

# **Internal Academic Audit Report**

**2025**

**Online MBA**



**Centre for Distance and Online Education**

**Chitkara University, Punjab**

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# INTERNAL ACADEMIC AUDIT REPORT 2025

**CHITKARA UNIVERSITY**  
**CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)**  
**Date: February 24, 2025**

## CONSTITUTION OF INTERNAL ACADEMIC AUDIT COMMITTEE

The Centre for Internal Quality Assurance (CIQA) Committee, in its 2<sup>nd</sup> Quarter Meeting held on 10<sup>th</sup> December, 2025, constituted an Internal Academic Audit Committee to undertake a comprehensive review and evaluation of the academic quality standards of the Chitkara University Centre for Distance and Online Education (CUCDOE) in terms of Section 9(q) of the UGC's (ODL and Online Programmes) Regulations of 2020 for the calendar year ending December 31, 2024. The objective of this audit is to document and highlight evidence-based information related to the quality aspects of academic programmes, fostering a culture of continuous evaluation, quality improvement, and sustenance of best practices. CIQA Committee hereby constitutes a four-member Internal Academic Audit Committee, comprising the following members:

1. Prof. K.K. Mishra – Pro-Vice Chancellor (Quality Assurance) – Chairperson
2. Prof. Kiran Mehta – Dean, Finance and Banking, Chitkara Business School – Member
3. Prof. Rashmi Aggarwal – Chitkara Business School – Member
4. CA Rajat Bhatia – Chief Finance and Accounts Officer, Chitkara University – Member

## TERMS OF REFERENCE

The Internal Academic Audit Committee shall:

1. Conduct an Internal Academic Audit of CUCDOE for the calendar year 2024 with a focus on academic programme quality and compliance with statutory regulations.
2. Evaluate the Online MBA curriculum, teaching methodologies, learning resources, and learner support systems to ensure alignment with UGC (ODL & Online Learning) Regulations, 2020.
3. Identify areas of improvement and provide recommendations for necessary interventions to enhance academic quality and delivery mechanisms.
4. Assess and document programme approval, curriculum design, programme outcomes, academic flexibility, feedback system, infrastructure, and assessment methods.



5. Ensure that the best practices and recommendations from the previous academic audit are implemented and sustained in compliance with UGC-DEB guidelines.
6. Prepare a comprehensive audit report, supported by quantifiable data and evidence, and submit the same to the CIQA Committee for review and further necessary action.

## MODALITIES OF AUDIT EXECUTION

1. The Internal Academic Audit was conducted between February 17 to 21, 2025, led by the Chairperson Prof. K.K. Mishra, along with the designated members of the Audit Committee.
2. The audit covered multiple aspects, including programme attainment reports, faculty feedback, learner engagement analysis, LMS effectiveness, academic governance, and assessment methodologies.
3. The Committee reviewed academic regulations, programme delivery models, examination and evaluation systems, faculty development initiatives, and quality assurance mechanisms.

## Approval of New Programmes & Curriculum Review:

1. The 5th Meeting of the Board of Studies (BOS) was held on July 1, 2024, where recommendations were made for the introduction of MBA in Cyber Security, MBA in Pharmaceutical Management, and MBA in Wealth Management.
2. The recommended specialised MBA programmes were subsequently approved by the Academic Council in its 26<sup>th</sup> Meeting held on August 10, 2024.
3. The curriculum, course structure, and learning outcomes were reviewed to ensure compliance with UGC guidelines and global industry standards.

## Programmes and Specializations run in Online Mode:

Programme	Specialization	Date of Commencement
MBA	Finance	February 2023
MBA	Marketing	February 2023
MBA	Human Resource Management	August 2023
MBA	Analytics (Now changed to Data Science & Artificial Intelligence)	August 2023
MBA	International Finance & Accounting with ACCA	August 2023
MBA	Financial Services & Financial Planning	August 2023
MBA	Pharmaceutical Management	August 2024
MBA	Cyber Security	August 2024



MBA	Wealth Management	August 2024
MBA	Retail Management	August 2024

### **Assessment and Evaluation System:**

#### **Internal assessment:**

Major portion of internal assessments comprise of quizzes. 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. Quizzes and assignments are done and submitted on the LMS. Assignments are evaluated by the faculty on the LMS itself.

#### **End-semester examination:**

*Question Paper:* The format of the question paper will be of multiple-choice questions. Besides above students get a case study with 2 questions to be replied through descriptive replies. The examination is held through remotely proctored examination conducted by iamneo platform. The proctoring is done through Artificial intelligence and by the faculty.

#### **Remotely Proctored Examination:**

Online End Semester Examination was conducted on Saturdays and Sundays from 1<sup>st</sup> June to 30<sup>th</sup> June 2024 for January to July semester, and from 30<sup>th</sup> November 2024 till 5<sup>th</sup> January 2025 for August to December semester. Supplementary Examination was held in August 2024 and is held in February 2025.

#### **Issue of Grade Cards:**

Grade cards were issued to more than 300 students in the month of September 2024 for the examination held in July-August 2024.

**ABC:** All students till previous semester have created their ABC IDs and DEB ID.

**Certifications:** Students are encouraged to obtain online certifications through Coursera, LinkedIn, Harvard Business Publishing and E&Y. All these certifications are provided by the University free of cost. CUCDOE shall facilitate best use of these certifications. It is noted by the team that the suggestion given by this committee previous year has been complied with and 2 extra marks are given in the internal assessment if students do certifications available from Coursera, LinkedIn, Harvard Business Publishing and E&Y. This proposal has since been approved by Academic Council.

### **Programme Attainment Report:**

A course attainment report has been prepared by CUCDOE for the January to July semester. The Course Outcome, attainment levels report is linked to each of the 51 courses taught in all the running semesters of the MBA programme. The performance of each course was determined through the attainment levels calculated in percentage terms using direct method (Performance of the students in the Examination) and indirect method (Surveys done within students regarding the performance of the teachers and course content etc. of each course).

### **Analysis of attainment levels through Direct Method:**

1. The course outcome, attainment levels have been calculated for 16 courses of 1<sup>st</sup> semester, 26 courses for 2<sup>nd</sup> semester and 9 courses for 3<sup>rd</sup> semester.
2. A survey had been conducted among the students to get their feedback on performance of each course which they were taught in the previous semester.
3. Scores of direct and indirect methods had been calculated out of a maximum score of 3.00.
4. Scores received in Direct Method (Performance in Examination) and Indirect Method (Survey) had been calculated and added up, final score on the performance of each subject had been calculated out of a maximum weighted score of 3.00.
5. A threshold mark of 60% was fixed, for a course to be considered to be performing well.
6. A score of 1.80 out of 3.00 (60%) is being considered as the threshold mark. Considering above, all 50 courses have performed exceedingly well above threshold mark of 60%.

### **Student Feedback**

The table below shows the student feedback for August to December 2024 semester. Student feedback was collected via structured surveys and focus group discussions. Student feedback has been converted into the performance of each specialised programme in each of four semesters. The last column provides an immediate view into the academic performance as viewed by the students out of a total of 100 marks. The performance of each semester is above threshold mark of 60%. Data Science and AI, 1<sup>st</sup> semester has a top score of above 98% while MBA (Marketing), 4<sup>th</sup> semester has got the lowest score of 71%. The average score of all semesters put together stands at 86.51%.



### Student Feedback (August to December 2024)

Programme Specialisation	Semester	Score Obtained	Maximum Score	Feedback % age Obtained
Marketing	I	16515	19975	82.68
Marketing	II	2254	2700	83.48
Marketing	III	3894	4500	86.53
Marketing	IV	1480	2000	74
Finance	I	14143	15750	89.8
Finance	II	810	900	90
Finance	III	4209	5400	77.94
Finance	IV	1260	1440	87.5
Human Resources	I	8417	9120	92.29
Human Resources	II	1676	1800	93.11
Human Resources	III	7048	8100	87.01
Data Science & AI	I	3990	4050	98.52
Data Science & AI	II	1234	1350	91.4
Data Science & AI	III	4527	4950	91.45
International Finance	I	2798	3400	82.29
International Finance	II	1703	2700	63.07
International Finance	III	1512	1800	84
FS&FP	I	7306	8500	85.95
FS&FP	II	2551	2700	94.48
Pharma Management	I	13476	14850	90.75
Retail Management	I	786	900	87.33
Cyber Security	I	4195	4950	84.75
Wealth Management	I	3513	4500	78.07
<b>Overall Score</b>		<b>109297</b>	<b>126335</b>	<b>86.51</b>

#### Immersion Programme:

To introduce one immersion programme for the online students, once in a year, the idea was mooted and suggested by members of the CIQA Committee in one of its meetings and accordingly the first Immersion Programme (Connecting the Dots) was organised on 20<sup>th</sup> January in 2024 and is expected to be organised in February 2025. The idea behind this immersion programme is to give feel of the University system to the online students and to clear their doubts, if any and also to interact with them through relevant and thought-provoking

lectures. This is a good initiative and team expects more such initiatives are taken by the Centre for the benefit of the students.

### **Learner Management System (LMS):**

Centre continue to use platform provided by D2L Bright Space to be used as main LMS for online students where live lectures, internal assessments are held and other learning materials are provided. Besides this iamneo platform is used for holding remote examination and then there is digii campus platform which is used for general purposes and to maintain student record. The learning material on the LMS has considerably increased since last year count. Learning material includes, current courses running across all specializations, total Video content, Podcast, Transcripts, Live classes; SLM; PPTs; OER; Quizzes; Assignment Topics; Discussion Forum Topics and Global Resources etc. Audit team has gone through the details, it is evident that LMS is being updated with the new material that is why the resources are constantly getting accumulated.

**Revision Classes/Tutorials/Doubt Clearing sessions:** 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 in each semester and these classes were held on Saturdays and Sundays before the End semester examination.

**LMS/Assignments/Quiz Uploading?** Assignments /Quizzes were uploaded as per schedule and completed and submitted by the learners on time.

### **Faculty Development Programmes:**

Faculty development programmes (FDPs) were conducted on emerging pedagogical practices, digital learning tools, and accreditation standards. A number of FDPs/Seminars/Conferences were attended by the faculty in last one year. Apart from the FDPs/Seminars/Conferences, faculties also attended International Conferences. Complete details are given in the attachment to this Report.

Programmes	Programme Title	Date on which held
FDPs	5 days FDP on Employability Skills for Industry, NITTTR, Chandigarh	5-9 August 2024
Seminars	Talk on Artificial Intelligence, Chat GPT and Metaverse by Dr. Ashok K Chitkara, Hon. Chancellor	17th February 2024
	Enabling Assurance of Learning at HEI's, Dr. Sandhir	



	Sharma	
	Unlocking the secrets of publishing in leading journals" Dr. Sekar Raju, Iowa State University, USA	
<b>Conferences</b>	International Conference on Management Research Sahrdaya-SIMS 2024 (ICMRS'24), held at Sahrdaya Institute of Management Studies (SIMS), Kodakara	6 & 7 June, 2024.
<b>International Conferences</b>	1st International Conference on Digital Intelligence for Sustainable Business Innovation and Economic, held at Vijay Patil School of Management, DY Patil University Navi Mumbai	28-29 June, 2024.
	International Conference on Science, Engineering Management, and Information Technology (SEMIT 2024), held at Ankara, Turkey	12-13 September, 2024.
	International Conference on Optimization and Data Science in Industrial Engineering (ODSIE 2024), held at Istanbul, Turkey	November 7-8, 2024
	17th International Accreditation Conference 2024 (IAC-2024), Organised by Chitkara University Accreditation & Quality Assurance Cell, Punjab	22-23 November 2024

### **Compliance with UGC ODL & Online Regulations, 2020**

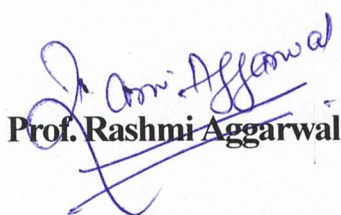
The audit committee reviewed CUCDOE's compliance with the UGC-DEB Quality Assurance Objectives, including:

1. Programme Approval Processes & Curriculum Implementation
2. Academic Flexibility & Learner-Centric Approaches
3. Infrastructure & Digital Learning Resource Availability
4. Robust LMS Integration & Proctored Examinations
5. Transparency in Admissions, Evaluation & Grading

### **Recommendations of the CIQA Committee:**

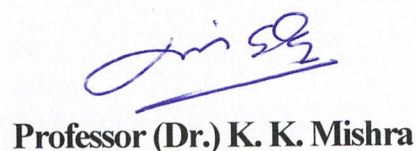
1. Enhancement of Online Learning Experience: Expansion of LMS resources, increased use of AI-based analytics for tracking student engagement.

2. Strengthening Industry Collaboration: Encouraging guest lectures, masterclasses, and live projects with corporate partnerships.
3. Advanced Faculty Development Initiatives: Conducting specialized FDPs on AI-based learning, digital transformation, and pedagogical innovation.
4. Technology Integration & Cybersecurity in Online Education: Implementing blockchain-based credential verification, adaptive learning platforms, and biometric authentication for proctoring.
5. Data-Driven Quality Assurance Mechanism: Periodic performance reviews, benchmarking with global universities, and implementation of predictive analytics for student retention.
6. Continue with the immersion programme and introduction of industry-led sessions to enhance student engagement.

  
**Prof. Rashmi Aggarwal**

  
**Prof. Kiran Mehta**

  
**CA Rajat Bhatia**

  
**Professor (Dr.) K. K. Mishra**



## Quality Assurance Objectives prescribed by UGC DEB for holding Academic Audit and Compliance by CUCDOE

S.No.	Main Objectives	Action taken on the Quality Assurance objectives
1.	<b>Programme Development and Approval Processes:</b>	<b>Programme Project Report:</b> The 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 was further modified and a Modified Programme Project Report 2023-24 was put up before 25 <sup>th</sup> Meeting of the Academic Council held on 28 <sup>th</sup> 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. 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. 5 <sup>th</sup> Meeting of BOS was held on 1.7.2024 and recommended introduction of MBA in Cyber Security, MBA in Pharmaceutical Management and MBA in Wealth Management and also recommended the course structure and course curriculum of these specialisations and same was approved by Academic Council in its 26 <sup>th</sup> Meeting held on 10 <sup>th</sup> August 2024.
	<b>Action by CIQA Committee</b>	Members considered the recommendations of the BOS held in the previous year and its approval by the Academic Council. All new programmes and new courses introduced have been discussed in BOS and finally got approved in the statutory meetings, as per the set procedure.
2.	<b>Curriculum Implementation:</b> The HEI shall have specific implementation plans for identifying the time to be spent	<i>Curriculum implementation:</i> Approved curriculum was implemented through Time Table and Academic Calendars with 12 weeks teaching, circulated to all learners, faculty and other stakeholders. Classes are strictly held as per the time tables and academic calendar. Academic Calendar is uploaded on the website. E-content on uploading video lectures, SLM has been

	on specific components of the implementation phase.	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. 12 weeks of the teaching is followed by two weeks/1 week of the revision classes where doubts of students are cleared. Revision classes are followed by the preparation classes which of two weeks' time duration followed by six week remotely proctored end semester-examination
	<b>Action by CIQA:</b> CIQA Committee has gone through this and is satisfied with the process.	Academic Calendar is prepared and placed as agenda item for approval of the Academic Council 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. Generally, there is no deviation from the academic calendar once it is approved by Academic Council.
3.	<b>Academic Flexibility:</b> The HEI shall adopt proper strategies for imparting academic flexibility, which refers to freedom in the use of the time-frame of courses, vertical mobility, and inter-disciplinary options facilitated by curricular transactions for learners.	<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.
	<b>Action by CIQA:</b> Members were satisfied with the response provided by the faculty. Members were of the view that in future	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 as to clear their doubts. Everything is available on the learning resource centre. This is particularly helpful to the working professionals. Even videos of the live lectures can be referred



	Centre should think about introducing more shifts for examination.	to by the students at a later date. 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.
4.	<p><b>Learning Resource:</b> The Higher Educational Institution shall ensure quality learning resources in the form of Self Learning Materials (SLMs) for Open and Distance Learning mode and e-learning material for Online mode of education as defined in these regulations.</p> <p><b>Action by CIQA:</b> LMS is well designed and properly utilized for the benefit of students. Faculties are meticulous in this regard. SLM is also efficiently chronicled.</p>	<p><b>Learning Resource:</b> The Higher Educational Institution shall ensure quality learning resources in the form of Self Learning Materials (SLMs) for Open and Distance Learning mode and e-learning material for Online mode of education as defined in these regulations. While deciding on the instructional packages, the Higher Educational Institution shall take into consideration various factors – the media and technology utilized matches the course content in order to enhance and expand learning, and to match to the learners ‘needs; that these are accessible, practical and equitable, and cost effective to the learners.</p> <p><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.</p> <p>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 updating of SLM. In some cases where many students failed to submit quizzes in time, closing date for submitting quizzes was extended to a later date so that all students</p>

		submit their quizzes and complete their requirements.
5.	<p><b>Action by CIQA:</b> 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 closely connected with the University</p>	<p><b>Feedback System:</b> The process of revision and re-design of curricula shall be based on feedback from all stakeholders in terms of its relevance and appropriateness in catering to the needs of the society, economy and environment.</p> <p>Learners submitted their feedback, for Augst to December Semester for 50 courses of all semesters. Feedback had been segregated semester wise. The table of feedback scores has been provided elsewhere in the report. The overall percentage obtained in all programmes and all semesters and all courses comes to 86.51 which is an above par performance from the point of view of the student feedback. Centre need to go into these details and see if there are aberrations anywhere and therefore should make the system more robust.</p>
6.	<p><b>Programme Monitoring and Review:</b> The HEI shall plan and execute programme monitoring and review system to conduct periodic internal reviews and maintain the quality of academic programmes. For such reviews, the Institution shall also consider the attainments of learning outcomes that are assessed through the various</p>	<p><b>Programme Monitoring and Review:</b></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 in charge of the academics of the Centre is Director, CUCDOE who is also holding additional charge of Dean (Academics). The monitoring and review are 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.</p> <p>Academic Planning and policies are deliberated in Departmental Academic Activities Committee</p>



	<p>tools for direct and indirect assessment.</p>	<p>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. Programme Head Coordinates the between different course coordinators and ensures implementation of the Academic Curriculum as per the Academic Calendar and time table. Director, CUCDOE is responsible for overall academic operations of the Centre.</p> <p>Programme Attainment Report: A course attainment report has been prepared by CUCDOE for the January to July semester. The Course Outcome, attainment levels report is linked to each of the 51 courses taught in all the running semesters of the MBA programme. The performance of each course was determined through the attainment levels calculated in percentage terms using direct method (Performance of the students in the Examination) and indirect method (Surveys done within students regarding the performance of the teachers and course content etc. of each course).</p> <p>Analysis of attainment levels through Direct Method:</p> <ol style="list-style-type: none"> <li>1. The course outcome, attainment levels have been calculated for 16 courses of 1<sup>st</sup> semester, 26 courses for 2<sup>nd</sup> semester and 9 courses for 3<sup>rd</sup> semester.</li> <li>2. A survey had been conducted by the Centre among the students to get their feedback on performance of each course taught in their programme.</li> <li>3. Scores of direct and indirect methods had been calculated out of a maximum score of 3.00.</li> <li>4. Scores received in Direct Method (Performance in Examination) and Indirect Method (Survey) had been calculated and added up, final score on the performance of each subject had been calculated out of a maximum weighted score of 3.00.</li> <li>5. 60% was fixed as the thresh hold mark for the well performing courses.</li> </ol>
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		6. Considering above, all 50 courses had performed exceedingly well, much above threshold mark of 60%.
7.	<b>Action by CIQA:</b> 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.	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. From January 2024 to December 2024, Previous year 3 Board of Studies Meetings (BOS) and 2 DAAC Meetings have been held in the Centre. Recommendations of BOS have been approved by the Academic Council on various dates.
8.	<b>Infrastructure Resources:</b> The Higher Educational Institution shall have a system to elicit data on the adequacy and optimal use of the facilities - physical facilities, library (or e-library), Information and Communication Technology infrastructure, etc. - available in a Higher Educational Institution to maintain the quality	<b>CUCDOE Infrastructure:</b> 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. Coll Poll ERP is implemented for seamless communication between centre, learners and faculty, remote proctoring end term examination system is based on Coll Poll 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>of academic programmes and ensure qualitative support to each of the stakeholders.</p>	<p>There are sufficient numbers of equipment 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><b>Action by CIQA:</b> 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>	<p>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 outsourced which is engaged by the University to produce and edit high quality videos.</p>
9.	<p><b>Learning Environment and Learner Support:</b> The learner support services including academic counseling and library services shall be a major pre-occupation of Higher Educational Institution for its Open and</p>	<p>CUCDOE is using three platforms for creating a congenial Learning Environment and Learner Support.</p> <p><b>D2L Bright Space:</b> 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. At</p>



	<p>Distance Learning mode and Online mode learners. Additionally, Higher Educational Institution shall establish Information and Communication Technology facilities as component of the learning environment which is focused around the pedagogical use of modern educational practices to support blended learning. Learner Support Services shall be provided through the campus-wide portal and e-Learning platform. The Higher Educational Institution shall take a more sophisticated approach to the use of Information and Communication Technology and expertise in e-learning. The approach shall provide a seamless learner-centered environment.</p>	<p>present courses are run on the D2L platform and same is spread into four different semesters. Total learning experience counts to 12,240 hours which covers 109 current courses running across all specializations, total Video content 2040 hours, Podcast 2040 hours, Transcripts 2040 hours, Live classes: 1250 hours; SLM: 12,500 pages; PPTs 5100; OER 1224; Quizzes 15500; Assignment Topics 408; Discussion Forum Topics 408; Global Resources 1500.</p> <p><b>Digii Campus:</b> Digicampus platform is used to support D2L as an ERP solution. All notifications and student details, academic and examination details are stored here.</p> <p><b>Iamneo:</b> 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 neo 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> <p>Student support team engaged with the students for all issues thorough D2L platform and tries to redress grievance on regular basis</p> <p><b>Learning Resource Centre</b></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</p>
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		multimedia and networked information from around the world. Highly skilled staff assists students to use the local collections and find information on specific topics.
	<b>Action by CIQA:</b> 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. The audit team has also considered the learning resources available on the LMS. Resources like Video content, Podcast, Transcripts, Live classes, PPTs, OER, Quizzes, Assignment Topics, Discussion Forum Topics, Global Resources are available on the LMS and has shown significant increased over previous year data, which shows that data is regularly updated and new resources are added to the LMS.
9.	<b>Assessment and Evaluation:</b> All the stated Learning Outcomes of a Programme must be part of its evaluation protocol. The Higher Educational Institution shall execute the evaluation through varied assessment tools including multiple choice questions, projects, reports, case-studies, presentations, and term-end examinations, to suit the different learning outcomes expected of the course elements. The Higher Educational Institution	<p>Examination is divided into two parts, internal assessment comprising of 30 marks and end term examination comprising of 70 marks.</p> <p><b>Internal assessment:</b></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><b>End-semester examination:</b></p> <p><i>Question Paper:</i> The format of the question paper will be of multiple-choice questions. Exam duration is 3 hours to answer 80 questions which will be of three levels of difficulty. 50 questions 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><b>Remotely Proctored Examination:</b></p>

	<p>shall have proper assessment and moderation system for assessing the learning outcomes of learners.</p>	<p>Online End Semester Examination was conducted on Saturdays and Sundays from 1<sup>st</sup> June to 30<sup>th</sup> June 2024 for January to July semester, and from 30<sup>th</sup> November 2024 till 5<sup>th</sup> January 2025 for August to December semester. The examination was remotely held proctored examination. Students appeared in 5 different subjects of 1<sup>st</sup> to 3<sup>rd</sup> 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. For 4<sup>th</sup> semester, a Simulation paper of 8 credits had to be completed by students in the August to December semester. Proctored examination was fairly successful experience. Technology worked very well. Learners were sensitized about the examination pattern. They were required to follow number of instructions during examination. The login system was linked to verification of the student face. Centre was advised to take up all good suggestions received from students and other stakeholders for implementation in coming semesters. Online End Semester Examination was successfully held through remote proctoring in the month of 1<sup>st</sup> June to 30<sup>th</sup> June 2024 for January to July semester, and from 30<sup>th</sup> November 2024 till 5<sup>th</sup> January 2025 for August to December semester. Supplementary Examination was held in August 2024 and is held in February 2025.</p> <p><b>Issue of Grade Cards:</b></p> <p>Grade cards were issued to more than 300 students in the month of September 2024 for the examination held in July-August 2024.</p> <p><b>ABC:</b> All students till previous semester have created their ABC IDs and same is displayed on the rear side of the grade card.</p> <p><b>DEB:</b> From current year UGC has instructed Universities offering online programmes to admit students to their programmes who have created their DEB ID which is an ID conceived by UGC for students applying for online programmes. In the last semester, admissions were closed on 15<sup>th</sup></p>
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		November 2024 and in all 399 students were admitted and all students had created ABC ID as well as DEB ID. As per requirement of UGC DEB, the data related to the admitted students was pushed into the UGC DEB portal for verification and same was duly verified.
	<b>Action by CIQA:</b> 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	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. Director, CUCDOE has informed team that Centre is trying to follow student requirements with regard to creation of the ABC IDs and also creation of the DEB IDs. In November 2024, 399 took admission for August 2024 session and all these students had created their ABC ID as well as DEB ID and same was pushed into the UGC DEB website to complete the compliance process.
10.	<b>Teaching Quality and Staff Development:</b> The Higher Educational Institutions shall have a well-established structure for promoting quality counselling, capacity building workshops, programmes, interactive teaching-learning and provide staff development programmes and activities to encourage academic staff to improve teaching and	Faculty have attended number of Faculty Development Programmes. They also attended Seminars, Conferences, International Conferences. Details have been provided in the report.

	learning on continuous basis.	
	<b>Action by CIQA:</b> Members are satisfied with the details provided in this regard	For upgrading the skills faculties and course coordinators attend faculty orientation programmes at the beginning of each semester as per academic calendar. Faculty Orientation was held on 6.1.2024 and on 6.7.2024.
11.	<b>Mandatory Disclosures (Section 9 of the UGC's ODL and Online Regulations of 2020)</b>	<b>Framing of Guidelines:</b> Guidelines on different topics is uploaded on the <a href="http://www.onlinechitkarau.com">www.onlinechitkarau.com</a> and these are updated every now and then. The link to these guidelines is: <a href="https://onlinechitkarau.com/resource-center/">https://onlinechitkarau.com/resource-center/</a>
	<b>Action by CIQA:</b> Visited website <a href="http://www.onlinechitkarau.com">www.onlinechitkarau.com</a>	Members noted that the website is regularly updated to comply with the UGC's ODL and Online Regulations of 2020.
12.	<b>Completion of Course</b> <b>Tutorials/Doubt Clearing sessions:</b> <b>Quizzes/Assignments Uploading</b>	<b>Completion of course:</b> All Course work was completed in time. <b>Revision Classes/Tutorials/Doubt Clearing sessions:</b> 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 on 4-5 May and on 11 <sup>th</sup> -12 <sup>th</sup> May 2024 for 1 <sup>st</sup> semester and was held on 20 <sup>th</sup> -21 <sup>st</sup> , 27 <sup>th</sup> -28 <sup>th</sup> April, 4 <sup>th</sup> -5 <sup>th</sup> & 11 <sup>th</sup> -12 <sup>th</sup> May 2024 for 2 <sup>nd</sup> and 3 <sup>rd</sup> semester 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. Tutorial week was conducted on 4-5 May and on 11 <sup>th</sup> -12 <sup>th</sup> May 2024 for 1 <sup>st</sup> semester and was held on 9-10 Nov 2024. For 2 <sup>nd</sup> to 4 <sup>th</sup> week, revision classes were held on 19-20; 26-27 Oct; 9-10 & 16-17 Nov 2024 <b>LMS/Assignments/Quiz Uploading?</b> Assignments /Quizzes were uploaded as per schedule and



		completed and submitted by the learners on time.
	<b>Action by CIQA:</b> Noted during CIQA Meetings	Noted by members



**CA Rajat Bhatia**



**Prof. Rashmi Aggarwal**



**Prof. Kiran Mehta**



**Prof. K.K. Mishra**