ANNUAL REPORT

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)

PROGRAMMES UNDER

ONLINE MODE

Academic Session 2022-23
(July 1, 2022 to June 30, 2023)

HEI ID: -U-0747   **Name of HE**I: Chandigarh University   **Type of HEI**: Private

Contents

Centre for Internal Quality Assurance (CIQA)

Part – I: General Information

1.1   Date of notification of the Centre (attach a copy of the notification):

Notification dated 25.05.2023

Annexure 1(A)

1.2   Details of Director, CIQA

Name: Prof. (Dr.) Hitakshi Dutta

Qualification: PhD, MFC, PGDBM(HR)

1.3   Details of CIQA Committee:

a. Composition as per Regulations – *Annexure 1 (A)*

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Pro Vice Chancellor	Chairperson	Prof. (Dr.) Manpreet Singh Manna PhD	Electronics and Instrumentation Engineering	25.05.2023
b.	Three Senior teachers of HEI	Member 1	Registrar		25.05.2023
		Member 2	Dean Academic Affairs		25.05.2023
		Member 3	Prof. (Dr.) Gurpreet Singh PhD	Computer Applications	25.05.2023
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Prof. (Dr.) Ashita Chadha PhD	English Literature	25.05.2023
		Member 5	Prof. (Dr.) Nitin Pathak PhD	Commerce	25.05.2023
		Member 6	Prof. (Dr.) Manisha Malhotra PhD	Computer Applications	25.05.2023

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		Member 7	Dr. Navjit Singh PhD	Management	25.05.2023
d.	Two External Experts of ODL and/or Online Education	Member 8	Prof. (Dr.) Bharat Bhushan PhD	Geography	25.05.2023
		Member 9	Prof. (Dr.) Amarjeet Kaur PhD	Management	25.05.2023
		Member 10	Prof (Dr.) Jaskiran Kaur PhD	Finance	25.05.2023
		Member 11	Sh. Hari Mohan Arora	Applied Sciences	25.05.2023
		Member 12	Ms. Anchal Chopra	IT	25.05.2023
e.	Officials from departments of HEI Administration Finance	Member 13 Administration	Dr. Arvinder Singh Kang PhD	Applied Sciences	25.05.2023
		Member 14 Finance	Mr. Sharwan Kumar MBA	Management	25.05.2023
f.	Associate Director, CIQA	Member Secretary	Prof. (Dr.) Hitakshi Dutta PhD	Management	25.05.2023

b. Whether members mentioned at 'b' to 'e' changed every 2 years? (Y/N) If No, reason thereof

     Yes

1.4 Number of meetings held and its approval:

a. No. of meetings held every year: 01

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b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	06.07.2023	04	*Annexure (B*	14.08.2023

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

   Not Applicable

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

   Not Applicable

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

   Not Applicable

1.8   Number of programmes started at Undergraduate Degree Programmes as per Commission Order: 03

1.9   Number of programmes started at Post-Graduate Degree Programmes as per Commission Order: 05

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

2.1   Action taken on the functions of CIQA: -

Sr. 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	A dedicated support system is in place to offer a learner centric approach that addresses to the learner queries for system, processes, services and guide them throughout the programme duration. The Centre for Internal Quality Assurance as an apex body at Chandigarh University is being established to ensure the quality of Programmes offered in Open and Distance Learning mode and / or Online mode through internal quality monitoring mechanism. A comprehensive and dynamic internal quality assurance system has been developed and put in place to ensure that Programmes offered are of acceptable quality at par with the conventional programmes and further improved on continuous basis.	*Annexure 2(A)*
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	• Academic Audits and monitoring • Monitoring of the Learner Support Services through interactive sessions and feedback mechanism. • Continuous improvement is adopted in all processes to provide seamless services at all end.	

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| 3. | Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality | A Student Life Cycle support system is in place where all the services from Entry to Exit are compiled, reviewed and improved by the team in a time bound and seamless manner. The key areas include: Orientation programme is conducted for newly enrolled learners. Student Interaction through: Know your Programme Coordinator initiative Regular Open House Sessions Mentor/counselors sessions for new as well as existing learners To strengthen the academic delivery and improvement in the quality circle Curriculum development in OL mode at par with the conventional programmes to ensure quality education that cater to diverse learning backgrounds of students. Preparation of SLM as per guidelines by UGC (ODL Programmes and Online Programmes) Regulations, 2020 Optimum mechanism to create excellence by providing the technology interface with strengthened Examination and Evaluation processes. Student Support Services | |
| 4. | Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in | A rigorous mechanism is devised to design, develop or revise the new as well as existing programmes through an appropriate channel i.e. statutory bodies of University.
We ensure that the quality of ODL and OL programmes matches with the quality of relevant programmes in | |

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	conventional mode (For Dual Mode HEIs)	conventional mode through the below mentioned practices:
		
		  i. The curriculum of ODL and OL programmes is kept at par with the programme offered in conventional mode.
		  ii. Examination processes are devised with utmost care and surveillance.
		  iii. Question Papers are set and moderated by an established committee to ensure quality and standardization.
		  iv. Answer Scripts are evaluated by the faculty within the University premises.
		
		Evaluations are scrutinized by senior faculty members before declaration of the same.
		g) Record keeping of all examination processes is ensured by the CoE.	

5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	A rigorous feedback mechanism is devised for all stakeholders to collect, analyze, and obtain compliance further to review and redesign curricula based on recent developments in terms of its relevance and appropriateness in catering to the needs of society, the economy, and the environment.
		
		  i. Counselling / Student Interactions at specified intervals
		  ii. Student feedback
		  iii. Student Mentorship
		  iv. Dedicated IDOL faculty over phone and email to address the learner's academic queries
		  v. 24/7 Office helpdesk for student support services	

		It further supports to improve in all verticals including. services, processes, and academics making an efficient system and best practices in place.	
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	The committees are constituted to check the processes from time to time. A peer review & data based qualitative and quantitative indicator evaluation provide appropriate resolution wherever required to facilitate a system based research, creating learner centric environment and to bring about qualitative change in the entire system. Continuous feedback is also obtained from the learners and other stakeholders in the areas required for development of SLM	
7.	Implementation of its recommendations through periodic reviews	It is ensured that periodic reviews are conducted and recommendations are given for continuous improvement in the processes. The reviews/ suggestions from the committees and feedback analysis are shared with the concerned authorities.	
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.	Various activities are organized to ensure that the key stakeholders are upskilled/ reskilled about processes in Higher Educational Institutions i. Faculty Orientation ii. Teaching Pedagogy iii. Application software iv. Mapping of Learning Outcomes v. Preparation of effective Self Learning Material vi. Preparation of the Programme Project Report	

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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	i. State of the art Digital Studios are established to develop video lectures, live sessions for the OL learners'. ii. ii. Support is provided to the faculty to develop the reference material. iii. iii. Regular feedback is obtained to develop a professional and qualitative Self Learning Material iv. iv. Live Lecture are conducted with seamless interactive sessions v. v. Open Educational Resources (OER) along with Self Learning Materials & Gamified mode vi. vi. Learner Friendly Learning Management System	
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Data analysis and monitoring in varied areas, discussed and actionable points are taken which are further presented in Annual Reports. Key initiatives: • Content Development & Quality Check • Feedback Analysis • Grievance Redressal analysis • Progression of Live Sessions & comparison • Results & Student Progression & MIS • Self-Assessment of Programme Coordinator • Progression & Quality Check for Question Bank • Progression & Quality Check for Assignments	
11.	Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and	Programme Project Report is prepared as per guidelines of UGC ODL & Online Regulations 2020 and duly approved by the statutory bodies of University for consideration and approval. Programme Project Report for the newly proposed programmes is prepared and submitted to CIQA which	

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	wherever necessary by the appropriate regulatory authority having control over the programme	further place it to Academic Council for final approval before the launch of the new programme and submission to the commission.	
12.	Mechanism to ensure the proper implementation of Programme Project Reports	The Programme Project Report are approved by the appropriate statutory authorities of the University to ensure that each programme is according to the norms and guidelines prescribed by the Commission at par with the conventional programmes.	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The record of activities undertaken on quality assurance is prepared by the Centre for Internal Quality Assurance which is further submitted to the Statutory Authorities or Bodies of the University and also to the Commission and when required. A copy of the same is also uploaded on the University's website.	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	Various committees are constituted to keep a check on the programme relevance. The inputs are taken from various stakeholders such as industry, alumni and academicians from time to time to review and redesign curricula based on recent developments in terms of its relevance and appropriateness in catering to the needs of the job market and enhancing student employability.	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	A continuous monitoring is in place throughout the semester to identify the gaps in the system and rectify the same on time with appropriate action.	

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16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	Yes, there is a Nodal Coordinating Unit in place at the University.	
17.	Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	The MoU are signed with over 350 universities/ Industries worldwide which provide a global exposure to the learner through classroom teach by the International Faculty also. Audits are also conducted at the beginning and end of each semester to identify the gaps in the system and rectify the same on time with appropriate action.	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	It is ensured that the processes and policies are framed and revised in line with the guidelines from commission from time to time	
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	The best practices adopted are duly uploaded on the University's website and quality benchmarking is being devised for better services and enhanced learner experience	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	The newsletter is prepared for the activities undertaken on quality assurance which is further included in the annual report.	

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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.	The record of activities is prepared by the Centre for Internal Quality Assurance which is further submitted to the Statutory Authorities or Bodies of the University and also to the Commission and when asked for.	
	(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.	The record of activities is prepared by the Centre for Internal Quality Assurance which is further submitted to the Statutory Authorities or Bodies of the University and also to the Commission.	
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	The CIQA functions under the directions of Vice Chancellor and regular reviews are conducted to check the effectiveness of quality assurance systems and processes through reports and analysis.	
23.	Facilitated adoption of instructional design requirements as per the philosophy of the Open Learning decided by the statutory bodies of the	All the provisions are in place to plan and implement a learner centric Instructional Design for each of the academic programmes and mapping of the credit hours for each course or module which includes Curriculum design, detailed syllabi, duration of the programme, faculty and support staff requirement, instructional	

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	HEI for its different academic programmes	delivery mechanisms, identification of media– print, audio or video, online, computer aided, and student support service systems.	
24.	Promoted automation of learner support services of the Higher Educational Institution	The University has a fully automated learner support services with open access to online study material, learning management system & also has dedicated CU-ODL website that keep students connected with 24x7 access of study	
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	The academic committees comprise of external subject experts or agencies or organizations for review of its in-house processes in activities pertaining to validation.	
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	A third party audit for quality audit of programme(s) has been introduced and involved for the third party validation of data.	
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	Yes, CIQA keeps a record and compliance of the same is maintained.	
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	The curriculum, learning pedagogy and research adheres to the needs of contemporary education at par with international standards, and is relevant to the industry with collaboration and association with internal/external communities.	

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| 29. | Facilitated industry institution linkage for providing exposure to the learners and enhancing their employability. | The University has strong industry academia linkages and networks to provide effective exposure and employability to the learners in all areas including curriculum designing, entrepreneurship, skill development, internship, project work, research facilities 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	All the policies and practices focuses on the key aspects in the matter of planning, human resources, recruitment, training, performance appraisal, financial management and the overall role of leadership are implemented in line with the statutory requirements .	
2.	Articulation of Higher Educational Institution Objectives	The University has articulated a clear vision, mission, ethos and broad strategy consistent with the goals to offer the programmes in Open and Distance Learning and Online mode.	
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource	Curriculum design and curriculum development are procedures which are closely linked to Manual for Dual Mode Universities NAAC for Quality and Excellence in Higher Education 155 the description of learning outcomes.	

	e. Feedback System	The process of defining the contents of units of study are usually obtained through needs assessment, feedback from stakeholders and expert groups.	
4.	Programme Monitoring and Review	Various academic review committees from Board of Studies, Academic Council, Programme Review to content review to monitor and review the programmes on different criteria. Curriculum design and curriculum development procedures are closely linked to Quality and Excellence with description of learning outcomes. Process of defining the contents of units of study are usually obtained through needs assessment, feedback from stakeholders and expert groups.	*)*
5.	Infrastructure Resources	Adequate state of the art infrastructure resources is maintained as per the requirement and systematic data collection processes are adopted to keep a check on the optimum utilization of the facilities- physical facilities, library (or e-library), Information and Communication Technology infrastructure, etc. in each academic programme to ensure qualitative support to each of the stakeholders.	
6.	Learning Environment and Learner Support	Strong ICT facilities are in place being the key component of the learning environment focused on the pedagogical use of modern educational practices to support blended learning. Seamless network is available to provide active portal and e-Learning platform for a seamless learner-centered environment i.e. Engaging E- content, CU-VERSE :Your Learning Universe in your Pocket etc.	

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| 7. | Assessment and Evaluation | The Assessment & Evaluation system have been planned to achieve the learning Outcomes of a Programme as part of its evaluation process through varied assessment tools including multiple choice questions, projects, reports, case-studies, presentations, and term-end examinations etc. based on the different learning outcomes expected of the course elements. | |
| 8. | Teaching Quality and Staff Development | A well-established structure for promoting quality counselling, capacity building workshops, programmes, interactive teaching learning and staff development programmes and activities is in place to encourage academic staff to improve teaching and learning on continuous basis. | |

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
1.	Academic Planning	The Academic Calendar is prepared and approved before the initiation of the session and is uploaded on the website for information and compliance. Appropriate academic planning procedures are implemented to ensure high-quality value added, learner experience in teaching, infrastructure, and technology support to ensure that the curriculum remains up to date and the institutional goals are achieved.	
2.	Validation	There is a mechanism in place for validation to ensure that programmes are academically viable, as per academic standards, appropriately defined to offer learners the best	

		opportunity to learn. The external subject and industry experts are involved in all the activities pertaining to validation and annual review.	
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 Analytic by the Higher Educational Institution e) Periodic Review	Quality being a prime focus is ensured through CIQA from the deliverance Online programmes to outcome attainment and continual quality improvements.	

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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, at least 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. Mention details such as Regular Employee, Designation, Qualification, Salary (Attach appointment letters and joining report)

Prof. (Dr.) Gurpreet Singh, PhD

Director , CU-IDOL *Annexure 3(A)*

3.2 Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University) - Full time or contractual basis, at least 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.

Mention details such as Regular Employee, Designation, and Qualification, Salary (Attach appointment letter and joining report)

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

Mention details such as Regular Employee, Designation, and Qualification, Salary (Attach appointment letter and joining report)

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HEI ID: -U-0747   **Name of HEI**: Chandigarh University   **Type of HEI**: Private

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:

i. Programme name:

    a.   Programme Coordinator

Sr. No.	Names with Designation	Qualification	Experience	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
All the staffing norms suggested by the Commission are fulfilled. https://www.onlinecu.in/faculty-list.php					

   b. Course Coordinator

Sr. No.	Names with Designation	Qualification	Experience	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
All the staffing norms suggested by the Commission are fulfilled. https://www.onlinecu.in/faculty-list.php					

   c. Course mentor

Sr. No.	Names with Designation	Qualification	Experience	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
All the staffing norms suggested by the Commission are fulfilled. https://www.onlinecu.in/faculty-list.php					

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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)	3
Computer Operator	2	2
Multi-Tasking Staff	2	5

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-Video editing)	1	1

ii.   For Delivery of Online Programmes:

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

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Part – IV: Examinations

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

Sr. 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 recognized 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 center must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	Yes	
5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	Yes	
6.	Building and grounds of the examination centre must be clean and in good condition.	Yes	

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7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	Yes	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Yes	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Yes	
10.	Safety and security of the examination centre must be ensured	Yes	
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	Yes	
12.	Provision of drinking water must be made for learners	Yes	
13.	Adequate parking must be available near the examination centre	Yes	
14.	Facilities for Persons with Disabilities should be available	Yes	

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

S. No.	Provisions in Regulations	Whether being Complied Yes/No If yes, please provide details and upload relevant documents	If No, Reason thereof
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	--	
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	Yes	

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3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	--	
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

Sr. 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, all the guidelines issued by the Commission for the conduct of proctored examinations are adopted.	
2.	A Higher Educational Institution offering Online programmes shall have a Mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Yes, The programme offered has a well-defined mechanism in place for evaluation of enrolled learners and their certifications. The assessment comprises of 1. Continuous Evaluation 2. Summative evaluation	

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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: 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 percent 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 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.	Yes	

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	(ii) Summative assessment (end semester examination or term end examination): Minimum 70 per cent.		
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes *Annexure 4(A)*	
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 that no part of the syllabus is left out of study by a learner.	Upload Process *Annexure 4(B)*	
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.	No	Remote Proctored Based Examination
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	No	Remote Proctored Based Examination
	(b) Availability of biometric system		

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	(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		
	(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 in charge of examination 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	Remote Proctored Based Examination
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	No	Remote Proctored Based Examination with videography
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	No	
13.	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	

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14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavor to conduct proctored examinations for such learners	Yes	
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 recognized identifier or Passport number, as applicable, iii.Other relevant details of the learner along with the Programme name.	Yes Sample Copy of degree certificate *Annexure 4(C)*	
	(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 Sample Copy of DMC of learner *Annexure 4(D)*	

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4.4 Result and Student Progression

    For UG, PG and PGD programmes

Semester Beginning	Programme name	Semester	No. of students admitted	No. of students appeared in exams	No. of students progressed to the next year	% of students passed	% of students passed in first class
September 22	Bachelor of Arts (Journalism and Mass Communication)	Semester 1	298	119	119	78%	42%
	Bachelor of Computer Applications		330	238	238	93%	70%
	Bachelor of Business Administration		451	328	328	81%	54%
	Master of Science (Data Science)		143	95	95	100%	100%
	Master of Arts (Journalism and Mass Communication)		30	13	13	100%	69%
	Master of Business Administration		215	159	159	87%	65%
	M.Com		139	131	131	93%	86%

Centre for Internal Quality Assurance (CIQA)

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.

Yes, PPR are submitted as per the requirement and programmes are duly approved

https://www.onlinecu.in/recognitions-approvals.php

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.

All the requirements for Self-Learning Materials in the form of learning material (Print Media), Audio-Video Material, Online Material, Computer-based material and Curriculum and Pedagogy are met as per the norms and guidelines prescribed by the Commission.

Curriculum and Pedagogy and Quality Standards of the programmes offered are aligned with the mission and vision of Institute of Distance and Online University. UGC Model curriculum is also being kept while preparing the same. Curriculum are well defined in structure and it is further ensured that the content is reliable and justified with the learning outcomes.

Further, the credit value, corresponding number of assignments and counseling hours for each programme are well defined as per UGC guideline.

 HEI LMS URL: https://lms.onlinecu.in/login/index.php

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.

The policy for Quality Assurance of Self-Learning Material is formulated in line with Annexure - VII of UGC (ODL Programmes and Online Programmes) Regulations, 2020 where the requirements in of Self-Learning Material are met as per the norms and guidelines prescribed by the Commission and duly vetted by the various academic committees.

a) Initially an SLM advisory committee is formulated comprising of senior faculty members from the offering department and IDOL.

b) The committee select Contributors and Editors for writing and editing the SLMs and obtain approval from the competent authorities.

c) Contributors are appointed from amongst the internal as well as external experts in the area.

d) Post editing and formatting of the SLMs, Advisory Committee recommends them to CIQA after careful examination of the quality and content.

e) The same is thereafter placed with the Academic Council of the University for consideration and approval.

   HEI LMS URL: https://lms.onlinecu.in/login/index.php

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

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- 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

HEI's own LMS URL: https://lms.onlinecu.in/login/index.php

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)

All norms are followed, the semester wise Academic Calendar is attached at *Annexure 6(A)*

6.3 Whether e-learning material of any course in a particular programme was sourced through OER/ Massive Open Online Courses: Y/N

No

Centre for Internal Quality Assurance (CIQA)

a. Provide details as under: *Not Applicable*

S. No.	Programme Name	Courses allowed 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:

Not Applicable

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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

Sr. No.	Provision	Complied Yes/No with explicit link address	If no Reasons, thereof
1.	Joint declaration by authorized 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, https://www.onlinecu.in/recognitions-approvals.php	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes, https://www.onlinecu.in/recognitions-approvals.php	
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, https://www.onlinecu.in	
5.	Programme-wise information on syllabus, suggested readings, contact points for counseling/mentoring, programme structure with credit points, programme wise faculty details, list	Yes, https://lms.onlinecu.in/login/index.php	

Centre for Internal Quality Assurance (CIQA)

	of supporting staff, their working hours and mentoring (for Online mode) Schedule		
6.	Important schedules or date-sheets for admissions, registration, re-registration, counseling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes, https://lms.onlinecu.in/login/index.php	
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, https://www.onlinecu.in	
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, feedback mechanism is in place and the thoroughly discussed with the concerned to maintain quality services.	
9.	Information regarding all the programmes recognised by the Commission	https://www.onlinecu.in/index.php	
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, https://lms.onlinecu.in/login/index.php	
12.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the	Yes, https://www.onlinecu.in/faq.php	

Centre for Internal Quality Assurance (CIQA)

	facility of online interaction with learners providing hyperlink support for Online Programmes		
13.	List of the Examination Centers along with the number of learners in each centre, for Online programmes	--	
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, *Annexure 7A* https://lms.onlinecu.in/login/index.php	
16	Reports of the third party academic audit to be undertaken every five years and internal academic audit every year by Centre for Internal Quality Assurance	Yes Third Party audit is conducted in addition to the internal academic audit by CIQA and records are maintained	

Centre for Internal Quality Assurance (CIQA)

HEI ID: -U-0747   **Name of HE**I: Chandigarh University   **Type of HEI**: Private

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; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) Only by way of online transfer, bank draft or pay order directly in favor 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 the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialization of education in any manner whatsoever, ands hall provide for equity and access to all deserving learners	Yes
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	Yes

Centre for Internal Quality Assurance (CIQA)

	Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners	
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
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

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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 admission to each programme of study and the amount of fee to be paid for the admission test	Yes
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 centers (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	Yes
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 in the Commission Order	Yes

Centre for Internal Quality Assurance (CIQA)

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 Educational Institution	Yes
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 recognized by the appropriate statutory authority or by the Commission where it is not so recognized; (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 authorized 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

Centre for Internal Quality Assurance (CIQA)

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/No If No, reason thereof:

Yes

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.)

The University has a streamlined process to prove prompt resolutions to learner queries and complaints regarding admission, examinations, dispatch of SLM, contact classes/practical, assignments etc. at the primary point.

A Grievance Redressal Cell (GRC) has been established to look into the matters of students' complaints with due approval of the Competent Authority. Contact information of the Coordinator is shared at the portal. Redress Committee is responsible to monitor, assess and review the effectiveness of procedures and closure of grievances in a time bound manner.

The Grievance Redress Mechanism has been defined, notified and uploaded on the IDOL website. The information published is updated regularly and offers online facility for submitting grievances with time based resolution facility to track the status. The Grievance, if any can be reported through online grievance redressal portal on our website via link https://www.onlinecu.in/contact-us.php

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
3	3

9.3 Complaint Handling Mechanism

HEI shall mention the mechanism adopted for Complaint Handling Mechanism as per Regulations. Also, mention details of Nodal Officers

A Grievance Redressal Cell (GRC) has been established to look into the matters of students' complaints with due approval of the Competent Authority. Contact information of the Coordinator is shared at the portal. Redress Committee is responsible to monitor, assess and review the effectiveness of procedures and closure of grievances in a time bound manner.

Centre for Internal Quality Assurance (CIQA)

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)
1	1	Yes

Centre for Internal Quality Assurance (CIQA)

Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

  i. CU-VERSE | Your Learning Universe in your Pocket
 ii. Highly engaging, multimedia rich e- content
iii. Efficient course Mentoring processes
 iv. Regular course webinars and virtual programming platform
  v. Gamified Learning Management System
 vi. Supplementary Certification support for Career advancement
vii. Strong Career Counseling & Mentorship resources for learners
viii. Placement Assistance Service with opportunity to appear in Joint Placement Drives

10.2 Best Practices of the HEI

  i. Learner Centric Online instructional material on OBE (Outcome Based Education) model fulfilling industrial requirements and meeting Global Standards.
 ii. Strong Learner Support System -   Through Ticket System & Toll-free number. Strengthened student support services with turnaround Time based resolution mechanism
iii. User-Friendly Learning Management System (LMS) Interface – Web-Based as well as Mobile Application.
 iv. Efficient Mentorship with accessibility to the academic staff for interaction.
  v. Focus on employability with placement support and career advancement parameters

10.3 Details of Job Fairs conducted by the HEI

The first batch graduated in 2022. Hence, the planning for the Joint Placement Drives has been done and will be initiated in the upcoming Academic Sessions.

10.4 Success Stories of students of Online mode of the HEI

The success stories of our students are the testimony of our commitment and services which are reflected on the University website for the information of stakeholders and also shared during the interactive sessions with learners as well as on social media handles of the University.

Centre for Internal Quality Assurance (CIQA)

10.5 Initiatives taken towards conversion of E-LM into Regional Languages

Based on the NEP 2020, we are in the process to work on the same.

10.6 Number of students placed through Campus Placements

The Campus Placement mechanism is being devised for implementation in graduating batches.

10.7 Details of Alumni Cell and its activity

Yes, a dedicated Alumni Cell of CU-IDOL is established to initiate continuous interactions, contributions and feedback of the Alma Mater.

10.8 Any other Information

Centre for Internal Quality Assurance (CIQA)

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:　　　　　　　　　　　　　　Signature of the Registrar:

Name: Prof. (Mr.) Director　　　　　　　　　　　　　Name: Dr V. K. Banga

Associate Director
Internal Quality Assurance Cell (IQAC)
Chandigarh University
Gharuan, Mohali (Punjab)-140413

Seal:　　　　　　　　　　　　　　　　　　　　　　Seal:

Date: 25.08.2023　　　　　　　　　　　　　　　　　Date: 25/08/2023.

Registrar
Chandigarh University
Gharuan, Mohali-140413

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.

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Centre for Internal Quality Assurance (CIQA)