HEI ID: HEI-U-0373   Name of HEI: Chitkara University   Type of HEI: Private

Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER

ONLINE MODE

2022-23

Contents

Part – I: General Information

Date of notification of the Centre (copy of the notification uploaded): 20.2.2023

Upload PDF **(PI-1)**

Details of Director, CIQA

- Name : Dr. K.K. Mishra
- Qualification: Ph.D.
- Constitution of CIQA notice is Uploaded (PDF) **(PI-1)**

Details of CIQA Committee:

a. **Composition as per Regulations**

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Dr. Archana Mantri, Ph.D	Electronics & Communication Engineering	20.2.2023
b.	Three Senior teachers of HEI	Member 1	Prof. Shitij Kapoor	Digital Marketing	20.2.2023
		Member 2	Dr. Rashmi Aggarwal	Commerce	20.2.2023
		Member 3	Dr. Prachi Gupta	Digital Marketing	20.2.2023
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode.	Member 4	Dr. Sandhir Sharma, Ph.D	Business Management	20.2.2023
		Member 5	Dr. Kuldeep Chand Rojhe, Ph.D	Marketing Management	20.2.2023
		Member 6	Dr. Kiran Mehta, Ph.D.	Finance and Banking	20.2.2023
d.	Two External Experts of ODL and/or Online Education	Member 7	Rajneesh Sinha, Founder & CEO, Talent Accelerator, New Delhi	Online Learning	20.2.2023
		Member 8	Abhiraj Malhotra, Co-founder & CEO Chalkpad Pro, Mohali	Online Learning	20.2.2023
e.	Officials from departments of HEI	Member 9 Administration	Dr. S.C.Sharma, Ph.D.	Chemistry, Administration	20.2.2023

	• Administration • Finance	Member 10 Finance	Rajat Bhatia, Chartered Accountant	Finance	20.2.2023
f.	Director, CIQA	Member Secretary	Dr. K.K.Mishra, Ph.D.	Physics, Electronics	20.2.2023

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

This is the first term of the members will be changed after completion of 2 years of their tenure

Number of meetings held and its approval: 03
   a. **No. of meetings held every year:** 03 (AY: 2022-23)
   b. **Meeting details:**

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	27th February 2023	2	**(PI-2)**	**(PI-2)**
Meeting 2	12th May 2023	2	**(PI-2)**	**(PI-2)**
Meeting 3	30th June 2023	0	**(PI-2)**	**(PI-2)**

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: **No Certificate programmes started**

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.

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: **No Diploma programmes started**

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.

Number of programmes started at Post Graduate Diploma level as per Commission Order: No programmes at Post Graduate Diploma Level started

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

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

Number of programmes started at Undergraduate Degree Programmes as per Commission Order: No programmes at undergraduate level started

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

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

Number of programmes started at Post-graduate Degree Programmes as per Commission Order:

From February, *2023* academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC RecognitionLetter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	MBA	2 years	76	Graduation	2.00 lakhs per programme	Available at the link provided below: https://deb.ugc.ac.in/Uploads/Notices_Upload/UGC_20230707170909_1.pdf	11	5	0	16

Note: Mention details separately for February, *2023* academic session, as applicable, as above.

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

Action taken on the functions of CIQA:-

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcomethereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	Quality is provided as per the four quadrants of learning as provided under the UGC's Online Regulations 2020. Guidelines in this regard have been uploaded on the website which also briefly discusses the evaluation pattern of the online programme offered by the University.	Guidelines uploaded on the CCCE website at link: https://onlinechitkarau.com/wp-content/uploads/2023/05/Student-Guide.pdf Guidelines for online Learners **(PII-1)**
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Centre for Continuing Education are reviewing e-content, e-tutorials, lectures, SLM based on the feedback received from the stakeholders. Content on the LMS is regularly updated. Assessment and evaluation is regularly updated and remote proctoring examination has also been made more robust. Learners are required to fill the feedback form twice in a year.	Guidelines uploaded on the CCCE website at link: https://onlinechitkarau.com/wp-content/uploads/2023/05/Feedback-Mechanism.pdf Feedback form **(PII-2)**
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	University Centre for continuing Education is maintaining quality in the following key areas like: Curriculum, Live classes; Lecture videos, Self Learning Material, Functioning of LMS, Examination system, Quality of teaching, Quality of questions, assessments etc.	Guidelines for online Learners **(PII-1)**
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)	CCCE has devised a mechanism to ensure that quality of Online Programmes matches with the quality of the relevant programmes in the conventional mode by focusing its attention on the similarity in curriculum, in Training of teachers; in Coordinated response to the teaching; in Consistently bringing about improvement in the Self Learning Material; in improving the	Report on Learners Support; Padegogy; Content; Programme outcome **(PII-3)** Report on FDP Programme **(PII-4)** Report on Learner Support **(PII-5)**

		lecture videos and monitoring performance of the teachers.	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Centre for Continuing Education has devised a mechanism for interaction with and obtaining feedback from different stakeholders. To start with, learners are required to fill the feedback form twice in a year. There is constant interaction with all stakeholders including with faculties, with Industry to improve the system. Feedback from other stakeholders will be taken in the coming year.	Feedback form guidelines devised for learners is uploaded on CCCE website at link: https://onlinechitkarau.com/wp-content/uploads/2023/05/Feedback-Mechanism.pdf Feedback form is attached at **(PII-2)**
6.	Measures suggested to the authorities of Higher Educational Institution for improvement	Following measures have been suggested to further improve working of the CCCE: Upgrading skills of teachers with FDPs; staff through workshops and Students through induction programme. Building and upgrading studio recording and video production facilities.	Report on Faculty Development Programmes **(PII-4)** Infrastructure Facilities **(PII-6)**
7.	Implementation reviews	All recommendations of the CIQA are taken up for implementation. Since only 6 months have passed, action taken reports and review meetings will be held in the subsequent meetings of the coming year.	Action Taken Report **(PII-7)**
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.	Workshops/seminars/symposiums are held regularly to upgrade the skills of the faculty, support staff and students.	Report on Faculty Development Programmes **(PII-4)** Infrastructure Facilities **(PII-6)**

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	Centre is committed on developing processes to give better services to the learners. These processes are periodically reviewed. Learning Management System, teaching, content, assessment etc. are constantly improved. The online video lectures are supported by power point presentations and open education resources. The duration of each lecture is 15 to 30 minutes to ensure higher understanding and engagement of learners.	Report on the e-content delivery **(PII-8)**
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	All interventions are thoroughly organized well in advance for smooth implementation. Developing academic calendars, time tables, various guidelines for orienting faculty and students and uploading them on the website and on the LMS. Analytics on student progress is regularly analyzed.	Important dates, all important guidelines, examination guidelines are given at link: https://onlinechitkarau.com/resource-center/
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	PPR was prepared strictly as per the guidelines of the UGC DEB and same was approved by Academic Council of the Chitkara University in its 21st Meeting held on 21.2.2022. Online programme of the University was approved by UGC in September 2022 upon submitting a proposal along with a copy of the approved PPR.	Approved PPR **(PV-1).**

12.	Mechanism to ensure the proper implementation of Programme Project Reports	A mechanism has been developed to ensure proper implementation of PPR. 1. Academic programme is run as per the scheme laid down in the PPR. 2. Teaching learning process and its outcome is linked to the SDGs laid down in the PPR. 3. Online lectures are held as per the course structure and course curriculum given in the PPR, 4. Examinations are conducted as per the examination scheme given in the PPR.	Report on PPR implementation **(P-9)**
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	All actionable agendas related to the Centre are discussed periodically in the CIQA meetings for appropriate action. In the year 2022-23, three meetings of the CIQA were held where major decisions were taken. CIQA has also reviewed the performance of Remote Proctoring, Attendance report, Completion of the course curriculum etc. Action taken report on the minutes of the three meetings will be placed in next meeting of the CIQA.	Approved PPR **(PV-1).**
14.	Inputs provided to the Higher Educational market.	Yes. Inputs were provided to make programmes relevant to the job market. Lot of industrial inputs are being sought to enrich the Self Learning Material and e-content. Faculty Development Programmes is one such interaction with the Industry for various inputs.	Advisory Board **(PII-10)** MOUs **(PII-11)**
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	All processes are designed to be learner centric. CCCE's objective is to make online learning more productive and a futuristic mode of learning. The delivery of the learning in Four quadrants is undertaken as per UGC online regulations 2020. Job oriented certifications from renowned global learning platforms e.g. LinkedIn Learning, and Harvard Business Online, are provided to learners to upgrade their skills. The CCCE has already made an effort to collaborate with the Industry for tailoring the courses to provide as value added course to the learners and to provide the opportunity for on the job	https://onlinechitkarau.com/wp-content/uploads/2023/05/Student-Guide.pdf https://onlinechitkarau.com/wp-content/uploads/2023/08/Quality-Assurance-Guidelines-of-Learning-Material.pdf Report on Learners Support; Padegogy; Content;

		training and placement support.	Programme outcome **(PII-3)**
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	The University has valid NAAC A+ (score of 3.26 on a scale of 4.00) and its validity is till 06.09.2026.	
17.	Measures adopted Institutionalization of quality enhancement practices through periodic accreditation and audit	Measures are taken to develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the institution; to promote measures for institutional functioning towards quality enhancement through internalization of quality culture and institutionalization of best practices and to assure all the stakeholders the accountability of the institution for its own quality. In the line, the University continuously participates in NIRF and has been ranked 64th in Management category in the year 2023. The University has already submitted AQAR to NAAC for last academic year. The University is also ranked by QS and Times Higher Education.	Departmental Academic Affairs Committee and Board of Studies **(PII-12)**
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	The CCCE coordinates with the Commission for submission of all compliances related to regulatory requirements, its approvals and other relevant information related to the learners from time to time. The CCCE has already submitted the details of learners to the DEB, UGC for January-June (2022-23) batch starting from February 2023 through DEB portal.	AICTE Approval **(PII-13)**
19.	Information obtained from otherHigher Educational Institutions on various quality benchmarks or parameters and best practices.	SLM for the learners has been benchmarked as per IGNOU, New Delhi. Issues like development of e-content, training of faculty, and developing processes are some of the many issues discussed with other leading Universities into online learning to understand and fine tune our conceptualization and implementation process.	SLM Guidelines **(PII-14)**

20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Report of January to June 2023 semester: No. of Live of Live classes: 60 classes of 1 hour duration in one specialization No. of Master Classes: 8 classes of 1 hour duration Videos uploaded on LMS: 80 lectures of 15 minute duration (Total 80 hours for 5 subjects) Teachers attended FDPs: 4 FDPs etc. Workshops held for counselors: 2 Certifications for Learners: Orientations held: 2 days Assessment: Internal + End Semester Examination held in from 10th June to 9th July 2023.	Report of Faculty Development Programme **(PII-4)** Guidelines on online Learners **(PII-1)**
21.	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the the end of each academic session.	Annual Report of the Centre for Continuing Education is attached.	Annual Report **[PII-15]**
	(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.	Yes. The annual report is in prescribed format is approved by the statutory authority of the University and will be ratified by the Academic Council in its upcoming Meeting to be held on 1st September 2023. This will also be placed in the 1st meeting of CIQA in the 2023-24.	
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 University constituted Centre for Internal QualityAssurance on 20.2.2023 as per the UGC's online Regulations 2020. The CIQA of the Centre has been continuously discussing the quality parameters for effective delivery of the programme content. Some notable initiatives on quality processes are given in the of Guidelines for online Learners (Attached)	Guidelines for online Learners **(PII-1)** Report on Faculty Development Programme **(PII-4)**

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	Academic Council of the University approved the PPR, course curriculum, course structure of the online programme. All this is in conformity with the UGC's online Regulations of 2020.	Report on Learners Support; Padegogy; Content; Programme outcome **(PII-3)** Approval of Academic Council **(PII-16)**
24.	Promoted automation support services of the HigherEducational Institution.	A learner support services has been created to attend to student queries. Learner support services are being automated through ERP and LMS platforms.	D2L-Learner's Guide **(PII-17)**
25.	Coordinated with external subjectexperts or agencies or organizations,the activities pertaining to validationand annual review of its in-house processes	Two Industry experts are part of the BOS, who recommends the syllabus to the Academic Council for approval. LMS services, LinkedIn certifications, Harvard Business publishing and Coursers are some of the external agencies associated in online learning who take workshops for faculty and also motivate online learners during their induction programmes to take up relevant certifications to hone their skills.	Report on Faculty Development Programme **(PII-4)** Departmental Academic Affairs Committee and Board of Studies **(PII-12)**
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	The University is a NAAC A+ graded University with validity till 6.9.2026 in its first cycle as unitary general university category. The programmes offered under OL mode under CCCE will be audited and submitted as part of SSR while processing to cycle-2 of the A&A by NAAC in dual mode University category.	NAAC A+ Certificate **(PII-18)**
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	The University is a NAAC A+ graded University with validity till 6.9.2026 in its first cycle as unitary general university category. The programmes offered under OL mode under CCCE will be audited and submitted as part of SSR while processing to cycle-2 of the A&A by NAAC in dual mode University category.	NAAC A+ Certificate **(PII-18)**

28.	Promoted collaboration andassociation for quality enhancement of Online mode of education and research therein	Three meetings of CIQA were held to discuss mainly quality aspects related to the Centre. First meeting was held in February 2023, were 7 guidelines were approved to enhance the quality of the online programme. Second meeting of CIQA was held in May 2023, where 5 more guidelines were considered and approved besides ensuring that different provisions of the online regulations are complied with. CIQA looked at the delivery of the online lectures; attendance of the learners; content uploaded on the LMS; Appointment of the Programme Coordinator; Course Coordinator; Mentor etc. Third meeting of CIQA was held in June 2023, where Remote Proctoring Examination was considered and suggestions were given for its improvement. Academic Bank of Credit was discussed and all learners got their numbers. Besides this emphasis was given on course completion; tutorials held and internal assessments held.	Minutes of Meetings of CIQA **(PI-2)** MOUs **(PII-11)**
29.	Facilitated industry-institutionlinkage for providing exposure to thelearners and enhancing their employability.	The centre has number of linkages with the Industry. Some examples of the industry intuition linkages are the collaboration with CollPoll for providing CollPoll Digital Campus Suite with the terms as per agreed services & Licence Agreement (SLA) the service provider on LMS services, on Remote proctoring services, collaboration with LinkedIn on, Harvard Business publishing and E&Y on academic certifications.	D2L-Learner's Guide **(PII-17)** Best Practices **(PII-19)** MOUs **(PII-11)**

**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 onlineprogrammes	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. Centre for Continuing education (CCCE) is being developed into an autonomous centre within the Chitkara University. The centre is conceived to operate independently and through self sustained operations, governance, examination system, admissions etc. b. Following is the organizational structure of the Centre: • Statutory Bodies: • Chancellor • Governing Body • Pro-Chancellor • Board of Management • Vice Chancellor • Academic Council • Finance Committee • Registrar; • Director, CCCE c. The CCCE has developed its Strategic Plan 2027-Document embedded with vision and mission of the University for the growth of online education offered by the Centre. The Strategic Plan 2027 is uploaded on the University website. d. The Centre has developed various policy documents for the support to the learners and the faculty members involved in teaching learning process. All the policies (the notable policies are related to examination; remote proctoring; delivery of e-	https://onlinechitkarau.com/wp-content/uploads/2023/05/Student-Guide.pdf https://onlinechitkarau.com/wp-content/uploads/2023/08/Quality-Assurance-Guidelines-of-Learning-Material.pdf https://onlinechitkarau.com/wp-content/uploads/2023/04/Guidelines-on-Examination-Matters.pdf https://onlinechitkarau.com/wp-content/uploads/2023/07/Guidelines-on-Remotely-proctored-examination.pdf Vision Document **(PII-20)**

		content etc.) are available at the CCCE website. The website has also detailed information about operation plans and goals for the support of the learners.	
2.	Articulation of Higher Educational Institution Objectives	University Objectives are: a) To provide instruction, teaching and training in the Higher Education and to make provisions for research, advancement and dissemination of knowledge; b) To create higher level of intellectual abilities; c) To establish state of the art facilities for education and training; d) To carry out teaching and research and offer continuing education programmes; e) To create centers of excellence for research and development and for sharing knowledge and its application; f) To establish campus and to make provisions for all the facilities required for the study and stay of the students, staff, visitors including parents of the University; and g) To do all such acts and things as may be necessary or desirable to further the objects of the University.	Vision Document **(PII-20)**
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	Online MBA Programme has been initially conceived and developed with the help of the Chitkara Business School. The Programme was approved by Academic Council before the proposal was submitted to AICTE in 2022. It was approved in May 2022. a. Board of Studies (BOS) is a statutory committee approved by the Academic Council. All course structures, curriculums are	Guidelines for online Learners **(PII-1)**

		deliberated and recommended by the BOS to the Academic Council for approval. Learning resources have been created as per the online regulations 2020 of the UGC.	
		b. Curriculum implementation: Approved curriculum was implemented through Time Table and Academic Calendars and circulated to all learners and faculty. Classes are strictly run as per these time tables and academic calendar. E-content on uploading video lectures, SLM has been uploaded on the LMS.	
		c. Academic flexibility: Lectures are held on flexible hours on the weekends (on Saturdays and Sundays). Examination is also held on weekends and option is given to the learners to opt for Sundays or Saturdays for examination. Sufficient time is given to learners to complete their assignments. Examination is held through remote proctoring.	
		d. Learning resources include pre-recorded videos, Self learning material, PPT corresponding to each lecture. Master classes are also conducted (twice in a month) by Industry experts to give real world insights to the learners.	
		e. A feedback form has been introduced to be filled up by the learners once in a semester to give feedback about the different aspects of the online learning.	

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| 4. | Programme Monitoring and Review | The work related to courses is coordinated by the course coordinators, one for each course. There is a faculty mentor who looks after 250 students for their academic requirements. MBA Program is headed by Programme Coordinator who monitors the work of the faculty and resolve all academic issues. The overall incharge of the academics of the Centre is Director, CCCE who is also holding additional charge of Dean (Academics). The monitoring and review is based on learner centric approach by CCCE, effectiveness of live classes, technology, LMS, student support, Academic and assessment systems and relevance of content. | Organization Structure **(PII-21)** |
| 5. | Infrastructure Resources | University has adequate infrastructure to support its online education through its Centre for Continuing Education strictly in line with the guidelines and norms as mentioned in the UGC Regulations 2020 for OL/ODL. Total area of the Centre is 15000 sq. feet comprising of the Academic area, Academic Support, Library, and Examination, Audio Video workshop and Administrative and other spaces. D2L LMS platform is used to provide content access to the learners. CollPoll ERP is implemented for seamless communication between centre, learners and faculty, remote proctoring end term examination system is based on CollPoll AI based remote proctoring examination system. The centre has three state of art studios for recording of lectures. There is facility for video recording, editing and production, the Centre also has effective IT facilities comprising of high speed internet connectivity, storage in cloud and physical hard disks. There are adequate number of | Infrastructure Facility **(PII-6)** |

		laptops, desktops, LED, mics, cameras and lighting equipment.	
6.	Learning Environment and Learner Support	A dedicated Learner support team looks after all needs of the learners. Emphasis is on to improve services of the centre. Grievance Redressal Mechanism is in place for learners to file any grievance.	Guidelines on Grievance Redressal Mechanism is given at the link below: https://onlinechitkarau.com/wp-content/uploads/2023/04/Guidelines-on-Student-Grievance-redressal-mechanism.pdf
7.	Assessment and Evaluation	Assessment, Evaluation and remote proctoring of the examination is part of the LMS. External examination has 70 marks and internal has 30 marks. Periodic training of the students and faculty is organized to sensitize them about the working and technology of LMS and Remote Proctoring System.	Examination guidelines are uploaded on the CCCE website at link: https://onlinechitkarau.com/wp-content/uploads/2023/04/Guidelines-on-Examination-Matters.pdf Guidelines on remote proctoring is also on the link: https://onlinechitkarau.com/wp-content/uploads/2023/07/Guidelines-on-Remotely-proctored-examination.pdf
8.	Teaching Quality and Staff Development	E-content and quality of teaching is closely monitored by the Programme Coordinator and Director, CCCE. Teachers get regular feedback and suggestions from the Centre to upgrading their skills. Regular refresher programs of the faculty take place. A number of FDPs were held in the last semester.	Report on Faculty Development Programme **(PII-4)** Feedback forms **(PII-2)**

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 onlineprogrammes	Upload relevant document
1.	Academic Planning	Academic Planning and policies are deliberated in Departmental Academic Activities Committee and in Board of Studies. Recommendation of these committees goes to the Academic Council for approval. Academic Council is headed by the Vice Chancellor as the Chairperson, Dean of all Schools of the University, Directors, Heads etc. At the course level the coordination is done by the Course Coordinators. One faculty Mentor is appointed to looks after 250 students. Programme Head Coordinates the between different course coordinators and ensures implementation of the Academic Curriculum as per the Academic Calendar and time table. Director, CCCE is responsible for overall academic operations of the Centre.	Departmental Academic Affairs Committee and Board of Studies **(PII-12)**
2.	**Validation**	The Programme is validated by its approval by the statutory authorities of the University and by complying with the instructions given in the UGCs online Regulations of 2020.	Approval of Academic Council **(PII-16)**

| 3. | Monitoring, Evaluation
a. Reports from Examination Centres
b. External Auditor or otherExternal Agencies report
c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institutionlevels
d. Reporting and Analytics bythe Higher Educational Institution
e. Periodic Review | a. Examination of the first semester MBA Programme was held in June/July 2023 through remote proctoring. Remote Proctoring reports are available with the Centre. Each learner has been monitored through technology, their images taken at regular intervals. This was also discussed in the 3rd Meeting of the CIQA.
b. Not applicable
c. This is being systematically done.
d. As and when statutory committees will be held analytics and reports related to CCCE will be placed in the meetings.
e. The performance of the CCCE is monitored and reviewed at different levels by Director, CCCE, by Programme Coordinator and Course Coordinators. At University level the programme is periodically reviewed by Vice Chancellor. | Gazette **and** Examination Regulations **(PII-22)** |

Part – III: Human Resources and Infrastructural Requirements

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

> Dr. Kuldeep Chand Rojhe, Ph.D., Regular Employee, Salary(Appointment letter and joining report attached) **(PIII-1)**

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

> Rahul Haku, Deputy Director (Appointment Order/Transfer Order attached) **(PIII-2)**

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

> Dr. Gurloveleen Kaur, Assistant Director (Appointment Order/Transfer Order attached) **(PIII-3)**

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:

Compliance on the status of Human Resources status as per UGC Regulations 2020

i. **Programme name: MBA**

   a. **Programme Coordinator**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Varun Nayyar, Associate Professor and Programme Coordinator	Ph.D.	15 years	Regular, Gross Salary Rs. 1.10 lakhs p.m.	1st March 2023

   b. **Course Coordinator**

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Organisational Behaviour & HR	J.P.S.Chaudhary	Postgraduate	25 years	Regular	5.3.2023
2.	Marketing Management	Dr. Gagandeep	Ph.D.	5 months	Regular	23.3.2023
3.	Brand Management	Baljinder Kaur	M.B.A., NET	8 years	Regular	2.2.2023
4.	Website Development	Tanvi Verma	M.Com, NET	6 years 3 months	Regular	2.2.2023
5.	Digital Marketing	Shitij Kapoor	M.B.A.	15 years	Regular	9.11.2022
6.	Business Communication	Dr. Sovia Rj Singh	Ph.D.	12 years 9 months	Regular	2.2.2023
7.	Managerial Economics	Dr. Shveta Gupta	Ph.D.	6 months	Regular	13.2.2023
8.	Financial Accounting	Dr. Ajay Dogra	Ph.D. M.Com	6 months	Regular	8.2.2023

c.   **Course mentor**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Parul Kulshreshtha	Ph.D.	5 years	Regular	15.5.2023

Any other details

Details of Administrative staff

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

Admin Staff	Required	Available
Additional Registrar/Deputy Registrar	1	Yes **(PIII-4)**
Assistant Registrar	1	Yes **(PIII-5)**
Section Officer	1	Yes **(PIII-6)**
Assistants	3 (2 for DM Universities)	Yes **(PIII-7 to PIII-9)**
Computer Operator	2	Yes **(PIII-10 to PIII-11)**
Multi Tasking Staff	2	Yes **(PIII-12)**

(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	Production, audio-video recording and editing services are outsourced to Tucious, a young startup company based in Patiala. Company works in the University studio for Audio-Video recording and editing the lecture videos. They have been employed to do the work in the month of February 2023. MOUs **(PII-12)**
Technical Associate (Audio-Video recording and editing)	1	
Technical Assistant (Audio-Video recording)	1	
Technical Assistant (Audio-Video editing)	1	

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

Post	Required	Available
Program Manager/Technical Manager (LMS and Data Management)	1 (per Centre)	1 **(PIII-13)**
Technical Assistant (LMS and Data Management	2	2 **(PIII-14 to PIII-15)**

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

Post	Required	Available
Technical Manager (Admission, Examination and Result)	1 (per Centre)	1 **(PIII-16)**
Technical Assistant (Admission, Examination and Result)	2	2 **(PIII-17 to PIII-18)**

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

Part – IV: Examinations

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. Complete assessment and evaluation is undertaken by the Chitkara University Centre for Continuing Education itself and no part of it is outsourced.	
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. End Semester Examination is held through remote proctoring using proctored technology to oversee the conduct of the examination. Besides this regular faculty of the University is associated to act as the human proctors for the programme.	
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. The end-semester examination is conducted using technology and AI to remotely proctor the examination and all efforts are taken to make examination free and fair.	
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.	Yes. Examination is held through remote proctoring using technology only.	
5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	Not applicable to online programmes	

6.	Building and grounds of the examination centre must be clean and in good condition.	Not applicable	Not applicable to online programmes
7.	The examination centre must have and basic amenities	Not applicable	Not applicable to online programmes
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Not applicable	Not applicable to online programmes
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Not applicable	Not applicable to online programmes
10.	Safety and security of the examination centre must be ensured	Not applicable	Not applicable to online programmes
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	Not applicable	Not applicable to online programmes
12.	Provision of drinking water must be made for learners	Not applicable	Not applicable to online programmes
13.	Adequate parking must be available near the examination centre	Not applicable	Not applicable to online programmes
14.	Facilities for Persons with Disabilities should be available	Not applicable	Not applicable to online programmes

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)	Not applicable	Not for online programmes
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	Not applicable	Examination is conducted using AI.
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	Not applicable	Not applicable for online programmes
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes	

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, UGC DEB Guidelines are followed to conduct End Semester Examination using remote proctoring technology. Guidelines are given at the link below: https://onlinechitkarau.com/wp-content/uploads/2023/07/Guidelines-on-Remotely-proctored-examination.pdf	
2.	A Higher Educational Institution offering Online programme shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Evaluation system is part of the LMS. Detailed guidelines on the examination are uploaded on CCCE website at link: https://onlinechitkarau.com/wp-content/uploads/2023/04/Guidelines-on-Examination-Matters.pdf	

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 per cent. in all the activities of Online programme prior to end semester examination or term end examination.	i) All classes scheduled by CCCE were conducted satisfactorily. Close to 100% programmes stipulated for the semester has been covered through pre-recorded video lectures, live classes and tutorials and revision classes. ii) It is mandatory for the learners to attend at least 75% of the classes through their participation in 4 quadrants including live classes. These analytics are available on LMS and the report is generated by LMS on demand. In case attendance falls below 75%, the learner is immediately informed to participate more in the existing resources.	
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	Regulations for online programme have been prepared based on the regulations of the Conventional mode programmes.	
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. The weightage is as per UGC's online Regulations. Sample question papers (Internal + End Semester) are attached **(PIV-1 to PIV-2).**	

6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Guidelines on delivery, on examination, on SLM etc. examination are uploaded on CCCE website at link: https://onlinechitkarau.com/resource-center/	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Sample Grade Card is attached **(PIV-3)**	
8.	A Higher Educational Institution offering a Programme in Online mode shall adopt arigorous process in development of questionpapers, 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 ofstudy by a learner.	CCCE follows rigorous process for preparing questions and to conduct the examination. SOPs and Guidelines in this regard have been prepared by the CCCE and same are uploaded on CCCE website at link: https://onlinechitkarau.com/wp-content/uploads/2023/04/Guidelines-on-Examination-Matters.pdf	
9.	The examination of the programmes inOnline 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.	Online Examinations is managed by the Examination Department of the University. Since University runs an online programme, it is conducted through remote proctoring.	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit procedure.	Not applicable.	University conducts online program only
	(b) Availability of biometric system	Not applicable.	University conducts online program only

	(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	Not applicable.	University conducts online program only
	(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 centre to the Higher Educational Institution	Not applicable.	University conducts online program only
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Not applicable.	Not applicable for online programmes
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Not applicable.	Not applicable for online programmes
	(b) It shall be mandatory to have observerreport submitted Educational Institution	Not applicable	Not applicable for online programmes
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	We use technology enabled online mode examination with all security features.	

14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognized to enroll international learners shall endeavor to conduct proctored examinations for such learners.	Yes. However, no international learner was admitted to the online programme in 2022-23.	
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.	Not applicable as yet	Degrees have not been awarded as yet. The first batch will pass out in February 2025. Compliance will be done thereafter.
	(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 Centers	Degrees have not been awarded as yet. Grade card is attached with above details incorporated **(PIV-3)**	

Result and Student Progression
For PG Programme

Semester beginning	Programme	No. of students admitted	No. of students appeared in exams in June 2023	No. of students progressed to next year	% of students passed (Result declared in July 2023)	% of students passed in first class
February, 2023	1. MBA	16	15	15	93.75%	100%

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

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.

Approved PPR **(PV-1)**. PPR is approved by Academic Council in 21st Meeting held on 21.2.2022, same is attached here **(PII-16)**. Upload samples and authority approval

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.

Quality Assurance Guidelines of Learning Material in Multiple Media and Curriculum and Pedagogy is attached as **(PV-2)**.

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.

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

SLM Guidelines **(PII-14)**

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Part – VI: Programme Delivery through Learning Platform

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

> Swayam Portal is always open for value added learning.

- 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

> D2L is primary LMS and M/S CollPoll is used for Resource Planning. MOUs **(PII-11)**

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)

> Active engagement in Online class is monitored by the Course Coordinator and compliance is monitored by the Programme Coordinator via participation in asynchronous or synchronous discussions, assignment activity and Programme involvement and the analytics of Learning Management System shall be used for ensuring the learners participation of more than four hours every week.

Whether e-learning material of any course in a particular programme was sourced through OER/ Massive Open Online Courses: Y/N
a. Provide details as under: No.

b. Upload approval of statutory authorities of the Higher Educational Institution:
    Not applicable

HEI ID: HEI-U-0373   Name of HEI: Chitkara University   Type of HEI: Private

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 linkaddress	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?	Joint declaration is given at the Link: https://onlinechitkarau.com/wp-content/uploads/2023/07/Joint-Declaration-by-Registrar-and-Director-CIQA.pdf	(Uploaded)
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. Chitkara Act is given in the link here: https://onlinechitkarau.com/wp-content/uploads/2023/07/Chitkara-University-Act-2010_compressed-1.pdf	(Uploaded)
3.	Copies of the letters of recognition fromCommission and other relevant statutory or regulatory authorities	Yes. UGC +AICTE approval of the programme is given at S.No. 32 at the Link: https://deb.ugc.ac.in/Uploads/Notices_Upload/UGC_202307071 70909_1.pdf	(Uploaded)
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. It is given on the home page of our CCCE website https://onlinechitkarau.com	
5.	Programme-wise information on syllabus, suggested readings, contact	Yes. Complete details are given on the student portal of the CCCE, Chitkara University	

6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	It is circulated on the LMS. Important dates are given in the link: https://onlinechitkarau.com/wp-content/uploads/2023/05/January-2023-Important-Dates.pdf	(Uploaded)
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	Guidelines on this subject are available on website. Link is given here: https://onlinechitkarau.com/wp-content/uploads/2023/05/Student-Guide.pdf	(Uploaded)
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	Guidelines are uploaded on website and link is given here: https://onlinechitkarau.com/wp-content/uploads/2023/05/Feedback-Mechanism.pdf	(Uploaded)
9.	Information regarding all the programmesrecognised by the Commission	Online Programme recognized by UGC is given at S.No. 32 at the Link: https://deb.ugc.ac.in/Uploads/Notices_Upload/UGC_20230707170909_1.pdf	
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Not applicable as yet.	The first batch will pass out in 2025.
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. Link is given here: https://onlinechitkarau.com/faqs/ FAQs regarding learning etc is also given on the LMS.	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	Not applicable.	Not applicable in case of online programmes.
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Yes. Guidelines have been prepared and Link is given here: https://onlinechitkarau.com/wp-content/uploads/2023/07/Guidelines-on-Remotely-proctored-examination.pdf	
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. Academic Calendar is circulated on LMS. Important dates have been uploaded on the CCCE website at the link here: https://onlinechitkarau.com/wp-content/uploads/2023/05/January-2023-Important-Dates.pdf	**Uploaded**
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. Internal audit report is being sent to UGC.	Third party academic audit will be done at the end of 5th year as per UGC's online Regulations 2020

Part – VIII: Admission and Fees

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

S.No.	Provision	Whether being compliedYes/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 andcharges- (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 favour of the Higher Educational Institution.	(a) Yes. Fees declared in prospectus and on website only is accepted towards admission fee; other fee and charges (b) Yes. (c) 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.	Amount of fee to be paid by the learner is mentioned in the information brochure available on the website.
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	Government orders are complied with. Compliance is ensured.

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. Admission is offered in a transparent manner and made directly by the Headquarters of the University, responsible for final approval related to admissions
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. This is done. Yes. Yes. Will be complied with as and when required.
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	Yes.
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	Minimum educational qualification is prescribed on the website.
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	Details are mentioned in the information brochure.
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	Yes. Facilities which can be accessed by the online learners on admissions are being conveyed to the learners at the time of orientation.
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.

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	No capitation fee is demanded or charged or accepted or demanded any donation by way of consideration for admission to any seat in a programme of study conducted by it.
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	No such practice is encouraged in Chitkara University.
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	No original documents are taken from learners. All UGC directions given in the online regulations are complied with.
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.	Fee shall be refunded as per the instructions issued by UGC from time to time. Same is mentioned in prospectus as well.

| 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 | No false information is provided to the prospective learners. |

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: No

If No, reason thereof:

No international learner was admitted to our online programme in year 2022-23

Part – IX: Grievance Redressal Mechanism

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.

No grievance has been received in the academic year 2022-23 from the students. Detailed guidelines have been framed and put on our website https://onlinechitkarau.com/wp-content/uploads/2023/04/Guidelines-on-Student-Grievance-redressal-mechanism.pdf for the benefit of the students in case they want to file any formal complainst. **(Uploaded)**

Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
0	0

Complaint Handling Mechanism

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

Complete guidelines have been prepared as per Annexure-X of the online Regulations of 2020. Details are given at the link here: https://onlinechitkarau.com/wp-content/uploads/2023/06/Student-Grievances-Redressal-Committee.pdf https://onlinechitkarau.com/wp-content/uploads/2023/06/Student-Grievances-Redressal-Committee.pdf **(Uploaded)**

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	0

Part – X: Innovative and Best Practices

Innovations introduced during academic year

The syllabus is divided into smaller duration lectures to make it easier for the learners to understand the subject at their own pace.

Best Practices of the HEI

Master classes have been introduced. The classes are taken by the industry leaders, which gives industry exposure to the learners. Certifications from Linkedin, Harvard Business Publishings and Coursera have been introduced and learners are given option to do any of the short term courses relevant to their MBA Programme. Best practices report **(PII-19)**

Details of Job Fairs conducted by the HEI

The first batch of the online Learners were admitted in February-March 2023. No Job Fairs were conducted. There is a proposal to do such Job Fairs after first batch of learners pass out in the year 2025.

Success Stories of students of Online mode of the HEI

Online Learners of the CCCE, Chitkara University have completed their 1st semester. Any success stories will be pursued in the subsequent years.

Initiatives taken towards conversion of e-LM into Regional Languages

CCCE, Chitkara University has this on the agenda and will be taken up by them in the coming years depending on the demand coming from the learners.

Number of students placed through Campus Placements

No learner has completed the degree programme as yet.

Details of Alumni Cell and its activity

Learners will automatically become part of the Chitkara Alumni Network (CAN).

Any other Information

We are complying with all the instructions given by UGC in its online Regulations and also instructions passed on from time to time. The student centric approach is strictly followed.

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, CIQA: **Signature of the Registrar:**

Name: Dr. K.K. Mishra   **Name: Dr. S.C. Sharma**

Seal: **Seal:**

Date: 31.8.2023   **Date: 31.8.2023**

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.
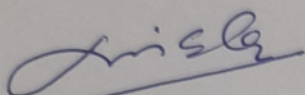
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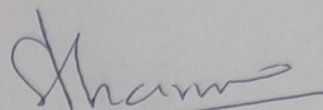
Signature of the Director, CIQA:

Name: Dr. K.K. Mishra

Seal: Dr. K.K. Mishra
              Director
Date: 31.8.2023 Accreditation and Quality Assurance Cell
              Chitkara University, Punjab

Signature of the Registrar:

Name: Dr. S.C. Sharma

Seal:

Date: 31.8.2023

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.

Annexure

PI-1	Constitution of CIQA notice is Uploaded
PI-2	1st to 3rd Meeting of CIQA
PII-1	Guidelines for online Learners
PII-2	Feedback forms
PII-3	Report on Learners Support; Padegogy; Content; Programme outcome
PII-4	Report on Faculty Development Programme
PII-5	Report on Learner Support
PII-6	Infrastructure Facility
PII-7	Action Taken Report
PII-8	Report on the e-content delivery
PII-9	Report on PPR Implementation
PII-10	Advisory Board
PII-11	MOUs
PII-12	Departmental Academic Affairs Committee and Board of Studies
PII-13	AICTE Approval
PII-14	SLM Guidelines
PII-15	Annual Report
PII-16	Approval of Academic Council
PII-17	D2L-Learner's Guide
PII-18	NAAC A+ Certificate
PII-19	Best Practices Report
PII-20	Vision Document
PII-21	Organization Structure
PII-22	Gazette and Examination Regulations
PIII-1	Appointment Letter and Joining Report of Dr. Kuldeep Rojhe
PIII-2	Appointment Letter of Rahul Hakhu, Deputy Director
PIII-3	Appointment Letter of Gurloveen Kaur
PIII-4	Transfer Order of Rajesh Moza, Additional Registrar
PIII-5	Transfer Order of Neeraj
PIII-6	Appointment Letter of Ashwani Sharma
PIII-7	Transfer Order of Gurdeep Singh
PIII-8	Transfer Order of Simran Kaur
PIII-9	Transfer Order of Jaspreet Singh
PIII-10	Transfer Order of Akriti (Computer Operator)
PIII-11	Transfer Order of Ankita Singla (Computer Operator)

Annexure

PIII-12	Transfer Order of Amanpreet Singh & Sahil (Multi Tasking Staff)
PIII-13	Appointment Order of Mr. Dilbagh Singh, Program Manager/Technical Manager (LMS)
PIII-14	Appointment Order of Mr. Bhuvnesh Gautam,, Technical Assistant
PIII-15	Appointment Order of Miss Kritika Gautam, Technical Assistant
PIII-16	Appointment Order of Ms Vironika DGM/Technical Manager
PIII-17	Appointment Order of Mr. Naseer Loan, Technical Assistant
PIII-18	Appointment Order of Mr. Hardik Dhingra, Technical Assistant
PIV-1	Sample Question Paper (Internal Assessment)
PIV-2	Sample Question paper (End Semester Examination)
PIV-3	Sample Grade Card
PV-1	Approved PPR
PV-2	Quality Assurance Guidelines of Learning Material in Multiple Media and Curriculum and Pedagogy (As per Annexure-VI).
PVII	PDF File from the links on Part-VII
PIX	Guidelines on Grievance Redressal Mechanism and Grievance Redressal Committees
PX	Best Practices Report