

Centre for Distance and Online Education
Chitkara University, Punjab

Online MBA

Academic Audit Report

2023-2024

ACADEMIC AUDIT 2023 – 2024

An Academic Audit is an integral part of the dynamics of higher education to achieve and maintain academic excellence. The office of the Centre for Internal Quality Assurance (CIQA) Committee has put in place an academic quality management framework. It aims to document evidence-based information related to the quality of academic programmes. The Academic Audit encourages a culture of continuous evaluation and quality improvement with sustenance of best practices of the different academic programs.

The Objective of the Academic Audit are:

As per UGCs ODL and Online Regulations 2020, the academic quality is to be assessed through the following parameters and have therefore been considered as the objectives of the CUCDOE for academic audit purposes:-

- (i) Programme Development and Approval Processes: -
 - (a) Curriculum Planning, Design and Development:
 - (b) Curriculum Implementation:
 - (c) Academic Flexibility:
 - (d) Learning Resource:
 - (e) Feedback System:
- (ii) Programme Monitoring and Review:
- (iii) Infrastructure Resources:
- (iv) Learning Environment and Learner Support:
- (v) Assessment and Evaluation:
- (vi) Teaching Quality and Staff Development:

The Academic Audit was initiated during the academic year (2023-2024) by the CIQA Committee to evaluate the Online MBA curriculum, teaching, learning methodologies and to ensure continuous improvement for quality assurance.

Modalities:

CIQA Committee members shall finalize the Internal Academic Audit Report for the academic year 2023-24. CIQA members including two external members visited the

CUCDOE on of academic audit members were scheduled in the third week of March 2024.

Overall Report:

Academic Audit was conducted to examine and review the teaching and learning mechanisms of the Chitkara University Centre for Distance and Online Education (CUCDOE) to monitor and enhance academic quality and standards which are necessary to achieve aims and objectives, and to comment on the extent of effective implementation of procedures and reflect on good practices to maintain quality. CIQA Committee visited the CUCDOE and offered their insights. External members were highly appreciative of the commendable work of the Centre and faculty in facilitating effective Online learning within a comprehensive and interactive learning environment, providing supportive facilities and having a Remotely proctored examination and evaluation system. The draft academic audit report was prepared and circulated to the CIQA members for more comments and further discussion and to respond to all identified remarks for greater improvement. Director, CUCDOE, Programme Coordinators faculty and Staff were requested to demonstrate feasibility to implement suggestions of the CIQA Committee members in CUCDOE. This academic audit was a rigorous exercise and proved to be a fruitful venture to ensure that the curriculum, teaching, learning and evaluation methodologies practiced in CUCDOE are of the highest standards and are most intellectually exciting and rewarding. Programme Outcomes (Pos), Programme Specific Outcome (Pso's), Course Outcome have been included in the curriculum but the outcome need to be linked to the students who pass out from the CUCDOE. Members however understand that the online programme have commenced in Chitkara University in February 2023, the first batch will pass out in February 2025.

Recommendations:

Recommendation/suggestions of the CIQA Team is given in the attached documents on the following parameters:-

- 1) Curriculum Planning, Design and Development:
- 2) Curriculum Implementation:
- 3) Academic Flexibility

- 4) Learning Resource:
- 5) Feedback system
- 6) Programme Monitoring and Review:
- 7) Infrastructure Resources:
- 8) Learning Environment and Learner Support:
- 9) Assessment and Evaluation:
- 10) Teaching Quality and Staff Development:
- 11) Mandatory Disclosures
- 12) Completion of Course
- 13) Tutorials/Doubt Clearing sessions:
- 14) Manpower

Quality Assurance Objectives prescribed by UGC DEB for holding Academic Audit; Compliance by CUCDOE and audited by CIQA team

	Main Objectives	Action taken on the Quality Assurance objectives
1.	<p>Curriculum Planning, Design and Development:</p>	<p>Programme Project Report: First major step done in this regard is to frame Programme Project Report which was submit the PPR at the time of putting up proposal for offering online MBA Programme to UGC and AICTE. The PPR contained Programme Project Report (PPR) 2022-23 was submitted to UGC-DEB in September 2022 along with a proposal to start online programmes in the University. PPR has since undergone a review and updation as per current requirements of the Industry. The revised/updated PPR includes new MBA majors like Human Resource Management, Analytics, International Finance; Retail Management, Financial Service and Financial Planning to the PPR. With new introductions the PPR will be further updated. Besides this some more examination regulations have been updated in the draft. Modified Programme Project Report 2023-24 was put up before 25th Meeting of the Academic Council held on 28th February 2024 and same was approved by the Committee. PPR includes complete Course Structure, Course Curriculum, Course outcome, Programme outcome and examination regulations and eligibility for the programme. So with the creation of PPR and its approval by the Academic Council of the University, online programmes could be started. The first batch of the students was admitted till 31st March 2023 and the classes started thereafter. A Board of Studies (BOS) is a statutory committee approved by the Academic Council. All course structures, curriculums are Guidelines for online Learners 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. Academic Council has in its 21st Meeting held on 21.02.2022 (item no. AC 21.12) approved the Programme Scheme and Syllabus of online MBA Programme under Chitkara University Centre for Continuing Education</p>

		from the academic session 2022-23. Introduction of new courses and majors were approved in subsequent Academic Council Meetings.
		Action by CIQA Committee: CIQA Members saw all documents. After addition of more majors the PPR has been further revised and same approved by Academic Council in its meeting held on 28.2.2024.
2.	Curriculum Implementation:	<i>Curriculum implementation:</i> 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. Classes are scheduled on Saturday and Sundays. All 5 subject related to a particular semester run simultaneously 2 courses on Saturdays evening and 3 courses on Sundays. Academic Calendar is prepared and placed as agenda item for approval of the Academic Council Meeting for approval. After approval of Academic Council, Academic Calendar and Time Table is circulated to all stakeholders including students and same is also uploaded on website for information of general public
		Action by CIQA: CIQA Committee has gone through this and is satisfied with the process.
3.	Academic Flexibility:	<i>Academic flexibility:</i> 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. Each student can appear for examination from the comfort of their homes. Members discussed with Director, CDOE and all faculties and were informed that all classes are scheduled on Saturdays and Sundays. Students are at liberty to visit the Learning Resources at their convenience so clear their doubts. Everything is available on the learning resource centre. This is particularly helpful to the working professionals.

		End semester examination is also held on Saturday and Sundays. Students have option either to appear on Saturday or on Sunday in the end semester examination. Students who failed to appear in any particular examination are given another chance in the same week to appear in the missed paper.
		Action by CIQA: Members were satisfied with the response provided by the faculty. Members were of the view that in future Centre should think about introducing more shifts for examination.
4.	Learning Resource:	Learning Resource: <i>Learning resources</i> include pre-recorded videos, Self learning material, PPT corresponding to each lecture. Master classes are also conducted (once 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. LMS has been designed as per the four quadrant approach given in the UGC's ODL and Online Regulations of 2020. Committee members checked the LMS, complete videos, PPTs, Videos, SLM course wise was lying there for students to see it and use it. Quizzes for each course wise and unit wise is provided. Closing dates for completing the quizzes is informed to students well in advance within which they have to complete them. Assignments are also there to be done by the students. Members also saw complete details of the SLM for each course, name of the faculty who drafted it, and number and date of updation of SLM.
		Action by CIQA: LMS is well designed and properly utilized for the benefit of students. Faculties are meticulous in this regard. SLM is also efficiently chronicled.
5.	Feedback System:	CUCDOE has designed a feedback form. Learners submit their feedback, once/twice in a semester. 22 learners provided their feedback in the month of October 2023. All responses of the learners have been analysed and put in record. Besides students, 6 Faculty members have also put their response and the analytics. Chairperson, CIQA Committee suggested that more learners should be

		<p>encouraged to fill up the feedback form. She also advised Director/Dean (Academics) to ensure that feedback is also taken from Industry experts and other stakeholders as provided at Section (v) of the functions of CIQA Committee (Annexure-1) of the UGC's ODL and Online Regulations of 2020. CUCDOE has developed a Feedback form which has been copyright registered with the Government. Guidelines on the feedback to be provided by the students is uploaded on the website. Feedback is expected to be collected twice in a semester. Feedback done in October was completed by 22 students only.</p>
		<p>Action by CIQA: Committee is of the opinion that feedback should be taken regularly from students and their suggestions should be considered. Feedback should also be taken from the Industry people who have close connect with the University</p>
6.	<p>Programme Monitoring and Review:</p>	<p>Programme Monitoring and Review:</p> <p>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, CUCDOE who is also holding additional charge of Dean (Academics). The monitoring and review is based on learner centric approach by CUCDOE, effectiveness of live classes, technology, LMS, student support, Academic and assessment systems and relevance of content. E-content and quality of teaching is closely monitored by the Programme Coordinator and Director, CUCDOE. 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 last one year. 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</p>

		<p>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. 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.</p>
		<p>Immersion Programme:</p> <p>While monitoring academic performance of the students and also how they take it and what are gaps. On the advice of CIQA Committee Chairperson, CUCDOE organised a one day Immersion programme “Connecting the Dots” in the campus on 20th January 2024 at Philip Kotler Hall. All enrolled learners were invited to the University campus for a face to face interaction with the faculties and other invited guest speakers to identify the gaps which might have remained in the academics. The experts from different specialised areas were invited to take up different sessions. The event was aimed at bridging the virtual gap and providing learners opportunity to interact face to face with the experts on various issues. 52 students attended the programme. Speakers at the event besides others included Dr. Sandhir Sharma, Pro Vice Chancellor, Chitkara University, Dr. Kuldeep Rojhe, Director of CUCDOE from the University. Second session was taken by the invited speakers. Ms. Neha Gupta, talked about personal branding, Dr.(CA) Aman Chugh talked about functioning of stock exchanges, how money and magic is created? Mr. Sumit Sabharwal, Vice President (HR), Fujitsu Ltd. delved into the realm of authentic leadership and the contemporary challenges of HRM vis-a-vis workforce diversity, psychological safety etc. Last session was taken up by Col Rakesh Sharma, Director University Affairs. Looking at the success of the programme, CIQA Committee suggested CUCDOE that this kind of face to face programmes should be conducted every year for clarifying all kinds of doubts of the students.</p>

		<p>As per the UGC Regulations one mentor is to be appointed against 250 students. This is already done by the Centre. Director CUCDOE and Programme Coordinator regularly enters an online live class on regular basis to see how the classes are going and how students are responding. SLM and e-content (video lectures, PPTs etc.) are uploaded on the LMS well in advance before the commencement of the semester. There is a dedicated team of 4-5 persons who stay in touch with the students, to convey messages from the faculties and other authorities and receive grievances and be the interface with the students. Faculty are encouraged to attend FDPs to upgrade their skills and knowledge. In last one year 3 Board of Studies Meetings (BOS) and 4 DAAC Meetings have been held in the Centre. Recommendations of BOS have been approved by the Academic Council on various dates.</p>
		<p>Action by CIQA: Members have gone through the process, the system is working very well. Courses are updated through BOS Meetings which are finally approved by Academic Council. DAAC meetings are also regularly held. FDPs are also held. E-content is systematically handled.</p>
7.	Infrastructure Resources:	<p>CUCDOE Infrastructure:</p> <p>University has adequate infrastructure strictly in line with the guidelines and norms 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.</p>

		<p>There are adequate number of equipments like laptops, desktops, LED, mics, cameras and lighting equipment. 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. Students are provided access to the digital library of the University where they get access to digital books and journals. All libraries are Wi-Fi enabled and have state-of-the-art computerized machines and digital tablets to provide easy access to our online resources. Critical functions of the library viz., registration of visitors, issue/return of books, accession records of all hard copy resources, and Online Public Access Catalog (OPAC), are fully automated by barcoding of all the books and easy scan bar code readers. Need-based reprography services viz. printing, photocopying, and scanning are also available in the library.</p>
		<p>Action by CIQA: Members have seen the infrastructure for the CUCDOE. Chitkara is a huge university and there is not dearth of space. The present space was good enough for the first year. But more people are joining the Centre and in coming days more space might be required. There are three service delivery portals, one is D2L which is for the LMS, lectures and resource material, iamneo is the remote proctored portal and Digii Campus is ERP. Besides this, University is effectively networked. It has a conference hall, video and audio conferencing facility. Finally CUCDOE has also created facility for production, audio-video recording and editing, audio-video recording and audio-video editing in the campus itself. A professional team has been engaged to produce high quality videos here.</p> <p>Space provided is sufficient in the first year. More space might be required in coming months. A well established studio is working in the centre. Committee is satisfied with use of the infrastructure facilities and computers/laptops provided.</p>

8.	Learning Environment and Learner Support:	<p>CUCDOE is using three platforms for creating a congenial Learning Environment and Learner Support.</p> <p>D2L Bright space: This platform is the main LMS where students create their own individual account. Identification is created through a separate email provided to each student. The platform hosts the live lectures, as also the recorded video lectures, Self Learning Material, Videos for discussion forum. All e-content is uploaded in time before the commencement of the semester. Besides this 152 quizzes are uploaded for the students to complete it as part of their internal assessment. At present 52 courses are run on the D2L platform spread into 1st to 3rd semesters. Total video number is 64, total SLM is 4, discussion forum is 4, MCQs: 152, Assignments: 4, Live lectures: 14, PPTs 64 and OER: 8. Total videos from previous semesters: 3840, total SLM: 240, Discussion files: 240, MCQs: 9120, Assignments: 240, Live lectures: 840, PPT: 3840, OER: 480.</p> <p>Digii Campus: Digicampus platform is used to support D2L as an ERP solution. All notifications and students details, academic and examination details are stored here.</p> <p>Iamneo: This is remotely proctored examination portal to be used for examination purposed through remote proctoring. Iamneo is integrated with D2L Brightspace and students can appear for examination through their D2L credentials. Iam neou monitors students during examination through artificial intelligence and through human proctors who can warn students in case of any unfair means used in the examination. After completion of the examination, the platform will calculate the marks and will push these marks into D2L where external marks will be integrated with the internal marks and grades will be calculated and send in to the individual accounts. If required the University authority can connect to the students through video conferencing and address them during examination.</p>
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		<p>Student support team engaged with the students for all issues thorough D2L platform and tries to redress grievance on regular basis</p> <p>Learning Resource Centre</p> <p>The library services are the cornerstone of the education system at Chitkara University, India. The mission of our library services is to facilitate the creation of new knowledge through acquisition, organization, and dissemination of knowledge resources. The University Libraries offer a wide range of materials in a variety of formats—from traditional books and serials to films, and multimedia and networked information from around the world. Highly skilled staff assists students to use the local collections and find information on specific topics.</p>
		<p><i>Action by CIQA:</i> LMS is well organized and is in tune with the UGC Regulations. Remote proctoring is well managed. Members expect more synergy between the three portals for effective results. D2L Bright space, Digii Campus and iamneo are effective service delivery portals used for different purposes.</p>
9.	Assessment and Evaluation:	<p>Examination is divided into two parts, internal assessment comprising of 30 marks and end term examination comprising of 70 marks.</p> <p><i>Internal assessment:</i></p> <p>Major portion of internal assessments comprise of quizzes. Two quizzes of 5 questions each is given against each unit (a course comprises of 4 units). In addition to the quizzes, a learner is required to submit two assignments, group projects, earn online certifications from LinkedIn Learning, Harvard Business Publishing, Earnest and Young etc.</p> <p><i>End-semester examination:</i></p> <p><i>Question Paper:</i> The format of the question paper will be of multiple choice questions. Exam duration is 3 hour to answer 80 questions which will be of three levels of difficulty. 50 questions</p>

		<p>will be from level-1 (Easy: 0.70 mark each question), 20 from level-2 (Mid-difficult: 1 mark each question) and 10 from level-3 (Difficult: 1.5 mark each question). Besides above students get a case study with 2 questions to be replied through descriptive replies.</p> <p><i>Remotely Proctored Examination:</i></p> <p>Online End Semester Examination was conducted from 10th June till 9th July 2023 on Saturdays and Sundays. The examination was remotely held proctored examination. Students appeared in 5 different subjects of first semester. Duration of the examination was for 3 hours. Question paper was objective type with multiple answers, a mix of difficult, semi-difficult and easy questions. Examinees had to solve 80 questions and a total mark was 70 for each paper. Internal assessment was for 30 marks which was spread across the semester. Proctored examination was fairly successful experience. Technology worked very well. Learners were sensitized about the examination pattern and do's and don'ts in the examination. They were required to follow number of instructions during examination. The login system was linked to verification of the student face. Whole examination was video recorded in clips on 2-3 minute interval. All actions of the learners were noted down, it was supported by the video recording which is available with us. This remotely proctored examination system also helped the Centre is getting individual report per examination based on the criteria fixed for do's and don'ts. A thresh hold limit was also fixed for an individual examination to be considered as fair. Centre was advised to take up all good suggestions received from students and other stakeholders for implementation in coming semesters. Online End Semester Examination in the subsequent semester was held in the month of November 2023, remotely from 18th November to 16th December 2023 and same process has continued successfully. This was followed by the supplementary Examination in January 2024 and all these examination were successfully held.</p> <p><i>Issue of Grade Cards:</i></p>
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		Grade card had been designed to include items like: Mode of Delivery, Date of Admission and Date of Completion in terms of Regulations 16 of the UGC (ODL Programmes and Online Programmes) Regulations 2020. On the advice of Chairperson, CIQA ABC ID number were also included in the Grade Card.
		Action by CIQA: Members understand it is a tough job conducting assessment and remote examination for the students. There is possibility of hiccups in technology every now and then. Given this scenario CUCDOE has done very well in conducting examination in well organized manner as per the Time Table and Academic Calendar. There is scope for making this process more efficient. Director, Dean and all faculties are working with lot of hard work to produce effective results. Members feel that CUCDOE has done well in holding assessment with precision. However, CUCDOE should be look out for the new and upgraded technology and should keep on updating the technological intervention
10.	Teaching Quality and Staff Development:	<p>Faculty Development Programmes (FDP) organized by the CUCDOE:</p> <p>Date and Title: 17th March, 2023/ LinkedIn Learning, Resource Person: Aanchal Chopra</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sharing the links to be used on website to spread awareness about LinkedIn learning on D2L learning management system <input type="checkbox"/> Confirming list of learners wanted to nominate and activate licenses for them <input type="checkbox"/> Certifications importance and its influence on personal LinkedIn platform <input type="checkbox"/> How to choose certifications related to courses offered <input type="checkbox"/> Detailed direct integration of course era certifications with D2L interface <p>Date and Title: 3rd April, 2023/ Course era learning, Resource Person: Chandni Saxena</p> <ul style="list-style-type: none"> <input type="checkbox"/> Course era interface and its features <input type="checkbox"/> Why different certifications are important for learners

		<ul style="list-style-type: none"> <input type="checkbox"/> Certifications importance in job employments <input type="checkbox"/> How to choose certifications related to courses offered <input type="checkbox"/> Detailed direct integration of course era certifications with D2L interface. <p>Date and Title: 10th May, 2023/ ACCA with MBA, Resource Person: Pratibha Salunkhe</p> <ul style="list-style-type: none"> <input type="checkbox"/> Leading the academic delivery processes for the MBA + ACCA course <input type="checkbox"/> How to schedule the relevant academic delivery detail for best execution <input type="checkbox"/> Credit schemes for learners related to modules in ACCA <input type="checkbox"/> Detailed discussion on learner qualification background while learning ACCA courses <p>Date and Title: 26th May, 2023/ Learning Management System Training (D2L) Resource Person: Bhakti Hiremath</p> <ul style="list-style-type: none"> <input type="checkbox"/> D2L interface and its features <input type="checkbox"/> How to upload video lectures, PPT's, SLM, Web <input type="checkbox"/> How to upload quizzes, assignments and discussion forum on D2L. <input type="checkbox"/> Detailed various segmented features required for evaluating the quizzes, assignments and discussion forum <input type="checkbox"/> Detailed where and how internal assessment of learners will get
		<p>Action by CIQA: Members are satisfied with the details provided in this regard. For upgrading the skills faculties and course coordinators attend training programmes at the beginning of each semester as per academic calendar. Besides this they are encouraged to attend faculty development programmes conducted by different service providers, LinkedIn, Coursera, Harvard Business Publishing and E&Y.</p>

<p>11.</p>	<p>Mandatory Disclosures (Section 9 of the UGC's ODL and Online Regulations of 2020)</p>	<p>Framing of Guidelines: Following guidelines were prepared by the CUCDOE to comply with the requirement of the UGC Regulations on online learning and same is uploaded on the online website (www.onlinechitkarau.com) or circulated on the LMS for the benefit of the online learners as a requirement towards mandatory disclosures as provided under Section 9 of the UGC;s ODL and Online Regulations of 2020:-</p> <ol style="list-style-type: none"> a) Student Guide to the Online Learning and Proctored Remote Examination b) Feedback mechanism on Design, Development, Delivery and Continuous Evaluation of learner performance c) Grievance Redressal Mechanism d) Examination Guidelines e) Student guidelines during online learning f) Faculty guidelines g) Guidelines on internal assessments h) Student Guide to the Online Learning and Proctored Remote Examination Feedback mechanism on Design, Development, Delivery and Continuous Evaluation of learner performance i) Grievance Redressal Mechanism j) Examination Guidelines k) Student guidelines during online learning l) Faculty guidelines m) Guidelines on internal assessments n) Joint Declaration by Registrar and Director, CIQA o) Guidelines on Remotely Proctored Examination
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		<p>p) Quality Assurance Guidelines on Learning Material</p> <p>q) Guidelines on Self Learning Material and E-Learning Material</p> <p>Guidelines have since been uploaded on the website and these guidelines are updated regularly. These above guidelines also include instructions on remotely proctored examination. Internal assessment of the learners. The link to these guidelines is given below: https://onlinechitkarau.com/resource-center/</p>
		<p>Action by CIQA: Visited website www.onlinechitkarau.com and noted the mandatory disclosure page. Members noted that the website is regularly updated with updated information.</p>
12.	<p>Completion of Course</p> <p>Tutorials/Doubt Clearing sessions:</p> <p>Quizzes/Assignments Uploading</p>	<p>a) <i>Completion of course:</i> All Course work was completed in time.</p> <p>b) <i>Revision Classes/Tutorials/Doubt Clearing sessions:</i> Revision Classes/Tutorials/Doubt were held after the completion of the course work. Two classes of each subject were held for 1 hour each class for clarifying all kinds of doubts: Tutorial week was conducted from 14th May to 4th June 2023 on Saturdays and Sundays, just before the End Semester Examination to clarify the doubts of the learners in respective courses. This was in tune with the UGC online Regulations 2020.</p> <p>c) <i>LMS/Assignments/Quiz Uploading?:</i> Assignments /Quizzes were uploaded as per schedule and completed and submitted by the learners on time.</p>
		<p>Action by CIQA: Noted during CIQA Meetings. Noted by members</p>
13.	<p>Manpower</p>	<p>Following are the details of manpower available in the CUCDOE at present:</p>

Sl. No.	Authority to be contacted	Mobile & Email	Issues
1.	Dr. Kuldeep Chand Rojhe, Director/Dean, CUCDOE	Mobile: 9882044749 Email: dean@onlinechitkarau.com	All unresolved issues need to be addressed here
2.	Rajesh Moza, Additional Registrar	Mobile: 9752042659, Email: rajesh.moza@chikara.edu.in	Student Registration and Examination matters
3.	Dr. Varun Nayyar Program Coordinator	Mobile: 9779119995 Email: varun.nayyar@onlinechitkaru.com	Faculty issues. Learning resources Academic matters
4.	Dr. Rahul Hakhu Associate Professor & Deputy Director	Mobile: 9779119995 Email: varun.nayyar@onlinechitkaru.com	
5.	Dr. Parul Kulshrestha, Assistant Professor	Mobile: 8901002155 Email: parul.kulshrestha@onlinechitkaru.com	Academic matters
6.	Dr. Kamakshi Malik, Assistant Professor	Mobile: 8901002155 Email: parul.kulshrestha@onlinechitkaru.com	Academic matters
7.	Dr. Amandeep Kaur, Assistant Professor	Mobile: 8901002155 Email: parul.kulshrestha@onlinechitkaru.com	Academic matters
8.	Dilbagh Singh, Program Manager	Mobile: 7087403860 Email: dilbagh.singh@onlinechitkarau.com	Learning portal, student support, Grievances
9.	Ashwani Kumar Sharma Manager	Mobile: 9463100185 Email: support@onlinechitkarau.com	Student registration, course material, assignments etc.

		<p>10. Anil Kumar Deputy Manager Mobile: 8872014148 Anil.k@chitkara.edu.in</p> <p>11. Bhuvnesh Gaur Asstt. Program Manager Mobile: 8529999912 Email: support@onlinechitkarau.com</p> <p>12. Disha Yadav Mobile: Email: support@onlinechitkarau.com</p> <p>13. Sapna Sharma, Technical Assistant Mobile: Email: support@onlinechitkarau.com</p> <p>14. Samarth Anand, Technical Assistant Email: support@onlinechitkarau.com</p> <p>Besides above there is one editing team which has been outsourced work of production, design, editing etc. Of the lecture videos. This outsourced team work in the campus in the University studios exclusively meant for CUCDOE. Course Other subject Coordinators and Subject Expert teachers are stationed in their respective departments/Schools of the University.</p>	<p>Admission, Examination & result</p> <p>LMS and data management.</p> <p>LMS & Data Management</p> <p>Admissions & Examination</p> <p>Admissions & Examination</p>
		Action by CIQA: Noted	

Dr. K.K.Mishra
Pro Vice Chancellor (Quality Assurance)
Chitkara University