

INSTITUTE OF HUMAN RESOURCE ADVANCEMENT
University of Colombo



Action Plan - 2024
(Based on Strategic Plan 2024 - 2028)

Institute of Human Resource Advancement (IHRA) - University of Colombo :
Action Plan 2024

This document details the Institute of Human Resource Advancement - UoC Action Plan for the year 2024 based on the Strategic Plan 2024 - 2028. The Institute has directed with 7 Goals; under each goal, there are several Objectives. Several Strategies have been identified to meet this Objective, and each strategy has one or more specific Activities. The chart shows the Goals, Objectives, Strategies, and Activities together with the responsible parts for each activity, the estimated budget, Sustainable Development Goal and the quarter in 2024 during which each activity will be implemented.

Vision

To be the benchmarked Centre of excellence in teaching, learning, researching and Entrepreneurship in human resource studies towards a progressive society within the global context.

Mission

To provide better opportunities for learning, research, dissemination and commercialization of knowledge, skills and entrepreneurship for stakeholders with a focus on critical thinking, analytical ability, creativity and progressive attitudes and looking after our employees' wellbeing.

Goals

Goal 01: Widen Participation and Equitable Access to Higher Education

Goal 02: Strengthen Research, Innovation and Entrepreneurship

Goal 03: Improve Quality and Relevance of Academic and Training Programmes

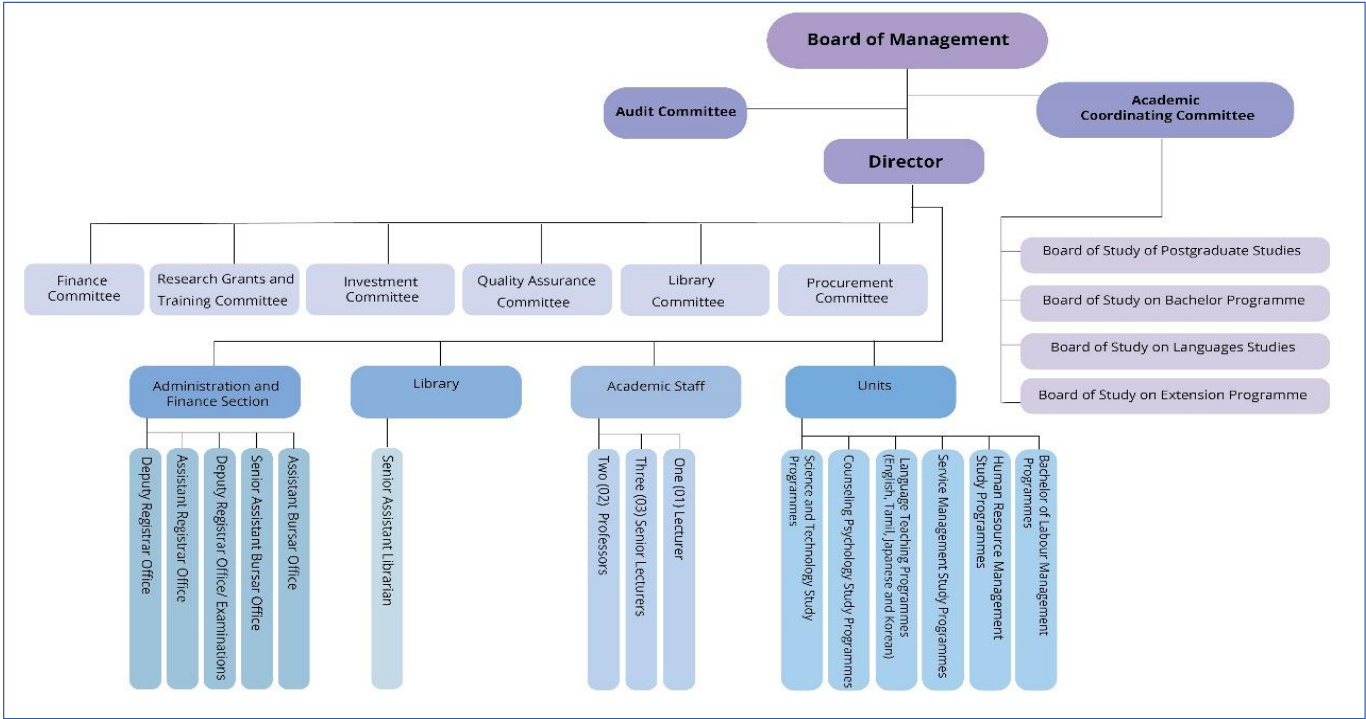
Goal 04: Develop Human Capital, Improve Processes and Administrative System

Goal 05: Improve Physical and Virtual Infrastructure

Goal 06: Ensure Inclusiveness and Sustainability

Goal 07: Ensure Stakeholders' Satisfaction and Global Visibility

The Organization Structure of the IHRA



Source: Strategic Plan 2024-2028

GOAL 01: WIDEN PARTICIPATION AND EQUITABLE ACCESS TO HIGHER EDUCATION

1.1 Objective: To strengthen employee education

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.1.1	Introduce employee-oriented academic and professional programmes	1.1.1.1	Enrolling students for employee oriented programmes	No. of student enrolled	Programme Coordinators/ Director	1,000											5.5M	4.3
		1.1.1.2	Developing partnership/ Promoting research/ Surveys on employee education	No. of actions taken	Director/ Programme Coordinators	1											-	17.17
		1.1.1.3	Conducting workshops/ short courses and professional training programmes	No. of programmes conducted	Programme Coordinators/ Director	2											0.5M	4.3

1.2 Objective: To widen and promote employer training, and education

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.2.1	Introduce employer training, education programmes and develop entrepreneurial skills	1.2.1.1	Enrolling students for Masters programme for widen employer oriented educational programmes	No. of student enrolled	Programme Coordinators/ Director	300											2.9M	4.3
		1.2.1.2	Conducting workshops/ short courses and professional training programmes	No. of programmes conducted	Programme Coordinators/ Director	3											0.5M	4.3

1.3 Objective: To promote blended learning activities in teaching, learning and skill development

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.3.1	Promote interactive methods in teaching-learning process	1.3.1.1	Conducting Programmes with interactive teaching-learning methods	No. of programmes using interactive teaching - learning methods	Programme Coordinators/ Academics	20											-	4.4
		1.3.1.2	Using LMS for Programme Administration	Percentage of Lecturers using LMS for interactive learning methods	Programme Coordinators	80%											-	9.a
			Number of Programmes using LMS	12													-	9.a
		1.3.1.3	Expanding use of LMS	Percentage of Lecturers using LMS for interactive learning methods	Director/ SAR/ SAB	85%											-	9.a
		1.3.1.4	Expanding facilities for online teaching and learning	Percentage of completion of establishment of language laboratory		10%											0.02M	9.a

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.3.2	Develop blended teaching and learning environment within the institute	1.3.2.1	Using BTL for interactive teaching and learning	Percentage of lectures using BTL for Interactive teaching and learning methods	Programme Coordinators	80%											-	4.4

GOAL 02: STRENGTHEN RESEARCH, INNOVATION AND ENTREPRENEURSHIP

2.1 Objective: To promote research culture among academics and students

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
2.1.1	Improve the quality of students' research	2.1.1.1	Providing guidance and support for research	No. of supportive sessions conducted	Programme Coordinators	4											0.3M	9.5
		2.1.1.2	Conducting one to one session	No. of contact sessions for Thesis per student	Programme Coordinators/ Academics	10											-	9.5
		2.1.1.3	Conducting student awareness programmes on e-resources/ use of productivity enhancement tool	No. of programmes conducted	SAL/ Programme Coordinators	4											-	9.5
2.1.2	Offer Postgraduate Diplomas and Masters Programmes with Research	2.1.2.1	Continuing Postgraduate Diplomas and Masters Programmes with Research	No. of Programmes with Research	Programme Coordinators/ Director	3											0.2M	9.5

2.2 Objective: To develop infrastructure to support research and development

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
2.2.1	Implement policy framework for research	2.2.1.1	Continuing research/ project reports as an essential part of the Bachelors and Masters programmes curriculum	No. of Project Reports/Thesis completed	Programme Coordinators	250											-	9.5
		2.2.1.2	Encouraging research by providing resources and incentives for staff to publish/attend conference/joint research with foreign faculty	Amount of research grants allocated per year	Director/ SAB/ SAR	Rs..0.9M											0.25M	9.5
		2.2.1.3	Ensuring wider dissemination of research output	No. of articles publish in refereed journals	Director/ SAR/ SAB	12											-	9.5
		2.2.1.4	Conducting International Research Conference	No. of Research Conferences conducted	Director/ Academics	1											2M	9.5
		2.2.1.5	Publishing IHRA Journal and developing subject specialized journals	No. of volumes published per year, per journal	Director/ Editorial Board	2											0.05M	9.5

2.3 Objective: To conduct research in various industries

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
2.3.1	Engage in applied research	2.3.1.1	Encouraging research on industrial issues	No. of Researches Conducted on industrial issues	Director/ Programme Coordinators	1											0.02M	9.5
2.3.2	Offer customized short courses for client organizations	2.3.2.1	Encouraging research base short term programmes	No. of Programmes Conducted	Director/ Programme Coordinators	1											0.02M	4.4

2.4 Objective: To increase strategic partnership with business community

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
2.4.1	Enhance Managerial Skills	2.4.1.1	Conducting training programmes	No. of consultancy services provided	Director/ Programme Coordinators	1											0.05M	4.c
		2.4.1.2	Improving University-Industry Collaboration	No. of training programmes conducted	Director/ Programme Coordinators	1											0.1M	4.4

GOAL 03: IMPROVE QUALITY AND RELEVANCE OF ACADEMIC AND TRAINING PROGRAMMES

3.1 Objective: To foster student-centered learning environment

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
3.1.1	Implement training programme/s workshops to encourage student-centered learning for internal and visiting faculty	3.1.1.1	Conducting training on teaching methods/curriculum development	No. of training programmes /	QA Cell/ Programme Coordinators/ Director	2											-	4.c
				No. of staff trained per year		10											0.6M	4.c
		3.1.1.2	Funding the participation for local and foreign workshops/ seminars/ conferences/training for teaching methods and professional development	Amount of Funds allocated	Director/ SAB/ SAR	0.8M											0.2M	4.c
				No. of staff attended	Director/ SAR/ SAB	5											-	4.c
		3.1.1.3	Facilitating professional development programmes	No. of Academics enrolled in postgraduate training	Director/ SAR/ SAB	1											-	4.c
				Funds allocated for memberships fees and training programmes	Director/ SAB/ SAR	3.5M											1M	4.c

STRATEGY		ACTION		KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
						2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
3.1.2	Improve learning environment through development of graduate attributes/ Attributes of qualification holders	3.1.2.1	Introducing graduate attributes/ Attributes of qualification holders for programmes	No. of programmes with graduate attributes/ Attributes of qualification holders	QA Cell/ Programme Coordinators/ Director	20													1M	4.3
		3.1.2.2	Incorporating of Intended Learning Outcomes (ILOs) in alignment with Teaching/Learning Activities(TLAs) and Assessment Task (ATs)	Percentage of courses of programmes in which ILOs, TLAs and ATs aligned with graduate attributes/ Attributes of qualification holders	QA Cell/ Programme Coordinators/ Director	70% courses of all programmes													-	4.3

3.2 Objective: To improve the programmes to meet the market requirements

STRATEGY		ACTION		KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
						2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
3.2.1	Timely revise the curricula to meet the market requirement	3.2.1.1	Periodic review of Postgraduate and Bachelors programme curricula	No. of programmes reviewed	Programme Coordinators/ QA Cell/ Director	2													1M	4.3
				No. of effective discussions/meetings conducted with industry		2													-	8.3

STRATEGY		ACTION		KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
						2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
3.2.1	Timely revise the curricula to meet the market requirement	3.2.1.1	Periodic review of Postgraduate and Bachelors programme curricula	No. of effective discussions/meetings conducted with graduates/alumni	Programme Coordinators/ QA Cell/ Director	2													-	8.3
3.2.2	Enhance the quality of Diploma and Certificate courses	3.2.2.1	Reviewing of curricula of Diploma & Certificate Programmes	No. of programmes reviewed		3													1M	4.3
		3.2.2.2	Revising teaching materials	No. of teaching materials developed (text books/ manuals/	Programme Coordinators/ Director/ SAB	3													0.1M	4.3

3.3 Objective: To ensure graduate attributes/ attributes of the qualification holders of academic programmes/ training programmes

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
3.3.1	Implement extra-curricular activities, workshops and training programmes to improve soft skills for the students	3.3.1.1 Organizing extra-curricular activities	No. of activities conducted	Programme Coordinators	3												0.6M	4.a/ 4.7
		3.3.1.2 Organizing workshops/ field visits	No. of workshops organized		12												30M	9.5
		3.3.1.3 Enhancing logical and critical thinking through case studies, assignments etc.	No. of case studies, simulation etc. used per programme		4												-	4.4

3.4 Objective: To comply with national and international quality standards in higher education.

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
3.4.1	Adhere to the national quality assurance framework	3.4.1.1 Conducting peer evaluation of teaching	No. of lecturers evaluated	QA Cell/ Programme Coordinators/ Director	12												-	16.7
		3.4.1.2 Conducting teacher evaluation	No. of teacher evaluation conducted		75% each programmes												-	16.7
		3.4.1.3 Conducting student satisfaction surveys	No. of student surveys conducted		60% each programmes												-	16.7

GOAL 04: DEVELOP HUMAN CAPITAL, IMPROVE PROCESSES AND ADMINISTRATIVE SYSTEM

4.1 Objective: To enhance employee commitment

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
4.1.1	Provide clearly define job roles	4.1.1.1 Providing job descriptions of every employee in the institute	Number of Jobs with job description	SAR/ Director	80%												-	16.6
		4.1.1.2 Providing adequate facilities for every branch/ units	Types of facilities provided	Director/ SAR/ SAB/ AB	5												4M	16.6

4.2 Objective: To enhance employee satisfaction

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
4.2.1	Enhance employee financial and non-financial benefits	4.2.1.1 Implementing scheme on "Fund for training and development"	Percentage of fund utilized	SAB/ SAR/ Director	100%												0.35M	4.4
		4.2.1.2 Strengthening scheme of financial support to IHRA employee welfare society	Percentage of fund utilized		100%												0.5M	4.4
4.2.2	Improve health and safety measures	4.2.2.1 Continuing and Strengthening health care insurance scheme	Percentage of fund utilized		100%												0.9M	3.8
		4.2.2.2 Encouraging safety measures to avoid industrial accidents	No. of safety measures taken	SAR/ Director	3												0.5M	3.d
		4.2.2.3 Conducting employee training programmes on health & safety measures	No. of training programmes	SAR/ SAB/ Director	1												-	3.d
			Amount of Funds allocated		0.025M												0.025M	3.d

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
4.2.3	Promote physical and mental well-being of employees	4.2.3.1	Providing financial assistance to improve physical and mental well-being of employees	No. of training programmes conducted	Director/ SAR/ SAB	1											-	3.8
			Amount of Funds allocated	1.2M													1.2M	3.8

4.3 Objective: To implement lean and clean practices within the Institute

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
4.3.1	To Create paperless office	4.3.1.1	Improving facilities for ICT base virtual workplace for employees	Percentage of utilizing ICT base virtual systems	Director/ Programme Coordinators/ SAR/ SAB	50%											-	8.2
		4.3.1.2	Continuing online application systems for the programmes	No. of programmes with system	Programme Coordinators /SAR/ SAB/ Director	All programmes											-	9.c
		4.3.1.3	Continuing system for online students' requests/examination application etc.	No. of programmes with system	Programme Coordinators /DR/ SAB/ Director	All programmes											-	9.c
		4.3.1.4	Promoting submission of assessments, thesis and project reports	Percentage of students online submission	Programme Coordinators/ DR/ Director	70%											-	8.2
		4.3.1.5	Introducing plagiarism checking system for the postgraduate research submission	No. of programmes with system		3											1M	8.2

4.4 Objective: To practice student-friendly administrative process

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
4.4.1	Promote e-student enrolling system	4.4.1.1	Initiating e-student registration system	No. of programmes with e-students registration system	SAR/ Director/ SAB/ Programme Coordinators	10											-	9.c
		4.4.1.2	Establishing e-payment gateway	No. of programmes adopted E-payment gateway	AB/ Programme Coordinators/ Director	10											1M	9.c

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
4.4.2	To promote ICT base communication with potential students	4.4.2.1	Launching e-response system	Percentage of completion	ICT Instructor/ Programme Coordinators/ Director	60%											-	9.c

4.5 Objective: To practice a user-friendly office administrative system

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
4.5.1	Maintain ICT based examination information system (EIS)	4.5.1.1	Maintaining student information system	Percentage of completion	Director/SAR Exam	80%											0.5M	9.c
4.5.2	Establish information system for administrative functions such as inventory, fixed assets registry and human resource systems	4.5.2.1	Strengthening administrative information system	Percentage of completion	Director/SAB/DR Admin	50%											0.2M	9.c
		4.5.2.2	Conducting training programmes for administrative/non- academic staff	No. of programmes	Director/DR Admin/SAB	2											1M	4.4
			No. of staff members participated	Director/DR Admin/SAB	All Staff												-	4.4

4.6 Objective: To Practice an excellent library service

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
4.6.1	Improve e-resource facilities including e-repository	4.6.1.1	Strengthening E- resource collection	Percentage of completion	SAL/Director/ Academics	100%											-	9.c
4.6.2	Automation of library	4.6.2.1	Maintaining library automation system	Percentage of completion	SAL/ Director	100%											-	9.c

4.7 Objective: To provide easy access and rich information and services to support teachers, students and researchers of the Institute

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
4.7.1	Establish an excellent digital collection mainly journals	4.7.1.1	Strengthening E-data bases	No. of e-data bases	Director/SAL/SAB	100%											-	9.c
4.7.2	Provide reader friendly environment within the library	4.7.2.1	Maintaining user-friendly environment	Percentage of completion	Director/SAL	85%											-	4.a

GOAL 05: IMPROVE PHYSICAL AND VIRTUAL INFRASTRUCTURE

5.1 Objective: To expand physical facilities to provide better academic environment

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
5.1.1	Acquisition of land and construction of new building for teaching and learning	5.1.1.1	Acquiring the Land	Rate of Completion	Building Committee/Director/SAB /AR	50%											-	9.1

5.2 Objective: To expand virtual facilities to provide better academic environment

STRATEGY	ACTION		KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/Target
					2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
5.2.1	Provide effective and efficient virtual facilities	5.2.1.1	Maintaining Student Information System (SIS)	Percentage of completion	Director/SAB/SAR	25%												-	9.a
		5.2.1.2	Establishing a Smart Classroom			25%												0.02M	4.a

5.3 Objective: To develop a pleasant atmosphere with conservation of nature

STRATEGY	ACTION		KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/Target
					2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
5.3.1	Create Eco-friendly environment	5.3.1.1	Promoting green and sustainable initiatives	No. of green initiatives/ activities	Director/SAB/ SAR Admin	20%												1M	11.7
		5.3.1.2	Investing on energy saving initiatives	Percentage of reduction in energy		25%												1M	7.a
5.3.2	Improve health and safety measures	5.3.2.1	Improving sanitary facilities	Sanitary facilities/Student ratio	Director/SAB/ SAR Admin	50%												0.4M	6.2
		5.3.2.2	Providing Facilities for differently-abled persons	Percentage of completion		30%												-	4.5
5.3.3	Implement polythene/Plastic free environment within the institute	5.3.3.1	Reducing the use of polythene/ plastics within the institute	Percentage of reduction	SAR Admin/Director	50%												0.05M	11.7

GOAL 06: ENSURE INCLUSIVENESS AND SUSTAINABILITY

6.1 Objective: To share and utilize the academic knowledge and experiences for the benefit of communities

STRATEGY	ACTION		KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/Target
					2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
6.1.1	Establish and maintain networks and programmes to improve the industry	6.1.1.1	Involving in community awareness programmes	No. of CSR projects conducted by students/academics	Director/ Programme Coordinators/ DR Admin/SAB	2												-	10.2

6.2 Objective: To enhance efficiency in all key processes and to minimize the cost of delivery of the programmes

STRATEGY	ACTION		KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/Target
					2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
6.2.1	Contribution for new fee leaving programs and other activities	6.2.1.1	Increasing No. fee levying programmes	No. of Programmes introduced	Programme coordinator Director/SAB	1												-	4.3

GOAL 07: ENSURE STAKEHOLDERS SATISFACTION AND GLOBAL VISIBILITY

7.1 Objective: To achieve growth and excellence by building mutually satisfying partnerships

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
7.1.1	Measuring stakeholder satisfaction levels and addressing gaps in stakeholder satisfaction	7.1.1.1	Conducting stakeholder satisfaction surveys	No. of surveys conducted	QA Cell/ Programme Programme Coordinators/ Director	2											-	17.18
		7.1.1.2	Maintaining open communication by operating suggestion box	No. of suggestions Addressed	DR/ SAB/ SAR/ Director	100%											-	17.18
		7.1.1.3	Identifying local and global collaborative opportunities	Number of collaborative seminar/ conferences	Programme coordinator Director/DR/SAB	1											0.1M	17.17
				Number of MOU/ MOA		1											0.05M	17.17
		7.1.1.4	Participating in educational fairs Implementing course promotion activities	No. of fairs participated	Programme coordinator Director/DR/SAB	1											0.5M	4.4
		7.1.1.5	Introducing fee-levying Bachelor's degrees	No. of fee-levying bachelor's degree		1											0.1M	4.3

7.2 Objective: To comply with stakeholder demands and need

STRATEGY	ACTION	KPI	RESPONSIBILITY	Target	Performance Targets - 2024												Estimated Budget	SDG Goal/ Target
				2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
7.2.1	Strengthen stakeholder relationships	7.2.1.1	Maintaining course-wise alumina associations	No. of Associations	Programme Coordinator/ Director	1											-	16.16
		7.2.1.2	Establishing IHRA alumina association	Rate of Completion	Programme Coordinator/ Director	ongoing											-	16.16