HEI ID: HEI-U-0749   Name of HEI: Manipal University Jaipur   Type of HEI: Private

Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER

ONLINE MODE

<2020-21>

Contents

Part – I: General Information

1.1   **Date of notification of the Centre (attach a copy of the notification): 30, Jul 2020**

> *Upload PDF*

1.2   **Details of Director, CIQA**

- Name: Dr. Amit Soni
- Qualification: M.Tech PhD
- Appointment Letter and Joining Report: Upload (PDF)

1.3   **Details of CIQA Committee:**

a.   **Composition as per Regulations**

S. No.	Designation	Nomination as	Name and Qualification	Specializa tion	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Dr. Gopalakrishna Prabhu		09, Oct 2020
b.	Three Senior teachers of HEI	Member 1	Dr. Niti Nupun Sharma		09, Oct 2020
		Member 2	Dr. H. Ravi Shankar Kamath		09, Oct 2020
		Member 3	Dr. Jagannath Karody		09, Oct 2020
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Dr. Sudhendar Hanumantha Rao		09, Oct 2020
		Member 5	Dr. Sankersan Sarkar		09, Oct 2020
		Member 6	Dr. Devershi Pallavi Bhatt		09, Oct 2020
d.	Two External Experts of ODL and/or Online Education	Member 7	Dr. Rishi Rausaria		09, Oct 2020
		Member 8	Mr. Ambrish Sinha		09, Oct 2020
e.	Officials from departments of HEI	Member 9 Administratio n	Mr. Sridhar MS		

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
	• Administration				09, Oct 2020
	• Finance	Member 10 Finance	Mr. Pradeep Chaturvedi		09, Oct 2020
f.	Director, CIQA	Member Secretary	Dr. Amit Soni		09, Oct 2020
		Addl. Member Secretary	Dr. G. Mallikarjuna		09, Oct 2020

b.   Whether members mentioned at 'b' to 'e' changed every 2 years? (Y/N) NA

If No, reason thereof

1.4   Number of meetings held and its approval:

a.   No. of meetings held every year: 03

b.   Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	10, Oct 2020	02	upload	upload
Meeting 2	18, Dec 2020	02	upload	upload
Meeting 3	21, Mar 2021	02	upload	upload

1.5   Number of programmes started at Certificate level   as per Regulation 24 of UGC (ODL Programmes and Online Programmes) Regulations, 2020:

From <M*onth, Year*> academic session: **NA**

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.	-	NA	-	-	-						
N.	-	NA									

Note: Mention details separately for <M*onth, Year*>academic session, as applicable, as above.

1.6 **Number of programmes started at Diploma level as per Regulation 24 of UGC(ODL Programmes and Online Programmes) Regulations, 2020:**

From <M*onth, Year*> academic session: **NA**

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/ Regulatory authority(if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.		NA									
N.		NA									

Note: **Mention details separately for <M*onth, Year*>academic session, as applicable, as above.**

1.7 **Number of programmes started at Post Graduate Diploma level as per Commission Order:**

From <Month*, Year*>academic session: **NA**
==TO BE EXTRACTED FROM WEBPORTAL==

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans- gender)			
							M	F	TG	Total
1.	-NA-									
2.	-NA-									

Note: Mention details separately for <M*onth, Year*>academic session, as applicable, as above.

1.8 **Number of programmes started at Undergraduate Degree Programmes as per Commission Order:**

From < Feb. - March, 2021 >academic session: **02**
==TO BE EXTRACTED FROM WEBPORTAL==

Sr. No.	Under Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans- gender)			
							M	F	TG	Total
1.	BACHELOR OF BUSINESS ADMINISTRATION	3	148	1. 10+2 from a recognised board, or an equivalent qualificatio	16,500 per semester which includes an examination fee of 5,000	Manipal UniversityF.No. 20-23/2020(DEB-III) dated 12, Dec 2020	547	177	-	724

				n as recognised by the Association of Indian Universities or other competent bodies, in any discipline 2. 50% marks in aggregate (45% for reserved categories)						
2	BACHELOR OF COMPUTER APPLICATIONS	3	126	1. 10+2 from a recognised board, or an equivalent qualification as recognised by the Association of Indian Universities or other competent bodies, in any discipline 2.At least 50% marks in aggregate (45% for reserved categories)	16,500 per semester which includes an examination fee of 5,000	Manipal UniversityF.No . 20- 23/2020(DE B-III) dated 12, Dec 2020	483	104	-	587

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

1.9   Number of programmes started at Post-graduate Degree Programmes as per Commission Order:
From < Feb. - March ,2021 >academic session: **02**
<mark>TO BE EXTRACTED FROM WEBPORTAL</mark>

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	Master of Business Administration	02	102	1 Candidates must have a 3 years - bachelor's degree from a recognized university/institution, or an equivalent qualification as recognized 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). 2.Candidates must have a valid score from any aptitude test (CAT/MAT/CMAT/XAT/GMAT). 3.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.	30,000 per semester which includes an examination fee of 5,000	Approval letter dated: 27, Jan 2021	1071	525	-	1596
2.	Master of Computer Application	02	93	Candidates must have a 3 years bachelor's degree from a recognized university/institution, or an equivalent qualification as recognized by the Association of Indian Universities (AIU) 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	30,000 per semester which includes an examination fee of 5,000	Approval letter dated: 27, Jan 2021	341	115	-	456

			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.						

Note: Mention details separately for <M*onth, Year*>academic session, as applicable, as above.

Part – II: Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning

2.1   Action taken on the functions of CIQA:-

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	**Quality Initiative in Student Engagement:** Students are provided support throughout their academic journey through Student portal, LMS, Course Mentors, dedicated Student helpdesk, 1. The students can login to Student portal through the University email id to access course wise Learning resources, view semester wise results, View Academic calendar, important Announcements and Updates. With the provision of single sign-on enabled for student portal, the students can use Learning Management system and e-Library to access e books and journals. The students can update their profile, access documents as well as Grade Mark Sheets. The students can avail the benefits of the courses available on Coursera as well as SWAYAM where	

courses curated by faculty are mapped to respective programmes and semesters. The students can pay their fees online and avail fee receipts for their records. In case of any issue, the students can raise queries which are addressed by Mentors / Support team within defined SLAs. The access to portal is enabled until the learners complete their Program. The learning resources, i.e., e-content and e-tutorial pertaining to current semester and all previous semesters are made available to the learners throughout the program .

2. Students are provided access to course material, discussion forum and feedback to faculty Students are supported with various modes of interaction with subject teachers and other learners which includes One-to-One (Mail and phone), One-to-Few (MS Teams, Zoom), One-to-Many (Discussion Forum, Live sessions, SMS and WhatsApp)

3. The content resources and interaction options are made available over a Mobile app too

developed for the purpose, which provides access to e-Content, e-Tutorial, Participation in Discussion Forum and accessing Quizzes.

4. A dedicated Course Mentor is assigned for every student (1:250) to guide and support the students in their academic journey.

5. A dedicated student helpdesk (+91-7996-660-444 and helpdesk@mujonline.edu.in) is available for all the students every day from 9:00 am to 7:00 pm. from Monday to Saturday and 9:00 am to 2:00 pm on Sunday. Every email and phone call received by the student help desk is assigned with a ticket ID and is tracked and monitored for resolution. An escalation matrix is in place to ensure the closure of email queries within the SLAs. On an average, 1500+ emails per month are received from students and 95% of them are resolved within 48 hours. On an average, 2000+calls per month are received on student

		help desk with more than 90% connect ratio. Call-back are arranged for missed every day<mark>.</mark> 6. Live sessions are held every week as per schedule. 7. Live Session and DB schedules are shared with students well in advance. 8. Discussion Forum sessions are provide for doubt clarification, peer-to-peer interaction and teacher-learner interaction. 9. Exam preparatory sessions are also conducted to familiarize learners with the Exam platform, as well as the Question paper pattern. 10. Feedback is collected from students twice a semester-once during mid semester and once during the end of each semester action. Actions are implemented based upon feedback obtained from learners.	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Continuous quality improvement exercises are undertaken, through brainstorming exercises conducted among faculty members and staff of DOE.—To keep learners engaged introduced quizzes & Polls during live webinar sessions, which is a regular practice now. The Admission approval process is rigorous with adherence to eligibility criteria. Assessments are designed to test all levels of Blooms Taxonomy. The QPs are reviewed against these criteria, before administering the same to learners.	

		A dedicated team of Course mentors monitor academic progress by extracting data from LMS, and offer personalized counselling to learners.	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	To provide additional benefits of online education by providing faculty-led interactive video sessions both in synchronous and asynchronous mode. Mobile compatible digital learning material and discussion forums have been enabled for learners to interact with peers and teachers. Online program helps the learners to understand the concepts and to get more inputs related to their courses through both instructor-led sessions and recorded lectures. For this, there is a well-furnished studio where the lectures are recorded by the faculty members on regular basis.	
4.	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	Academic delivery pattern follows a 4-quadrant approach replicating a regular learning environment with faculty recorded videos, reading material, self assessment quizzes, live sessions and discussion forum for doubts clearance by faculties and also providing opportunity for peer learning. Assessment is carried out using both continuous and summative Assessment	

		Continuous Assessment is for 30 marks and the Summative assessment is for 70 marks. Continuous Assessment contains Long Answer Type Questions. Summative assessment has Multiple-Choice Questions (MCQs), Short Answer Questions (SQs) & Long Answer Questions (LQs) and are designed to test all the envisaged learning outcomes. Students of Computer applications are provided access to web based virtual programming environment for programming courses.	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Student feedback is collected at the end of each of the Live Class session. Feedback is also obtained on the quality of support provided to students for both academic and non-academic related queries. There is an option for learners to re-open a query, in the event that they are not satisfied with the resolution provided. In addition to the Live Class Session feedback, two surveys are administered to get the student feedback both at Mid-Semester and at End-Semester.	

6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	DOE had made recommendations to the HEI authorities on the following: 1. Mobile App to promote anytime, anywhere learning and to receive latest University notifications. 2. Extending the free access of Coursera and E- library to Online students 3. Periodic internal audit of various processes and external audits as per UGC guidelines	
7.	Implementation of its recommendations through periodic reviews	DOE's requests to the HEI authorities have been well received, and provision for implementation of the same have been made, which have resulted in development of mobile learning app, providing access to Coursera, access to e-library & Internal	

		Audit etc.	
8.	Workshops/ seminars/ symposium organized on quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	Gokuldas K- General Manager, Swiggy, Rakshit Suri- Product Manager, Microsoft, Ex-Amazon, Anju Pawar Jumde- Group Talent Management & Leadership Development, Aditya Birla Group, and many more from different expertise and walks of life who have addressed the students & faculties virtually. The University sponsors faculty members desiring to attend workshops and FDPs organized by other organizations. SLM development workshop was conducted for faculty members during Dec 2020	
9.	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	**Best Practices followed at the Directorate of Online Education** 1. Admission and enrolment process of learners is	

		completely online	
		2. Three-stage verification is followed by university for granting admissions	
		3. University email ID provided to all admitted students.	
		4. Single sign-on is enabled for student portal and Learning portal and E-Library system.	
		5. Free access to Coursera provided to student for the entire programme duration	
		6. Academic Orientation Session by the concerned programme coordinator about the curriculum and academic delivery Student Orientation programme with university leadership and industry experts	

		welcoming students to Manipal University Jaipur 7. Academic delivery supported by Guest lectures and Experts sessions for Management 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. Webinars, session talks conducted by Industry Experts	

10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Data is regularly collected and compared for checking the graph of progress of learners. Student Satisfaction Survey is report used for the same. Student mentors undertake mentoring based on these reports, making the support customized to each learner.	
11.	Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme	Programme Project Report (PPR) for every programme is prepared by the concerned Faculty in accordance with the guidelines provided by UGC regulations and CIQA ensures compliance for the same.	

12.	Mechanism to ensure the proper implementation of Programme Project Reports	The PPR is considered by all as their source material for anything related to their respective process of the programs like admission, syllabus, credits, eligibility criteria, assessment and exam duration etc. The PPR of all the programs is uploaded on the website for access to all the stake holders.	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The practice of consolidating an Annual Report has been ongoing since the inception of DOE and is being made every year highlighting the major achievements, feedback reports, various activities carried out, student admissions & examinations etc and submitted to University Board of Management.	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	The syllabus was designed during 2020 in alignment with current market requirements. Restructuring will be taken up as per changes in job market.	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in	DOE provides a conducive environment for the learners to attain as much practical knowledge, experience and exposure. Various ways through which this is done are:	

	the entire system.	The LMS is so designed to facilitate the learners to learn at their own pace, own time and own place. The resources provided cater to different learning styles to the learners like – audio, visual, reading and kinesthetic approaches. Course mentors provides the guidance to the learners towards their academic journey. Learners are made aware about latest tools and technology advancements through guest lectures by industry experts.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	Not Applicable	
17.	Measures adopted to ensure internalization and Institutionalization of quality enhancement practices through periodic accreditation and audit	Every process is peer-reviewed and Internal audit is in place to ensure the same.	

| 18. | Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines | University adheres to the guidelines which are published/released by the Commission from time to time. DOE organizes various training/status update sessions for the internal stakeholders to understand the requirements and ensure that the various quality related initiatives in all major functional areas are implemented. | |

19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	We compare our process with institutions like IGNOU and implement some of the best practices followed by them. Eg: Self Help Videos	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	CIQA year report is prepared and submitted to UGC.	
21.	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	CIQA Report	
	(b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	Annual report to be included	
22.	Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes	All the reports and minutes of CIQA are placed with Academic Council & Board of Management.	
23.	Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes	E-Content is developed using guidelines of SLM development keeping in mind the online learners'	

		requirements and by taking into account Bloom's Taxanomy. Instructional Design requirements are applied in every stage of Content Development. We have also ensured to maintain the optimum duration of videos provided under e-tutorial keeping in mind the attention span of learners in general. Live sessions are held for each course in every program. The sessions includes live interactions between learner and teacher, assessments in the form of Quizzes and peer-to-peer interactions. The live sessions are also recorded and uploaded on the LMS for future and continued access to the learners. Apart from the live interaction with the	

		learners, a Discussion Board is also introduced wherein the learners can ask queries and discuss their doubts with the faculty.	

24.	Promoted automation of learner support services of the Higher Educational Institution	A dedicated student helpdesk (phone and email) is available for all the students every day from 9:00 am to 7:00 pm. from Monday to Saturday and 9:00 am to 2:00 pm on Sunday. Every email and phone call received at help desk is assigned a recorded, a ticket is created for emails. An escalation matrix is in place to track and monitor the closure of the received student queries within the SLAs. On an average 1500+ emails per month are received from students and 95% of them are resolved within 48 hours. On an average 2000 calls per month are received on student help desk with more than 90% connect ratio. Call-back is initiated for all calls missed at the University helpdesk line.	
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	External subject matter experts and industry experts are the part of Board of Studies which proposes Program Curriculum, Syllabus and evaluations and provides the inputs for validation of in-house processes, as mentioned in the guidelines	

26.	Coordinated with third party auditing bodies for quality audit of programme(s)	Third party audit will be carried out as mentioned in the guidelines within 5 years	
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	Not Applicable	
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	Faculty members undergo the training sessions and FDPs conducted by other Universities, AICTE, IGNOU and Ed-Tech Companies. Learnings from these sessions are implemented for the enhancement of academic delivery.	
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	Learners are exposed to expert lectures pertaining to specific industries. These lectures make the learners aware of industry dynamics preparing them for their future endeavours. Experts are invited from distinct fields to grant maximum exposure to the learners like Microsoft, Swiggy, Aditya Birla Group, etc.	

2.2   Compliance of Quality Monitoring Mechanism – As per Annexure–I (Part V (2)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document

| 1. | Governance, Leadership and Management:

a. Organisation Structure and Governance

b. Management

c. Strategic Planning

d. Operational Plan, Goals and Policies | a. Organisation Structure and Governance Management : The HEI is committed to adhering to staff and faculty requirements, and has appointed required numbers of both, exclusively for DOE.
c. Strategic Planning A plan is drawn out ahead of commencement of Financial year, calendars are prepared, and DOE activities (Admissions, Academic content development, new program launch, academic program delivery, Examinations, Help Desk) are executed as per plan.
d. Operational Plan, Goals and Policies Annual Operating | |

		plan is developed each year, that comprises all DOE processes, and budget allocation for each of the activities, including new investments on faculty recruitment, physical and technological infrastructure. The plan is reviewed during mid-year to ensure that processes and budget are on track.	
2.	Articulation of Higher Educational Institution Objectives	Objective: To offer Online Degree programmes for conventional learners, as well as working professionals and other individuals who aspire to acquire knowledge and associated academic credentials Vision Global Leadership in Higher Education and Human Development Mission • Be the most preferred University for innovative and interdisciplinary learning • Be the most preferred Online Degree Education provider.	

		• Transform young minds into competent professionals with good human values Mission: Provide affordable quality education to masses.	
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	a. There are three levels of approvals of Program design and curriculum development at every Faculty namely Board of Studies, Faculty Board and Academic Council. All these committees have experts from within the University as well as external experts, including industry experts. b. The programs approved by the above committees are taken up further for implementation. c. Academic flexibility has been considered while designing these programs to provide for learner mobility and portability. d. Content is also developed by experts in the field as per the Four Quadrant approach. The content developed is	

		subjected to review and approval, post which it is uploaded on the LMS. Care has been taken to provide resources to our learners in various formats- text, audio and video formats, so that we cater to all learner types. e. All principles of Instructional design are incorporated in preparation of learning resources, which are constantly improved through identification and of implementation of latest developments in e-learning (Our faculty members are encouraged to attend workshops regularly in this domain.), and through student feedback.	
4.	Programme Monitoring and Review	Receiving Feedback has been a regular process. Necessary course modifications are carried out based on feedback received from different stakeholders.	
5.	Infrastructure Resources	DOE is having the required physical infrastructure as prescribed by UGC (15000 SqFt). Incuding studio for creation of E-video content.	

6.	Learning Environment and Learner Support	DOE provides a conducive and convenient environment for the learners. All the learning activities such as live sessions, discussion forums and access to content has been designed keeping the student at the centre. To supplement learning to e-library and Coursera programs are provided on the LMS. Student support services are provided with dedicated course mentors and student helpdesk.	
7.	Assessment and Evaluation	There are both continuous (Formative assessments) by way of Internal assessment, and summative assessments (Term -end examination) conducted. The assessment processes ensure measurement of all learning outcomes through varied assessment tools including multiple choice questions, descriptive questions, project reports and presentations.	
8.	Teaching Quality and Staff Development	For capacity building, the faculty members are encouraged to attend various workshops, seminars, STPs FDPs in their relevant field/domain.	

2.3 **Compliance of Process of Internal Quality Audit – As per Annexure–I (Part V (3)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020:**

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	

1.	Academic Planning	Program coordinator and course coordinators are appointed for every program exclusively for online education. Other supporting staffs including technical personnel are available, required infrastructure for creating e-content, studio for recording e-tutorials, LMS for hosting e-resources and technology for conducting live sessions and assessments are available.	
2.	Validation	Viability of the program with academic standards providing learners the opportunity to learn is ensured through Preliminary Meetings, Faculty Board, Board of Studies and Academic Council.	
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Examination Centres b. External Auditor or other External Agencies report c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d. Reporting and Analytics by the Higher Educational Institution e. Periodic Review	a. After completion of every exam session, the proctors will submit the Attendance, verification and Malpractice report. b. External Audit will be carried out as mentioned in the guidelines, within 5 years. c. Learner entry data is applicable and progression, pass data will be applicable (Exams were conducted Oct 2021) for next year onwards	

		d. Same as applicable as in Sec c e. Internal Audit report	

Part – III: Human Resources and Infrastructural Requirements

3.1   **Name and details of Director of Centre for Distance and Online Education (Dual Mode University)** - Regular, full time, atleast Associate Professor

   Or

Name and details of Head for each school (for Open University) - Full time dedicated, not below the rank of an Associate Professor

> Dr Mallikarjuna Gadapa MTech; PhD (Regular full time employee)
>
> Professor

3.2   **Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University)** - Full time or contractual basis, atleast Associate Professor

   Or

Name and details of Deputy Director of Centre of Online Education - Full time or contractual basis, not below the rank of an Associate Professor

> Dr. Bhawna Chahar, MBA PhD (Regular Full-time employee)
>
> Associate Professor

3.3   **Name and details of Assistant Director of Centre for Distance and Online Education (Dual Mode University)** - Full time or contractual basis, not below the rank of an Assistant Professor

   Or

Name and details of Assistant Director of Centre of Online Education - Full time or contractual basis, not below the rank of an Assistant Professor

> *Mr. Ramakrishnan G MCA PGDDS* (Regular Full-time employee)
>
> *Assistant Director*

3.4 **Compliance status in respect of Human Resource – As per Annexure – IV of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

HEI shall mention compliance details against the requirements in terms of Staffing norms, as mentioned in the Annexure-IV of the Regulations. In addition, the faculty details shall be provided in the following format:

Insert box

i. **Programme name:**

    a. **Programme Coordinator Pls. refer the annexure**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme

    b. **Course Coordinator**

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme

    c. **Course mentor**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme

Any other details

3.5   Details of Administrative staff

a. **Number of Administrative staff available exclusively for Online programmes**

Admin Staff	Required	Available
Deputy Registrar	1	1
Assistant Registrar	1	1
Section Officer	1	1
Assistants	3 (2 for DM Universities)	2
Computer Operator	2	2
Multi Tasking Staff	2	2

(Attach duly attested photocopy of appointment letter with salary details)

b. **Number and details of Technical Support for Online Programmes as per Annexure -IV:**

i.   **Technical Team for Development of e-Content as Self-Learning e- Modules:**

Post	Required	Available
Technical Manager (Production)	1	1
Technical Associate (Audio-Video recording and editing)	1	1
Technical Assistant (Audio-Video recording)	1	1
Technical Assistant (Audio-	1	1

Video editing)		

ii. **For Delivery of Online Programmes:**

Post	Required	Available
Technical Manager (LMS and Data Management)	1 (per Centre)	1
Technical Assistant (LMS and Data Management	2	2

iii. **For Admission and Examination for Online mode:**

Post	Required	Available
Technical Manager (Admission, Examination and Result)	1 (per Centre)	1
Technical Assistant (Admission, Examination and Result)	2	2

(Attach duly attested photocopy of appointment letter with salary details)

Part – IV: Examinations

4.1 Information of formative and summative assessments/examinations conducted with the actions taken to ensure sanctity of examinations:

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes	
3.	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	NO	Conducting online examinations through

			technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations.
5.	The number of examination centres in a city or	NO	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
	State must be proportionate to the student enrolment from the region		
6.	Building and grounds of the examination centre must be clean and in good condition.	NO	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	NO	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the

			examinations
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	**NO**	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	**NO**	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations

1

10.	Safety and security of the examination centre must be ensured	**NO**	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	**NO**	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
12.	Provision of drinking water must be made for learners	**NO**	Conducting online examinati

			on through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
13.	Adequate parking must be available near the examination centre	NO	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
14.	Facilities for Persons with Disabilities should be available	NO	Conducting online examination through technology

			mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations

4.2   Compliance of facilities required for the conduct of Online examination for online programmes

S.	Provisions in Regulations	Whether	If No,

No.		being complied Yes/No If yes, please provide details and upload relevant documents	Reason thereof
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	**NO**	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	**Yes**	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	**NO**	Conducting online

			examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	**Yes**	

4.3 **Compliance status of 'Evaluation' and 'Certification' – As per Regulations 15 and 16 of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	**Yes**	
2.	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of	**Yes**	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	learners enrolled through Online mode and their certification.		
3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination:	Yes	
	Provided that no semester or year-end examination shall be held unless:		
	i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted;		
	ii) For Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.	Yes	
4.	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through online mode shall be evolved by adopting same standards as being followed in conventional		

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	Yes	
5.	The weightage for different components of assessments for Online mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Yes Yes	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes ,	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Yes	
8.	A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure	Yes	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	that no part of the syllabus is left out of study by a learner.		
9.	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	**Yes**	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	NO	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
	(b) Availability of biometric system	NO	Conducting online examination through technology

			mediated proctoring with all the security arran gements ensuri ng transparency and credibility of the examination s
(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International learners	NO		Conductin g online examinatio n through technology mediated proctoring with all the security arran gements ensuri ng transparency and credibility of the examination s
(d) In case of non-availability of the Closed-Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination	NO		Conductin g online examinatio n through technology mediated Proctoring with all the security arran gements ensuri

		ng transparency and credibility of the examinations

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	centre to the Higher Educational Institution		
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	NO	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	NO	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the

			examinations
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	**NO**	Conducting online examination through technology mediated proctoring with all the security arrangements ensuring transparency and credibility of the examinations
13.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission	Yes.	
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavour to conduct proctored	**Yes**	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	examinations for such learners		
15.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	**Yes**	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes	
16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres	**Yes**	

4.4 Result and Student Progression For UG, PG and PGD programmes

Not applicable (Examinations were conducted during October-November 2021)

Semester beginning	Programmen ame	No. of students	No. of students	No. of students	% of student	% of students

Semester beginning	Programmen ame	No. of students	No. of students	No. of students	% of student	% of students

		admitted	appeared in exams	progressed to next year	s passed	passed in first class
<Month, Year>	**1.**					
	N.					
<Month, Year>	**1.**					
	N.					

Part – V: Programme Project Report (PPR) and e-Learning Material (e-LM)

5.1 **Compliance status of 'Guidelines on Programme Project Report' – As per Annexure - V of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

HEI shall mention the process followed to ensure that PPRs are prepared as per the guidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.

Enclosed the Process Map and Statutory approval letters

5.2 **Compliance status of 'Quality Assurance Guidelines of Learning Material In Multiple Media And Curriculum And Pedagogy' – As per Annexure - VI of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

HEI shall mention compliance details against the requirements in terms of learning material (Print Media), Audio-Video Material, Online Material, Computer-based material and Curriculum and Pedagogy, as mentioned in the Annexure-VI of the Regulations for ODL programmes.

Enclosed Compliance Status

5.3 **Compliance status in respect of e-Learning Material– As per Annexure - VII of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

HEI shall mention the process followed to ensure that SLMs are prepared as per the guidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.

Enclosed Process Map and Statutory approval

Part – VI: Programme Delivery through Learning Platform

6.1   Details of Learning Platform

Please provide link and details of Learning Platform opted by HEI.

- *In case of SWAYAM Learning Platform, In case of SWAYAM Learning Platform, details of HEI having access to SWAYAM for the proposed programmes of study (with respective link), duly approved by the statutory bodies of the Higher Educational Institution empowered to decide on academic matters, for - Learner Authentication, Learner Registration, Payment Gateway and Learning Management System*

- *In case of Non-SWAYAM Learning Platform, evidence to ensure that it is not used in any franchise arrangement with a private service provider and HEI has the ownership of offering Online programmes including all the required components of Online education and compliance to all the provisions of the regulations*

The MUJ online programmes are delivered to students through Brightspace Learning Management System (LMS) which combines all the tools supporting a great teaching and learning experience for students and faculty.

It combines a Learning Environment, ePortfolio, Learning Repository, Video Recorder, Virtual Classroom, eTextbook platform, and Mobile apps - all bundled in one cloud-based platform.

The LMS keeps track of delivery of eLearning Programmes, learner's engagement, assessment, results, reporting and other related details in one centralised location; and provides analytical tools that will help the faculties to extract and use the relevant reports.

The LMS allows role-based authentication, user registration and profiling along with personalised dashboard and status of the courses' progress. User progress (analytics) is available per user per course. The LMS provides APIs and LTI based integration to third party tools and applications as needed. The LMS allows the course content creation using various supported formats such as documents, PDFs, SCORM, xAPI bundles, audio, video, external links etc. Data on user and course information supports the collection as part of usage of the application. Personalised learning paths can be created based on actions/grades using release conditions. LMS supports groups creation, assigning mentors and supports peer-peer interaction; plus allows for collaboration using Virtual Classrooms, discussion forums, instant messaging & emails. The quizzes and assignments are supported through 11 different question types (True/False, MCQ, Matching, Short Answers, Written Answers etc), both subjective and objective. It is accessible with same rich user experience across various devices (form factors). The LMS adopts a privacy by design approach; and code for the application is developed and tested following principles set out in the Open Web Application Security Project (OWASP) top ten framework to ensure the security of the platform.

The details of point wise compliance status of LMS to the assessment criteria mentioned in the Annexure 9 of the UGC Regulations is enclosed as Annexure 6.

2

6.2 **Compliance status in respect of the Programme delivery**

HEI shall mention mechanism followed to ensure the learner's participation at least for two hours every fortnight as per provision 13 (C) (5) of the Regulations, 2020. Further, details of the norms followed by HEI for delivery of courses in Online mode in Teaching- Learning scheme (as per table 3, Annexure – VII)

> *One hour of synchronous live session every weekend and Two hours of Asynchronous discussion forum session during each week are conducted for each course. Students who missed the live sessions can access the recorded sessions which will be made available on LMS. E-Content and E-Tutorials of Twenty hours each are provided on the LMS for a Four Credit course. The details of access of the resources are captured on LMS.*

6.3 **Whether e-learning material of any course in a particular programme was sourced through OER/ Massive Open Online Courses: NO**

   a.   Provide details as under:

S. No.	Programme Name	Courses allowed through OER/ MOOC	Name of Platform	Name of HEI offering the course (if any)	Duration of the Course	No. of Credits assigned to the Course	Percentage of total courses in a particular programme in a semester (Semester

							wise – programmes wise)

b. Upload approval of statutory authorities of the Higher Educational Institution: NA

Upload

Part – VII: Self Regulation through disclosures, declarations and reports

7.1 Compliance status of Regulations 9 of UGC (ODL Programmes and Online Programmes) Regulations, 2020 – Self-regulation through disclosures, declarations and reports

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes	
	Uploading of the following on HEI website **(Mention link)**		
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Online mode	Yes	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes	
5.	Programme-wise information on syllabus, suggested readings, contact points for	Yes	

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
	counselling/mentoring, programme structure with credit points, programme- wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule		
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	**Yes**	
7.	Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes	**Yes**	
8.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	**Yes**	
9.	Information regarding all the programmes recognised by the Commission	**Yes**	

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes	
11.	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes;	Yes	
12.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Online Programmes	Yes	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	NA	
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Yes	
15.	Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc	Yes	
16.	Reports of the third party academic audit to be undertaken every five years and internal	Yes	

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
	academic audit every year by Centre for Internal Quality Assurance		

Part – VIII: Admission and Fees

8.1   Compliance status of 'Admissions and Fees' – As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

S.No.	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid	Yes
2.	A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions;	Yes
	(b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions;	Yes
	(c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	yes
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes
4.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with	Yes

	the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, ands hall provide for equity and access to all deserving learners	
5.	Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners	Yes
6.	Every Higher Educational Institution shall— (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner; (b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years; (c) exhibit such records as permissible under law on its website; and (d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.	Yes Yes Yes yes
7.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to	

	such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment	**Yes**
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	**Yes**
8. (c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	**Yes**
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	**Yes**
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	**Yes**
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for	**Yes**

	admission to each programme of study and the amount of fee to be paid for the admission test	
8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	**Yes**
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	**Yes**
8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	**NA**
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	**Yes**
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	**Yes**
9.	Higher Educational Institution shall publish information at **sr. no. '8'** above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned	**Yes**

	in the Commission Order	
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	**Yes**
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	**Yes**
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	**Yes**
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher	**Yes**

	Educational Institution	
14.	No Higher Educational Institution shall, issue or publish- (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised;	**Yes**
	(b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading	**Yes**

8.2 **Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission: Yes**
If No, reason thereof:

Part – IX: Grievance Redressal Mechanism

9.1   **Compliance status of 'Grievance Redressal Mechanism' – As per Annexure - X of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

HEI shall mention the mechanism put into place along with brief details of grievances received and actions

taken thereof. Also mention that how the learners have been made aware about this mechanism.

University has a Grievance Redressal Committee. A link titled 'Grievance Handling Mechanism' is available on the homepage of University website for creating awareness amongst the stakeholders The link provides an online facility for submitting grievances and track their status.

The Grievance Redressal policy is published on the portal so that learners can read and refer to the policy. Once the grievance is received, the authorities involved in the grievance redressal process treat and investigate the facts impartially and address the grievances in a timely manner so as to lessen interruption in learning process of the learner. The online software application operates and maintains further proper communication and escalation mechanism. The University makes sure to maintain the confidentiality of the complainant as far as possible. The learner is informed of the status in relation to his or her queries or grievance on priority.

Online Grievance Registration (manipal.edu)

9.2   **Details of Grievance received**

Numbers of Grievance Received	Numbers of Grievance Resolved
0	0

9.3   **Complaint Handling Mechanism**

HEI shall mention the mechanism adopted for Complaint Handling Mechanism as per Regulations.

Also, mention details of Nodal Officers.

The Online Complaint Handling Mechanism at the University facilitates learners to submit online complaints through the interactive web portal and track their resolution status. The University follows the guidelines related to the Complaint Handling Mechanism by uploading all information issued by the concerned authorities regarding the Complaint Handling Mechanism on the website.

The University informs the learners enrolled in Online programs about the Compliant Handling Mechanism and a link is created on the portal with the title 'Complaint Handling Mechanism' on the homepage of the website for creating awareness amongst the stakeholders. The University shall comply with all instructions as issued by the Commission regarding the timely and judicious resolution of all complaints raised by the learners.

Dr Anil Dutt Vyas

Nodal Officer
Director Student Welfare & Proctor
Manipal University Jaipur.

9.4   Details of Complaints received from UGC (DEB)

Numbers of Complaint Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)
0	0	**NA**

Part – X: Innovative and Best Practices

10.1   Innovations introduced during academic year 2020-21

Academic Content Design:

The Academic delivery pattern follows a 4-quadrant approach which comprises e-tutorial, e-content, Discussion board, and assessment.

Curated links:

In addition to the e-tutorial, and e-content, the curated links are also available in the form of videos, PDFs, websites, simulations etc. While curating the content, we make sure to customize it accordingly for the students. In this context, additional explanations on what students should focus on, in learning activities are designed related to the curated content. To widen their learning horizon, the students can access the curated links which are available on the LMS.

Case Studies:

To give a more practical approach, case studies are used as a teaching tool to show the application of theory or concepts to real situations. The case studies are provided in the e-content to prompt the learners to understand the practical implications of the topic, preparing them for analyzing a real case. For a better understanding, specific guidance, and facts to understand the case are provided. This helps them to understand the learning objective or the topic in the e-Learning course. Thus, the students are actively engaged in figuring out the principles by abstracting from the examples which develops their Problem-solving capacity.

Explainer Videos:

We have introduced Explainer videos as part of learning assets, so that we cater to learners of all learning types. The innovations in content assets are an ongoing process.

10.2   Best Practices of the HEI

a. Admission enrolment for student completely online
b. Three stage verification followed by university for granting admissions
c. Single sign in enabled for student portal, Learning Management system and e-Library
d. University generated email ID provided to all the students

e. Free access to Coursera provided to students during the entire programme duration

f. Weekly student feedback collected on live sessions conducted by the course coordinators

g. Virtual programming environment provided to students of Computer Applications programmes

h. Self-help videos made available to students for accessing Admission Portal, Learning Management System, student portal, Online Examination Booking System & Remote Proctored Examination tool

i. Webinar sessions and talks by industry experts

10.3   Details of Job Fairs conducted by the HEI

Not applicable 2020-21 Academic session

10.4   Success Stories of students of Online mode of the HEI

INSERT TEXT BOX

The Directorate of Online Education believes in practicing than preaching, which is reflected through the word of mouth of the students who learn and grow in the online learning community every day. The enthusiasm, learning, and happiness are echoed through the testimonials and success stories.

Here is the list of student success stories to show you how online learning at MUJ has helped students reach their goals.

The success stories of the students can be accessed through the link Testimonials 2020-21

10.5   Initiatives taken towards conversion of e-LM into Regional Languages
NA

10.6   Number of students placed through Campus Placements
NA

10.7   Details of Alumni Cell and its activity

The University has MUJ Alumni Connect cell and shares success stories of the recognized alumni who have distinguished themselves through their work and made the institute proud. The alumni can stay connected through the portal as well on Linkedin. Following the footsteps, DOE at MUJ shall recognize the alumni in academic and extracurricular activities from different walks of life. For this, a link will be made available where the alumni can stay connected with each other and

share their achievements. The institute also proposes to involve the alumni in different activities, whenever possible, by inviting them to participate as guest speakers.

10.8   Any other Information

Proposed new courses:

Programs in Bachelor of Commerce, Master of Commerce, Master of Arts in Journalism and Mass Communication will be launched in 2021-22.

DECLARATION

I hereby declare that the information given above and in the enclosed documents is true, correct and nothing material has been concealed therein. In case information provided is found to be contrary to the fact, it will result in cancellation of recognition to offer ODL programmes, along with initiation of action as per provision of the UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.

Signature of the Director:

Name: Dr. G. Mallikarjuna

Dr. Gadapa Mallikarjuna
Director

Seal: Directorate of Online
Manipal University

Date: 31, May 2023

Signature of the Registrar:

Name: Dr. Nitu Bhatnagar

REGISTRAR
Manipal University Jaipur

Seal:

Date: 31, May 2023

Note: Kindly take the print out of dully filled CIQA report and submit it to UGC DEB office (after getting it approved by Statutory Authorities of the HEI) and upload the same on HEI's website also. Please refer provisions regarding CIQA mentioned in UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.