it is a requirement for promotion

in Faculty rank.

- ◆ The travel grant provided by the university for presenting research paper in international conference encourages faculty members to embark more in research.
- ◆ Utilized case approach to enhance research capacities of students.

8. Students' Support Services

- ◆ Provided significant changes and improvement after learning several techniques on how to cope with our never-ending student demand.
- ◆ The way of solving student requests are much faster now because of the new software.
- ◆ Parents can, likewise, monitor student progress because of improved e-system.
- ◆ Creating more opportunities for interactions between our students and potential employers by inviting them for talks, briefing sessions, etc.
- ◆ Maintenance of an alumni database on the basis of the Tracer Study, containing details of their employment etc. this has greatly

helped OPA in increasing its network with the country's leading companies.

- ◆ Enabled us to build a better relationship with the alumni who in turn provide assistance to fellow AIUBians for employment and other forms of assistance like scholarship, etc.

9. Staff and Facilities

- ◆ Teachers are being trained through Capacity Building program in specialized fields like Conservation, Sustainability, Teaching of Architectural History, Fabrication, etc.
- ◆ Develop the non-academic staff's performance with high competencies through workshops and trainings.

10. Process Management and Continuous Improvement

- ◆ This process has enhanced our knowledge on the different QA areas (9) in each program entity.
- ◆ Taking into account, rapid changes taking place in different sectors by designing interventions so that students and faculty can keep themselves abreast of these changes and demands of the local and global job markets.

Planning and Development: AIUB-IQAC Team

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