

**CIQA Committee's Quarterly Meeting**

Ref. No. CUCDOE/CIQA/2024-25/ 3

Dated: 15.7.2024

Dear Sir/Madam,

1<sup>st</sup> Quarterly Meeting of the Centre for Internal Quality Assurance (CIQA) Committee for the academic year 2024-25 is scheduled to be held on **1<sup>st</sup> August 2024 at 1.30 PM in the Sun Hall, 1<sup>st</sup> Floor, Turing Block, Chitkara University, Punjab.** Kindly make it convenient to attend the meeting.

**Agenda Items:**

1. To confirm the minutes of the meeting & Action Taken of the previous meeting of CIQA Committee held on 14.3.2024.
2. To create DEB ID and integrate UGC portal and Chitkara admission portal through API and reverse API.
3. To consider Internal Academic Audit Report submitted by CIQA Committee.
4. To review progress on Annual Report of CIQA.
5. Any other point with the permission of the Chair

Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)

**Dr. K. K. Mishra**  
Pro Vice Chancellor (Quality Assurance)

Copy to:

1. Vice Chancellor
2. Registrar
3. All CIQA Committee Members.
4. Notice Board / Website upload- Chalkpad

**University Campus**

Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**

Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900





## Action Taken Report

A meeting of the CIQA Committee for 1st Quarter of Academic Year 2024-25 was held on 1st August 2024 at 01:30 PM onwards in Sun Hall, 1st Floor, Turning Block, Chitkara University, Punjab. The Action taken on the agendas discussed in previous meeting of CIQA Committee, Ref. No. CCCE/CIQA/2023-24/ 03, held on 14<sup>th</sup> March 2024 is given hereunder:

Item No.	Agenda Items	Action Taken Remarks
1.	To confirm the minutes of the meeting and action taken of the previous meeting of CIQA Committee.	The minutes of the previous meeting, along with the actions taken, were reviewed and confirmed by all CIQA Committee members.
2.	<b>Immersion Programme for the Online Learners.</b> On the advice of Hon'ble Vice Chancellor Ma'am, one day Campus Immersion Programme themed "Connecting the Dots" was organised by the CUCDOE on 20 <sup>th</sup> January at Philip Kotler Seminar Hall.	Noted. Some members including Vice Hon'ble Vice Chancellor appreciated this effort and advised to continue with this tradition.
3.	<b>Change in the name of the Chitkara University Centre for Continuing Education (CUCCCE) to Chitkara University Centre for Distance and Online Education (CUCDOE).</b> University resolved in its meeting held on 13.12.2023 and approved by the Chancellor to rename Chitkara University Centre for Continuing Education (CUCCCE) as Chitkara University Centre for Distance and Online Education (CUCDOE).	Noted by members. Member also noted that all guidelines lying in the resource centre of the online website has been updated with the new name. The changes were effected on 15.12.2023. This matter was reported to 25 <sup>th</sup> Meeting of Academic Council held on 28 <sup>th</sup> February 2024 & will be reported statutory committees as well.

Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)

**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900



**CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)  
COMMITTEE****Minutes of Meeting**

Ref. No. CUCDOE/CIQA/2024-25/4

Dated: 1.8.2024

Minutes of the meeting of 1<sup>st</sup> Quarter, Academic year 2024-25 of CIQA Committee, Chitkara University Centre for Distance and Online Education (CUCDOE) was held on 1<sup>st</sup> August 2024 at 1.30 PM in the Sun Hall, Turing Block, 1<sup>st</sup> Floor, Chitkara University. Following members attended the meeting: -

1.	Dr. Sandhir Sharma, Vice Chancellor, Chitkara University	Chairperson
2.	Dr. S. C. Sharma, Registrar, Chitkara University	Member
3.	CA Rajat Bhatia, Chief Finance and Accounts Officer	Member
4.	Dr. Kuldeep Chand Rojhe, Director/ Dean (Academics), CUCDOE & Chitkara Business School	Member
5.	Dr. Kiran Mehta, Dean, Finance and Banking, Business School	Member
6.	Shri Shitij Kapur, CUCDOE	Member
7.	Dr. Rashmi Aggarwal, CUCDOE	Member
8.	Dr. Prachi Gupta, CUCDOE	Member
9.	Shri Rajnish Sinha, Founder & CEO, Talent Acceleration Corridor, New Delhi	Member
10.	Shri Abhiraj Malhotra, Co-Founder and CEO, Chalkpad Pro, Mohali	Member
11.	Shri Rajesh Moza, Additional Registrar, CUCDOE	Special invitee
12.	Dr. Varun Nayyar, Programme Head & Associate Professor, CUCDOE	Special invitee
13.	Dr. K. K. Mishra, Pro Vice Chancellor, (Quality Assurance), Chitkara University	Member Secretary

Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)

University Campus  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

Administrative Office  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900





Hon'ble Vice Chancellor warmly welcomed all members, expressing appreciation <sup>PUNJAB</sup> for the dedication of the faculty and staff in driving quality improvement initiatives and their continued support.

Following agenda items were taken up for discussion:-

**Agenda Item-01: To confirm the minutes of the meeting and action taken of the previous meeting of the CIQA Committee held on 14.3.2024.**

**Resolution: 01:** The CIQA Committee members reviewed and approved the minutes of the previous meeting, along with the actions taken. The discussions confirmed the successful implementation of the agreed-upon measures and provided further guidance for ongoing initiatives and improvements.

**Action: All members and Member Secretary noted with thanks**

**Agenda Item-02: To Create DEB ID and to integrate UGC portal and Chitkara admission portal through API and reverse API.**

**Resolution: 02:** Director, CUCDOE briefed members about the progress of the integration of the UGC DEB portal with the admission portal of the Chitkara University. On May 31, 2024, the University Grants Commission (UGC) convened a meeting with universities offering online programs. During this meeting, the UGC shared its plans to develop a centralized portal where students can create a unique identifier known as the DEB ID. After creation of DEB ID, the potential student will go to the University of his Chose and take admission in any one of the available programmes. The DEB ID is to be created on the website of UGC DEB by the students using their ABC ID as the username. To make this policy a reality UGC provided an API to integrate UGC DEB with each university's admission portal. Once a student takes admission with his DEB ID, his data will be pushed to UGC DEB for verification and after it is verified by UGC DEB the admission will be complete. Hon'ble Vice Chancellor advised the authorities at the CUCDOE to ensure that the integration process is taken further, and process is completed at the earliest. It should also be ensured that ABC and DEB IDs are created by students in time without any further delay, after go ahead is given by UGC DEB authorities.

**Action: Director, CUCDOE noted with thanks**

**Agenda Item-03: To consider Internal Academic Audit Report by CIQA Committee.**

**Resolution: 03:** Dr. K. K. Mishra informed members that in terms of Section 9(q) & Section 19(3) of UGC's ODL and online Regulations 2020, Annexure-I, Section-V on "Quality Monitoring Mechanism". A Sub-Committee of the CIQA Committee members was set up to hold annual internal academic audit of the CUCDOE. CIQA Committee completed its internal academic audit in the month of March 2024. Dr. Mishra submitted this Internal Academic Audit Report with some changed on behalf of the CIQA Committee to UGC DEB on 20<sup>th</sup> May 2024 through email communication.

Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)

[www.chitkara.edu.in](http://www.chitkara.edu.in)

**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900



The report was also uploaded on the website [www.onlinechitkarau.com](http://www.onlinechitkarau.com). Internal Academic Audit Report, submitted to UGC DEB on 20<sup>th</sup> May 2024 Internal Academic Audit Report, submitted to UGC DEB on 20<sup>th</sup> May 2024 and same has been sent to Registrar Office to be placed in 26<sup>th</sup> Meeting of Academic Council on 11.8.2024 for ratification. Hon'ble Vice Chancellor opined that CUCDOE should review this academic audit report and comply with the observations of the sub-committee. Hon'ble Vice Chancellor opined that CUCDOE should review this academic audit report and comply with the observations of the sub-committee.

**Action: All members and Member Secretary noted with thanks**

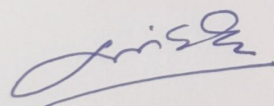
**Agenda Item-04: To review progress on Annual Report of CIQA.**

**Resolution: 04:** Dr. K. K. Mishra, informed members that Annual Report of the CIQA Committee of CUCDOE was almost complete now, after going through the operational SOPs and documentation related to various aspects of the CUCDOE in line with the format provided by the UGC DEB. Annual Report will be placed in 26<sup>th</sup> Meeting of Academic Council scheduled to be held on 11.8.2024 for approval before it is finally uploaded on UGC DEB website around 31.8.2024.

**Action: All members and Member Secretary noted with thanks**

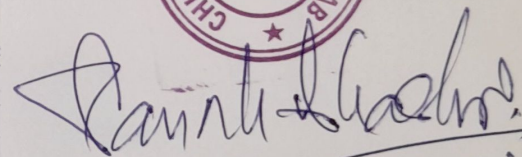
The Hon'ble Vice Chancellor commended Dr. Mishra for striving hard to pursue the quality parameters for CUCDOE. He also expressed his sincere appreciation and deep respect to all members for their active engagement and dedication to enhancing institutional procedures. Dr. Mishra formally concluded the session with a vote of thanks, acknowledging the contributions of all involved.

The meeting concluded at 05:00 PM.



**Dr. K. K. Mishra**  
Pro Vice Chancellor (Quality Assurance)

Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)



**Dr. Sandhir Sharma,**  
Vice Chancellor

**University Campus**

Chandigarh - Patiala National Highway (NH)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**

Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900



**CIQA Committee's Quarterly Meeting**Ref. No. CUCDOE/CIQA/2024-25/ *#5***Dated: 1.12.2024**

Dear Sir/Madam,

2<sup>nd</sup> Quarterly Meeting of the Centre for Internal Quality Assurance (CIQA) Committee for the academic year 2024-5 is scheduled to be held on **10<sup>th</sup> December 2024 at 1.30 PM in the Sun Hall, 1<sup>st</sup> Floor, Turing Block, Chitkara University, Punjab**. Kindly make it convenient to attend the meeting.

**Agenda Items:**

1. To confirm the minutes of the meeting & Action Taken of the 1<sup>st</sup> Quarterly Meeting (Academic Year 2024-25) of the CIQA Committee held on 1.8.2024.
2. To review Integration process of UGC portal and Chitkara admission portal through API and reverse API and Creation of DEBID.
3. To consider the approval and uploading of Annual Report of CIQA for the year ending August 2024.
4. To consider ratification of Internal Academic Audit Report of CIQA Committee.
5. To review First batch of students admitted in August to December 2024 session, completing their MBA Programme.
6. To review various quality the quality outcome of the courses, Student Feedback Mechanism and Faculty Development Programmes in the academic year 2024-25.
7. Any other point with the permission of the chair.

Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)

**Dr. K. K. Mishra**  
Pro Vice Chancellor (Quality Assurance)

Copy to:

1. Vice Chancellor
2. Registrar/ All CIQA Committee Members.
4. Notice Board / Website upload- Chalkpad

**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900




**CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA) COMMITTEE**
**Action Taken Report**

A meeting of the CIQA Committee for 2<sup>nd</sup> Quarter of Academic Year 2024-25 was held on 10<sup>th</sup> December 2024 at 01:30 PM onwards in Sun Hall, 1st Floor, Turning Block, Chitkara University, Punjab. The Action taken on the agendas discussed in previous meeting of CIQA Committee, Ref. No. CUCDOE/CIQA/2024-25/ 1, held on 1<sup>st</sup> August 2024 is given hereunder:

Item No.	Agenda	Action Taken
1.	To confirm the minutes of the meeting and action taken of the previous meeting of CIQA Committee held on 1.8.2024	The minutes of the previous meeting, along with the actions taken, were reviewed and confirmed by all CIQA Committee members.
2.	<b>To Create DEB ID and to integrate UGC portal and Chitkara admission portal through API and reverse API.</b> <b>Resolution: 02:</b> Hon'ble Vice Chancellor, advised the authorities at the CUCDOE to ensure that the integration process is taken further and process is completed at the earliest. It should also be ensured that ABC and DEB IDs are created by students in time without any further delay, after going ahead is given by UGC DEB authorities.	Members noted that after first meeting held on 31 <sup>st</sup> May 2024, integration process was completed by the Technical Team of the Chitkara Admissions in the month of October 2024. DEBs were created and data pushed into UGC. The issue was discussed in detail at agenda no. 2 of this meeting.
3.	<b>Agenda Item-03: To consider Internal Academic Audit Report by CIQA Committee.</b> <b>Resolution: 03:</b> Internal Academic Audit Report of CIQA Committee was submitted to UGC DEB on 20 <sup>th</sup> May 2024.	Dr. Kuldeep Rojhe informed members that all observations of the audit are being looked into very carefully for implementation. Internal Academic Audit Report was ratified by Academic Council in its meeting held on 11.8.2024. Internal Academic Audit Report is as well being discussed in this (2 <sup>nd</sup> Meeting of CIQA) at agenda item no.4.
4.	<b>Agenda Item-04: To review progress on Annual Report of CIQA.</b> <b>Resolution: 04:</b> Annual Report will be placed in 26 <sup>th</sup> Meeting of Academic Council scheduled to be held on 11.8.2024 for approval before it is finally uploaded on UGC DEB website around 31.8.2024.	Annual Report for the year 2023-24 was approved by Academic Council in its 26 <sup>th</sup> Meeting held on 11.8.2024 and was uploaded on UGC DEB website on 31.8.2024. Annual Report is as well being discussed in this meeting (2 <sup>nd</sup> Meeting of CIQA) at agenda item no.3.

Pro Vice Chancellor (Quality Assurance)  
 Chitkara University, Punjab  
 Chandigarh-Patiala National Highway  
 Tehsil-Rajpura, Distt. Patiala  
 Punjab-140401 (India)

**University Campus**

Chandigarh - Patiala National Highway (NH-7)  
 Punjab - 140 401, T +91.1762.507084  
 Fax +91.172.507085

**Administrative Office**

Saraswati Kendra, SCO 160 - 161  
 Sector 9-C, Chandigarh - 160009  
 T +91.172.4090900



PUNJAB

**CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA) COMMITTEE**

**Minutes of Meeting**

Ref. No. CUCDOE/CIQA/2024-25/ *86*

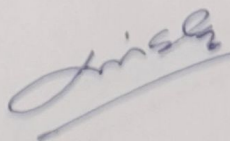
Dated:

10.12.2024

Minutes of the meeting of 2<sup>nd</sup> Quarter, Academic year 2024-25 of CIQA Committee, Chitkara University Centre for Distance and Online Education (CUCDOE) was held on 10<sup>th</sup> December 2024 at 1.30 PM in the Sun Hall, Turing Block, 1<sup>st</sup> Floor, Chitkara University. Following members attended the meeting: -

1.	Dr. Sandhir Sharma, Vice Chancellor, Chitkara University	Chairperson
2.	CA Rajat Bhatia, Chief Finance and Accounts Officer	Member
3.	Dr. Kuldeep Chand Rojhe, Director/ Dean (Academics), CUCDOE & Chitkara Business School	Member
4.	Dr. Kiran Mehta, Dean, Finance and Banking, Business School	Member
5.	Shri Shitij Kapur, CUCDOE	Member
6.	Dr. Rashmi Aggarwal, CUCDOE	Member
7.	Dr. Prachi Gupta, CUCDOE	Member
8.	Shri Rajnish Sinha, Founder & CEO, Talent Acceleration Corridor, New Delhi	Member
9.	Shri Abhiraj Malhotra, Co-Founder and CEO, Chalkpad Pro, Mohali	Member
10.	Shri Rajesh Moza, Additional Registrar, CUCDOE	Special invitee
11.	Dr. Varun Nayyar, Programme Head & Associate Professor, CUCDOE	Special invitee
12.	Dr. K. K. Mishra, Pro Vice Chancellor, (Quality Assurance), Chitkara University	Member Secretary

Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patla National Highway  
Tehsil-Rajpura, Distt. Patla  
Punjab-140401 (India)



**University Campus**

Chandigarh - Patla National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**

Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900



The Vice Chancellor warmly welcomed all members, expressing appreciation for the dedication of the faculty and staff in driving quality improvement initiatives and their continued support.

Following agenda items were taken up for discussion:-

**Agenda Item-01: To confirm the minutes of the meeting and action taken of the previous meeting of the CIQA Committee held on 1.8.2024.**

**Resolution: 01:** The CIQA Committee members reviewed and approved the minutes of the previous meeting, along with the actions taken. The discussions confirmed the successful implementation of the agreed-upon measures and provided further guidance for ongoing initiatives and improvements.

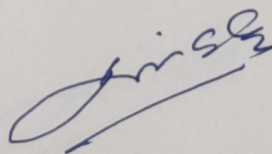
**Action: All members and Member Secretary noted with thanks**

**Agenda Item-02: To review the Integration process of UGC portal and Chitkara admission portal through API and reverse API and creation of DEBIDs.**

**Resolution: 02:** Director, CUCDOE informed members that integration process of UGC portal with Chitkara Admission portal was completed in the month of October 2024. UGC had notified 15<sup>th</sup> November 2024 as the last date of admission for August to December semester and that students with DEB ID were considered for admission. UGC also advised universities that all DEB created should be pushed to UGC portal for verification latest by 15<sup>th</sup> November 2024. All current candidates for admission came with DEB ID and took admission. Students who had been admitted before integration of the systems, created their DEB IDs after October month and this data was pushed into UGC portal through reverse integration. In all 399 students were admitted, all admitted students created their DEB IDs and data was successfully verified at UGC DEB portal before 15.11.2024, the last date for pushing information into UGC DEB site. The data of admitted students was also uploaded on UGC DEB platform on 18<sup>th</sup> November 2024. Hon'ble Vice Chancellor appreciated the effort of the team for successful integration and for ensuring that all students have the DEB ID and same is verified by the UGC portal within time limit set by UGC DEB.

**Action: All members and Member Secretary noted with thanks**

Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)



**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900





**Agenda Item-03:** To consider approval and uploading of Annual Report of CIQA for the year ending August 2024.

**Resolution: 03:** Dr. Mishra, provided insights to the members that the progress of Annual Report 2023-24 was discussed at Agenda-4 of the 1<sup>st</sup> Quarter Meeting of CIQA held on 1.8.2024. Annual Report was completed and approved in 26<sup>th</sup> Meeting of Academic Council held on 11.8.2024. The approved copy of the annual report was finally uploaded on UGC DEB website on 29.8.2024 and was also uploaded in the Resource Centre of the Universities' online website.

**Action: No action required**

**Agenda Item-04:** To consider ratification of Internal Academic Audit Report of CIQA Committee.

**Resolution: 04:** Dr. K. K. Mishra informed that this agenda item is in continuation to the agenda item no. 3 discussed in the 1<sup>st</sup> Quarter Meeting of CIQA Committee held on 1.8.2024. Internal Academic Audit Report was send to UGC DEB on 20<sup>th</sup> May 2024 through email and uploaded on the website [www.onlinechitkarau.com](http://www.onlinechitkarau.com). Internal Academic Audit Report was ratified in 26<sup>th</sup> Meeting of Academic Council held on 11.8.2024. In addition to above, Dr. Mishra informed members that a fresh committee need to be constituted to undertake internal academic audit for the year 2024. The matter was discussed, after receiving suggestion from members, Hon'ble Vice Chancellor constituted following committee: Dr. Mishra, Chairman, Prof. Kiran Mehta, Prof. Rashmi Aggarwal and CA Rajat Bhatia to complete the audit by February 2025.

**Action: All members and Member Secretary noted with thanks**

**Agenda Item-05:** To review first batch of students admitted in August to December 2024, session, completing their MBA Programme.

**Resolution: 05:** Director, CUCDOE, informed members that 14 students from first batch of the students will complete their fourth & final semester of their MBA Programme in the current month. Their result will be declared in January 2025 and those who complete all requirements of the degree programme will receive their degree at the ensuing convocation around June/July 2025. The same was noted by members of CIQA Committee.

**Action: No action required**

Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)



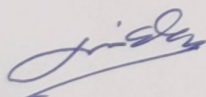
**Agenda Item-06:** To report on the attainment levels of each of the running courses; Student Feedback Analytics and FDPs attended by the faculty of CUCDOE in the July to January Semester for the academic year 2024-25.

**Resolution: 05:** Hon'ble Vice Chancellor asked Dr. Kuldeep Rojhe, Director, CUCDOE to provide details on the process followed by the Centre in determining the Attainment levels of each running course in line with the course objectives given in the Program Project Report; also process followed in case of student feedback and FDPs attended by the faculty. Dr. Rojhe replied that feedback is taken from students every semester and that feedback responses have already been collected from the students of each specialisation in August to December semester. Hon'ble Vice Chancellor asked Dr. Rojhe to place a detailed report before this committee in the next meeting of the CIQA Committee. Dr. Rojhe promised to submit a document in this regard, as advised.

**Action: Director, CUCDOE**

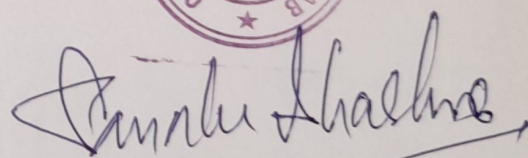
The Hon'ble Vice Chancellor thanked Dr. K. K. Mishra for raising all relevant issues in this meeting. He also thanked all attending members for their active participation in the proceedings of the meeting. Dr. Mishra formally concluded the session with a vote of thanks, acknowledging the contributions of all involved.

The meeting concluded at 05:00 PM.



**Dr. K. K. Mishra**  
Pro Vice Chancellor (Quality Assurance)

Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)



**Dr. Sandhir Sharma,**  
Vice Chancellor

**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900



## CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA) COMMITTEE

### Action Taken Report

A meeting of the CIQA Committee for 3<sup>rd</sup> Quarter of Academic Year 2024-25 was held on 19<sup>th</sup> March 2025 at 01:30 PM onwards in Sun Hall, 1st Floor, Turning Block, Chitkara University, Punjab. The Action taken on the agendas discussed in previous meeting of CIQA Committee, Ref. No. CUCDOE/CIQA/2024-25/ 2, held on 10<sup>th</sup> December 2024 is given hereunder:

Item No.	Agenda	Action Taken
1.	To confirm the minutes of the meeting and action taken of the previous meeting of the CIQA Committee held on 1.8.2024.	All Actions are taken
2.	To review the Integration process of UGC portal and Chitkara admission portal through API and reverse API and creation of DEBIDs.	All actions are completed. Integration process and creation of DEB ID process shall be followed every at the time of admission.
3.	To consider approval and uploading of Annual Report of CIQA for the year ending August 2024.	All actions are initiated. No more action is required to be taken.
4.	To consider ratification of Internal Academic Audit Report of CIQA Committee.	Report was submitted. All actions completed. A fresh committee was constituted to undertake academic audit for the year 2024.
5.	To review first batch of students admitted in August to December 2024, session, completing their MBA Programme.	Noted by members. All actions completed.
6.	To report on the attainment levels of each of the running courses; Student Feedback Analytics and FDPs attended by the faculty of CUCDOE in the July to January Semester for the academic year 2024-25.	The details regarding attainment levels, student feedback analytics and FDPs are provided by Prof. Rojhe and have been placed in this meeting as separate agenda items.

*Dr. Anshu Sharma*

*Dr. Anshu Sharma*

**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900



**CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)**  
**COMMITTEE****Minutes of Meeting****Ref. No. CUCDOE/CIQA/2024-25/****Dated: 19.03.2025**

Minutes of the meeting of 3<sup>rd</sup> Quarter, Academic year 2024-25 of CIQA Committee, Chitkara University Centre for Distance and Online Education (CUCDOE) was held on 10.2.2025 at 1.30 PM in the Sun Hall, Turing Block, 1<sup>st</sup> Floor, Chitkara University. Following members attended the meeting:

1.	Prof. Sandhir Sharma, Vice Chancellor	Chairperson
2.	Col. Dr. Rakesh Sharma, Registrar	Member
3.	CA Rajat Bhatia, Chief Finance and Accounts Officer	Member
4.	Dr. Kuldeep Chand Rojhe, Director/ Dean (Academics), CUCDOE & Chitkara Business School	Member
5.	Dr. Kiran Mehta, Dean, Finance and Banking, CBS	Member
6.	Prof. (Dr.) Gautam Bansal, Dean, CBS-MBA	Member
7.	Dr. Rashmi Aggarwal, Chitkara Business School	Member
8.	Dr. Devesh Bathla, Director, CBS-MBA	Member
9.	Shri Rajnish Sinha, Founder & CEO, Talent Acceleration Corridor, New Delhi	Ext. Member
10.	Shri Abhiraj Malhotra, Co-Founder and CEO, Chalkpad Pro, Mohali	Ext. Member
11.	Prof. (Dr.) Sovia R J Singh, Professor, CUCDOE	Member
12.	Prof. (Dr.) Simarjeet Singh Bawa, Professor, CUCDOE	Member
13.	Shri Rajesh Moza, Additional Registrar, CUCDOE	Special invitee
14.	Dr. Varun Nayyar, Programme Head & Associate Professor, CUCDOE	Special invitee
15.	Dr. K. K. Mishra, Pro Vice Chancellor, (Quality Assurance), Chitkara University	Member Secretary

**University Campus**

Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**

Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900



Hon'ble Vice Chancellor put on record the role played by the outgoing members in driving quality improvement initiatives for CUCDOE. Hon'ble Vice Chancellor warmly welcomed newly nominated members to CIQA Committee and explained briefly the mandate of this Committee and hoped that members will contribute to this committee in manner different ways given their vast experience in academics and administration.

Following agenda items were taken up for discussion:

**Agenda Item-01: To Confirm the Minutes of the Meeting and Action Taken of the 2<sup>nd</sup> Quarter Meeting of Academic Year 2024-25 of the CIQA Committee held on 10.12.2024.**

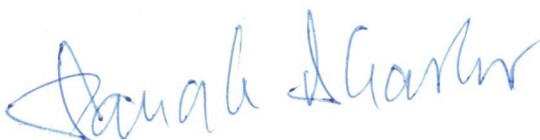
**Resolution: 01:** The CIQA Committee members reviewed and approved the minutes of the previous meeting, along with the actions taken. The discussions confirmed the successful implementation of the agreed-upon measures and provided further guidance for ongoing initiatives and improvements.

**Action: All members and Member Secretary noted with thanks**

**Agenda Item-02: To report on the attainment levels of each of the running courses;**

**Resolution: 02:** As a follow up exercise on the agenda item no. 6 of the 2<sup>nd</sup> quarter meeting held on 10<sup>th</sup> December 2024, Dr. Kuldeep Rojhe, Director, CUCDOE made a presentation about the attainment levels of each of the courses taught in all the batches of the online MBA programmes in line with the course objectives given in the Program Project Report. The Course Outcome, attainment levels were calculated based on the 51 courses taught in all semesters. The performance of each course was calculated based on the levels attained by each course calculated through direct method (Performance of the students in the Examination) and through 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 were 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 was conducted among the students to get their feedback on performance of each course which they were taught in the previous semester. Scores of direct and indirect methods were used to calculate performance of each course out of a maximum score of 3.00. After scores received in Direct Method (Performance in Examination) and Indirect Method (Survey) were calculated and added up, final score on the performance of each subject was calculated out of a maximum weighted score of 3.00.
3. A threshold mark of 60% or 1.80 out of 3.00 was fixed, for a course to be considered to be performing well. Considering above, all 50 courses have performed exceedingly well above threshold mark of 60%.

Members noted the attainment levels of each course and lauded the faculty of CUCDOE for this achievement. Hon'ble Vice Chancellor desired that this performance continues in coming semesters as well

**Action: No action required**

**Agenda Item-03: To report on the Student Feedback Analytics:**

**Resolution: 03:** In the 2<sup>nd</sup> quarter meeting, Hon'ble Vice Chancellor had advised Director, CUCDOE to provide details of the feedback analytics in the next meeting. Following up on the 2<sup>nd</sup> meeting, Dr. Rojhe presented feedback analytics for the academic year 2024-25 on the table as a follow up exercise of the agenda item no.6 of the 2<sup>nd</sup> quarter meeting held on 10.12.2024. Dr. Rojhe explained these analytics for the benefit of the members. The analytics table (**Annexure-1**) shows the scores given by the students to the various courses and overall score obtained semester wise and feedback percentage obtained is given in the table below. 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. Hon'ble Vice Chancellor asked Dr. Rojhe that CUCDOE has been performing very well, there can be aberrations here and there which need to be looked into to further improve the system and make it more robust.

**Action: No action required**

**University Campus**

Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**

Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900





**Agenda Item-04: FDPs attended by the faculty of CUCDOE in July to January Semester of the academic year 2024-25.**

**Resolution: 04:** Director, CUCDOE, informed members that all faculties at the Centre of Distance and Online Education (CUCDOE) have been attending FDPs, Seminars and Conferences (including international conferences). Details of the programmes attended by the faculty of CUCDOE were presented before the committee. Hon'ble Vice Chancellor asked Director, CUCDOE to make the presentation about the Staff Trainings organised and attended by the staff of the CUCDOE. The details in this regard need to be provided in the next meeting of this committee.

**Action: No action required**

**Agenda Item-05: To Annual Internal Academic Audit of the CUCDOE for the year January-December 2024.**

**Resolution: 05:** At agenda no. 4 of the 2<sup>nd</sup> quarter meeting held on 10<sup>th</sup> December, 2025, a fresh Internal Academic Audit Committee was constituted 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

The Internal Academic Audit was conducted from February 17 to 21, 2025. The audit covered multiple aspects, including programme attainment reports, faculty feedback, learner engagement analysis, LMS effectiveness, academic governance, and assessment methodologies.

**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900





Committee reviewed academic regulations, programme delivery models, examination and evaluation systems, faculty development initiatives, and quality assurance mechanisms. Hon'ble Vice Chancellor asked Director, CUCDOE to review the report and prepare an action taken report on all points raised in the report. The ATR should be presented in the next meeting of this committee.

**Action: Director, CUCDOE to prepare and present ATR in the next meeting**

**Agenda Item-06: To consider holding the “Connecting the Dots” Workshop for the online students.**

**Resolution: 06:** Hon'ble Vice Chancellor, asked Director, CUCDOE, about to provide details about the “Connecting the dots” programme. Dr. Rojhe, Director, CUCDOE informed that previous year “Connecting the dots: Immersion Programme” was held on 20<sup>th</sup> January 2024 and around 52 online students attended this programme and this was discussed in the CIQA meetings. Dr. Rojhe said that it will be convenient for the Centre to hold this programme this year in the month of February 2025. Hon'ble VC Sir, mooted the idea of having the Convocation ceremony held during the same time for the passed-out students of the first batch of the online MBA Programme. Dr. Rojhe was asked to complete the modalities in this regard. The programme should preferably be held in the last week of April 2025, when Convocation of the first passed out batch of CUCDOE will also be held to present degrees to the passed-out students.

**Action: Director, CUCDOE**

**Agenda Item-07: Result of the first batch of students.**

**Resolution: 07:** Director, CUCDOE, informed members that 14 students from first batch of the students have completed their MBA Programme. Out of these 14 students, 9 students belong to the Marketing specialisation and remaining 5 students belong to Finance Specialisation. As per the results available with the Centre, 13 students passed out in regular examination held in December 2024 and one student passed out in Supplementary examination held in the month of February 2025. The convocation for these 14 passed out students will be held tentatively in the last week of

**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900





April 2025 as was discussed in Agenda Item-06 of this meeting.

**Action: Noted by members**

**Any other point with the permission of the chair.**


The Hon'ble Vice Chancellor thanked Dr. K. K. Mishra for raising all relevant issues in this meeting. He also thanked all attending members for their active participation in the proceedings of the meeting. Dr. Mishra formally concluded the session with a vote of thanks, acknowledging the contributions of all involved.

The meeting concluded at 4:00 PM.

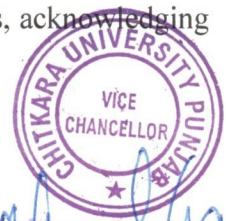
  
**Dr. K. K. Mishra**

**Pro Vice Chancellor (Quality Assurance)**

**Pro Vice Chancellor (Quality Assurance)**  
**Chitkara University, Punjab**  
**Chandigarh-Patiala National Highway**  
**Tehsil-Rajpura, Distt. Patiala**  
**Punjab-140401 (India)**

  
**Dr. Sandhir Sharma,**

**Vice Chancellor**

**University Campus**

Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**

Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900





**Annexure-1**  
**Student Feedback**  
**2024-25**

Programme Specialisation	Semester	Score Obtained	Maximum Score	% age Score
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>

**University Campus**

Chandigarh - Patiala National Highway (NH-7)

Punjab - 140 401, T +91.1762.507084

Fax +91.172.507085

**Administrative Office**

Saraswati Kendra, SCO 160 - 161

Sector 9-C, Chandigarh - 160009

T +91.172.4090900



**CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)**  
**COMMITTEE**

**Minutes of Meeting**

**Ref. No. CUCDOE/CIQA/2024-25/20****Dated: 06.06.2025**

The fourth quarterly meeting of the CIQA Committee for the academic year 2024–25, Chitkara University Centre for Distance and Online Education (CUCDOE), was held on June 06, 2025, at 1:30 PM in Sun Hall, Turing Block, First Floor.

1.	Prof. Sandhir Sharma, Vice Chancellor	Chairperson
2.	Col. Dr. Rakesh Sharma, Registrar	Member
3.	CA Rajat Bhatia, Chief Finance and Accounts Officer	Member
4.	Dr. Kuldeep Chand Rojhe, Director/ Dean (Academics), CUCDOE & Chitkara Business School	Member
5.	Dr. Kiran Mehta, Dean, Finance and Banking, CBS	Member
6.	Prof. (Dr.) Gautam Bansal, Dean, CBS-MBA	Member
7.	Dr. Rashmi Aggarwal, Chitkara Business School	Member
8.	Dr. Devesh Bathla, Director, CBS-MBA	Member
9.	Shri Rajnish Sinha, Founder & CEO, Talent Acceleration Corridor, Delhi	Ext. Member
10.	Shri Abhiraj Malhotra, Co-Founder and CEO, Chalkpad Pro, Mohali	Ext. Member
11.	Prof. (Dr.) Sovia R J Singh, Professor, CUCDOE	Member
12.	Prof. (Dr.) Simarjeet Singh Bawa, Professor, CUCDOE	Member
13.	Mr. Sandeep Kumar, Deputy Registrar	Special invitee
14.	Dr. Varun Nayyar, Programme Head & Associate Professor, CUCDOE	Special invitee
15.	Dr. K. K. Mishra, Pro Vice Chancellor, (Quality Assurance), Chitkara University	Member Secretary



Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patjala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)

[www.chitkara.edu.in](http://www.chitkara.edu.in)

**University Campus**  
Chandigarh - Patjala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900







The Hon'ble Vice Chancellor formally acknowledged and appreciated the valuable contributions of the members in advancing quality enhancement initiatives at CUCDOE. Following agenda items were taken up for discussion:

**Agenda Item-01: To Confirm the Minutes of the Meeting and Action Taken of 3<sup>rd</sup> Quarter Meeting of Academic Year 2024-25**

**Resolution: 01:** the CIQA Committee members reviewed and approved the minutes of the previous meeting along with the corresponding action taken report. The deliberations affirmed the effective implementation of previously agreed measures and offered strategic guidance for the continuation and enhancement of ongoing quality initiatives.

**Action: Noted with thanks**

**Agenda Item-02: To deliberate about value added courses**

**Resolution: 02:** Dr. Sharma emphasized the significance of integrating value-added courses into the academic framework to enhance students' competencies and employability. He further instructed Dr. Rojha to actively encourage and guide students to enroll in at least one online certification course through platforms such as Coursera, LinkedIn Learning, SWAYAM, or equivalent, as part of their academic and professional development.

**Action: Director CUCDOE noted with thanks**

**Agenda Item-03: To deliberate on faculty development**

**Resolution: 03:** The Hon'ble Vice Chancellor reiterated the critical importance of continuous faculty development in achieving academic excellence and institutional advancement. He emphasized the need for well-structured Faculty Development Programmes (FDPs), workshops and training sessions that reflect current pedagogical practices and technological innovations. He encouraged departments to regularly assess faculty development needs and to cultivate a culture of motivation and lifelong learning. The Vice Chancellor further stated that such initiatives are essential for enhancing teaching quality and strengthening CUCDOE's overall quality assurance processes. The Committee unanimously supported this direction. In line with previous practices, he recommended conducting more industry- and academia-driven FDPs, STCs, and workshops to keep faculty updated with the evolving demands of the education and professional landscape

**Action: Director CUCDOE noted with thanks**

**Agenda Item-04: To strengthening the Industry and Academia**

**Resolution: 04:** The Hon'ble Vice Chancellor emphasized the importance of strengthening ties between industry and academia to enhance the holistic development of students. He proposed the continued organization of online expert talks, workshops and interactive sessions, in line with previous practices, to provide students with current industry insights and practical knowledge. Such initiatives are aimed at bridging the gap between theoretical learning and real-world

**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900

  
**Pro Vice Chancellor (Quality Assurance)**  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)

[www.chitkara.edu.in](http://www.chitkara.edu.in)





applications, thereby better preparing students for professional challenges.

**Action: Director CUCDOE noted with thanks**

**Agenda Item-05: To discuss annual report.**

**Resolution: 05:** The annual report was shared with all CIQA Committee members during the meeting for their final review and suggestions, if any. The Hon'ble Vice Chancellor invited feedback to ensure accuracy, completeness and alignment with regulatory expectations. Upon incorporation of final inputs and approval, the report will be uploaded on the official website of CUCDOE as per UGC-DEB guidelines. The Committee appreciated the efforts and agreed to finalize the report post-review.

**Action: Noted with thanks**

**Agenda Item-06: To discuss Annual Academic Audit of the CUCDOE**

**Resolution: 05:** The Committee discussed the planning and execution of the upcoming Annual Internal Academic Audit for the Chitkara University Centre for Distance and Online Education (CUCDOE). The Hon'ble Vice Chancellor emphasized the significance of conducting the audit in a structured and timely manner to ensure academic accountability, regulatory compliance, and continuous quality improvement. It was proposed that the audit will cover key academic areas including curriculum delivery, learner engagement, assessment practices, faculty performance, and student support services. Dr. Mishra informed that detailed audit schedules, criteria and responsibilities will be circulated soon.

**Action: Noted with thanks**

**Agenda Item-07: Any other point with the permission of the chair.**

**Resolution: 07:** With the permission of the Chair, the following points were discussed under the IQAC meeting for the Online and Distance Education Programmes of Chitkara University, Punjab:

- Dr. K. K. Mishra, Pro Vice Chancellor (Quality Assurance), informed the Committee that the University Grants Commission–Distance Education Bureau (UGC-DEB) has officially assigned the programme name and programme code. The programme shall henceforth be designated as Master of Business Management with the programme code OLEN37301. This nomenclature and code will be implemented from the forthcoming academic session.
- It was proposed to strengthen the student feedback mechanism for continuous monitoring of teaching quality, course content, and learner satisfaction.
- Hon'ble Vice Chancellor directed all departments to ensure timely documentation and alignment of activities with NAAC and UGC-DEB guidelines, in view of upcoming inspections and audits.
- The Vice Chancellor recommended enhanced collaboration with industry experts for periodic curriculum review to ensure alignment with evolving industry trends and market demands.

**Action: Noted with thanks**



Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)

[www.chitkara.edu.in](http://www.chitkara.edu.in)


**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085


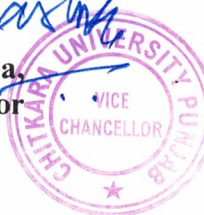
**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900





The Hon'ble Vice Chancellor sincerely thanked Dr. K. K. Mishra for raising all important points during the meeting. He also appreciated all members for their active participation and valuable contributions. Dr. Mishra concluded the meeting with a vote of thanks, acknowledging everyone's support and involvement in the discussions.  
The meeting concluded at 5:00 PM.

  
**Dr. K. K. Mishra**  
**Pro Vice Chancellor (Quality Assurance)**  
Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)

  
**Dr. Sandhir Sharma**  
**Vice Chancellor**  


**University Campus**  
Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**  
Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900