



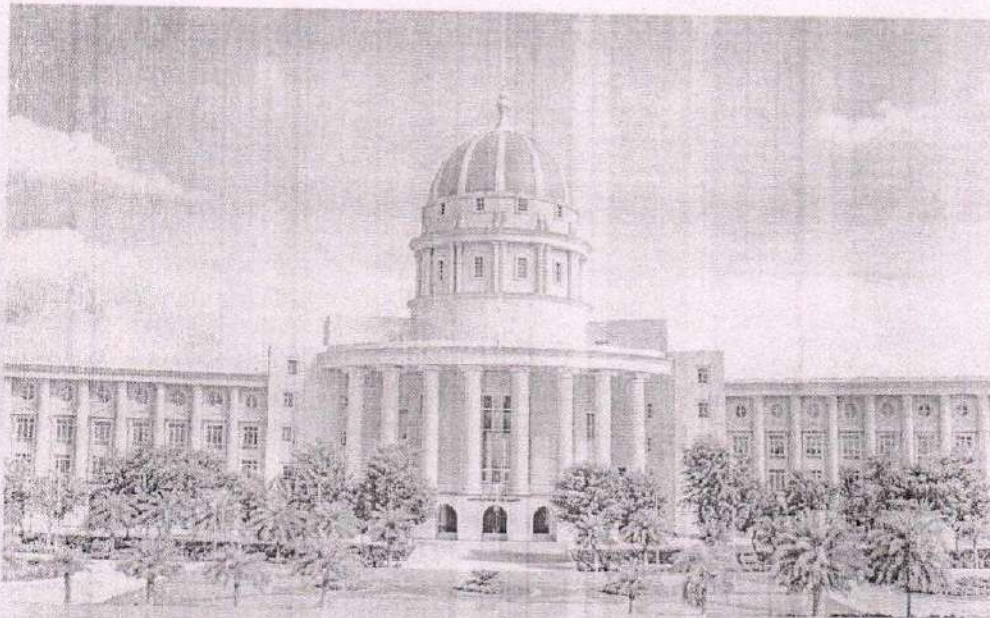
MANIPAL
UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act



MANIPAL
UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act

DIRECTORATE OF ONLINE EDUCATION
MANIPAL UNIVERSITY JAIPUR

**CENTRE FOR INTERNAL QUALITY AND
ASSURANCE (CIQA)**



ANNUAL REPORT 2021-22

Submitted to UGC-DEB, New Delhi.





Contents

Part	Details	Page No.
	About the HEI	1
Part 1	Centre Details and Initiatives	
	1.1 Notification of Centre	1
	1.2 Composition of Centre	1
	1.3 Number of Meetings held and its Approval	2
	1.4 Details of actions taken based on Objectives and Functions of CIQA	2
	1.5 Quality Assurance	3
	1.6 The Mechanism Implemented to Ensure that the Quality of OL Programmes Matches with the Quality of Relevant Programmes in Conventional Mode	3
	1.7 The details of Personal Contact Programmes Implemented	3
	1.8 The Duration, Credits and Eligibility of Programmes Offered	3-5
Part 2	Programme Recognition details	5
	2.1 No. of Programmes Recognised during Academic Session 2021	5
	2.2 No. of Programmes Started as per Clause 1 (V) of Regulation 8 of UGC (ODL/OL) Regulations, 2020	5
Part 3	Compliance Status of Regulations 7 of UGC (ODL/OL) Regulations, 2020- Self Regulation through Disclosures, Declarations and Reports	5
Part 4	Compliance Status of Quality Assurance Guidelines of Learning Materials	5-8
Part 5	Compliance Status of Guidelines on Preparation of Self Learning Material	8-10
Part 6	Compliance Status of Guidelines on PPR	10-11
Part 7	Innovation and Best Practices	11-12
Part 8	Plan of Institution for the Next Year	12

DIRECTORATE OF ONLINE EDUCATION
MANIPAL UNIVERSITY JAIPUR

About HEI:

The Manipal Education and Medical Group is an established leader in the field of education, research and healthcare for over six decades. Manipal University Jaipur (MUJ) was launched in 2011 on an invitation from the Government of Rajasthan, as a self-financed State University. MUJ has redefined academic excellence in the region with the way of learning that inspires all the students to learn and to innovate. Manipal University Jaipur is recognised by the UGC and accredited by NAAC, AICTE, WES, ACU, ICAS, IQAS, and ICES. These certifications endorse our academic model, pedagogy, and quality of education, establish academic credibility, and certify a graduate's credentials to employers

Directorate of Online Education MUJ offers online degree programmes (MBA, MCA, BBA, BCA) and the first cohort started class in April 2021. In addition to this, the University has started offering online BCom, MCom and MA-JMC from December 2021. With now over 10,0000 students DOE stands among the top few institutions providing online degree programmes.

Part 1 Centre Details and Initiatives

1.1 Notification of Centre

Establishment and Role of CIQA - Ref: University Grants Commission (Online Courses or Programmes) Regulations, 2018 (Published on 4th July, 2018) Sl. No. 9. Quality Assurance, Pg. No. 16

UGC ODL Regulations 2017 prescribes for constitution of Centre for Internal Quality Assurance. It proposed to constitute Centre for Internal Quality Assurance for Directorate of Online Education, Manipal University, Jaipur.

1.2 Composition of Centre for Internal Quality Assurance

The Composition of Centre for Internal Quality Assurance (CIQA) detailed below:

Sl. No.	Designation	Status
1	Director-DOE	Chairperson
		Coordinator-CIQA
2	Assistant Director	Convener
3	Deputy Director - Academics	Member
4	Deputy Director (Q&C)	Member
5.	Deputy Director - DSW	Member
6.	HoDs of proposed Programmes	Members





7.	Deputy Controller of Examinations	Member
8.	CF & AO	Member
9.	Head - IT infra	Member
10.	HR Representative	Member

1.3 Number of Meetings held and its Approval

Meeting details with agenda and minutes are attached separately with respective annexures for each agenda items.

1.4 Details of actions taken based on Objectives and Functions of CIQA

1. Maintenance of Quality in the services provided to the learners:	To manage and monitor each specialized activity, a cross-functional team has been created which look after Online Admissions, Student Support Services, Quality of Teaching-learning, Examination and Evaluation etc.
2. Continuous Improvement:	Planning and development of various activities is done with a vision and perspective while making continuous efforts to improve the institutional Products, Services and Processes.
3. Identification of the key areas in which the HEI should maintain quality:	Student support Services from Entry to Exit, Teaching-learning process, monitoring of activities concerned at all levels which include course design and development, preparation of self learning materials, E-resources etc.
4. Dissemination of information on quality assurance:	CIQA organized regular meetings, workshops with Coordinators, Counselors and members of various cells/units to disseminate information concerned as per UGC Guidelines.
5. Mechanisms for interaction and obtaining feedback:	Telephonic Interviews / Surveys, Online Surveys and evaluation studies were taken up to obtain feedback.
6. Measures for qualitative improvement:	The efforts are ongoing for continuous quality improvement of systems, methods and services by arranging meetings and workshops for various categories of personnel involved in implementing the programs. Regular meetings were held with 'unit heads' and other in- charges of various activities with a view to share necessary information, expertise, materials and debate strategies needed for Quality assessment and improvement.
7. Ensuring Implementation of its recommendations through regular monitoring:	Necessary steps have been taken from time to time to oversee the implementation of reforms suggested.
8. Preparation of Programme Project Report and Information regarding any new programmes launched:	Necessary project Reports were prepared and placed before the appropriate authorities including Academic Council for discussion and approval.



<p>9. Collection, collation and dissemination of accurate, complete and reliable statistics about the quality of the programmes:</p>	<p>Demand Surveys, Need Assessment Surveys, Program evaluation studies, assessment and analysis of issues and needs etc., were considered as part of dissemination activity and undertaken. Apart from this, wherever necessary other statistical data have been collected and disseminated to all authorities and stakeholders concerned. Based on the survey reports, necessary steps have been initialized.</p>
--	--

1.5 Quality Assurance

Sl. No.	Objective	Yes/No
1	Whether the CIQA prepared a Programme Project Report for each programme as per norms and guidelines of the UGC?	Yes
2	Whether the Programme Project Report for each of the implemented programmes approved by the appropriate authority of the HEI; prior to its launch?	Yes
3	Whether a monitoring mechanism was put in place to ensure the proper implementation of Programme Project Reports?	Yes
4	Whether annual plans for quality enhancement were prepared and their implementation ensured?	Yes
5	Whether a mechanism was put into place to collect feedback from students and undertake its analysis and corrective actions thereof?	Yes
6	Has the CIQA organized workshops or seminars on quality related themes and Disseminated proceedings of such activities?	Yes

1.6 The Mechanism Implemented to Ensure that the Quality of OL Programmes Matches with the Quality of Relevant Programmes in Conventional Mode

MUJ, the State Private University was established under UGC Act 1956 was approved by the UGC/ the then DEB. The Act and its statutes provide necessary provisions relating to design and development of various academic programs and courses as per the standards incorporated. Each program and course is developed on the recommendation of necessary committees, which were later approved by authorities like Board of studies, Academic Council, Board of Management etc, as in the case of any recognized Conventional University, Apart from the procedures followed, the teaching-learning component has been meticulously developed by incorporating Live sessions, delivering the self-instructional learning materials, audio and video formats through Learning Portal. Further, distinctive student evaluation procedures and methods have been developed on par with a conventional University. CIQA and other academic bodies have taken necessary steps to revise the academic programs with all necessary precautions at all levels as prescribed.

1.7 The details of Personal Contact Programmes Implemented

Personal Contact programmes are conducted in the form of both synchronous and asynchronous approach. Live sessions are being scheduled for delivering the academic content on Unit level for each course. Also the live session recording are made available on LMS for the learners' access post production of the same.

1.8 The Duration and Eligibility of Programmes Offered





BBA (3 Years)

10+2 from a recognised board, a three year diploma (10 + 3) from a State board, or an equivalent qualification as recognised by the Association of Indian Universities or other competent bodies, in any discipline with at least 50% marks in aggregate (45% for reserved categories).

BCA (3 Years)

10+2 from a recognised board, a three year diploma (10 + 3) from a State board, or an equivalent qualification as recognised by the Association of Indian Universities or other competent bodies, in any discipline with at least 50% marks in aggregate (45% for reserved categories).

MBA (2 Years)

Candidates must have a 10 + 2 + 3 year bachelor's degree from a recognised university/institution, or an equivalent qualification as recognised by the Association of Indian Universities or other competent bodies, in any discipline with a minimum of 50% marks in aggregate (45% for reserved categories).

Candidates must have a valid score from any aptitude test (CAT/MAT/CMAT/XAT/GMAT).

Candidates without an aptitude test score need to appear and clear the online aptitude test conducted by Manipal University Jaipur as per admission norms to the MBA programme.

MCA (2 Years)

Candidates must have a 10 + 2 + 3 year bachelor's degree from a recognised university/institution, or an equivalent qualification as recognised by the Association of Indian Universities (AIU) Association of Indian Universities or other competent bodies, in Computer Applications/Computer Science/Information Technology with a minimum of 50% marks in aggregate (45% for reserved categories).

Candidates from other streams like Science, Business Administration, Business Management, Arts & Humanities, Commerce, etc. must have a 10 + 2 + 3 year bachelor's degree from a recognised university, or an equivalent qualification as recognised by the AIU or other competent bodies, with Mathematics at the 10+2 level with a minimum 50% marks aggregate in graduation (45% for reserved categories). Such candidates need to attend and complete a Bridge Course in Fundamentals of Computer and IT along with their Semester 1 courses.

B.COM (3 Years)

10+2 from a recognised national or state board or 10+3 diploma from a recognised national or state institute Association of Indian Universities

At least 50% marks in aggregate in 10+2 / diploma (45% for reserved categories)

M.COM (2 Years)

Candidates must have a 10 + 2 + 3 year bachelor's degree from a recognised university/institution or an equivalent qualification as recognised by the Association of Indian Universities Association of Indian Universities



Candidates must have a minimum of 50% marks in aggregate in graduation (45% for reserved categories)

MA.JMC (2 Years)

Candidates must have a 10 + 2 + 3 year bachelor's degree from a recognised university/institution or an equivalent qualification as recognised by the Association of Indian Universities [Association of Indian Universities](#)

Part 2 Programme Recognition details

2.1 No. of Programmes Recognised during Academic Session 2021

Directorate of Online Education Manipal University Jaipur have a received approval for BBA, BCA, MBA and MCA programmes for the year 2021.

Afterwards Directorate of online have received approval for launching additional programmes like BCOM, MCOM and MA-JMC for the same year.

2.2 No. of Programmes Started as per Clause 1 (V) of Regulation 8 of UGC (ODL/OL) Regulations, 2020

Directorate of Online Education Manipal University Jaipur has launched the new programmes like BBA, BCA, MBA and MCA from April 2021 onwards.

Afterwards additional programmes are also started offering through online mode, BCOM, MCOM and MA-JMC programmes are started during Nov 2021.

Part 3 Compliance Status of Regulations 7 of UGC (ODL/OL) Regulations, 2020- Self Regulation through Disclosures, Declarations and Reports

S.NO.	Provision	Yes / No
1	Declaration by an authorized signatory has been displayed on HEI website authenticating that the documents have been uploaded on the HEI website?	Yes
2	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities.	Yes
3	Programme details including brochures or programme guides with information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure etc.	Yes
4	Programme-wise information on syllabus, suggested readings, contact points for Live sessions and counseling, programme structure with credit points, programme-wise faculty details, list of supporting staff, list of Learner Support Centres with addresses and contact details, their working hours and counseling schedule etc.	Yes
5	Important schedules or date-sheets for admissions, registration, reregistration, counseling, assignments and feedback thereon, examinations, result declarations etc.	Yes
6	Information regarding any new programmes launched and those proposed for the next two years	Yes
7	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of 'on-line' interaction with learners providing hyperlink support	Yes

Part 4 Compliance Status of Quality Assurance Guidelines of Learning Materials

I. Online and Computer based Material: Quality Standards

1. The following is an indicative list of quality standards for Online and Computer based materials:

- (i) The digital content should not be merely scanned files of the Self Learning Material. If content is scanned it should be made available in accessible format such as Word Processing, Portable Document Format or E-Pub format.
- (ii) The file size should not be very heavy so that the learners are easily able to access and download the content.
- (iii) The course content in digital format shall be easy to navigate and searchable through metadata.
- (iv) The digital content needs to be Unicode compliant so that font issues are not faced by the learners specially in the case of Indian languages.
- (v) Digital content should be accessible to all with special attention to the needs of the learners with disabilities.
- (vi) The digital content shall be available across platforms and devices.
- (vii) Since the learners may not have access to unlimited Internet data plan, it is advisable that the audio-video material is made available through streaming server instead of file uploaded as such on the server.
- (viii) The compression of the digital files needs to be optimised so that the quality is not compromised and content is easily accessible.
- (ix) For digital content the appropriate required players need to be easily available or made available.

II. Curriculum and Pedagogy: Quality Standards

1. The following is an indicative list of quality standards for curriculum and pedagogy:

- (i) The curriculum objectives shall be consistent with the mission of the Higher Educational Institution.
- (ii) There shall be involvement of all the stakeholders in the process of framing the curriculum objective.
- (iii) While designing the curriculum, the Higher Education Institution shall take into consideration the University Grants Commission Model Curriculum and the Learning Outcome-based Curriculum Framework (LOCF) and incorporate local or regional needs.
- (iv) There shall be rationale for the appropriateness of the curriculum to the stage of learning.
- (v) There shall be linkages of the curriculum to previous and subsequent stages of learning.
- (vi) There shall be such learning experiences which allow a diversity of methods (like learning from practice, opportunities for distributed and concentrated practice, learning with peers, learning in formal situations inside and outside the department, personal study, specific teacher inputs etc).
- (vii) The structure of curriculum shall be defined.
- (viii) There shall be a complete strategy on teaching and learning methods.
- (ix) The instructional methods or pedagogy and the media mix should be clearly spelt out.
- (x) A comprehensive methodology for assessment and evaluation should be clearly stated.



- (xi) The content shall be reliable and justify the learning outcome(s).
- (xii) There shall be clear definition of intended outcomes of learning, benchmarked to identifiable stages of learning.
- (xiii) There shall be the use of reference points and expertise from outside the Higher Educational Institution, if required, in programme design and in the processes of programme development and approval.
- (xiv) There shall be relevance of curriculum to national competency requirement.
- (xv) There shall be description of credit value of each module or unit in the course.

A. For Online mode E-Learning Materials Quality Standard:

1. The online courses should comply with the following Quality standards, namely:-

(i) The courses should follow the following four quadrant approach, as per the SWAYAM Guidelines:-

(a) Quadrant-I is e-Tutorial; which shall contain: Video and Audio Content in an organized form, Animation, Simulations, video demonstrations, Virtual Labs, etc, along with the transcription of the video.

(b) Quadrant-II is e-Content; which shall contain; self-instructional material (digital Self Learning Material), e-Books, illustrations, case studies, presentations etc, and also contain Web Resources such as further references, Related Links, Open source Content on Internet, Video, Case Studies, books including e-books, research papers and journals, Anecdotal information, Historical development of the subject, Articles, etc.

(c) Quadrant-III is the Discussion forum for raising of doubts and clarifying the same on real time basis by the Course Coordinator or his team.

(d) Quadrant-IV is Assessment, which shall contain; Problems and Solutions, which could be in the form of Multiple Choice Questions, Fill in the blanks, Matching Questions, Short Answer Questions, Long Answer Questions, Quizzes, Assignments and solutions, Discussion forum topics and setting up the FAQs, Clarifications on general misconceptions.

(ii) The courses shall be rich in innovative presentation techniques to ensure that learner attention is retained.

(iii) It shall be the responsibility of the Course Coordinator to ensure that none of the graphics, animations, images, sound clips, video clips used are plagiarized or cited without formal permissions from owners.

(iv) A four-credit course shall typically have 20 hours of video content and 20 hours of reading material.

(v) For Quadrant III for every 250 learners registered for a programme one Mentor can be appointed per course to facilitate the Course Coordinator. The Mentor shall be the subject matter expert adept in handling technology. The Course Coordinators and Mentors shall need



to participate actively in the Discussion Forum. Apart from discussion forum other interactive platforms like web conferencing may also be considered.

Part 6 Compliance Status of Guidelines on Preparation of Self Learning Material

I. Preparation of Learning Material

A. For Open and Distance Learning mode 1. Self-Learning Materials (SLMs) should be self-explanatory, self-contained, self-directed, self-motivating and self-evaluating. It should be engaging and actively involve the learners. During the planning of the Self Learning Material, the following points should be considered very carefully:

- (i) backgrounds of learner and learning needs;
- (ii) learning experiences; and
- (iii) support and preparation in adapting to flexible learning.

2. The following major points should be considered by teachers while developing the printed learning materials or e-learning materials:

- (i) learning objectives
- (ii) assessment of prior knowledge
- (iii) learning activities
- (iv) feedback of learning activities
- (v) examples and illustrations
- (vi) self-assessment questions/In-text questions
- (vii) summary/key points
- (viii) study guide

3. The learning material should lay emphasis on real-world tasks, learner's choice of tasks or situations, case studies, collaborative learning tasks, opportunities for observing others, self-evaluation.

4. Planning for development of learning material: Due to the absence of interaction with the teachers in the Open and Distance Learning mode, the learner has to take the decision(s) at any point during the learning path. This may create disagreement between learner's perception and the objective of the learning materials. Therefore, it is required to consider the following key points during planning for the development of learning material:

(i) Learner Profile: It is required to consider literacy level (including level of language proficiency), age group, information communication technology skills, aim of study, personal background and home situation, prior knowledge, prior skills, learning situations, etc.

(ii) Background: In Open and Distance Learning system, learner studies at her/his own pace unlike in the face-to-face mode. A substantial number of the learners are working professionals and they get time to study at their homes. If we add certain references which they cannot access at home, then it will create an obstacle in their learning. Therefore, it is necessary to consider the accessibility of course resources and references at the place of learning.

(iii) Learning Objectives and Outcome: It is required to define the learning objectives and outcomes prior to initiating the process developing the learning materials. The learning objectives can be of terminal, intermediate or enabling nature. These learning objectives can be set at course, unit, or module level.



5. Group of Learning Material: Considering the principles of Open and Distance Learning mode of education, the programmes shall be accompanied with learning material or resources which shall comprise of self-learning material or e-learning material, e-books, practical book, student's handbook, question bank, assignment book, Audio Video material, programme guide, project manual, etc.

B. For Online mode

1. The E-Learning Material shall have the four quadrant approach; as per UGC (Credit Framework for online learning courses through SWAYAM) Regulations, 2016 taking into consideration the following, namely:-

(i) Quadrant-I is e-Tutorial; which shall contain: Video and Audio Content in an organised form, Animation, Simulations, Video Demonstrations, Virtual Labs, etc, along with the transcription of the video.

(ii) Quadrant-II is e-Content; which shall contain; self instructional material, e-Books, illustrations, case studies, presentations etc, and also contain Web Resources such as further references, Related Links, Open source Content on Internet, Video, Case Studies, books including e-books, research papers and journals, Anecdotal information, Historical development of the subject, Articles, etc.

(iii) Quadrant-III is the Discussion forum for raising of doubts and clarifying them on a near real time basis by the Course Coordinator or his team.

(iv) Quadrant-IV is Assessment, which shall contain; Problems and Solutions, which could be in the form of Multiple Choice Questions, Fill in the blanks, Matching Questions, Short Answer Questions, Long Answer Questions, Quizzes, Assignments and solutions, Discussion forum topics and setting up the FAQs, Clarifications on general misconceptions.

II. Preparedness of Learning Material

A. For Open and Distance Learning mode: The preparedness level of Self Learning Material (SLM) at the time of submission of the proposal shall have the following, namely:-

(i) Under Graduate Programmes (3 years duration): Self Learning Material should be ready in all respect for first two years and its approval by the statutory authorities of the Higher Educational Institution.

(ii) Post Graduate Programmes (2 years duration): Self Learning Material should be ready in all respect for first year and its approval by the statutory authorities of the Higher Educational Institution.

B. For Online mode: The availability of E-Learning Material at the time of submission of the proposal shall be as per the following:

(i) For Post Graduate Level Programmes- First year e-learning material in four quadrants for each course in the first year of study and its approval by the statutory authorities of the Higher Educational Institution;

(ii) For Under Graduate Level Programmes- First three semesters e-learning material in four quadrants for each course and its approval by the statutory authorities of the Higher Educational Institution;



For Post Graduate Diploma Programmes- First year e-learning material in four quadrants for each course in the first year of study and its approval by the statutory authorities of the Higher Educational Institution: Provided that for remaining year/semester, the learning material for programmes shall be ready prior to beginning of next year/semester and same shall be intimated to the Commission.

Part 7 Compliance Status of Guidelines on PPR

A Programme Project Report (PPR) of a Higher Educational Institution is a document prepared to introduce a new programme, which includes details of –

- (a) programme objectives and outcomes;
- (b) nature of target group of learners;
- (c) appropriateness of the programme with quality assurance for acquiring specific skills;
- (d) programme content designing and developing;
- (e) cost estimates for development of the programme; and
- (f) admission, delivery and evaluation norms.

The Programme Project Report is a self-disclosure by the Institution about launching the programme in the Open and Distance Learning mode and/or Online mode. The Institution has to define specific aims and objectives for each of the academic programmes which will give the direction to launch a programme and will allow to focus on results. At the end, these aims and objectives will help to demonstrate what has been achieved. The programme shall be planned with clear deliverables and knowledge experiences to be gained.

1. Contents of Programme Project Report (PPR): Programme Project Report is required to be prepared before introducing any new programme duly approved by its highest academic authority. The Programme Project Report shall contain the following contents, namely:

(i) **Programme's mission and objectives:** The Higher Educational Institution shall define the mission statement and objectives for the programme to be launched, which shall reflect the strategic direction and the academic goals of the Higher Educational Institution. Those shall be aligned with industrial or learners' demand, and shall be defined in such a manner that they are appropriate to be achieved.

(ii) **Relevance of the program with HEI's Mission and Goals:** The Higher Educational Institution shall plan for such a programme to be offered through the Open and Distance Learning Mode and/or Online Mode that is relevant to the Higher Educational Institution's mission and goals. Therefore, it is very much important that the programme to be offered through Open and Distance Learning Mode and/or Online Mode should be aligned with Higher Educational Institution's mission and goal and will prove as major contributing factor in its achievement.

(iii) **Nature of prospective target group of learners:** The Higher Educational Institution shall identify the target group of learners. It is required to understand their learning needs and on its basis the curriculum should be aimed. The Higher Educational Institution should also consider diverse class of learners including a class having of low level of disposable income, rural dwellers, women, unskilled men, minorities etc.

(iv) **Appropriateness of programme to be conducted in Open and Distance Learning and/or Online mode to acquire specific skills and competence:** The Higher Educational Institution shall clearly identify the learning out comes for the programme which shall cover the specific skills and competence to be acquired by the learner. The programme should be aimed appropriately to those learning outcomes. The learning outcomes shall include the development of knowledge and understanding appropriate to the area of study and these should also reflect academic, professional and occupational standards of that field. The learning outcomes should incorporate generic





transferable skills and competencies.

(v) Instructional Design: Instructional Design includes Curriculum design, detailed syllabi, duration of the programme, faculty and support staff requirement, instructional delivery mechanisms, identification of media- print, audio or video, online, computer aided, and student support service systems. The Higher Educational Institution shall define the instructional design for each of the academic programmes to be offered through the Open and Distance Learning Mode and/or Online Mode and shall map the credit hours for each course or module of the programme.

(vi) Procedure for admissions, curriculum transaction and evaluation: The Higher Educational Institution shall define the admission policy for the programme with minimum eligibility and fee structure. The information related to financial assistance, if any, should be included in the policy. The Higher Educational Institution shall notify the policy of programme delivery along with the details of methods and web-based tools to be adopted. The Higher Educational Institution shall notify the activity planner including all the academic activities to be carried out by the Higher Educational Institution during the academic session. Further, the Higher Educational Institution shall also notify policy for evaluation of learner progress along with methods and tools.

(vii) Requirement of the laboratory support and Library Resources: There may be programmes having practical component in syllabus. The Higher Educational Institution shall give clear guidelines about the laboratory support to the learners to perform the practical prescribed in the programme. There shall be provision of a practical book for the learners.

(viii) Cost estimate of the programme and the provisions: The cost estimate shall indicate the amount assigned for programme development, delivery and maintenance.

(ix) Quality assurance mechanism and expected programme outcomes: The Higher Educational Institution shall define the review mechanism for programme and continuously enhance the standards of curriculum, instructional design relevant to professional requirements of the area of study. There should be course benchmark statements. The Higher Educational Institution shall also devise the mechanism for monitoring effectiveness of the programme being offered in Open and Distance Learning mode and/or Online mode.

Part 7 Innovation and Best Practices

- 1) Admission enrolment for student completely online
- 2) Three stage verification at followed by university for granting admissions
- 3) Single sign on enabled for student portal, Learning Management system and E-Library
- 4) University generated email ID provided to all the students
- 5) Free access to Coursera provided to students during the entire programme duration
- 6) Three step student induction followed i) Jump Start -Walk through of Student Portal and Learning Managing System ii) Academic Orientation Session by the concerned programme coordinator about the curriculum and academic delivery iii) Student Orientation programme with university leadership and industry experts welcoming students to Manipal University Jaipur
- 7) Academic delivery supported by case study-based discussion for management, commerce, and practical courses of Computer application programmes
- 8) Weekly student feedback collected on live sessions conducted by the course coordinators
- 9) Virtual programming environment provided to students of Computer Applications Programmes
- 10) Students provided the flexibility of booking their term end examination schedule from the available examination dates.





- 11) Self-help videos made available to students for accessing Admission Portal, Learning Management System, Student Portal, Online Examination Booking System & Remote Proctored Examination tool
- 12) Webinars session talks by Industry Experts

Part 8 Plan of Institution for the Next Year

Plan to launch Post Graduation Diploma Programmes in all disciplines of existing Programs as per regulatory guidelines to meet the industry requirements.





MANIPAL
UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act

FIRST MEETING
OF
CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)

Directorate of Online Education
Manipal University, Jaipur

Date: 10, Jul 2020

Time: 11:00 AM

Venue: Directorate of Online Education,
Academic Block – 1, Floor-II.





AGENDA

First Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 11:00 AM

Date: 10, July 2020

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA

Item No. 01. Proposal to offer Online Programmes through Directorate of Online Education, AC approval for grading system, to Constitute Centre for Internal Quality Assurance for Online Programmes under Directorate of Online Education
Directorate of Online Education, Manipal University, Jaipur has proposed to offer the Online programmes in accordance with University Grants Commission (Online Courses or Programmes) Regulations, 2018 (Published on 4th July, 2018).

Item No. 1.1 Proposal to offer Online Programmes

[Annexure - I]

Directorate of Online Education has proposed to offer BBA, MBA, BCA and MCA programmes through Online mode aligned with the same which are already offering through campus.

Item No. 1.2 AC Letter for grading system

[Annexure - II]

Directorate of Online Education has proposed the new grading system as per the University Grants Commission (Online Courses or Programmes) Regulations, 2018.





Item No. 1.3 Establishment of Centre for Internal Quality Assurance

[Annexure - III]

Establishment and Role of CIQA - Ref: University Grants Commission (Online Courses or Programmes) Regulations, 2018 (Published on 4th July, 2018) Sl. No. 9. Quality Assurance, Pg. No. 16

UGC ODL Regulations 2017 prescribes for constitution of Centre for Internal Quality Assurance. It proposed to constitute Centre for Internal Quality Assurance for Directorate of Online Education, Manipal University, Jaipur.

Item No. 1.4. Composition of Centre for Internal Quality Assurance

The Composition of Centre for Internal Quality Assurance (CIQA) detailed below:

Sl. No.	Designation	Status
1	Director-DOE	Chairperson
		Coordinator-CIQA
2	Assistant Director	Convener
3	Deputy Director - Academics	Member
4	Deputy Director (Q&C)	Member
5.	Deputy Director – DSW	Member
6.	HoDs of proposed Programmes	Members
7.	Deputy Controller of Examinations	Member
8.	CF & AO	Member
9.	Head – IT infra	Member
10.	HR Representative	Member

Placed before CIQA for approval.

Item No. 02. Approval of detailed syllabus for the approved programmes

[Annexure - IV (a, b, c, d)]

HODs of the concerned programmes are submitted the detailed syllabus in line with the programme structure and credit transactions as per University Grants Commission (Online Courses or Programmes) Regulations, 2018.





Request CIQA to approve.

Item No. 03. Role and Objectives of Centre for Internal Quality Assurance

[Annexure - V (a, b, c)]

CIQA is proposed to work towards achieving Directorate goals and objectives along with designing quality initiatives and ensuring compliances by organising various activities and audits.

The Role and Objectives of Centre for Internal Quality Assurance is placed for ratification.

Request CIQA to ratify.

Item No. 3.1. Quality Monitoring Mechanisms of Online Programs through Centre for Internal Quality Assurance

[Annexure - VI]

CIQA will monitor both academic and non-academic processes of online programs, preparation and delivery of contents and resources which are directly connect with the stakeholders on a regular basis. CIQA will follow the Quality Monitoring Mechanism as specified and suggested by UGC in designing quality initiatives and ensuring compliances by organising various activities and audits.

The Quality Monitoring Mechanism of Online Program is placed for ratification.

Request CIQA to ratify.

Item No. 04. Preparation of Program Project Report

[Annexure - VII]

Programme Coordinators to prepare draft PPR and submit to CIQA for review and approval on or before 01, Oct 2020.

The guidelines for preparing draft PPR is placed for ratification.

Request CIQA to ratify.





Item No. 05. Allotment of Subject Matter Expert for content preparation

[Annexure - VIII]

[Annexure -IX]

HODs to form the Task Force Committee on or before 17, July 2020 which consist of Faculty members as Subject Matter Experts for preparation of content, Video based Tutorials and Assessment questions for First 50% of courses in the curriculum as per approved syllabus to facilitate Online delivery.

The qualifications of SMEs, List of SMEs and Guidelines to prepare and review the Content is placed for approval.

Request CIQA to approve.

Item No. 06. Proposal of Complaint Handling Mechanism

[Annexure - X]

Proposal for complaint handling mechanism in Online education to handle/address the learner issues related to both academic and non-academic. This will have tracking facility to monitor and resolve the complaints effectively.

The guidelines for complaint handling mechanism is placed for ratification.

Request CIQA to ratify.

Item No. 07. Approval of e-content, e-tutorial and assessment questions

[Annexure - XI - II, III]

Approval to be obtained for e-content and e-tutorial (Audio Video based content) and Assessment questions from Academics and Internal Quality Teams on or before 01, Oct 2020.

The guidelines for preparing e-content and e-tutorial (Audio Video based content) and Assessment questions is placed for ratification.





MANIPAL
UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act

The guidelines for preparing e-content and e-tutorial (Audio Video based content) and Assessment questions is placed for ratification.

Request CIQA to ratify.

Item No. 08. Any other agenda with the permission of the Chair.

Coordinator-CIQA



Director-DOE

Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur





AGENDA AND MINUTES

First Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 11:00 AM

Date: 10, July 2020

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA AND MINUTES

Item No. 01. Proposal to offer Online Programmes through Directorate of Online Education, AC approval for grading system, to Constitute Centre for Internal Quality Assurance for Online Programmes under Directorate of Online Education
Directorate of Online Education, Manipal University, Jaipur has proposed to offer the Online programmes in accordance with University Grants Commission (Online Courses or Programmes) Regulations, 2018 (Published on 4th July, 2018).

Item No. 1.1 Proposal to offer Online Programmes

[Annexure - I]

Directorate of Online Education has proposed to offer BBA, MBA, BCA and MCA programmes through Online mode aligned with the same which are already offering through campus.

Item No. 1.2 AC Letter for grading system

[Annexure - II]

Directorate of Online Education has proposed the new grading system as per the University Grants Commission (Online Courses or Programmes) Regulations, 2018.





Item No. 1.3 Establishment of Centre for Internal Quality Assurance

[Annexure - III]

Establishment and Role of CIQA - Ref: University Grants Commission (Online Courses or Programmes) Regulations, 2018 (Published on 4th July, 2018) Sl. No. 9. Quality Assurance, Pg. No. 16

UGC ODL Regulations 2017 prescribes for constitution of Centre for Internal Quality Assurance. It proposed to constitute Centre for Internal Quality Assurance for Directorate of Online Education, Manipal University, Jaipur.

Item No. 1.4. Composition of Centre for Internal Quality Assurance

The Composition of Centre for Internal Quality Assurance (CIQA) detailed below:

Sl. No.	Designation	Status
1	Director-DOE	Chairperson
		Coordinator-CIQA
2	Assistant Director	Convener
3	Deputy Director - Academics	Member
4	Deputy Director (Q&C)	Member
5.	Deputy Director – DSW	Member
6.	HoDs of proposed Programmes	Members
7.	Deputy Controller of Examinations	Member
8.	CF & AO	Member
9.	Head – IT infra	Member
10.	HR Representative	Member

Placed before CIQA for approval.

Decision: Approved (Item No. 01. 1.1, 1.2, 1.3 and 1.4).

Item No. 02. Approval of detailed syllabus for the approved programmes

[Annexure - IV (a, b, c, d)]





HODs of the concerned programmes are submitted the detailed syllabus in line with the programme structure and credit transactions as per University Grants Commission (Online Courses or Programmes) Regulations, 2018.

Request CIQA to approve.

Decision: Approved.

Item No. 03. Role and Objectives of Centre for Internal Quality Assurance

[Annexure – V (a, b, c)]

CIQA is proposed to work towards achieving Directorate goals and objectives along with designing quality initiatives and ensuring compliances by organising various activities and audits.

The Role and Objectives of Centre for Internal Quality Assurance is placed for ratification.

Request CIQA to ratify.

Decision: Ratified.

Item No. 3.1. Quality Monitoring Mechanisms of Online Programs through Centre for Internal Quality Assurance

[Annexure – VI]

CIQA will monitor both academic and non-academic processes of online programs, preparation and delivery of contents and resources which are directly connect with the stakeholders on a regular basis. CIQA will follow the Quality Monitoring Mechanism as specified and suggested by UGC in designing quality initiatives and ensuring compliances by organising various activities and audits.

The Quality Monitoring Mechanism of Online Program is placed for ratification.

Request CIQA to ratify.

Decision: Ratified.

Item No. 04. Preparation of Program Project Report

[Annexure – VII]





Programme Coordinators to prepare draft PPR and submit to CIQA for review and approval on or before 01, Oct 2020.

The guidelines for preparing draft PPR is placed for ratification.

Request CIQA to ratify.

Decision: Ratified.

Item No. 05. Allotment of Subject Matter Expert for content preparation

[Annexure - VIII]

[Annexure -IX]

HODs to form the Task Force Committee on or before 17, July 2020 which consist of Faculty members as Subject Matter Experts for preparation of content, Video based Tutorials and Assessment questions for First 50% of courses in the curriculum as per approved syllabus to facilitate Online delivery.

The qualifications of SMEs, List of SMEs and Guidelines to prepare and review the Content is placed for approval.

Request CIQA to approve.

Decision: Approved.

Item No. 06. Proposal of Complaint Handling Mechanism

[Annexure - X]

Proposal for complaint handling mechanism in Online education to handle/address the learner issues related to both academic and non-academic. This will have tracking facility to monitor and resolve the complaints effectively.

The guidelines for complaint handling mechanism is placed for ratification.

Request CIQA to ratify.





Decision: Ratified.

Item No. 07. Approval of e-content, e-tutorial and assessment questions

[Annexure – XI – II, III]

Approval to be obtained for e-content and e-tutorial (Audio Video based content) and Assessment questions from Academics and Internal Quality Teams on or before 01, Oct 2020.

The guidelines for preparing e-content and e-tutorial (Audio Video based content) and Assessment questions is placed for ratification.

Request CIQA to ratify.

Decision: Ratified.

Item No. 08. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjun
Director
Directorate of Online Education
Manipal University Jaipur



MANIPAL UNIVERSITY
JAIPUR

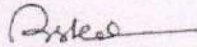
MUJ/REGR/1751/28th ACM/2020/159

July 30, 2020

Notification

Subject: Minimum passing marks and Grading System for Online Programmes

In accordance with the resolution passed in 28th meeting of the Academic Council held on June 26, 2020, all concerned are hereby informed that the Council approved the passing criteria and the grading system of the programmes to be followed for students admitted through online mode.



Registrar, MUJ

Enclosure: As Stated above



To:

Director-ODL & Online Education

- For information and necessary action

Copy to:

Hon'ble President through PS

- For Information please

Pro President through PS

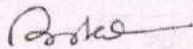
- For Information please

Controller of Examination

- For Information please

Director Academics

- For Information please



Registrar, MUJ



Minimum passing marks and Grading System for Online Programmes

The passing criteria and the grading system to be followed for students admitted through online mode as been aligned with UGC guidelines.

i) Minimum Passing Marks

- The students are considered as passed in a paper if they score
 - 40% marks in the Continuous Evaluation (IA),
 - 40% marks in the Term-End Examination (TEE), and,
 - 40% aggregate of the semester-end Term-End Examination (TEE) and the Continuous Evaluation (IA).
- Students must score minimum 40% marks for project-based subjects.
- If a student fails in any one component (failure to get 40% marks either in IA or TEE), then he/she will be required to re-appear for that component only (IA or TEE as the case may be).

ii) **Grading System:** A student's performance in each course will be evaluated based on both Continuous Evaluation and Term End Examination. Based on the total marks obtained for each course, Student will be awarded grade for that course on the below criteria:

Range of Marks	Grade Points	Letter Grade	Description
≥90 to ≤100	10	A+	Outstanding
≥80 to <90	9	A	Excellent
≥75 to <80	8	B+	Distinction
≥70 to <75	7	B	Very Good
≥60 to <70	6	C+	Good
≥50 to <60	5	C	Average
≥40 to <50	4	D+	Below Average
<40	0	F	Re-appear
ABSENT	0	AAA	ABSENT





MUJ/REGR/1751/28th ACM/2020/160

July 30, 2020

Notification

Subject: Establishment of Center for Internal Quality Assurance for Directorate of Online Education

In accordance with the resolution passed in 28th meeting of the Academic Council held on June 26, 2020, all concerned are hereby informed of the Establishment of Center for Internal Quality Assurance (CIQA) in Directorate of Online Education for offering programmes in Open and Distance Learning/ Online mode.

Registrar, MUJ



Enclosure: As Stated above

To:

Director-ODL & Online Education

- For information and necessary action

Copy to:

Hon'ble President through PS

- For Information please

Pro President through PS

- For Information please

Controller of Examination

- For Information please

Director Academics

- For Information please

Registrar, MUJ



Annexure

Establishment of Center for Internal Quality Assurance (CIQA) in Directorate of Online Education

"Centre for Internal Quality Assurance" (CIQA) has to be established by Higher Educational Institution for offering programmes in Open and Distance Learning/ Online mode to ensure that the quality of programmes offered by it through internal quality monitoring mechanism in accordance with the guidelines as specified in the Annexure.

The objective of establishment of CIQA is to develop and to put in place a comprehensive and dynamic internal quality assurance system to provide high quality programmes of higher education in the Online Education Mode. The composition of CIQA is given below

S No.	Designation	Designation in CIQA
1	Director-ODL & Online Education	Chairperson & Coordinator
2	Deputy Director Academics	Member
3	Deputy Director (Q&C)	Member
4	Deputy Director - DSW	Member
5	HoDs of Proposed Programmes	Members
6	Deputy Controller of Examination	Member
7	CF &AO	Member
8	Head -IT Infra	Member
9	HR Representative	Member
10	Assistant Director - ODL & Online Education	Convener

The committee members will not be paid any additional remuneration and this committee will be linked with the University IQAC.





MANIPAL UNIVERSITY
JAIPUR

MUJ/REGR/1751/ACM/2020/162

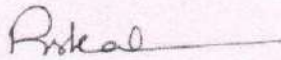
July 30, 2020

Notification

Subject: Programmes to be offered under the Directorate of Online Education

In accordance with the resolution passed in 28th meeting of the Academic Council held on June 26, 2020, all concerned are hereby informed that the Council approved the following programmes to be offered under the Directorate of Online Education for AY 2020-21 & onwards:

1. Bachelor of Business Administration (BBA)
2. Bachelor of Computer Application (BCA)
3. Master of Business Administration (MBA)
4. Master of Computer Applications (MCA)



Registrar, MUJ



To:

Director-ODL & Online Education

- For information and necessary action

Copy to:

Hon'ble President through AR

- For Information please

Pro President through PS

- For Information please

Controller of Examination

- For Information please

Director Academics

- For Information please



Role and Objectives of Centre for Internal Quality Assurance (CIQA)

Goal

- Conduct institutional Compliances & quality audits
- Promote and enhance best-in-class quality assurance

Objectives and Functions:

1. The objective of establishment of Centre for Internal Quality Assurance (CIQA) is to develop and to put in place a comprehensive and dynamic internal quality assurance system to provide high quality programmes of higher education in the Open and Distance Learning mode. Its functions would inter alia include the following:-

- (i) To maintain quality in the services provided to the learners.
- (ii) To ensure continuous improvement in the entire operations of the Higher Educational Institution.
- (iii) To identify the key areas in which the Higher Educational Institution should maintain quality.
- (iv) To disseminate information on quality assurance.
- (v) To devise mechanisms for interaction and for obtaining feedback from various Departments or Centres or Schools in the Higher Educational Institution.
- (vi) To suggest to the authorities of the Higher Educational Institution, measures for qualitative improvement.
- (vii) To ensure the implementation of its recommendations through regular monitoring.
- (viii) To ensure participation of all stakeholders namely, Learners, Teachers, Staff, Parents, Society, Employers, and Government in quality improvement processes.
- (ix) To prepare Programme Project Report and ensure launch of programme(s).
- (x) Collection, collation and dissemination of accurate, complete and reliable statistics about the quality of the programme(s).

Activities of Centre for Internal Quality Assurance:

2. To fulfill the above objectives the Centre for Internal Quality Assurance shall -

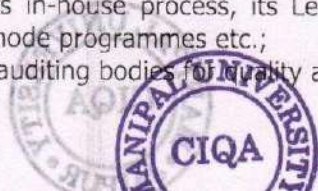
- (i) Prepare a Programme Project Report for each programme according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme;
- (ii) Get the Programme Project Report approved by the appropriate authority of the Higher Educational Institution and the Commission before launch of the programme;
- (iii) Oversee the development of Study Learning Material (SLM), integration of Information and Communication Technology (ICT), setting up of Learning Centres and coordination with the parent institution and relevant Regulatory authorities;
- (iv) Put in place monitoring mechanism to ensure the proper implementation of Programme Project Reports;



- Role and Functions of Centre for Internal Quality Assurance (CIQA)
- (v) Design annual plans for quality level enhancement at the level of the Higher Educational Institution and ensure their implementation;
 - (vi) Arrange for feedback responses from students, employers and other stakeholders for quality related institutional processes;
 - (vii) Develop quality benchmarks or parameters for the various academic and administrative activities of the Higher Educational Institution;
 - (viii) Obtain information from other Higher Educational Institutions on various quality benchmarks or parameters and best practices;
 - (ix) Organise workshops or seminars on quality related themes and Higher Educational Institution wise dissemination of the proceedings of such activities;
 - (x) Suggest restructuring of programmes in order to make them relevant to the job market;
 - (xi) Develop and implement innovative practices in major areas leading to quality enhancement in services to the learners;
 - (xii) Create learner centric environment rather than institution centric environment;
 - (xiii) Cultivate creativity and innovation in the Faculty and Staff;
 - (xiv) Adopt measures to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit;
 - (xv) Conduct or encourage system based research to bring about qualitative change in the entire system;
 - (xvi) Coordinate between the Higher Educational Institution and the Commission for various quality related issues or guidelines;
 - (xvii) Record activities undertaken on quality assurance in the form of an annual report; and to coordinate recognition and accreditation of the Higher Educational Institution.
 - (xviii) Submit Annual Reports to its Statutory Authorities or Bodies about the activities undertaken by Centre for Internal Quality Assurance during the financial year.

Functions of Centre for Internal Quality Assurance Committee:

- (i) Decide policies for programme development methodology and programme delivery mechanism that are aligned with the vision and mission of the Higher Educational Institution;
- (ii) Advice on any issues related to programme development, Information and Communication Technology intervention and implementation, learning and teaching, collaboration referred to the Committee;
- (iii) Supervise academic approval and related modification procedures and to ensure that programmes satisfy stated design requirements and academic standards appropriate to the type and level of award as per philosophy of the Open and Distance Learning mode of education;
- (iv) Promote automation of academic and administrative activities of the Higher Educational Institution, Regional Centres and Study Centres or Learning Support Centres;
- (v) Oversee and report on the effectiveness of systems for self-evaluation and monitoring;
- (vi) Appoint external subject experts or agencies or organisations for validation and annual review of its in-house process, its Learner Support Centres, Open and Distance Learning mode programmes etc.;
- (vii) Appoint third party auditing bodies for quality audit of programme(s);



- (viii) Approval of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution;
- (ix) Promote collaboration and association for quality enhancement of Open and Distance Learning mode of education and research therein; and
- (x) Encourage industrial involvement and industry-institution linkage for providing exposure to the learners.



QUALITY MONITORING MECHANISM

The guidelines on quality monitoring mechanism are required to be adopted by the Centre for Internal Quality Assurance for conducting institutional quality audits, to promote quality assurance and enhance as well as spread best-in-class practices of quality assurance. Quality monitoring needs to be addressed under the following broad areas, namely:-

(a) Governance, Leadership and Management This relates to the policies and practices of Higher Educational Institutions (HEIs) in the matter of planning, human resources, recruitment, training, performance appraisal, financial management and the overall role of leadership, with a focus on the following key aspects :

(i) Organisation Structure and Governance: The Higher Educational Institution is ultimately responsible for quality programmes and learning outcomes. Therefore, it is required that the Institution should fill all required positions in the Directorate or Centre or Department and in the Learner Support Centres as prescribed by the Commission, and establish a credible governance system.

(ii) Management: Effective leadership by setting values and participative decision-making process is the key to achieve the vision, mission and goals of the Higher Educational Institution. Therefore, it is required to assess and review the organisational culture to support the management and leadership of the institution to achieve such vision, mission and goals.

(iii) Strategic Planning: The leadership of the Higher Educational Institution is expected to provide clear vision and mission. Its functions are to be governed by the principles of participation and transparency. Therefore, the Higher Educational Institution is expected to do strategic planning of its activities and implementing by aligning those with academic and administrative aspects to improve the overall quality.

(iv) Operational Plan, Goals and Policies: The Higher Educational Institutions derives the operational plan from its strategic plan that defines targets and measures of the programmes to be achieved by the Institution. The Operational Plan is used as a guideline for the annual planning of programs and activities. The Higher Educational Institution needs to have well defined goals which are realistic and measurable. Equally important is to have well-defined policies that are in sync with its strategic plan and are realistic and achievable. The Higher Educational Institution needs to have clearly stated guidelines in the implementation of its policies and plans. Further, the institution needs to have a transparent and accountable system for its policies and planning that are well communicated to its stakeholders.

(b) Articulation of Higher Educational Institutions Objectives The Higher Educational Institutions are expected to provide holistic and quality education with a professional focus, the creation of knowledge and innovation, and the practical application of the knowledge to support the business and professional community. Accordingly, the Higher Educational Institution should articulate a clear vision, mission, ethos and broad strategy consistent with the goals to strengthen its position for offering programmes in Open and Distance Learning mode.



(c) Programme Development and Approval Processes This area of concern relates to programme development and approval mechanism for the programme(s) to be launched, covering the following key aspects:

(i) Curriculum Design: The Higher Educational Institution plays the foremost role in the curriculum design and development of learning content and therefore, it is expected to have processes, systems and structures in place to carry these responsibilities. Curriculum design is a process of developing appropriate need-based curriculum in consultation with expert groups, based on the feedback from stakeholders, resulting in the development of relevant programmes with flexibility, to suit the professional and personal needs of the learner and realisation of core values. The key aspect is also to consider the good practices of the Institution in initiating a range of programme options and courses that are relevant to the local needs and in tune with the emerging national and global trends.

(ii) Curriculum Planning and Implementation: It is required that the Higher Educational Institution shall have specific implementation plans for identifying the time to be spent on specific components of the implementation phase. It is the basis for the effectiveness of the programme(s) and their usefulness as a whole.

(iii) Academic Flexibility: Academic flexibility is the key feature of the Open and Distance Learning mode of education and refers to freedom in the use of the time-frame of courses, vertical mobility, and inter-disciplinary options facilitated by curricular transactions. Therefore, the Higher Educational Institution shall adopt proper strategies for imparting academic flexibility.

(iv) Learning Resource: Learning Resource is a key component of the Open and Distance Learning mode of education. Learning resource can be of print and digital mode. Considering the need of blended learning, the Higher Educational Institution should also develop e-resources for the learner to refer and study. There is no or very little interaction of teachers with the learners, the content and structure of learning resources play a vital role in the Open and Distance Learning mode of education. Therefore, it is required that each Higher Educational Institution shall ensure the quality of learner resources and their periodical review. While deciding on the appropriateness of the media and the technologies, the Higher Educational Institution should take into consideration various factors – the media and technology utilised matches the course content in order to enhance and expand learning, and to match to the learners' needs; that these are accessible, practical and equitable, and cost effective to the learners.

(v) Feedback System: The process of revision and redesign of curricula shall be based on recent market dynamics, industrial developments, research and feedback from the stakeholders including learners. The feedback from all stakeholders in terms of its relevance and appropriateness in catering to the needs of the society, economy and environment are also considered in this key aspect.

(d) Programme Monitoring and Review The Higher Educational Institution shall plan and execute programme monitoring review system which should include a programme management structure, annual programme reviews, external benchmarking, channels for



collecting learner feedback, and development of improvement plans and actions to close the feedback. To maintain the quality of academic programme, it is required to conduct periodical internal reviews. For such reviews the Institution shall also consider the achievements of learning outcomes that are assessed through the examination system.

(e) Infrastructure Resources This criterion seeks to elicit data on the adequacy and optimal use of the facilities available in a University or Institution to maintain the quality of academic and other programmes – physical facilities, library (or e-library), Information Technology infrastructure, etc. It also requires information on how every constituent of the Institution; the learners, teachers or Counselors and staff - benefits from these facilities.

(f) Learning Environment and Learner Support The learner support unit is responsible for the delivery of services to all learners. The learner support services including library services shall be accessed electronically by the learner. "Physical library" and classroom environment is the core requirement for programme delivery through offline and blended mode. Additionally, Higher Educational Institution shall establish virtual facilities as component of the learning environment which are focused around the pedagogical use of modern educational practices to support blended learning. Learner Support Services shall be provided through the campus-wide portal and e-Learning platform. The Institution shall take a more sophisticated approach to the use of Information and Communication Technology and expertise in e-learning. The approach shall provide a seamless learner-centred environment.

(g) Assessment & Evaluation Learning outcomes are the specifications of what a Learner shall learn and demonstrate on successful completion of the course or the programme. It can also be seen as the desired outcome of the learning process in terms of acquisition of the skills and knowledge. They are embedded in the curriculum. Achieving Learning Outcomes needs specific experiences to be provided to the Learner and evaluation of their attainment. The Institution needs to ensure that the purposes of assessment are clearly described in the course materials, and the learners are able to access some of the assignments. A programme that states Learning Outcomes that are not evaluated or assessed gets neglected in implementation. Hence all the stated Learning Outcomes must be part of the evaluation protocol of the programme. Learner assessment provides an indication of the areas where learning has happened and where it has to be improved upon. The Higher Educational Institutions shall execute the assessment and evaluation through varied assessment tools including multiple choice questions, projects, reports, case-studies, presentations, and term-end examinations, to suit the different learning outcomes expected of the course elements. The Higher Educational Institutions shall have proper assessment and moderation system for assessing the learning outcomes of learners.

(h) Teaching Quality and Staff Development The Higher Educational Institutions shall have a well established structure for promoting quality counseling and provide staff development programmes and activities to encourage academic staff to improve teaching and learning. The Higher Educational Institution should provide the support for the academic staff in understanding and implementing the institutional learning outcomes and subject learning outcomes. The Institution also needs to ensure that the academic staff is conversant with formative and summative assessment procedures and their importance in the learning process.



Process of Quality Audit

(A) Academic Planning: The main purpose of academic planning is to ensure that the overall portfolio of delivered programmes offered by the Higher Educational Institutions is relevant to market needs, reflects the Institution's strategic direction and offers a high quality 'value-added' learner experience. Academic planning promotes robust and appropriate procedures to help ensure that every new programme starts with the best chance possible to admit and retain viable learner cohorts. The Institution has a streamline modification process to support staff in ensuring that the curriculum remains up to date. The guiding principle behind this process is that all relevant stakeholders are communicated and consulted with and learners' needs are assessed while launching new programmes.

(B) Validation: The main purpose of validation is to assure the Higher Educational Institution that a new programme is academically viable, that academic standards have been appropriately defined and that it will offer learners the best opportunity to learn.

(C) Monitoring, evaluation and enhancement plans: Across the Higher Educational Institution, there would be various levels from where the reports are being generated to ensure quality deliverance of the Open and Distance Learning programmes and their final outcomes. The same are described as follows :

(i) Reports from Learner Support Centre: The Higher Educational Institution shall collect the report of academic activities and other related activities periodically from Learner Support Centres. There should be details of all the activities related to academic planning, counseling, learner support, etc. The Higher Educational Institution shall adopt the technological solutions for easy receipt of these reports. These reports will be the base for the quality audit.

(ii) External examiner or other external agencies report: Programme development teams and Centre for Internal Quality Assurance team shall consider the comments made by experts and third party of quality audit. The Higher Educational Institution shall also encourage to consider the adoption of identified good practices that will benefit and develop the programme.

(iii) Systematic consideration of performance data at programme, faculty and Higher Educational Institution levels: In order to make a meaningful evaluation and audit, the Higher Educational Institution needs easy access to performance monitoring information such as course pass rates, learner entry profiles and progression and achievement reports. These shall be produced and available through web-based application. The data collected through the application will be useful for report making at the Higher Educational institution.

(iv) Reporting and Analytics by the Higher Educational Institution: Further, the Higher Educational institution shall generate the required reports out of such web-based applications and analyze learner and academic analytics for deciding the improvements to be executed for stronger performance.



(v) Periodic Review: The Higher Educational institution needs to have an effective system for soliciting feedbacks from the stakeholders regularly to improve its programmes. There is a need for an integrated quality assurance system for its programmes and implementation units, including the Learner Support Centres. The Higher Educational institution needs to conduct self-assessments regularly and uses the results to improve its operations and programmes.



GUIDELINES ON PROGRAMME PROJECT REPORT (PPR)

I. Overview

1. A Programme Project Report (PPR) of a Higher Educational Institution is a document prepared to introduce a new programme, which includes details of –

- (a) programme objectives and outcomes;
- (b) nature of target group of learners;
- (c) appropriateness of the programme with quality assurance for acquiring specific skills;
- (d) programme content designing and developing;
- (e) cost estimates for development of the programme; and
- (f) admission, delivery and evaluation norms.

2. The Programme Project Report is a self-disclosure by the Institution about launching the programme in the Open and Distance Learning mode and/or Online mode. The Institution has to define specific aims and objectives for each of the academic programmes which will give the direction to launch a programme and will allow to focus on results. At the end, these aims and objectives will help to demonstrate what has been achieved. The programme shall be planned with clear deliverables and knowledge experiences to be gained.

II. Contents of Programme Project Report (PPR): Programme Project Report is required to be prepared before introducing any new programme duly approved by its highest academic authority. The Programme Project Report shall contain the following contents, namely:-

(i) Programme's mission and objectives: The Higher Educational Institution shall define the mission statement and objectives for the programme to be launched, which shall reflect the strategic direction and the academic goals of the Higher Educational Institution. Those shall be aligned with industrial or learners' demand, and shall be defined in such a manner that they are appropriate to be achieved.

(ii) Relevance of the program with HEI's Mission and Goals: The Higher Educational Institution shall plan for such a programme to be offered through the Open and Distance Learning Mode and/or Online Mode that is relevant to the Higher Educational Institution's mission and goals. Therefore, it is very much important that the programme to be offered through Open and Distance Learning Mode and/or Online Mode should be aligned with Higher Educational Institution's mission and goal and will prove as major contributing factor in its achievement.

(iii) Nature of prospective target group of learners: The Higher Educational Institution shall identify the target group of learners. It is required to understand their learning needs and on its basis the curriculum should be aimed. The Higher Educational Institution should also consider diverse class of learners including a class having of low level of disposable income, rural dwellers, women, unskilled men, minorities etc.

(iv) Appropriateness of programme to be conducted in Open and Distance Learning and/or Online mode to acquire specific skills and competence: The Higher Educational Institution shall clearly identify the learning outcomes for the programme which shall cover



the specific skills and competence to be acquired by the learner. The programme should be aimed appropriately to those learning outcomes. The learning outcomes shall include the development of knowledge and understanding appropriate to the area of study and these should also reflect academic, professional and occupational standards of that field. The learning outcomes should incorporate generic transferable skills and competencies.

(v) Instructional Design: Instructional Design includes Curriculum design, detailed syllabi, duration of the programme, faculty and support staff requirement, instructional delivery mechanisms, identification of media- print, audio or video, online, computer aided, and student support service systems. The Higher Educational Institution shall define the instructional design for each of the academic programmes to be offered through the Open and Distance Learning Mode and/or Online Mode and shall map the credit hours for each course or module of the programme.

(vi) Procedure for admissions, curriculum transaction and evaluation: The Higher Educational Institution shall define the admission policy for the programme with minimum eligibility and fee structure. The information related to financial assistance, if any, should be included in the policy. The Higher Educational Institution shall notify the policy of programme delivery along with the details of methods and web-based tools to be adopted. The Higher Educational Institution shall notify the activity planner including all the academic activities to be carried out by the Higher Educational Institution during the academic session. Further, the Higher Educational Institution shall also notify policy for evaluation of learner progress along with methods and tools.

(vii) Requirement of the laboratory support and Library Resources: There may be programmes having practical component in syllabus. The Higher Educational Institution shall give clear guidelines about the laboratory support to the learners to perform the practical prescribed in the programme. There shall be provision of a practical book for the learners.

(viii) Cost estimate of the programme and the provisions: The cost estimate shall indicate the amount assigned for programme development, delivery and maintenance.

(ix) Quality assurance mechanism and expected programme outcomes: The Higher Educational Institution shall define the review mechanism for programme and continuously enhance the standards of curriculum, instructional design relevant to professional requirements of the area of study. There should be course benchmark statements. The Higher Educational Institution shall also devise the mechanism for monitoring effectiveness of the programme being offered in Open and Distance Learning mode and/or Online mode.



GUIDELINES ON SELF-LEARNING MATERIAL AND E-LEARNING MATERIAL

I. Preparation of Learning Material

A. For Open and Distance Learning mode 1. Self-Learning Materials (SLMs) should be self-explanatory, self-contained, self-directed, self-motivating and self-evaluating. It should be engaging and actively involve the learners. During the planning of the Self Learning Material, the following points should be considered very carefully:

- (i) backgrounds of learner and learning needs;
- (ii) learning experiences; and
- (iii) support and preparation in adapting to flexible learning.

2. The following major points should be considered by teachers while developing the printed learning materials or e-learning materials:

- (i) learning objectives
- (ii) assessment of prior knowledge
- (iii) learning activities
- (iv) feedback of learning activities
- (v) examples and illustrations
- (vi) self-assessment questions/In-text questions
- (vii) summary/key points
- (viii) study guide

3. The learning material should lay emphasis on real-world tasks, learner's choice of tasks or situations, case studies, collaborative learning tasks, opportunities for observing others, self-evaluation.

4. Planning for development of learning material: Due to the absence of interaction with the teachers in the Open and Distance Learning mode, the learner has to take the decision(s) at any point during the learning path. This may create disagreement between learner's perception and the objective of the learning materials. Therefore, it is required to consider the following key points during planning for the development of learning material:

(i) Learner Profile: It is required to consider literacy level (including level of language proficiency), age group, information communication technology skills, aim of study, personal background and home situation, prior knowledge, prior skills, learning situations, etc.

(ii) Background: In Open and Distance Learning system, learner studies at her/his own pace unlike in the face-to-face mode. A substantial number of the learners are working professionals and they get time to study at their homes. If we add certain references which they cannot access at home, then it will create an obstacle in their learning. Therefore, it is necessary to consider the accessibility of course resources and references at the place of learning.

(iii) Learning Objectives and Outcome: It is required to define the learning objectives and outcomes prior to initiating the process developing the learning materials. The learning objectives can be of terminal, intermediate or enabling nature. These learning objectives can be set at course, unit, or module level.



5. Group of Learning Material: Considering the principles of Open and Distance Learning mode of education, the programmes shall be accompanied with learning material or resources which shall comprise of self-learning material or e-learning material, e-books, practical book, student's handbook, question bank, assignment book, Audio Video material, programme guide, project manual, etc.

B. For Online mode

1. The E-Learning Material shall have the four quadrant approach; as per UGC (Credit Framework for online learning courses through SWAYAM) Regulations, 2016 taking into consideration the following, namely:-

(i) Quadrant-I is e-Tutorial; which shall contain: Video and Audio Content in an organised form, Animation, Simulations, Video Demonstrations, Virtual Labs, etc, along with the transcription of the video.

(ii) Quadrant-II is e-Content; which shall contain; self instructional material, e-Books, illustrations, case studies, presentations etc, and also contain Web Resources such as further references, Related Links, Open source Content on Internet, Video, Case Studies, books including e-books, research papers and journals, Anecdotal information, Historical development of the subject, Articles, etc.

(iii) Quadrant-III is the Discussion forum for raising of doubts and clarifying them on a near real time basis by the Course Coordinator or his team.

(iv) Quadrant-IV is Assessment, which shall contain; Problems and Solutions, which could be in the form of Multiple Choice Questions, Fill in the blanks, Matching Questions, Short Answer Questions, Long Answer Questions, Quizzes, Assignments and solutions, Discussion forum topics and setting up the FAQs, Clarifications on general misconceptions.

II. Preparedness of Learning Material

A. For Open and Distance Learning mode: The preparedness level of Self Learning Material (SLM) at the time of submission of the proposal shall have the following, namely:-

(i) Under Graduate Programmes (3 years duration): Self Learning Material should be ready in all respect for first two years and its approval by the statutory authorities of the Higher Educational Institution.

(ii) Post Graduate Programmes (2 years duration): Self Learning Material should be ready in all respect for first year and its approval by the statutory authorities of the Higher Educational Institution.

(iii) For Post Graduate Diploma Programmes (2 years duration): Self Learning Material should be ready in all respect for first year and its approval by the statutory authorities of the Higher Educational Institution.

B. For Online mode: The availability of E-Learning Material at the time of submission of the proposal shall be as per the following:

(i) For Post Graduate Level Programmes- First year e-learning material in four quadrants for each course in the first year of study and its approval by the statutory authorities of the Higher Educational Institution;



(ii) For Under Graduate Level Programmes- First three semesters e-learning material in four quadrants for each course and its approval by the statutory authorities of the Higher Educational Institution;

(iii) For Post Graduate Diploma Programmes- First year e-learning material in four quadrants for each course in the first year of study and its approval by the statutory authorities of the Higher Educational Institution: Provided that for remaining year/semester, the learning material for programmes shall be ready prior to beginning of next year/semester and same shall be intimated to the Commission.



GRIEVANCE REDRESS MECHANISM

I. Scope of Grievance Redress System for Learner

The Higher Educational Institutions, offering programmes through the Open and Distance Learning mode and/or Online mode shall have a Grievance Redress System and Procedure which shall be published on the portal of Higher Educational Institution and it shall be the responsibility of the concerned Higher Educational Institution to update the same as and when required. Each of the Higher Educational Institutions shall provide an online facility for submitting grievances and track their status. The Higher Educational Institution shall also be responsible for monitoring, assessing and reviewing the effectiveness of its Grievance Redressal Procedures.

II. Guidelines and Standards for the Grievance Redress System

The Higher Educational Institution shall have a policy on Grievance Redress System based on following guidelines and standards, namely:

- (i) the policy shall be unbiased and understandable;
- (ii) there shall be time line for each stage of the process;
- (iii) the policy shall be published on Higher Educational Institutions portal so that the learners may read and refer to;
- (iv) the policy shall be made available to learners with disability in appropriate format and the provision shall be made accordingly in the policy document;
- (v) the authority or authorities involved in the grievance redressal process shall treat and investigate the facts impartially;
- (vi) the Higher Educational Institutions shall address the grievances in a timely manner so as to lessen interruption in learning process of the learner;
- (vii) the Higher Educational Institution shall have a proper communication and escalation mechanism which shall be operated and maintained through the online software application;
- (viii) the Higher Educational Institution shall maintain the confidentiality of the complainant as far as possible;
- (ix) the Higher Educational Institution shall ensure that officer(s) deputed for the learner support at the Higher Educational Institution, the Regional Centres and Learner Support Centre(s) (for Open and Distance Learning programmes) are able to provide guidance on submitting grievances in the portal;
- (x) there shall be a provision to withdraw a complaint without prejudice at any time during the procedure; and
- (xi) the learner shall be kept informed of the status in relation to his or her queries or grievance on priority.

III. Rights and responsibilities of learner

The rights and responsibilities of a learner shall be as under:

- (i) The learner has right to complain regarding any aspect related to his or her learning path including programme quality, learning resources, learner support and guidance, teaching, learning and assessment.



(ii) The learner is entitled to approach the respective Learner Support Centres (for ODL programmes) for submitting his or her complaint. The learners of online mode may submit their complaint directly to the Higher Educational Institution. The complaint can be submitted individually or collectively by a group of learners.

(iii) The learner shall submit a formal complaint in a manner prescribed by the Higher Educational Institution regarding expression of dissatisfaction with a service provided or the lack of a service or the quality of a service. Such expression shall be correlated with what the learners were entitled to receive.

IV. Responsibilities of the Higher Educational Institution

The responsibilities of the Higher Educational Institution shall be as under:

(i) A Higher Educational Institution shall work with the principles of openness and collaboration.

(ii) A Higher Educational Institution shall continuously improve the services it offers. As and when a grievance is received, the Higher Educational Institution shall investigate it thoroughly and make the necessary improvement(s) in its services.

(iii) A Higher Educational Institution shall encourage Learner Support Centres (for Open and Distance Learning programmes) to make initial attempts to address and resolve complaints as close as possible to the point of origin, and with the minimum of formality.

(iv) A Higher Educational Institution shall also monitor the Grievance Redressal process through its Learner Support Centres (for Open and Distance Learning programmes).

(v) A Higher Educational Institution is responsible for privacy and confidentiality unless disclosure is necessary to proceed in the matter.

(vi) The grievance shall be accompanied with the reasons for dissatisfaction and expected remedy. The learner shall also give the reference of Online Grievance Registration Number generated at the time of submitting the complaint at the Learner Support Centre.

(vii) The Head of concerned School/Department/Centre of the Higher Educational Institution shall investigate the complaint(s) or refer the matter(s) to a more appropriate person, body or committee or departments, as appropriate.

(viii) It shall be the responsibility of the Head of School/Department/Centre of the Higher Educational Institution to monitor the progress and to timely resolve the matter.

(ix) The Head of concerned School/Department/Centre of the Higher Educational Institution shall respond in writing (letters or email etc.) through offline or online mode giving reasons for a decision and action taken there to.

V. Complaint Handling Mechanism

The Online —Complaint Handling Mechanism|| facilitates learners to submit online complaints through the interactive web portal and track their resolution status. The Higher Educational Institutions shall take action as under:



(i) The Higher Educational Institutions recognised to offer programmes through the Open and Distance Learning mode and/or Online mode shall follow guidelines related to the Complaint Handling Mechanism notified by the Commission.

(ii) The Higher Educational Institutions shall upload all information issued by the Commission regarding the Complaint Handling Mechanism on their website.

(iii) The Higher Educational Institutions shall inform learners enrolled in Open and Distance Learning programmes and/or Online programmes about the Compliant Handling Mechanism.

(iv) The Higher Educational Institutions shall provide a link with title 'Complaint Handling Mechanism' on homepage of Higher Educational Institution website for creating awareness amongst the stakeholders.

(v) The Higher Educational Institutions shall comply with all instructions as issued by the Commission regarding timely and judicious resolution of all complaints raised by the learners.



QUALITY ASSURANCE GUIDELINES OF LEARNING MATERIAL IN MULTIPLE MEDIA AND CURRICULUM AND PEDAGOGY

A. For Open and Distance Learning mode

I. Learning Materials (Print Media): Quality Standard

1. Learning Materials through print-media is termed as Self Learning Materials (SLM), being developed with the approach of self-explanatory, self-contained, self-directed, self-motivating and self-evaluating.
2. The Self Learning Material shall be self-contained providing complete course description comprising overview of units along with objectives, activities, assignments and additional resources.
3. There shall be description of credit value of each module or unit in the course.
4. The course material shall provide an environment for practice, at the learner's own pace and in his/her own time.
5. There shall be clear guidelines on academic integrity and netiquette (internet etiquette) expectations regarding activities, discussions and plagiarism.
6. The course shall be designed to teach concepts and skills that the learner will retain throughout the study.
7. There shall be multiple learning paths for engaging the learner in active learning.
8. The content shall provide opportunities for learners to engage in higher- order thinking, critical-reasoning activities and thinking in increasingly complex ways.
9. The following is an indicative list of quality standards for printed learning materials:
 - (i) The Self Learning Material shall be structured on the Learning Outcome based Curriculum Framework (LOCF).
 - (ii) The Self Learning Material shall be designed with the approach of two-way communication between the learner and content. The content of Self Learning Material shall be presented in an interactive, conversational format with dialogue and personal system of writing method which will create the nature of interactivity in Self Learning Materials
 - (iii) The Self Learning Material shall involve the learner actively through various experience-based activities and assignments.
 - (iv) The learner should get clear information about the structure of the programme and course.
 - (v) There shall be detailed concept/learning map in Self Learning Material for the learner so that he or she will be self-directed for completion of his or her studies with clearly stated learning out comes.
 - (vi) The Self Learning Material shall encourage learner to apply new knowledge and skills.
 - (vii) The content of a course should be divided into a few Blocks on major related themes, each block containing a few Units on a major theme for effective learning.



(viii) Units in the Self Learning Material shall be developed in defined formats with the following features, namely:-

- (a) Consistent layout and format;
- (b) Inclusion of overview of content;
- (c) A unit structure, Introduction, and expected learning outcomes and reference to prior learning at the beginning of the unit and Summary at its end;
- (d) Presentation of content in appropriate sequence in sections and sub-sections synchronized with learning objectives and outcome, containing plenty of examples including national or international case studies, wherever relevant;
- (e) Explanation of icons, symbols, formula etc. used in content;
- (f) Explanation on technical, new, difficult terms or word in a glossary/ keyword section;
- (g) Inclusion of adequate suggested reading (both print and online).

II. Audio–Video Material: Quality Standards

1. The following is an indicative list of quality standards for audio-video materials:

- (i) The audio-video material shall supplement and complement the Self Learning Material and based on the curriculum structure.
- (ii) There shall be adequate consideration of learners' prior knowledge, skills and attitudes.
- (iii) Level and style of presentation and language shall be simple and appropriate to aid in self-learning.
- (iv) There shall be clear information on types of support material and study activities to be used by the learner.
- (v) It shall be clear and unambiguous, also preferably free from pedagogic jargon.
- (vi) The aim, objective and target audience for the audio or video material shall be clearly defined.
- (vii) It shall conform to the learning outcomes.
- (viii) There shall be clear guidelines with regard to the use of the audio or video material vis-a-vis other content of the course.
- (ix) Audio or video material shall be developed in forms and formats that will be easily accessible by the learners and compatible with web-based delivery.
- (x) Audio or video material shall provide continuity and coherence within and between audio or video based study sessions.
- (xi) The content need to be interactive with appropriate use of graphics, animations simulation etc. to keep the learners engaged.

III. Online and Computer based Material: Quality Standards



1. The following is an indicative list of quality standards for Online and Computer based materials:

(i) The digital content should not be merely scanned files of the Self Learning Material. If content is scanned it should be made available in accessible format such as Word Processing, Portable Document Format or E-Pub format.

(ii) The file size should not be very heavy so that the learners are easily able to access and download the content.

(iii) The course content in digital format shall be easy to navigate and searchable through metadata.

(iv) The digital content needs to be Unicode compliant so that font issues are not faced by the learners specially in the case of Indian languages.

(v) Digital content should be accessible to all with special attention to the needs of the learners with disabilities.

(vi) The digital content shall be available across platforms and devices.

(vii) Since the learners may not have access to unlimited Internet data plan, it is advisable that the audio-video material is made available through streaming server instead of file uploaded as such on the server.

(viii) The compression of the digital files needs to be optimised so that the quality is not compromised and content is easily accessible.

(ix) For digital content the appropriate required players need to be easily available or made available.

IV. Curriculum and Pedagogy: Quality Standards

1. The following is an indicative list of quality standards for curriculum and pedagogy:

(i) The curriculum objectives shall be consistent with the mission of the Higher Educational Institution.

(ii) There shall be involvement of all the stakeholders in the process of framing the curriculum objective.

(iii) While designing the curriculum, the Higher Education Institution shall take into consideration the University Grants Commission Model Curriculum and the Learning Outcome-based Curriculum Framework (LOCF) and incorporate local or regional needs.

(iv) There shall be rationale for the appropriateness of the curriculum to the stage of learning.

(v) There shall be linkages of the curriculum to previous and subsequent stages of learning.

(vi) There shall be such learning experiences which allow a diversity of methods (like learning from practice, opportunities for distributed and concentrated practice, learning with peers, learning in formal situations inside and outside the department, personal study, specific teacher inputs etc).

(vii) The structure of curriculum shall be defined.

(viii) There shall be a complete strategy on teaching and learning methods.



- (ix) The instructional methods or pedagogy and the media mix should be clearly spelt out.
- (x) A comprehensive methodology for assessment and evaluation should be clearly stated.
- (xi) The content shall be reliable and justify the learning outcome(s).
- (xii) There shall be clear definition of intended outcomes of learning, benchmarked to identifiable stages of learning.
- (xiii) There shall be the use of reference points and expertise from outside the Higher Educational Institution, if required, in programme design and in the processes of programme development and approval.
- (xiv) There shall be relevance of curriculum to national competency requirement.
- (xv) There shall be description of credit value of each module or unit in the course.

B. For Online mode E-Learning Materials Quality Standard:

1. The online courses should comply with the following Quality standards, namely:-

(i) The courses should follow the following four quadrant approach, as per the SWAYAM Guidelines:-

(a) Quadrant-I is e-Tutorial, which shall contain: Video and Audio Content in an organized form, Animation, Simulations, video demonstrations, Virtual Labs, etc, along with the transcription of the video.

(b) Quadrant-II is e-Content, which shall contain; self-instructional material (digital Self Learning Material), e-Books, illustrations, case studies, presentations etc, and also contain Web Resources such as further references, Related Links, Open source Content on Internet, Video, Case Studies, books including e-books, research papers and journals, Anecdotal information, Historical development of the subject, Articles, etc.

(c) Quadrant-III is the Discussion forum for raising of doubts and clarifying the same on real time basis by the Course Coordinator or his team.

(d) Quadrant-IV is Assessment, which shall contain; Problems and Solutions, which could be in the form of Multiple Choice Questions, Fill in the blanks, Matching Questions, Short Answer Questions, Long Answer Questions, Quizzes, Assignments and solutions, Discussion forum topics and setting up the FAQs, Clarifications on general misconceptions.

(ii) The courses shall be rich in innovative presentation techniques to ensure that learner attention is retained.

(iii) It shall be the responsibility of the Course Coordinator to ensure that none of the graphics, animations, images, sound clips, video clips used are plagiarized or cited without formal permissions from owners.

(iv) A four-credit course shall typically have 20 hours of video content and 20 hours of reading material.

(v) For Quadrant III for every 250 learners registered for a programme one Mentor can be appointed per course to facilitate the Course Coordinator. The Mentor shall be the subject matter expert adept in handling technology. The Course Coordinators and Mentors shall need



to participate actively in the Discussion Forum. Apart from discussion forum other interactive platforms like web conferencing may also be considered.

Table 1: Norms for offering Degree programmes through Open and Distance Learning mode and/or Online mode, based on credit system

S. No.	Level of the Programme	Duration of the programme	Credits
1	Bachelor's Degree, Bachelor's Degree (Honours)	As per UGC Notification on Specification of Degree, 2014	As per UGC guidelines
2	Master's Degree	As per UGC Notification on Specification of Degree, 2014	As per UGC guidelines
3	Post Graduate Diploma	2 years	80

Table 2: Norms for delivery of courses through open and distance mode

S. No.	Credit Value of the course	Size of SLMs Range (in terms of units, to be divided into blocks)	No. of Assignments	Practical Sessions	No. of Counselling Sessions Theory (10 percent of total study Hours)	Study hours of Learner
1	2 Credits	6-10 units	1	60 hours	6 hours	60 hours
2	4 Credits	14-20 units	2	120 hours	12 hours	120 hours
3	6 Credits	20-28 units	3	180 hours	18 hours	180 hours
4	8 Credits	30-34 units	4	240 hours	24 hours	240 hours

Table 3: Norms for Delivery of Courses in Online Mode

S. No.	Credit Value of the course	No. of Weeks	No. of Interactive Sessions		Hours of Study Material		Self-Study hours including Assessment etc.	Total Hours of Study (based on 30 hours per credit)
			Synchronous Online Counselling/ Webinars/ Interactive Live Lectures (1 hour per week)	Discussion Forum/ asynchronous Mentoring (2 hours per week)	e-Tutorial in hours	e-Content hours		
1	2 Credits	6 weeks	6 hours	12 hours	10	10	22	60
2	4 Credits	12 weeks	12 hours	24 hours	20	20	44	120
3	6 Credits	14 weeks	14 hours	28 hours	30	30	66	180
4	8 Credits	16 weeks	16 hours	32 hours	40	40	88	240



Course Code	Course Name	Faculty Name
DBB1101	Communication & Personality Development	Dr. Mahesh Jampala
DBB1102	Organizational Behaviour	Dr. Archana Poonia
DBB1103	Business Environment	Ms. Savita Panwar
DBB1104	Marketing Management	Dr. Sunishtha Dhaka
DBB1105	Computer Fundamentals	Dr. Pradeep Tiwari
DBB1201	Business Communication	Dr. Mahesh Jampala
DBB1202	Financial Accounting	Dr. Birajit Mohanty
DBB1203	Human Resource Management	Dr. Bhawna Chahar
DBB1204	Quality Management	Dr. N S Bhati
DBB1205	Retail Management	Dr. Sunny Dawar
DBB2101	Legal & Regulatory Framework	Dr Ravindra Kaikani
DBB2102	Quantitative Techniques for Management	Dr. N S Bhati
DBB2103	Research Methodology	Dr. R K Tailor
DBB2104	Financial Management	Dr. Birajit Mohanty
DBB2105	Advertising & Sales	Dr. Priyanka Sharma
DBB2106	Mini Project	Dr. Ity Patni
DBB2201	Business Strategy	Dr. Archana Poonia
DBB2202	Management Information System	Dr. Priyanka Sharma
DBB2203	Management Accounting	Dr. Nupur Ojha
DBB2204	Environmental Science	Dr. Naveen Kumar
DBB2205	International Marketing	Dr. Sunishtha Dhaka
DBB2206	Rural Marketing	Dr. Somya Chouby
DBB3101	Consumer Behaviour	Dr. Sunny Dawar
DBB3102	Business Analytics	Ms. Sonali Sharma
DBB3111	Operation & Production Management	Dr. R K Tailor
DBB3112	Economic Planning	Dr. Nupur Ojha
DBB3113	E- Commerce	Dr. Priyanka Sharma
DBB3114	Entrepreneurship	Prof. T K Jain
DBB3115	Small Business Management	Prof. T K Jain
DBB3121	Store Operations & Job Knowledge	Dr. Sunishtha Dhaka
DBB3122	Logistics Management	Ms. Savita Panwar
DBB3123	Buying	Dr. Sunny Dawar
DBB3124	Visual Merchandising	Dr. Mahesh Jampala
DBB3125	Warehouse Management	Dr. Mahesh Jampala
DBB3201	Customer Relationship management	Dr. Sonal Sidana
DBB3202	Digital Marketing	Dr. Sunishtha Dhaka
DBB3204	Project	Ms. Nishu Gupta
DBB3311	Technology Management	Dr. Priyanka Sharma
DBB3312	Management Development & Skills	Dr. R K Tailor
DBB3313	Role of International Financial Management	Dr. Birajit Mohanty
DBB3321	Modern retail Management Process & Retail Services	Dr. Somya Choubey
DBB3322	Retail Project Property Management & Case Studies in Retail	Dr. Somya Choubey
DBB3323	Merchandising & Supply Chain Management	Dr. Somya Choubey



Course Code	Course Name	Faculty Name
DMBA101	Management Process & Organisation Behaviour	DR. C. ANIRVINNA
DMBA102	Business Communication	DR. C. ANIRVINNA
DMBA103	Statistics for Management	DR. UMESH SOLANKI
DMBA104	Financial & Management Accounting	MR. RAHUL SHARMA
DMBA105	Managerial Economics	DR. C. ANIRVINNA
DMBA106	Human Resource Management	DR. AANYAA CHOUDHARY
DMBA201	Production & Operations Management	MR. RAHUL SHARMA
DMBA202	Financial Management	MR. RAHUL SHARMA
DMBA203	Marketing Management	DR. SMITA SHARMA
DMBA204	Management Information System	DR. C. ANIRVINNA
DMBA205	Operations Research	DR. UMESH SOLANKI
DMBA206	Project management	MR. RAHUL SHARMA
DMBA301	Research Methodology	DR. UMESH SOLANKI
DMBA302	Legal Aspects of Business	MR. RAHUL SHARMA
DMBA401	Strategic Management & Business Policy	DR. C. ANIRVINNA
DMBA402	International Business Management	DR. C. ANIRVINNA
DMBA403	Business Leadership	DR. AANYAA CHOUDHARY
DFIN301	Security Analysis & Portfolio Management	DR. UMESH SOLANKI
DFIN302	Mergers & Acquisitions	DR. UMESH SOLANKI
DFIN303	Taxation Management	DR. UMESH SOLANKI
DFIN304	Internal Audit & Control	MR. RAHUL SHARMA
DFIN401	International Financial Management	DR. SANKERSAN SARKAR
DFIN402	Treasury Management	DR. SANKERSAN SARKAR
DFIN403	Merchant Banking & Financial Services	DR. SANKERSAN SARKAR
DFIN404	Insurance & Risk Management	DR. SANKERSAN SARKAR
DMKT301	Sales Distribution & Supply Chain Management	DR. SMITA SHARMA
DMKT302	Consumer Behaviour	DR. SMITA SHARMA
DMKT303	Retail Marketing	DR. SMITA SHARMA
DMKT304	Marketing Research	DR. SMITA SHARMA
DMKT401	Services Marketing & Customer Relationship Management	DR. SMITA SHARMA
DMKT402	Advertising Management & Sales Promotion	DR. SMITA SHARMA
DMKT403	e-Marketing	DR. SMITA SHARMA
DMKT404	International Marketing	DR. SMITA SHARMA
DHRM301	Manpower Planning & Sourcing	DR. AANYAA CHOUDHARY
DHRM302	Management & Organizational Development	DR. AANYAA CHOUDHARY
DHRM303	Employee Relations Management	DR. AANYAA CHOUDHARY
DHRM304	HR Audit	DR. AANYAA CHOUDHARY
DHRM401	Compensation & Benefits	DR. AANYAA CHOUDHARY
DHRM402	Performance Management & Appraisal	DR. AANYAA CHOUDHARY
DHRM403	Talent Management & Employee Retention	DR. AANYAA CHOUDHARY
DHRM404	Change Management	DR. AANYAA CHOUDHARY



Course Code	Course Name	Faculty Name
DCA1101	Fundamentals of IT & Programming	Dr. Shilpa Sharma
DCA1102	Programming in C	Dr. Pradeep Kumar Tiwari
DCA1103	Basic Mathematics	Dr. Garima Agarwal
DCA1104	Understanding PC & Troubleshooting	Mrs. Kuntal Gaur
DCA1201	Operating System	Dr. Pradeep Kumar Tiwari
DCA1202	Data Structure and Algorithm	Dr. Shilpa Sharma
DCA1203	Object Oriented Programming – C++	Dr. Linesh Raja
DCA1204	Communication Skills & Personality Development	Dr. Arpit Kothari
DCA1205	Digital Logic	Dr. Vaibhav Bhatnagar
DCA2101	Computer Oriented Numerical Methods	Dr. Garima Agarwal
DCA2102	Data Base management System	Mr. Pradeep Kumar
DCA2103	Computer Organization	Mr. Ravinder Kumar
DCA2104	Basics of Data Communication	Mrs. Kuntal Gaur
DCA2201	Computer Networking	Dr. Devershi Pallavi Bhatt
DCA2202	Java Programming	Dr. Linesh Raja
DCA2203	System Software	Dr. Shilpa Sharma
DCA2204	Principles of Financial Accounting and Management	Dr. Nohammed Zeesgan Quadri
DCA3101	Web Design	Dr. Timothy M
DCA3102	Visual Programming	Dr. Vaibhav Bhatnagar
DCA3103	Software Engineering	Dr. Shilpa Sharma
DCA3104	Python Programming	Dr. Vaibhav Bhatnagar
DCA3141	Compiler Design	Dr. Santosh V
DCA3142	Graphics and Multimedia	Dr. Pradeep Kumar
DCA3143	E-Commerce	Dr. Pradeep Kumar
DCA3201	Mobile Application Development	Dr. Linesh Raja
DCA3241	Advanced Web Design	Dr. Vaibhav Bhatnagar
DCA3242	Open Source Systems	Mrs. Kuntal Gaur
DCA3243	Cloud Computing	Dr. Pradeep Kumar Tiwari
DCA3244	Knowledge Management	Mrs. Kuntal Gaur
DCA3245	Software Project Management	Dr. Shilpa Sharma
DCA3246	Supply Chain Management	Mr. Pradeep Kumar



Course Code	Course Name	Faculty Name
DCA6101	Fundamentals of Computer and IT	Dr. Pradeep Kumar Tiwari
DCA6102	Programming in C	Dr. Prastishta
DCA6103	Foundation of Mathematics	Dr. Garima Agarwal
DCA6104	Advanced Database Management System (DBM)	Dr. pankaj Vyas
DCA6105	Computer Architecture	Dr. Santosh V
DCA6201	Operating System	Dr. Pradeep Kumar Tiwari
DCA6202	Advanced Data Structure	Dr. Vaibhav Bhatnagar
DCA6203	Web Technologies	Dr. Timothy Malche
DCA6204	Advanced Computer Networks	Dr. Devashri Pallavi Bhat
DCA6205	Communication Skills	Dr. Keshav
DCA7101	Probability and Statistics	Dr. Garima Agarwal
DCA7102	Programming in Java	Dr. Linesh Raja
DCA7103	Advanced Software Engineering	Dr. Shilpa Sharma
DCA7104	Analysis and Design of Algorithm	Dr. Shilpa Sharma
DCA8141	Wireless and Mobile Communication	Dr. Devershi Pallavi Bhatt
DCA8142	Open Source DB Systems	Dr. Pradeep K Tiwari
DCA8143	Cryptography and Network Security	Dr. Devershi Pallavi Bhatt
DCA7130	Java Programming – Practical	Dr. Linesh Raja
DCA7131	Seminar	Dr. Shilpa Sharma
DCA7230	Project work	Dr. Vaibhav Bhatnagar
DCA8241	Advanced Web Programming	Dr. Vaibhav Bhatnagar
DCA8242	Cloud DB System	Dr. Pradeep K Tiwari
DCA8243	Storage Management	Dr. Linesh Raja





**SECOND MEETING
OF
CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)**

Directorate of Online Education
Manipal University, Jaipur

Date: 05, Oct 2020

Time: 03:00 PM

Venue: Directorate of Online Education,
Academic Block – 1, Floor-II.





AGENDA

Second Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 03:00 PM

Date: 05, October 2020

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 10, July 2020. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Proposal to amendments to Programme Curriculum as per the regulatory requirements.

[Annexure - I]

HODs presented revised course structure to meet overall credits, eligibility criteria and course duration equivalent to that of Campus offerings and got it approved with suggestions from their respective BoS. Need to ratify in Academic Council Meeting to be held on 08, Oct 2020.

Placed before CIQA for information.

Item No. 03. Submission of Program Project Report with revised syllabus for approval.

[Annexure - II (a, b, c & d)]





Program Coordinators presented the draft Program Project Report (PPR) for the respective programs.

Placed before CIQA for approval.

Item No. 04. Approval of E-Learning Content for Online Programs

[Annexure - III]

The E-learning content of semester 1, 2 & 3 for BBA and BCA programs and semester 1 & 2 for MBA and MCA programs were submitted for approval and to be sent to Academic Council for ratification on 08, Oct 2020.

Placed before CIQA for approval.

Item No. 05. Approval of Learning Management System (LMS) to facilitate Online program delivery.

CIQA had evaluated Brightspace, CANVAS and EduNxt as per the assessment criteria mentioned in Annexure IX of UGC (ODL and Online Programmes) Regulations 2020 for Non-SWAYAM LMS. CIQA had approved use of Brightspace LMS for Online Programmes of Manipal University, Jaipur.

Placed before CIQA for approval.

Item No. 06. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallik
Director
Directorate of Online
Manipal University



AGENDA AND MINUTES

Second Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 03:00 PM

Date: 05, October 2020

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA AND MINUTES

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 10, July 2020. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Proposal to amendments to Programme Curriculum as per the regulatory requirements.

[Annexure - I]

HODs presented revised course structure to meet overall credits, eligibility criteria and course duration equivalent to that of Campus offerings and got it approved with suggestions from their respective BoS. Need to ratify in Academic Council Meeting to be held on 08, Oct 2020.

Placed before CIQA for information.

Item No. 03. Submission of Program Project Report with revised syllabus for approval.

[Annexure - II (a, b, c & d)]





Program Coordinators presented the draft Program Project Report (PPR) for the respective programs.

Placed before CIQA for approval.

Decision: Approved.

Item No. 04. Approval of E-Learning Content for Online Programs

[Annexure - III]

The E-learning content of semester 1, 2 & 3 for BBA and BCA programs and semester 1 & 2 for MBA and MCA programs were submitted for approval and to be sent to Academic Council for ratification on 08, Oct 2020.

Placed before CIQA for approval.

Decision: Approved.

Item No. 05. Approval of Learning Management System (LMS) to facilitate Online program delivery.

CIQA had evaluated Brightspace, CANVAS and EduNxt as per the assessment criteria mentioned in Annexure IX of UGC (ODL and Online Programmes) Regulations 2020 for Non-SWAYAM LMS. CIQA had approved use of Brightspace LMS for Online Programmes of Manipal University, Jaipur.

Placed before CIQA for approval.

Decision: Approved.

Item No. 06. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur



MANIPAL
UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act

THIRD MEETING
OF
CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)

Directorate of Online Education
Manipal University, Jaipur

Date: 20. Jan 2021

Time: 10:30 AM

Venue: Directorate of Online Education,
Academic Block – 1, Floor-II.





AGENDA

Third Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 10:30 am

Date: 20, Jan 2021

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 05, October 2020. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Submission of revised Program Project Report with additional specialization for approval.

[Annexure - I (a, b, c & d)]

Program Coordinators presented the Program Project Report (PPR) with proposed changes of including additional specialization of the courses offering in respective programs.

Placed before CIQA for approval.

Item No. 03. Submission of Program Project Report for new programmes for approval.

[Annexure - II (a, b, & c)]

Program Coordinators presented the Program Project Report (PPR) for the new programmes to be offered in Online mode aligned with campus as per the UGC (ODL and





MANIPAL
UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act

Online Programmes) Regulations 2020. The PPR submitted for the following Programmes which will be offered through Online Education are: B.Com, M.Com and MA (Journalism & Mass Communication).

Placed before CIQA for approval.

Item No. 04. Quality Initiatives taken by Directorate of Online Education to create and develop Learner Centric Environment.

[Annexure - III]

[Annexure - IV]

[Annexure - V]

As a part of regulatory requirement, Course Mentors have been assigned to each learner for assisting and engaging them into academic activities to improve their progress. The guidelines for selecting the mentor, eligibility criteria for Mentors, their role and responsibilities are given in detail. Activities performed by the Mentors in facilitating the learner in academic progress are also presented.

Placed before CIQA for approval.

Item No. 05. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur



AGENDA AND MINUTES

Third Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 10:30 am

Date: 20, Jan 2021

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA AND MINUTES

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 05, October 2020. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Submission of revised Program Project Report with additional specialization for approval.

[Annexure – I (a, b, c & d)]

Program Coordinators presented the Program Project Report (PPR) with proposed changes of including additional specialization of the courses offering in respective programs.

Placed before CIQA for approval.

Decision: Approved

Item No. 03. Submission of Program Project Report for new programmes for approval.

[Annexure – II (a, b, & c)]





MANIPAL
UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act

Program Coordinators presented the Program Project Report (PPR) for the new programmes to be offered in Online mode aligned with campus as per the UGC (ODL and Online Programmes) Regulations 2020. The PPR submitted for the following Programmes which will be offered through Online Education are: B.Com, M.Com and MA (Journalism & Mass Communication).

Placed before CIQA for approval.

Decision: Approved.

Item No. 04. Quality Initiatives taken by Directorate of Online Education to create and develop Learner Centric Environment.

[Annexure - III]

[Annexure - IV]

[Annexure - V]

As a part of regulatory requirement, Course Mentors have been assigned to each learner for assisting and engaging them into academic activities to improve their progress. The guidelines for selecting the mentor, eligibility criteria for Mentors, their role and responsibilities are given in detail. Activities performed by the Mentors in facilitating the learner in academic progress are also presented.

Placed before CIQA for approval.

Decision: Approved.

Item No. 05. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur

Course Mentor

Course Mentor (One per batch of 250 learners)

Qualifications:

Course Mentor shall have the relevant qualifications and experience as specified for Assistant Professor under the University Grants Commission (Minimum Qualifications for Appointment of Teachers and other Academic Staff in the Universities and Colleges and other Measures for the Maintenance of Standards in Higher Education) Regulations, 2018

Role and Responsibilities:

- ✓ Course Mentor shall assist the Programme / Course Coordinator in providing academic support to learners
- ✓ Course Mentor shall assist the Programme / Course Coordinator in managing virtual teacher-learner interaction groups.
- ✓ Course Mentor shall be the subject matter expert adept in handling technology.
- ✓ The Course Mentor shall need to participate actively in the Discussion Forum. Apart from discussion forum other interactive platforms like web conferencing may also be considered.
- ✓ Monitor learner progress weekly and help the learners stay on track to complete the course successfully and on time.
- ✓ Manage classroom/labs.
- ✓ Establish and communicate clear expectations and guidelines.
- ✓ Establish rapport with learners and encourage academic success.
- ✓ Meet with the learners as needed (virtually) and keep records of the meetings.
- ✓ Encourage and facilitate the learners to be self-directed, independent learners who are responsible for their coursework, but ensure resources are available to help them succeed.
- ✓ Create a learning environment that is welcoming, supportive, and flexible enough to meet individual student needs.
- ✓ Connect learners to Program/Course coordinator in the building with subject area knowledge when necessary.
- ✓ Report virtual learners for completing assignments on time and archive records for audit purposes.



Course Code	Course Name	Faculty Name
DCM1101	General English	Dr. Arpit Kothari
DCM1102	Economic Theory	Dr. Deepika Singh
DCM1103	Fundamentals of Accounting I	Dr. Muruganandam
DCM 1104	Business Organisation	Dr. Mredu Goyal
DCM 1105	Principles of Business Management	Dr. Yogita M
DCM1201	Computer Awareness and Internet	Dr. Pradeep Kumar
DCM1202	Marketing Management	Dr. Srinivasan
DCM1203	Fundamentals of Accounting II	Dr. Muruganndam
DCM1204	Business Law	Dr. Shwetha Mishra
DCM1205	Fundamentals of Entrepreneurship & Innovation	Dr. Mredu Goyal
DCM1206	Economic Environment in India	Dr. Iti Gaur
DCM2101	Business Communication	Dr. Keshav Nath
DCM2102	Financial Management	Dr. Muruganandam
DCM2103	Cost Accounting	Dr. Srinivasan
DCM2104	Business Statistics	Dr. Mehak Gulati
DCM2105	Financial Statement Interpretation	Dr. Deepika Singh



Course Code	Course Name	Faculty Name
DCM 6101	Management Concepts & Organisational Behaviour	Dr. Yogita M
DCM 6102	Managerial Economics	Dr. Muruganadam
DCM 6103	Financial Management	Dr. Vandna Misra
DCM 6104	Cost Analysis & Control	Dr. Muruganandanm
DCM 6105	Business and Economic Laws	Dr. Mredu Goyal
DCM 6106	Financial Accounting & Reporting	Dr. Asha M
DCM 6201	Research Methodology and Statistical Analysis	Dr. Rajesh Kumar Tailor
DCM 6202	Management Accounting	Dr. Asha M
DCM 6203	Marketing Management	Dr. Srinivas
DCM 6204	Business Environment	Dr. Iti Gaur
DCM 6205	Project Planning, Appraisal & Control	Dr. Iti Gaur
DCM 6206	Management of Financial Institutions, Market and Service	Dr. Deepika Sharma



Course Cod	Course Name	Faculty Name
DMJ6101	Basics of Language	Dr Vaishali Kapoor
DMJ6102	Social Structure & Current Affairs	Dr. Kanki
DMJ6103	Fundamentals of Photography	Dr Rayaz Hassan
DMJ6104	Communication Theories & Models	Dr Saurabh Das
DMJ6105	Concept of News & Reporting	Dr Subhash Kumar
DMJ6106	Development of Media	Dr. Vikas Singh
DMJ6107	Basics of Audio & Visual Communication	Dr. Rahul Babu K
DMJ6201	Media Language	Dr. Abhishika
DMJ6202	Political Structure & Current Affairs	Tanmay Kumar
DMJ6203	Digital Publishing	Dr Vijay Kumar
DMJ6204	Editing & Layout Designing	Dr. Aditya
DMJ6205	Public Relations	Dr Vaishali
DMJ6206	Broadcast Journalism	Dr. Rahul Babu K
DMJ6207	Media Laws and Ethics	Dr Aveesh Kumar
DMJ6208	Development Communication	Dr Lakhan Raghuvanshi





MANIPAL
UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act

FOURTH MEETING
OF
CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)

Directorate of Online Education
Manipal University, Jaipur

Date: 27, May 2021

Time: 10:00 AM

Venue: Directorate of Online Education,
Academic Block - 1, Floor-II.





AGENDA

Fourth Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 10:00 am

Date: 27, May 2021

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 20, January 2021. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Proposed to Submission of Feedback responses from students, employers and other stakeholders once a session.

Feedback received from the stakeholders during the mid-semester are presented with satisfaction index which was calculated on five-point scale where 5.0 is the maximum.

Placed before CIQA for approval.

Item No. 03. Proposed to Conduct Process Quality and Compliance Audit during the month of September 2021.





It was proposed to conduct Process Quality and Compliance Audit for the following Process Areas during the month of September 2021. The internal audit report will be submitted to CIQA for ratification.

1. Academic Department
2. Admissions Department
3. Examination Department
4. Learner Support Department

Placed before CIQA for approval.

Item No. 04. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur



AGENDA AND MINUTES

Fourth Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 10:00 am

Date: 27, May 2021

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA AND MINUTES

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 20, January 2021. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Proposed to Submission of Feedback responses from students, employers and other stakeholders once a session.

Feedback received from the stakeholders during the mid-semester are presented with satisfaction index which was calculated on five-point scale where 5.0 is the maximum.

Placed before CIQA for approval.

Decision: Approved.

Item No. 03. Proposed to Conduct Process Quality and Compliance Audit during the month of September 2021.





It was proposed to conduct Process Quality and Compliance Audit for the following Process Areas during the month of September 2021. The internal audit report will be submitted to CIQA for ratification.

1. Academic Department
2. Admissions Department
3. Examination Department
4. Learner Support Department

Placed before CIQA for approval.

Decision: Approved.

Item No. 04. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur

Sl. No.	Course Name	Code	Program	Sem	Name of the QP_Setter	Mail id	Mobile
1	Communication & Personality Development	DBB1101	BBA	1	Dr. Ravindra R Kaikini	ravindrar.kaikini@jaipur.manipal.edu	7019040504
2	Organizational Behaviour	DBB1102	BBA	1	Dr. Archana Poonia	archana.poonia@jaipur.manipal.edu	9781140022
3	Business Environment	DBB1103	BBA	1	Dr Shweta Gakhreja (DOE)	shweta.gakhreja@onlinemanipal.com	8854859000
4	Marketing Management	DBB1104	BBA	1	Mr Rahul Sharma (DOE)	rahul.sharma@jaipur.manipal.edu	8003001341
5	Computer Fundamentals	DBB1105	BBA	1	Dr. Devershi Pallavi Bhatt	devershipallavi.bhatt@jaipur.manipal.edu	9829321553
6	Management Process and Organizational Behavior	DMBA101	MBA	1	Dr. Archana Poonia	archana.poonia@jaipur.manipal.edu	9781140022
7	Business Communication	DMBA102	MBA	1	Dr. Ravindra R Kaikini	ravindrar.kaikini@jaipur.manipal.edu	7019040504
8	Statistics for Management	DMBA103	MBA	1	Dr. Mehak Gulati (DOE)	mehak.gulati@onlinemanipal.com	9928446676
9	Financial and Management Accounting	DMBA104	MBA	1	Mr Rahul Sharma (DOE)	rahul.sharma@jaipur.manipal.edu	8003001341
10	Managerial Economics	DMBA105	MBA	1	Dr. Mehak Gulati (DOE)	mehak.gulati@onlinemanipal.com	9928446676
11	Human Resource Management	DMBA106	MBA	1	Dr. Aanyaa Chaudhary	aanyaa.chaudhary@jaipur.manipal.edu	9610964570
12	Fundamentals of IT & Programming	DCA1101	BCA	1	Dr. Shilpa Sharma	shilpa.sharma@jaipur.manipal.edu	9977299939
13	Programming in C	DCA1102	BCA	1	Dr. Pratistha Mathur	pratistha.mathur@jaipur.manipal.edu	9829234740
14	Basic Mathematics	DCA1103	BCA	1	Dr. Garima Agarwal	garima.agarwal@jaipur.manipal.edu	9460915234
15	Understanding PC & Troubleshooting	DCA1104	BCA	1	Ms. Kuntal Gaur	kuntal.gaur@jaipur.manipal.edu	9950663399
16	Programming in C - Practical	DCA1130	BCA	1	Dr. Pratistha Mathur	pratistha.mathur@jaipur.manipal.edu	9829234740
17	Programming in C	DCA6102	MCA	1	Dr. Timothy Malche	timothy.malche@jaipur.manipal.edu	9826569765
18	Foundation of Mathematics	DCA6103	MCA	1	Dr. Garima Agarwal	garima.agarwal@jaipur.manipal.edu	9460915234
19	Advanced Database Management System	DCA6104	MCA	1	Dr. Pankaj Vyas	pankaj.vyas@jaipur.manipal.edu	9460036524
20	Computer Architecture	DCA6105	MCA	1	Dr. Santosh Vishwakarma	santoshk@jaipur.manipal.edu	9329487050
21	Programming in C – Practical	DCA6130	MCA	1	Dr. Timothy Malche	timothy.malche@jaipur.manipal.edu	9826569765
22	Advanced DBMS – Practical	DCA6131	MCA	1	Dr. Pankaj Vyas	pankaj.vyas@jaipur.manipal.edu	9460036524





MANIPAL
UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act

FIFTH MEETING
OF
CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)

Directorate of Online Education
Manipal University, Jaipur

Date: 10, September 2021

Time: 10:00 AM

Venue: Directorate of Online Education,
Academic Block - 1, Floor-II.





AGENDA

Fifth Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 10:00 am

Date: 10, Sep 2021

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 27, May 2021. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Review of Process and Compliance Audit report submitted

[Annexure - I]

Director - Online Education along with CIQA Members reviewed the Internal Audit report submitted to CIQA which was conducted on 06, September 2021. CIQA found they have been carried out satisfactorily.

Placed before CIQA for approval.

Item No. 03. Proposal to Constitution of Functional Committees at Directorate of Online Education.

[Annexure - II]

Proposal to constitution of functional committees at Directorate of Online Education to carry-out various activities periodically to ensure the Quality initiatives and improvements





related to both academic and non-academic processes. The following members were appointed to carryout the respective activities for the smooth functioning of the directorate.

Board/ Cell/ Committee	Scope & Responsibilities	Members
Student Grievance & Welfare	Provide required information and resolution to student grievances as per UGC Grievance Redressal Regulations 2018.	1. Director 2. Assistant Director 3. All PCs
Academic Counselling / Mentoring Committee	Announcing academic calendar, Learner counselling / Mentoring schedules Plans and activities, Learner Orientation Programmes, Learner Engagement Workshops, Development Programmes and Trainings etc & ensuring related activities for creating Learner Centric Environment	1. Director 2. Assistant Director 3. All PCs 4. One Senior Academician from each Program
Newsletter/Annual Report	Publish Newsletter, Publish Annual Report	1. Dr. Abhishika Sharma 2. Dr. Preeti Singh 3. Ms. Komal Vyas
Cultural Committee	Organize cultural events and activities, Celebration of Birthdays, Founder's day, Ethnic day etc.,	1. Dr. Abhishika Sharma 2. Dr. Preeti Singh 3. Dr. Shweta Gakhreja 4. Ms. Indhu Priyanka
Audit Cell	Carry out audits as per Directorate Calendar	1. Dr. Kasinathan S 2. Mr. Abhishek Pandey 3. Dr. Aditya Shukla 4. Dr. Deepika Tomar 5. Dr. Mehak Gulati 6. Dr. Mredu Goyal 7. Dr. Surbhi Mathur 8. Ms. Monika Lamba 9. Ms. Ayushi Khandelwal 10. Mr. Subarno Bhattacharya 11. Mr. Vivek Srivastava 12. Ms. Indu Priyanka
	Timely submission of audit reports	
	Ensuring closure of non-conformities	
Purchase Committee	Ensure purchase related compliances as per University policy	1. Assistant Director 2. Dr. Kasinathan S 3. Mr. Vivek Srivastava



Placed before CIQA for approval.

Item No. 04. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur



AGENDA AND MINUTES

Fifth Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 10:00 am

Date: 10, Sep 2021

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA AND MINUTES

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 27, May 2021. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Review of Process and Compliance Audit report submitted

[Annexure - I]

Director - Online Education along with CIQA Members reviewed the Internal Audit report submitted to CIQA which was conducted on 06, September 2021. CIQA found they have been carried out satisfactorily.

Placed before CIQA for approval.

Decision: Approved.

Item No. 03. Proposal to Constitution of Functional Committees at Directorate of Online Education.

[Annexure - II]





Proposal to constitution of functional committees at Directorate of Online Education to carry-out various activities periodically to ensure the Quality initiatives and improvements related to both academic and non-academic processes. The following members were appointed to carryout the respective activities for the smooth functioning of the directorate.

Board/ Cell/ Committee	Scope & Responsibilities	Members
Student Grievance & Welfare	Provide required information and resolution to student grievances as per UGC Grievance Redressal Regulations 2018.	1. Director 2. Assistant Director 3. All PCs
Academic Counselling / Mentoring Committee	Announcing academic calendar, Learner counselling / Mentoring schedules Plans and activities, Learner Orientation Programmes, Learner Engagement Workshops, Development Programmes and Trainings etc & ensuring related activities for creating Learner Centric Environment	1. Director 2. Assistant Director 3. All PCs 4. One Senior Academician from each Program
Newsletter/Annual Report	Publish Newsletter, Publish Annual Report	1. Dr. Abhishika Sharma 2. Dr. Preeti Singh 3. Ms. Komal Vyas
Cultural Committee	Organize cultural events and activities, Celebration of Birthdays, Founder's day, Ethnic day etc.,	1. Dr. Abhishika Sharma 2. Dr. Preeti Singh 3. Dr. Shweta Gakhreja 4. Ms. Indhu Priyanka
Audit Cell	Carry out audits as per Directorate Calendar	1. Dr. Kasinathan S 2. Mr. Abhishek Pandey
	Timely submission of audit reports	3. Dr. Aditya Shukla 4. Dr. Deepika Tomar 5. Dr. Mehak Gulati 6. Dr. Mredu Goyal 7. Dr. Surbhi Mathur
	Ensuring closure of non-conformities	8. Ms. Monika Lamba 9. Ms. Ayushi Khandelwal 10. Mr. Subarno Bhattacharya 11. Mr. Vivek Srivastava 12. Ms. Indu Priyanka



Purchase Committee	Ensure purchase related compliances as per University policy	1. Assistant Director 2. Dr. Kasinathan S 3. Mr. Vivek Srivastava
--------------------	--	---

Placed before CIQA for approval.

Decision: Approved.

Item No. 04. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur

Internal Audit Schedule - September 2021

Date of Audit: 06th September 2021

#	Audit area	Process Owner	Auditor/s	Date/Time	Scope of Audit
1	Admission	Asst. Registrar / Admission Head	Dr. Kasinathan S & Dr. Mehak Gulati	06, Sep 2021 9:30am to 11:00am	System documentation and related SOPs, if any PM – Admission (Pre-Admissions, Post-Admissions)
2	Examination	Asst. CoE	Dr. Kasinathan S & Dr. Surbhi Mathur	06, Sep 2021 11:30am to 1:00pm	PM – Examination (Pre-Examination, Post-Examination)
3	Academics	PCs & Team	Ms. Ayushi Khandelwal & Ms. Indu Priyanka	06, Sep 2021 2:00pm to 3:30pm	PM – Academic Content Development PM – Academic Content Delivery
4	Learner Support	Head-LS & Team	Ms. Monika Lamba & Mr. Abhishek Pandey	06, Sep 2021 4:00pm to 5:30pm	PM – Learner Support Services





MUJ_DOE		INTERNAL AUDIT 01 - REPORT			
Date	06, Sep 2021	Time	9:30am to 11:00am	Audit No.	01
Auditors Name	Dr. Kasinathan S Dr. Mehak Gulati		Area / Dept/ Section	Admission Department	
Signature					
Sl #	System Document References	Evidences			Remarks
1	PM – Admission	Admission department has two sections viz. Fresh Admissions and Re-registration/Re-sitting/Re-admission.			OK
	PM - Pre-admissions				
	PM - Post-admissions	Note: Re-registration/Re-sitting/Re-admission will be applicable from semester 2 onwards.			OK
		Application number 211121434 (Madhumitha G D applied for MBA) submitted on 01, Mar 2021 was verified as per Guidelines for document verification. Status- Approved on 02, Mar 2021 and the Roll No. Is 2114100015.			OK
		Admission Notification / Calendar--- for the year 2020-21 was evidenced.			OK
		List of admission approval, student list for each programme was evidenced. (Eg: Student List_ Set I Programs for Batch 1)			OK
	Eligibility criteria for each programme and required documents are verified by admission team before rejection of application. (Eg: Eligibility_criteria for admission in Online Degree)			OK	





MUJ_DOE		INTERNAL AUDIT 01 - REPORT			
Date	06, Sep 2021	Time	11:30am to 1:00pm	Audit No.	02
Auditors Name	Dr. Kasinathan S Dr. Surbhi Mathur		Area / Dept/ Section	Examination Department	
Signature					
Sl #	System Document References	Evidences			Remarks
1	PM – Examination	Examination department has two sections viz. Pre-Examination and Post-Examination.			OK
	PM - Pre-examinations				
	PM - Post-examinations	List of Courses and Course Codes under each Programmes are available for IA and Term End Examination Schedule.			OK
		Examination Notification / Calendar--- for the year Nov 2021 was evidenced.			OK
		List of eligible students for appearing for examination under each programmes were evidenced.			OK
		IA, TEE List of QP Setters and Moderators were evidenced. (Eg: List of QP Setters for BBA Programme)			OK
		List of subjects for which question papers are required for Oct 2021 exam was evidenced.			OK
	DBB1103 (Business Environment / BBA / Sem 1) used for Oct 2021 exam was set by Dr. Shweta Gakhreja and the same was moderated by Dr. Somya Choubey. QP setter and Moderator were approved by Programme Coordinator/HoD.			OK	





MUJ_DOE		INTERNAL AUDIT 01 - REPORT			
Date	06, Sep 2021	Time	9:30am to 11:00am	Audit No.	01
Auditors Name	Dr. Kasinathan S Dr. Mehak Gulati	Area / Dept/ Section	Admission Department		
Signature					
Sl #	System Document References	Evidences		Remarks	





1	PM – Admission PM - Pre- admissions PM - Post- admissions	Admission department has two sections viz. Fresh Admissions and Re-registration/Re-sitting/Re-admission. Note: Re-registration/Re-sitting/Re-admission will be applicable from semester 2 onwards. Application number 211121434 (Madhumitha G D applied for MBA) submitted on 01, Mar 2021 was verified as per Guidelines for document verification. Status- Approved on 02, Mar 2021 and the Roll No. Is 2114100015. Admission Notification / Calendar--- for the year 2020-21 was evidenced. List of admission approval, student list for each programme was evidenced. (Eg: Student List_ Set I Programs for Batch 1)	OK OK OK OK OK
---	--	--	--



		<p>Eligibility criteria for each programme and required documents are verified by admission team before rejection of application.</p> <p>(Eg: Eligibility_criteria for admission in Online Degree)</p>	
--	--	--	--

MUJ_DOE	INTERNAL AUDIT 01 - REPORT				
Date	06, Sep 2021	Time	11:30am to 1:00pm	Audit No.	02
Auditors Name	Dr. Kasinathan S	Area / Dept/ Section	Examination Department		





	Dr. Surbhi Mathur		
Signature			
Sl #	System Document References	Evidences	Remarks
1	PM – Examination PM - Pre-examinations PM - Post-examinations	Examination department has two sections viz. Pre-Examination and Post-Examination. List of Courses and Course Codes under each Programmes are available for IA and Term End Examination Schedule. Examination Notification / Calendar--- for the year Nov 2021 was evidenced. List of eligible students for appearing for examination under each programmes were evidenced. IA, TEE List of QP Setters and Moderators were evidenced. (Eg: List of QP Setters for BBA Programme)	OK OK OK OK OK



		<p>List of subjects for which question papers are required for Oct 2021 exam was evidenced.</p> <p>DBB1103 (Business Environment / BBA / Sem 1) used for Oct 2021 exam was set by Dr. Shweta Gakhreja and the same was moderated by Dr. Somya Choubey. QP setter and Moderator were approved by Programme Coordinator/HoD.</p>	OK
--	--	--	----

MUJ_DOE	INTERNAL AUDIT 01 - REPORT				
Date	06, Sep 2021	Time	2:00pm to 3:30pm	Audit No.	03
Auditors Name	Ms. Ayushi Khandelwal		Area / Dept/ Section	Academic Department	





	Ms. Indu Priyanka		
Signature			
Sl #	System Document References	Evidences	Remarks
1	PM – Academic Content Development	Academic department has four sections/programmes viz. BBA, MBA, BCA and MCA.	OK
	PM – Academic Content Delivery	For each programme, two major documents and guidelines are available viz. Academic Content Development and Academic Content Delivery.	OK
		Programme-wise Subject Matter Experts (SMEs) were evidenced.	OK
		Couse-wise E-Resources are available on LMS. (Eg: Resources available on Four-Quadrant viz. E-Tutorials, E-Content, Discussion Boards and Self-Assessment. Academic Calendar--- for the year 2020-21 was evidenced.	OK



--	--	--	--

MUJ_DOE	INTERNAL AUDIT 01 - REPORT				
Date	06, Sep 2021	Time	4:00pm to 5:30pm	Audit No.	04
Auditors Name	Ms. Monika Lamba	Area / Dept/ Section	Learner Support Department		



	Mr. Abhishek Pandey		
Signature			
SI #	System Document References	Evidences	Remarks
1	PM – Learner Support Services	<p>Learner Support department is helping the learner to resolve their both academic and non-academic queries through online portal (Salesforce).</p> <p>Ticket number 0006859 (Ajay Rai belongs to MBA) raised on 25, Jun 2021 was resolved on 26, Jun 2021 with the following solution given:</p> <p>Issue: How to locate Assignment and how to complete the same within due date.</p> <p>Solution: Internal Assignments are made available on LMS, Navigation has been shared with the learner to get the IA Question and guidelines.</p> <p>Academic notifications, all circulars and notices issued by the University</p>	<p>OK</p> <p>OK</p> <p>OK</p> <p>OK</p>



		for the year 2020-21 was evidenced. List of student for each programme was evidenced. (Eg: Learner details of MCA Programme)	
--	--	--	--

MUJ_DOE		INTERNAL AUDIT 01 - REPORT			
Date	06, Sep 2021	Time	2:00pm to 3:30pm	Audit No.	03
Auditors Name	Ms. Ayushi Khandelwal Ms. Indu Priyanka	Area / Dept/ Section	Academic Department		
Signature					
SI #	System Document References	Evidences	Remarks		





1	PM – Academic Content Development	Academic department has four sections/programmes viz. BBA, MBA, BCA and MCA.	OK
	PM – Academic Content Delivery	For each programme, two major documents and guidelines are available viz. Academic Content Development and Academic Content Delivery.	OK
		Programme-wise Subject Matter Experts (SMEs) were evidenced.	OK
		Couse-wise E-Resources are available on LMS. (Eg: Resources available on Four-Quadrant viz. E-Tutorials, E-Content, Discussion Boards and Self-Assessment.	OK
		Academic Calendar--- for the year 2020-21 was evidenced.	OK

MUJ_DOE	INTERNAL AUDIT 01 - REPORT				
Date	06, Sep 2021	Time	4:00pm to 5:30pm	Audit No.	04
Auditors Name	Ms. Monika Lamba Mr. Abhishek Pandey		Area / Dept/ Section	Learner Support Department	
Signature					





Sl #	System Document References	Evidences	Remarks
1	PM – Learner Support Services	<p>Learner Support department is helping the learner to resolve their both academic and non-academic queries through online portal (Salesforce).</p> <p>Ticket number 0006859 (Ajay Rai belongs to MBA) raised on 25, Jun 2021 was resolved on 26, Jun 2021 with the following solution given: Issue: How to locate Assignment and how to complete the same within due date. Solution: Internal Assignments are made available on LMS, Navigation has been shared with the learner to get the IA Question and guidelines.</p> <p>Academic notifications, all circulars and notices issued by the University for the year 2020-21 was evidenced.</p> <p>List of student for each programme was evidenced. (Eg: Learner details of MCA Programme)</p>	<p>OK</p> <p>OK</p> <p>OK</p> <p>OK</p>





**SIXTH MEETING
OF
CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)**

Directorate of Online Education
Manipal University, Jaipur

Date: 16, December 2021

Time: 10:30 AM

Venue: Directorate of Online Education,
Academic Block – 1, Floor-II.





AGENDA

Sixth Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 10:30 am

Date: 16, Dec 2021

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 10, Sep 2021. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Proposed to Conduct Process Quality and Compliance Audit during the month of March 2021.

It was proposed to conduct Process Quality and Compliance Audit for the core Process Areas with the following scope during the month of March 2021. The internal audit report will be submitted to CIQA for ratification.

- ✓ Existing Process (Audit Report) as applicable (twice a year)
- ✓ Quality Initiatives
- ✓ Any proposed changes (as required by Regulatory/Academic/Quality Compliance)

Placed before CIQA for approval.

Item No. 03. Proposal to submit annual report for the academic year 2021-22 during the month of March 2021.





It was proposed to prepare and submit the Annual Report for the Academic Year 2021-22 during the month of March 2021. This report shall cover the scope of all core functional areas and Quality Initiatives, Best Practices and Proposed Future Initiations with timeline.

Placed before CIQA for approval.

Item No. 04. Any other agenda with the permission of the Chair.

Coordinator-CIQA



Director-DOE

Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur



AGENDA AND MINUTES

Sixth Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 10:30 am

Date: 16, Dec 2021

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA AND MINUTES

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 10, Sep 2021. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Proposed to Conduct Process Quality and Compliance Audit during the month of March 2021.

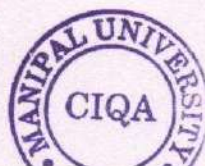
It was proposed to conduct Process Quality and Compliance Audit for the core Process Areas with the following scope during the month of March 2021. The internal audit report will be submitted to CIQA for ratification.

- ✓ Existing Process (Audit Report) as applicable (twice a year)
- ✓ Quality Initiatives
- ✓ Any proposed changes (as required by Regulatory/Academic/Quality Compliance)

Placed before CIQA for approval.

Decision: Approved.

Item No. 03. Proposal to submit annual report for the academic year 2021-22 during the month of March 2021.





It was proposed to prepare and submit the Annual Report for the Academic Year 2021-22 during the month of March 2021. This report shall cover the scope of all core functional areas and Quality Initiatives, Best Practices and Proposed Future Initiations with timeline.

Placed before CIQA for approval.

Decision: Approved.

Item No. 04. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur



MANIPAL
UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act

SEVENTH MEETING
OF
CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)

Directorate of Online Education
Manipal University, Jaipur

Date: 30, March 2022

Time: 11:00 AM

Venue: Directorate of Online Education,
Academic Block – 1, Floor-II.





AGENDA

Seventh Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 11:00 am

Date: 30, Mar 2021

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 16, Dec 2021. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Review of Process and Compliance Audit report submitted

[Annexure - I]

Director - Online Education along with CIQA Members reviewed the Internal Audit report submitted to CIQA which was conducted on 29, March 2021. CIQA found they have been carried out satisfactorily.

Placed before CIQA for approval.

Item No. 03. Submission of annual report for the academic year 2021-22 during the month of March 2021.

Submitted the Annual Report for the Academic Year 2021-22 during the month of March 2021. This report was covered the scope of all core functional areas and Quality Initiatives, Best Practices and Proposed Future Initiations with timeline.





[Annexure - II]

Placed before CIQA for ratification.

Item No. 04. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur



AGENDA AND MINUTES

Seventh Meeting of Centre for Internal Quality Assurance (CIQA)

Directorate of Online Education, Manipal University, Jaipur

Time: 11:00 am

Date: 30, Mar 2021

Venue: Directorate of Online Education, Floor – II

Academic Block-1, MUJ.

Welcome note by Director, DOE - Prof. Dr. G. Mallikarjuna

PART I

AGENDA AND MINUTES

Item No. 01. Review of Previous Minutes and necessary corrective action.

Director - Online Education along with CIQA Members reviewed Actionable discussed on 16, Dec 2021. CIQA met and found they have been carried out satisfactorily.

Item No. 02. Review of Process and Compliance Audit report submitted

[Annexure - I]

Director - Online Education along with CIQA Members reviewed the Internal Audit report submitted to CIQA which was conducted on 29, March 2021. CIQA found they have been carried out satisfactorily.

Placed before CIQA for approval.

Decision: Approved.

Item No. 03. Submission of annual report for the academic year 2021-22 during the month of March 2021.





Submitted the Annual Report for the Academic Year 2021-22 during the month of March 2021. This report was covered the scope of all core functional areas and Quality Initiatives, Best Practices and Proposed Future Initiations with timeline.

[Annexure - II]

Placed before CIQA for ratification.

Decision: Ratified.

Item No. 04. Any other agenda with the permission of the Chair.

Coordinator-CIQA

Director-DOE



Dr. Gadapa Mallikarjuna
Director
Directorate of Online Education
Manipal University Jaipur

Internal Audit Schedule – March 2022

Date of Audit: 29th March 2022

#	Audit area	Process Owner	Auditor/s	Date/Time	Scope of Audit
1	Academics	Programme Coordinators	Mr. Subarno Bhattacharya & Mr. Vivek Srivastava	29, Mar 2022 9:30am to 11:00am	System documentation and related SOPs, if any PM – Academic Content Development PM – Academic Content Delivery
2	Admission	Asst. Registrar / Admission Head	Dr. Deepika Tomar & Dr. Aditya Shukla	29, Mar 2022 11:30am to 1:00pm	PM – Admission (Pre-Admissions, Post-Admissions)
3	Learner Support	Head-LS	Dr. Mehak Gulati & Dr. Kasinathan S	29, Mar 2022 2:00pm to 3:30pm	PM – Learner Support Services
4	Examination	Asst. CoE	Dr. Miredu Goel & Dr. Surbhi Mathur	29, Mar 2022 4:00pm to 5:30pm	PM – Examination (Pre-Examination, Post-Examination)





MUJ_DOE		INTERNAL AUDIT 02 - REPORT			
Date	29, Mar 2022	Time	11:30am to 1:00pm	Audit No.	02
Auditors Name	Dr. Deepika Tomar Dr. Aditya Shukla		Area / Dept/ Section	Admission Department	
Signature					
SI #	System Document References	Evidences			Remarks
1	PM – Admission	Admission department has two sections viz. Fresh Admissions and Re-registration/Re-sitting/Re-admission.			OK
	PM - Pre-admissions				
	PM - Post-admissions	Note: Re-admission details are not applicable.			OK
		Application number 2122122849 (Aman Jaiswal applied for BCA) submitted on 13, Feb 2021 was verified as per Guidelines for document verification. Status- Approved on 15, Feb 2021 and the Roll No. is 2214100006.			OK
		Application number 2223130981 (Asif Khan applied for MCA) submitted was verified as per Guidelines for document verification. Status- Rejected with following reason: No Maths in 12 th and also secured 42.14%. which does not meet the eligibility criteria.			OK
		Work instruction for application processing in the form navigation video would help in for the team.			OFI

MUJ_DOE		INTERNAL AUDIT 02 - REPORT			
Date	29, Mar 2022	Time	2:00pm to 3:30pm	Audit No.	03





Auditors Name	Dr. Mehak Gulati Dr. Kasinathan S	Area / Dept/ Section	Learner Support Department
Signature			
Sl #	System Document References	Evidences	Remarks
1	PM – Learner Support Services	<p>Learner Support department is helping the learner to resolve their both academic and non-academic queries through online portal (Salesforce).</p> <p>Ticket number 00039182 (Hanumanthavarjula Subramanya Anil belongs to BCA) raised on 19, Feb 2021 was resolved on 19, Feb 2021 with the following solution given:</p> <p>Issue: Not able to open C-Programming Virtual Lab</p> <p>Solution: Virtual Lab path has been shared with the learner to access.</p> <p>Ticket number 00032785 (Dolly belongs to BCOM) raised on 22, Jan 2022 was resolved on 23, Jan 2022 with the following solution given:</p> <p>Issue: Not able to locate the notifications of Live Sessions</p> <p>Solution: Links are made available under Announcement on LMS (Navigation path is shared with the learners)</p>	<p>OK</p> <p>OK</p> <p>OK</p> <p>OK</p>





Date	29, Mar 2022	Time	4:00pm to 5:30pm	Audit No.	04
Auditors Name	Dr. Mredu Goyal Dr. Surbhi Mathur		Area / Dept/ Section	Examination Department	
Signature					
Sl #	System Document References	Evidences			Remarks
1	PM – Examination	Examination department has two sections viz. Pre-Examination and Post-Examination.			OK
	PM - Pre-examinations	IA and Term End Examination Schedule was evidenced.			OK
	PM - Post-examinations	List of courses for the Examination Notification / Calendar to be prepared -- for the year Apr 2022 was evidenced.			OK
		IA, TEE List of QP Setters and Moderators were evidenced. (Eg: List of QP Setters for BBA Programme)			OK
		DMBA203 (Marketing Management / MBA / Sem 2) was prepared by Dr. Arti Bansal and the same was moderated by Dr. Surbhi Mathur. QP setter and Moderator were approved by Programme Coordinator/HoD. List of subjects for which question papers are required for Apr 2022 exam was evidenced.			OK





		(Eg: Link repository for MA-JMC – Sem 1 for the Jul-Aug Session 2021).	
--	--	--	--

