

**Part 1: General Information**

MUJ_CDOE	INTERNAL AUDIT - REPORT				
Date	27 Feb 2025	Time	10:00 am to 11:00 am	Audit No.	
Auditors Name	1. Dr. Abhishika Sharma		Part / Area / Dept/ Section	Part 1: General Information	
Sl #	System Document References		Evidence	Remarks	
1.1	CIQAC Notification		Letter MUJ/REGR/29th ACM/2020/01 attached	Documentation is complete and satisfactory	
1.2	Director-IQAC Appointment		Appointments from 2021–2024, latest: Dr. Amit Soni	Leadership transitions well recorded	
1.3	CIQA Committee Reconstitution		Letter MUJ/REGR/42nd ACM/2025/049	Supports restructuring as per AC meeting	
1.4	CIQA Meeting Documents		Annexure 1 & 2 include MoMs and decisions	Adequate documentation of proceedings	
1.5	Online Program Commission Orders		Orders for PG programs attached	Regulatory compliance confirmed	
1.6	Program Launch – UG		Refer Annexure 1.5	Clear intention to launch programs	
1.7	Program Launch – PG		Approval letter for MA-Economics attached	Well-documented program approval	

**Part 2: Requirements as per CIQA Functioning**

INTERNAL AUDIT - REPORT				
27 Feb 2025	11:00 am to 12:00 pm		Audit No.	
1.Dr. Avnish Vijay		Part / Area / Dept/ Section	Part II: Requirements as per CIQA Functioning	

Sl #	System Document References	Evidence	Remarks
2.1.1	Quality maintained in learner services	Student portal samples, LMS modules (e-tutorials, e-content, discussion boards, quizzes, assignments, session plans), live session schedules, end-semester feedback process maps, survey data	Well-drafted and consolidated evidence showing service quality
2.1.2	Self-evaluative and reflective exercises	LMS materials, TEE question paper samples, student portal screenshots	Verified evidence supporting continuous improvement
2.1.3	Identification of key quality areas	LMS materials and Pulse App data	Evidence verified for effective quality focus
2.1.4	Ensuring online programme quality matches conventional mode	LMS materials, student portal, internal assessment samples, TEE question papers	Verified compliance with quality parity standards
2.1.5	Stakeholder feedback mechanisms	LMS materials, student portal samples, faculty feedback records	Comprehensive, well-organised evidence
2.1.6	Suggestions for qualitative improvement	Internal audit reports, portal data, Pulse App	Evidence verified, showing ongoing improvement measures
2.1.7	Implementation of recommendations	Internal audit reports, portal data, Pulse App	Well-documented follow-up on recommendations

2.1.8	Workshops/seminars on quality themes	Details of webinars and FDPs conducted between April 2024–March 2025	Verified documentation of stakeholder participation
2.1.9	Best practices compilation	LMS materials, webinar details, portal data	Evidence confirms effective best practice sharing
2.1.10	Programme quality statistics	Student feedback survey data	Document verified and reliable
2.1.11	PPR compliance with regulatory norms	Programme link documents	Verified alignment with UGC guidelines
2.1.12	PPR implementation mechanisms	Programme link documents	Implementation process verified
2.1.13	Annual plan and report maintenance	Reports in progress	Updated versions pending
2.1.14	Programme restructuring for job market relevance	Details of e-SLM for various programmes	Evidence verified
2.1.15	Research on learner-centric environment	LMS materials, webinar details	Evidence verified
2.1.16	Accreditation coordination (NAAC, etc.)	Not applicable	No action required
2.1.17	Internalisation of quality enhancement practices	Internal audit reports	Document verified
2.1.18	Coordination with UGC for quality initiatives	Faculty workshop/FDP participation records	Verified
2.1.19	Benchmarking with other HEIs	Process navigation videos	Verified evidence

2.1.20	Annual CIQA report	CIQA report document	Document exists;
2.1.21.a	Annual report to statutory bodies	CIQA report document	Document exists
2.1.21.b	Annual report to UGC	Annual report	Document exists
2.1.22	Oversight of CIQA functioning	CIQA report document	Document exists
2.1.23	Adoption of instructional design requirements	ESLM details, LMS materials, live session samples	Verified evidence
2.1.24	Automation of learner support services	Academic calendar (Jan–Feb 2025, Batch 09, Sem 01)	Verified evidence
2.1.25	External expert coordination for process review	CIQA report write-up	Document exists
2.1.26	Third-party audit coordination	Not applicable	No action required
2.1.27	Self-appraisal report preparation	Not applicable	No action required
2.1.28	Collaboration for online education quality	Workshop/FDP details (Apr 2024–Mar 2025)	Verified
2.1.29	Industry-institution linkage	Webinar details with industry experts	Evidence verified
Sl #	System Document References	Evidence	Remarks
2.2.1	Governance, Leadership & Management	Org. structure, LMS, CIQA report	Verified and satisfactory
2.2.2	HEI Objectives	Vision and Mission Statement provided	Verified and satisfactory

2.2.3	Programme Dev. & Approval	AC notification, LMS, FDP/workshop details, faculty feedback	Verified and satisfactory
2.2.4	Programme Monitoring & Review	Batch 8 and 9 Analysis provided	Verified and satisfactory
2.2.5	Infrastructure Resources	CIQA report	Verified
2.2.6	Learning Environment & Support	Student portal	Verified
2.2.7	Assessment & Evaluation	IA and TEE samples	Verified
2.2.8	Teaching Quality & Staff Development	FDP/workshop details	Verified

Sl #	System Document References	Evidence	Remarks
2.3.1	Academic Planning		
2.3.2	Validation		
2.3.3	Monitoring, Evaluation & Enhancement Plans		

### Part 3: Human Resources and Infrastructural Requirements

INTERNAL AUDIT - REPORT				
27 Feb 2025	1:00 pm to 2:00 pm		Audit No.	
1.Dr. Avnish Vijay	Part / Area / Dept/ Section		Part III: Human Resources and Infrastructural Requirements	
Sl #	System Document References	Evidence	Remarks	
3.1	Details of Director of Centre for Distance and Online Education (Dual Mode University)	Details given in CIQA Report	Clear evidence and required documents available	

3.2	Details of Deputy Director of Centre for Distance and Online Education (Dual Mode University)	Details given in CIQA Report	Clear evidence and required documents available
3.3	Details of Assistant Director of Centre for Distance and Online Education (Dual Mode University)	Details given in CIQA Report	Clear evidence and required documents available
3.4	Details of Program Coordinators, Course Coordinators and Course Mentors, Administrative and support staff of Centre for Distance and Online Education (Dual Mode University).	Details given in CIQA Report	Clear evidence and required documents available

#### Part 4: Examination

INTERNAL AUDIT - REPORT				
27 <sup>th</sup> Feb 2025	Time	12:00 pm to 1pm	Audit No.	
1. Dr. Srinivasan Iyer		Part / Area / Dept/ Section	Part IV: Examination	
Sl #	System Document References	Evidence	Remarks	
4.1	Formative and summative assessment information	Internal Assessment (IA) uploaded on LMS; End Term Examination (ETE) of 70 marks conducted	Clear evidence for both assessment types	
4.1.1	Assessment processes for different components	PPR of all programmes uploaded	Sufficient evidence for process coverage	

4.1.2	Proctor details	Lists of proctors for ETEs (May–Jun 2024, Aug–Sep 2024, Nov 2024, Feb–Mar 2025) plus TA & course mentor details	Well documented and shows systematic monitoring
4.1.3	Hardware and infrastructure	Remote proctoring guidelines, hardware/infra specs, internet requirements	Comprehensive documentation provided
4.1.4	Centrally located exam centres	Not applicable	No action required
4.1.5	Number of centres proportional to enrolment	Not applicable	No action required
4.2	Online exam facility compliance	“Security Measures for Remote Proctoring Examination” document	Evidence is complete.
4.2.2	Proctoring requirements	General guidelines for remote proctored exams, system specifications, dos/don’ts	Complete and valuable.
4.2.4	Remote proctoring	Proctor lists for Aug–Sep 2024, Nov 2024, Feb–Mar 2025 sessions with learner counts	Accurate data and documents provided
4.3	QP setter/moderator appointment	One commerce programme letter uploaded in wrong folder	All programmes letters and correct storage

4.3.1	Proctoring guidelines	Detailed duties, malpractice handling, process flow	Comprehensive
4.3.2	Evaluation process flowchart	“Mechanism for Evaluation for Learners” document	Clear and sufficient
4.3.3	Evaluation and attendance	Evaluation mechanism for examiners present; attendance record missing	Complete and satisfactory evidence
4.3.4	Exam cell results	Programme-wise exam results including pass counts and first-class results	Complete and satisfactory
4.3.5	Assessment criteria (30:70)	Criteria in PPR for all programmes (IA 30 marks, ETE 70 marks)	Well documented and clear
4.3.6	Notification of assessment tools	“Digital Evaluation Guidelines” with portal screenshots	Supports online evaluation verification
4.3.7	Marksheet	Sample grade card provided	Format confirmed
4.3.8	Sample evaluation process	Question paper, solution, and evaluation portal evidence	Well documented
4.3.9	Examination remuneration	Remuneration policy and 2024–25 payments uploaded; unrelated remote	Relevant evidence present



		proctoring policy also included	
4.3.10	Sample biometric authentication	Not applicable	No action required
4.3.11	SEB document	“Security Ensure Browser” details uploaded	Features for secure online exams documented
4.3.12	Appointment of observer for each exam centre & submission of observer report	Observer Report and Proctor List uploaded	Well documented
4.3.13	Online/Proctored examinations with security arrangements as per norms	All Security Measure documents uploaded	Well documented
4.3.14	Online/Proctored examinations with security arrangements as per norms	All Security Measure documents uploaded	Well documented
4.3.15	Degree template (both sides)	Template uploaded	Evidence complete
4.3.16	Mandatory mention on backside of degree/certificate/mark sheet: mode of delivery, admission date, completion date, exam centre details	Degree certificates uploaded	Evidence complete

#### Part 5: Programme Project Report (PPR) and e-Learning Materials

MUJ_CDOE		INTERNAL AUDIT - REPORT			
Date	27 <sup>th</sup> Feb 2025	Time	2:30 pm-3:00 pm	Audit No.	
Auditors Name		1.Dr. Srinivasan Iyer	Part / Area / Dept/ Section	Part V: PPRs and e-Learning Materials	

Sl #	System Document References	Evidence	Remarks
5.1	Compliance with PPR Guidelines	Annexure 5.1a – PPR process flow with detailed note on preparation, approval, and review	Comprehensive process documentation; meets regulatory norms
5.2	Quality assurance in learning materials	Four-quadrant delivery model covering e-tutorials, e-content, discussion forums, and assessments; plagiarism reports; innovative practices; reading duration; sample links	Strong, multi-dimensional content design; quality measures in place
5.3	E-learning material compliance	Sample e-learning content with plagiarism report	Verified and well-structured content

#### Part 6: Programme Delivery through Learning Platform

MUJ_CDOE		INTERNAL AUDIT - REPORT			
Date	27 <sup>th</sup> Feb 2025	Time	10:00 am to 11:00 am	Audit No.	
Auditors Name		1.Dr. Bharti	Part / Area / Dept/ Section	Part VI: Programme Delivery through Learning Platform	
Sl #	System Document References	Evidence		Remarks	
6.1	LMS approval	Brightspace LMS approval notification from the 29th Academic Council (Ref: MUJ/REGR/1751/29th ACM/2020/260)		Official approval and adoption documented	

6.2	Learner participation in programme delivery	BBA and MBA live session details and asynchronous discussion board activity records	Evidence shows regular learner engagement and compliance with participation requirements
6.3	Use of OER/MOOCs	Institution confirmed no sourcing of e-learning content from OER or MOOCs	Not applicable

### Part 7: Self-Regulation through Disclosures, Declarations, and Reports

MUJ_CDOE	INTERNAL AUDIT - REPORT				
Date	27 <sup>th</sup> Feb 2025	Time	2:00 to 3:00 pm	Audit No.	
Auditors Name	1.Dr. Abhishika Sharma	Part / Area / Dept/ Section			Part VII: Self-regulation through disclosures, declarations, and reports
Sl #	System Document References	Evidence			Remarks
7.1	Joint declaration of HEI	MUJ/REGR/1403 207/2023 confirming all mandatory documents uploaded on website			Uploads acknowledged and confirmed
7.2	Academic Council & BOM records	University Act amendments, ordinances, and MoMs provided			Records are complete and well-organised
7.3	EOA, AICTE, DEB, UGC approval letters	2024–25 approvals from UGC, AICTE, and DEB included			All regulatory approvals on record
7.4	Programme brochures and PPRs	Brochures and PPRs for Aug–Sep 2024 and Feb–Mar 2025 batches			Up-to-date and batch-specific

7.5	PPRs, faculty timing notices, helpdesk schedule, faculty lists, session lecture schedules	Email notifications for updated timings, academic calendar details, PPRs, schedules, and faculty lists included	All relevant data compiled
7.6	Academic calendars (all programmes)	Calendars for July–Aug 2024 and Jan–Feb 2025 sessions uploaded	Records are complete for specified periods
7.7	Academic calendars with MUJ campus and timetable details	Same as 7.6; July–Aug 2024 and Jan–Feb 2025	Evidence consistent across sections
7.8	Feedback process maps (admission, mid-sem, end-sem) with survey tools and reports	Process maps, questionnaires, and feedback reports attached	Evidence is complete and structured
7.9	Commission Order from DEB	Order exists in Folder 1.5	Evidence is complete and structured
7.10	Enrolment data	List of learners for July–Aug 2024 across all programmes	Verified and valid
7.11	E-learning material details	Names of faculty, creation and update dates for content provided	All required details present
7.12	Programme FAQs and admission FAQs	Links for all programmes provided and functional	All documents available
7.13	List of exam centres (online programmes)	Not applicable	No action required
7.14	Examination and proctoring guidelines with process maps	Guidelines covering malpractice, evaluation, and certification attached	Complete and regulation-compliant

7.15	Programme-wise academic calendar	Same calendar for all programmes; July–Aug 2024 and Feb–Mar 2025 sessions included	Matches other academic calendar records
7.16	Internal and third-party audit reports	Internal audit report of 2 Aug 2024 uploaded; third-party audit not applicable	Complete for internal audit requirements

### Part 8: Admissions and Fees

MUJ_CDOE		INTERNAL AUDIT - REPORT			
Date	27 <sup>th</sup> Feb 2025	Time	12:00 to 1:00 pm	Audit No.	
Auditors Name		1.Dr. Amit Verma 2.	Part / Area / Dept/ Section	Part VIII: Admission and Fees	
Sl #	System Document References	Evidence		Remarks	
8(a)	Complete admission process from notification to completion	Entire process conducted online through MUJ HQ; all records maintained		Transparent and fully compliant with guidelines	
8(b)	Fee structure (including breakup, if any) and refund rules	Fee structure with breakup and refund rules published on MUJ website; applicable for 2024–25		Meets UGC and institutional norms	
8(c)	Programme-wise learner enrolment (past 3 years)	Programme-wise enrolment data for July–Aug 2024 session provided		Data verified; historical data prior to 2024 not included	
8(d)	Name, photograph, and designation of key functionaries	List with photographs and designations available on MUJ website		Complete and up to date	

8(e)	Programme-wise e-learning material details	Details of content for all programmes created/updated by faculty members; includes creation date, updating date, and name of faculty	Properly documented and maintained
8(f)	List of examination centres	Not applicable (online proctored examinations only)	No action required
8(g)	Information regarding anti-ragging cell	MUJ anti-ragging cell details available on university website	Compliant with regulatory requirement
8(h)	Grievance redressal mechanism	Grievance Redressal Committee composition, process map, and online complaint link available on website	Functional and transparent system
8(i)	Social media links of the institution	MUJ_CDOE Facebook and LinkedIn links provided	Publicly accessible for stakeholders
8(j)	List of learners admitted in January/July sessions	Admission data for July–Aug 2024 session uploaded	Verified and correct
8(k)	Programme structure and syllabus	Programme structures and syllabi available on MUJ_CDOE website	Complete for current academic year

#### Part 9: Grievance Redressal

MUJ_CDOE	INTERNAL AUDIT - REPORT				
Date	27 <sup>th</sup> Feb 2025	Time	3:00 to 4:00 pm	Audit No.	
Auditors Name		1.Dr. Bharti	Part / Area / Dept/ Section	Part IX: Grievance	

				<b>Redressal Mechanism</b>
<b>Sl #</b>	<b>System Document References</b>	<b>Evidence</b>		<b>Remarks</b>
9.1	Compliance status of 'Grievance Redressal Mechanism' – As per Annexure X of UGC (ODL Programmes and Online Programmes) Regulations, 2020	Process map developed for grievance handling; functional online grievance registration link provided.		Mechanism is clearly structured, and the link is operational.
9.2	Details of Grievances Received	List of grievances received attached as evidence.		Documentation is complete and properly maintained.
9.3	Complaint Handling Mechanism	Notification for constitution of CDOE Student Grievance Redressal Committee, Ombudsman appointment letter, and committee reconstitution order (January 2025) attached; online grievance registration link provided.		All required documents are available and in order.
9.4	Details of Complaints Received from UGC (DEB)	List of complaints from UGC (DEB) attached.		Documentation is complete and up to date

### Part 10: Innovative and Best Practices

<b>MUJ_CDOE</b>		<b>INTERNAL AUDIT - REPORT</b>			
<b>Date</b>	27 <sup>th</sup> Feb 2025	<b>Time</b>	4:00 to 5:00 pm	<b>Audit No.</b>	
<b>Auditors Name</b>		1.Dr. Bharti	<b>Part / Area / Dept/ Section</b>		<b>Part X: Innovative and Best Practices</b>

Sl #	System Document References	Evidence	Remarks
10.1	Innovations introduced during the academic year	A descriptive write-up outlines newly adopted practices, including enhanced academic content design, curated resource links, case studies, explainer videos, mind maps, learning artifacts, and external learning resources.	Demonstrates a progressive and learner-focused approach to academic delivery.
10.2	Best Practices of the HEI	Write-up detailing best practices provided under pointer 10.2.	Including information on evaluation methods would help assess the effectiveness and institutional impact of these practices.
10.3	Details of Job Fairs conducted by the HEI	MUJ Online hosted its first Virtual Job Fair in December 2024, engaging 1,000+ learners and showcasing over 2,000 vacancies across industries. The event involved 30+ reputed companies and 50+ job roles, with details provided in a write-up.	Significant institutional achievement; participant feedback and post-event placement data would further strengthen this section.
10.4	Success Stories of Students of Online Mode	Accessible link to student testimonials provided.	Link is functional and relevant.
10.5	Initiatives for Conversion of e-LM into Regional Languages	NA	Not applicable.
10.6	Number of Students Placed through	Write-up provides detailed placement counts.	Well-documented evidence of placement outcomes.



	Campus Placements		
10.7	Details of Alumni Cell and Activities	MUJ Alumni Connect cell shares success stories of distinguished alumni via portal and LinkedIn. CDOE plans to recognise alumni achievements in academic and extracurricular fields, with a dedicated link for connectivity. Alumni involvement in activities such as guest lectures is proposed. Alumni data will be recorded post first convocation.	Forward-looking initiative; could be strengthened by including examples of past alumni engagement (e.g., guest lectures, mentoring).
10.8	Any Other Information	New programmes, including MSc Mathematics and certificate/PG certifications in management and IT, proposed for launch in 2025–26 based on industry demand, to be reviewed by subject experts.	Reflects proactive expansion strategy; timelines, faculty responsibilities, and expert review processes should be specified.



Dr. G. Mallikarjuna

Director, Centre for Distance and Online Education

Manipal University Jaipur