

**HEI ID: HEI-U-0262 Name of HEI: Mahatma Gandhi University, Type of HEI: State
Kottayam, Kerala**

Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE(CIQA)

PROGRAMMES UNDER ONLINE MODE

2021-2022

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Part – I: General Information

Date of notification of the Centre [\(University Order\)](#) : 14/10/2022

Details of Director, CIQA

- Name : Prof. (Dr.) Robinet Jacob
- Qualification: Ph D
- Appointment Letter and Joining Report: [\(University Order\)](#)

Details of CIQA Committee:

a. Composition as per Regulations

| S. No. | Designation | Nomination as | Name and Qualification | Specialization | Date of Nomination in CIQA Committee |
|--------|---|---------------|--------------------------------|-------------------------------|--------------------------------------|
| a. | Vice Chancellor of the University | Chairperson | Prof.(Dr.) Sabu Thomas, PhD | Nano Science | 15/10/2020 |
| b. | Three Senior teachers of HEI | Member 1 | Dr. Beena Mathew, PhD | Chemical Science | 15/10/2020 |
| | | Member 2 | Dr. Jisha M S, PhD | Bio Science | 15/10/2020 |
| | | Member 3 | Dr. Sajimon Abraham, PhD | Management & Business Studies | 15/10/2020 |
| c. | Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode | Member 4 | Dr. E. Sulaiman, PhD | Management & Business Studies | 15/10/2020 |
| | | Member 5 | Dr. Pushpalatha K.P., PhD | Computer Science | 15/10/2020 |
| | | Member 6 | Dr. Nandakumar Kalarikkal, PhD | Physics | 15/10/2020 |
| d. | Two External Experts of ODL and/or Online Education | Member 7 | Dr. Zeenath, PhD | | 15/10/2020 |
| | | Member 8 | Dr. R. Kannan, PhD | | 15/10/2020 |

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| S. No. | Designation | Nomination as | Name and Qualification | Specialization | Date of Nomination in CIQA Committee |
|--------|--|-------------------------|--------------------------------|-----------------|--------------------------------------|
| e. | Officials from departments of HEI • Administration • Finance | Member 9 Administration | Joint Registrar-I | | 15/10/2020 |
| | | Member 10 Finance | Joint Registrar | | 15/10/2020 |
| f. | Director, CIQA | Member Secretary | Prof. (Dr.) Robinet Jacob, PhD | Tourism Studies | 15/10/2020 |

b. Whether members mentioned at 'b' to 'e' changed every 2 years? Yes

Number of meetings held and its approval:

a. No. of meetings held every year: 2

b. Meeting details:

| Meetings | Date-Month-Year | No. of External Expert Present | Minutes | Approval of Minutes |
|-----------|-----------------|--------------------------------|---------|---------------------|
| Meeting 1 | 18-07-2021 | 2 | upload | upload |
| Meeting 2 | 17-03-2022 | 2 | upload | upload |

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

Yet to start

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

From January 2022 academic session: TO BE EXTRACTED FROM WEBPORTAL

| Sr. No. | Post-graduate Degree Title | Duration (years) | No. of Credits | Admission Eligibility | Fee (Rs.) | UGC Recognition Letter No. and date | Number of students admitted (Male/Female/Trans-gender) | | | |
|---------|----------------------------|------------------|----------------|--|-----------|---|--|----|----|-------|
| | | | | | | | M | F | TG | Total |
| 1. | M.Com. | 2 | 80 | A candidate who has passed B Com/BBA/BBM approved by M G University with a minimum of 45% are eligible to pursue the M. Com Programme on a regular basis. Relaxation in percentage is allowed for SC/ST, OEC, SEBC and Physically challenged students as prescribed by the University from time to time. | 72000/- | F. No. 1-14/2020(DEB-I) Dated: 16/08/2021 | 16 | 16 | 0 | 32 |

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

Action taken on the functions of CIQA:-

| S.No. | Provisions in Regulations | Details of Action taken by CIQA and Outcome thereof (Not more than 500 words) | Upload Relevant Document |
|--------------|---|---|---------------------------------|
| 1. | Quality maintained in the services provided to the learners | Various measures were initiated for benefiting the learners, <ul style="list-style-type: none">• Easy admission process. To avoid the cumbersome procedures to be followed for getting admission, a special admission portal has been introduced. The section dealing with the admission process will take the initiative to verify whether the institution from which the student got the degree is recognized by UGC or not. Their eligibility status is determined by using in-house facilities. The learner is in no way is disturbed unnecessarily for getting such information. If the student is ineligible to get admission the matter will be informed to the student citing specific reasons through means such as telephone and email. Then steps will soon be initiated for refunding the payment which the student has made for admission. Throughout we ensure a hassle free admission process. | |

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| | | <ul style="list-style-type: none"> • 24x7 learner support- To ensure that the learners get access to various means to rectify their doubts regarding various programmes, we have introduced an array of platforms like toll free number, whatsApp, email, etc. In addition to that the university has a grievance redressal system which ensures that any grievance regarding any subject related to the university is addressed earnestly and a quick solution to the grievance is found. • Ensuring the quality of study materials – A rigorous and impeccable screening process is followed in the selection of subject matter experts. Along with checking their depth of knowledge in their area of specialization, their capability in handling a different platform like online teaching too came under scrutiny. Only those who excelled in both these areas were selected for conducting the classes. • Live Interactive Sessions – Prior to conducting live interactive sessions SMEs were given proper instructions regarding how to conduct the session in a cogent and effective manner. Live interactive session is the only phase where the SMEs come directly in contact with learners. No stipulated time frame is given for the SMEs to end the live interactive | |
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| | | <p>sessions. Ample time is provided for the SMEs to clear the doubts of the learners regarding the subject.</p> <ul style="list-style-type: none"> • Conducting Mock Tests – Since COE conducts remotely proctored examinations, it requires the first semester students to get acquainted with the examination portal as well as the manner in which the examination is conducted. For the said purpose, a mock test is conducted prior to the real examination giving them all the instructions in detail. This makes them familiar with the new examination pattern. | |
| 2. | Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution | 1. The curriculum and syllabi of the various programmes of the University gets revised periodically, i.e., in every three years to ensure that the content is updated to reflect current academic knowledge and practice and also to ensure that the University is providing the best learning experience to the students or learners and they are well equipped to face the challenges of the emerging world. Since the online programme follows the syllabus of the University that it has designed for its affiliated colleges, any modification or updation of it will be | |

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| | | <p>similar to updating the online syllabus</p> <ol style="list-style-type: none"> 2. There is periodic meeting of the Programme Coordinator with that of course coordinator and course mentor. The ideas and concepts for improving the quality of the programmes are then shared with the Subject Matter Experts. 3. We collect periodic feedback from the learners and then their valued opinions are shared with the Subject Matter Experts. If any changes whether it is academic or technical, are required, the matter is brought to the attention of the Academic Core Committee or the Technical Committee and the required modifications are effected accordingly. 4. Live interactive session plays a pivotal role in evaluating and sensing the general quality of education imparted. It is the sole phase in the entire online programme where the Subject Matter Experts and learners come face to face. There, not only the academic or subject related matters are discussed but every topic of concern for the learners is addressed | |
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| | | <p>in its true spirit. Hence, COE gives utmost importance to live interactive sessions.</p> | |
| <p>3.</p> | <p>Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality</p> | <p>The following key areas have been identified for quality maintenance:</p> <ol style="list-style-type: none"> 1. Whether video classes were capable or effective enough in achieving the defined objectives. 2. The quality of the learning material provided. Whether it suitably support the video classes and vice versa. 3. Adequacy of Live Interactive Sessions. 4. Grievance redressal mechanism. The promptness with which the concern of the learner is addressed and rectified. 5. Timely revision of the syllabus of the programmes concerned. 6. Question paper setting. To what extent the pattern and nature of questions evaluates the skill level and depth of knowledge and level of comprehension of the learner. | |

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| 4. | Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs) | All our subject matter experts are from our affiliated colleges who have enough experience in conducting classes and have proved their worth through years of interaction with students of varying IQ levels. The Centre for Online Education follows the same syllabus as that of the conventional syllabus for conducting online programmes. SMEs are given clear instruction that while using examples to drive home a point, the example should have a global flavor than a regional one since we have learners from other countries too. Special care and attention is given to SMEs and programme coordinators to ensure that video classes are simple, to the point, easy to understand, creatively engaging and comprehensive. Learners are given assignments on to ensure active participation of the students in the leaning programme. Just as is done in the conventional programme we have the technical means to engage the learners in doing Project Work as well as in Viva Voce sessions. | |
| 5. | Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement. | We get feedback from learners and teachers via the Learning Management System (LMS). There is a toll free number as well as email id and whatsapp number, available on the official website of COE , through which the general public can convey their suggestions for quality improvement. | |

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| 6. | Measures suggested to the authorities of Higher Educational Institution for qualitative improvement | <ol style="list-style-type: none"> 1. Integrating University's e-library portal with that of the LMS. This will give the learners a big opportunity to have the access to a wide range of books related to their programmes. 2. The feasibility of providing virtual internship. 3. A virtual placement portal exclusively for online learners. 4. To seek the assistance of professionals who are experts in certain specialised areas of the subject concerned to be included in content development. For example, regarding taxation, the assistance of a qualified Chartered Accountant can be sought. | |
| 7. | Implementation of its recommendations through periodic reviews | <ol style="list-style-type: none"> 1. Considering the true merit of the suggestions, the authorities concerned have initiated steps | |

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| | | to implement it. Regarding placements, the University's own placement bureau, Employment Guidance Bureau, stands integrated with COE. | |
| 8. | Workshops/ seminars/ symposium organized on quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution. | <ol style="list-style-type: none"> 1. Being the nodal body of Online programmes in HEI, the CIQA confirm the stakeholders' participation in the quality enhancement process. 2. The active feedback from all stakeholders are culled in regularly to be brought before the committees concerned. Technical issues are placed before the Technical Committee of COE. Academic issues are placed before the Academic Core Committee and the issues related to improving the overall quality of the functioning of COE are placed before CIQA. In effect, issues and new concepts are discussed and studied at various levels of responsibilities. | |

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| 9. | Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution | <ol style="list-style-type: none"> 1. The rigorous procedure followed in the selection of subject matter experts: not only their depth of knowledge in the subject concerned were considered but also their skill in handling a different platform like online teaching was also tested. 2. The seriousness that COE gives in considering the feedback from students and other stake holders is essential in keeping the doors of innovative ideas open always and the willingness to integrate the best practices to the system. | |
| 10. | Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s). | <ol style="list-style-type: none"> 1. A dedicated team prepares the precise statistics which is essential in the proper assessment of the quality of the entire system.. The statistics regarding admission, examination registration and feedback | |

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| | | activities are prepared online, and the data is stored in the server. Hence the statistical report is generated electronically, ensuring the report's accuracy. | |
| 11. | Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme | 1. The Programme Project Report is prepared as per the direction of the UGC, approved by the Statutory Body and uploaded to the COE website | |

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| 12. | Mechanism to ensure the proper implementation of Programme Project Reports | The Programme Project Report for the programme concerned is prepared as per UGC guidelines and approved by the Academic Council of the University. | |
| 13. | Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports. | 1. It is with utmost care and attention to details that the Annual reports are prepared by the COE as per the guidelines of UGC. It sum-up the earnest effort that the COE has taken in improving the overall quality of education imparted via online mode to the learners. | |
| 14. | Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market. | 1. The syllabus and curriculum itself is designed to make the learners relevant to the demands of the job market. 2. The University has a placement cell, Employment Guidance and Information Bureau, which has been conducting job fairs | |

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| 15. | Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system. | 1. The entire objective of the Centre for Online Education is to create a learner centric, multipronged and comprehensive learning method assisted by advanced technology and perfected by the active participation of the faculty concerned. Live interactive sessions, provision of Assignments, Industry oriented Projects, Internal evaluation Tests are the means through which such a learner centric educational method is evolved and reinforced. | |
| 16. | Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc. | 1. The Centre for Internal Quality Assurance, the Academic Core Committee and the Committee constituted for | |

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| | | <p>monitoring and improving the overall functioning of COE with the Pro Vice Chancellor as its Chairman are the chief institutional mechanisms to ensure the quality of education given in online mode. The Centre for Online Education, being the nodal coordinating unit, makes a comprehensive effort in assessing, evaluating and documenting the overall activities of the online programme.</p> <p>2. COE prepares the Annual Report, using its institutional data base for quality enhancement as per the guidelines and parameters of UGC-DEB.</p> | |
| 17. | Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit | 1. Strict measures are initiated to integrate academic and administrative operations for quality assurance. The academic operation of the | |

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| | | <p>institution is efficiently monitored. An academic core committee was constituted with the sole objective of monitoring, guiding and supervising the academic activities of COE. As a part of internalisation and Institutionalisation of quality enhancement mechanisms the academic core committee directly executes and monitors the development measures adopted. The committee directly monitors the various technical methods in teaching, admission procedures, feedback system, improvement in quality of teaching and research. This quality auditing by an in-house committee ensures internalization and institutionalizat</p> | |
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| | | ion of quality enhancement. | |
| 18. | Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines | <p>1. The Centre for Online Education strictly abide by all the guidelines stated for maintaining quality assurance by UGC Regulations, 2020 for online programmes.</p> <p>2. The Centre for Internal Quality Assurance, the Academic Core Committee and the Committee constituted for monitoring and improving the overall functioning of COE with the Pro Vice Chancellor as its Chairman are the means to ensure that UGC stipulated quality enhancing measures are followed in its true spirit.</p> | |

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| 19. | Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices. | 1. Online education being an untrodden area of imparting quality education, it demands constant alertness to be sensitive and receptive to various innovative measures being taken by other educational institutions engaged in online education. Seeking innovative ideas from teaching faculty, counseling to promote the mental health of students, Entrepreneurship training, Collaborations with NGOs are some of the innovative ideas to be imbibed. | |
| 20. | Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance. | 1. COE keeps a detailed account of all the activities so far taken to ensure that the entire learning programme is learner oriented and every step initiated by the quality assurance committees are | |

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| | | followed in detail and has achieved the desired objectives. | |
| 21. | (a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session. | 1. The institution has submitted its Annual Reports to the Statutory Authorities at the end of each academic session. | |
| | (b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission. | 1. Yes. A detailed report in the prescribed format duly approved by the statutory authorities are submitted. | |
| 22. | Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes | 1. Yes, has overseen the functioning of the CIQA and the suggestions for quality improvement from various sources were placed before the committee and got all of them approved through detailed discussions. | |
| 23. | Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes | 1. A comprehensive course content, be it video classes or e-material, COE ensures that the existing instructional design of the curriculum adapts to the online programme and | |

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| | | any change, if required, the Academic Advisory Committee will consider it relevant steps will be initiated. The M.Com programme in online mode, its syllabi and curriculum follows the syllabus offered to its affiliated colleges of Mahatma Gandhi University which gets revised every three years. | |
| 24. | Promoted automation of learner support services of the Higher Educational Institution | To map the entire student life-cycle and to deliver the programmes in a panoptical mode, COE uses a custom developed digital platform called MGU-ALEMS (Automated learning and Evaluation Management System). | |
| 25. | Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes | Have incorporated the assistance of qualified external faculty as subject matter experts, reviewers of PPTs, preparation of question banks, external assessments, as invigilators etc. | |
| 26. | Coordinated with third party auditing bodies for quality audit of programme(s) | Routine Local fund (Finance/Accounts) and AGS Audits (Finance/Performance) are conducted at the institution. | |

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| 27. | Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution | Yes. Overseen the preparation of the Self-Appraisal Report. | |
| 28. | Promoted collaboration and association for quality enhancement of Online mode of education and research therein | <ol style="list-style-type: none"> 1. Introducing external faculty as Subject Matter Experts and Reviewers. 2. The weekly assessment of the progress of activities of COE by the special committee with the Pro-Vice Chancellor as its Chairman coordinates the different functioning units of COE. 3. MGUIF, Mahatma Gandhi University Innovation Foundation, an institution established with the assistance of RUSA fund , being an in-house facility extends its technical support along with human resources in sharpening the technical edge of the online programme. | |

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| 29. | Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability. | COE is committed to preparing a knowledgeable, skilled and industry ready generation of resourceful professionals capable of handling the emerging challenges of the 21 st century. COE encapsulates the concept of positively transforming the traditional approach to educational system along with that of being the torch bearer in changing practices in education. Mahatma Gandhi University has a placement cell and a proposal for creating a similar one exclusively for COE is in the pipeline. It will get ready by the time the first batch goes out. | |
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Compliance of Quality Monitoring Mechanism - As per Annexure-I (Part V (2)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

| Sr.No. | Provisions in Regulations | Action taken in respect of online Programmes | Upload relevant document |
|--------|--|--|--------------------------|
| 1. | <p>Governance, Leadership and Management:</p> <p>a. Organisation Structure and Governance</p> <p>b. Management</p> <p>c. Strategic Planning</p> <p>d. Operational Plan, Goals and Policies</p> | <p>a. COE has its organizational structure as it has been mandated by the UGC regulation for online programmes. A transparent, efficient and vibrant governance is</p> | |

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| | | <p>established through the appointment of well qualified personnel motivated by a common vision.</p> <p>b. Motivated by a common vision, an inspiring leadership dedicated in developing a new cultural change in the attitude towards the entire education system is pivotal in the successful running of the online programme. From the Vice Chancellor to the Director, COE, the hierarchy maintains its discipline and coherent structure for better results.</p> <p>c. Having a well thought out, realistic strategic plan is pivotal in tracking the progress of the institution in attaining its desired objectives. Through effectively incorporating academic and administrative aspects to improve the</p> | |
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| | | <p>overall quality of the functioning of COE, we hope to achieve our desired objectives.</p> <p>d. The policies that COE has formulated in implementing its strategic plan, be it academic or administrative, are well communicated to all its stakeholders which necessitates in having a common vision undeterred by emerging challenges .</p> | |
| 2. | Articulation of Higher Educational Institution Objectives | The COE's vision and mission are articulated through its programmes. A revised and updated syllabus that well reflects the demands of the time, meticulously prepared e-content that suits to the academic requirements of the learner and an exam pattern that truly tests the skill level and the depth of knowledge of the learner are the objectives that stand consistent with the general goals of the HEI. | |
| 3. | <p>Programme Development and Approval Processes</p> <p>a. Curriculum Planning, Design and Development</p> <p>b. Curriculum Implementation</p> | a. The curriculum planning, design and development of academic programmes are done by the | |

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| | <ul style="list-style-type: none"> c. Academic Flexibility d. Learning Resource e. Feedback System | <p>Academic Council, the statutory body consisting of academic experts of the programme concerned.</p> <ul style="list-style-type: none"> b. The Academic Council specifically gives direction for the implementation plans for a programme identifying the time to be spent on specific components of the implementation phase c. The viability of Academic flexibility upon request is decided by the Academic Core Committee considering the technical aspect of the academic curriculum. d. The affluent learning resource of the University such as the e-library, high end lab facilities, computer labs etc can be used by the learners. e. The LMS has the built in facility to register feedback from the students and availability of an AI chat bot, 24x7 toll free number |
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| | | as well as an email id for getting quick response, whatsapp number etc are the major instruments to get feedback from the learners and the general public regarding our programmes. | |
| 4. | Programme Monitoring and Review | <p>Programme monitoring and review system is conducted through the following tools :</p> <ol style="list-style-type: none"> 1. Assignments 2. Online Assessment through MCQ examinations 3. Participation in Live Interactive Sessions 4. Periodic Tests in the form of Quiz. <p>The quality of academic programmes is thus ensured.</p> | |
| 5. | Infrastructure Resources | <ol style="list-style-type: none"> 1. e-library 2. web resources | |
| 6. | Learning Environment and Learner Support | <ol style="list-style-type: none"> 1. e-material prepared by experts of the programme concerned. They are prepared keeping in mind the needs and special requirements of the learners ensuring that it is self explanatory, self-contained, comprehensive and simple. | |

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| | | <p>2. Exclusive forums for rectifying the doubts of the students concerning their programmes</p> <p>3. Well equipped Learning Management System which provides a vast number of supports to the learners.</p> | |
| 7. | Assessment and Evaluation | <p>1. COE conducts remote proctored examination.</p> <p>2. Multiple Choice Questions with varying difficulty level following BLOOM's Taxonomy are prepared.</p> <p>3. Automated evaluation is done.</p> <p>4. Assignments are assessed and reviewed by Subject Matter Experts.</p> <p>5. Projects are evaluated and assessed by expert faculty.</p> | |
| 8. | Teaching Quality and Staff Development | <p>All our subject matter experts are from our affiliated colleges who have enough experience in conducting classes and have proved their worth through years of interaction with students of varying IQ levels.</p> <p>The Centre for Online Education follows the same syllabus as that of the conventional</p> | |

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| | | <p>syllabus for conducting online programmes. SMEs are given clear instruction that while using examples to drive home a point, the example should have a global flavor than a regional one since we have learners from other countries too. Special care and attention is given to SMEs and programme coordinators to ensure that video classes are simple, to the point, easy to understand, creatively engaging and comprehensive.</p> <p>Learners are given assignments on to ensure active participation of the students in the learning programme. Just as is done in the conventional programme we have the technical means to engage the learners in doing Project Work as well as in Viva Voce sessions.</p> | |
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Compliance of Process of Internal Quality Audit - As per Annexure-I (Part V (3)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

| Sr.No. | Provisions in Regulations | Action taken in respect of online programmes | Upload relevant document |
|--------|---------------------------|--|--------------------------|
| | | | |

HEI ID: HEI-U-0262 Name of HEI: Mahatma Gandhi University, Type of HEI: State Kottayam, Kerala

| | | | |
|----|-------------------|---|--|
| 1. | Academic Planning | A periodically revised curriculum and syllabi, revised once in every three years, to ensure the content is updated to reflect current academic knowledge and practice and also to ensure that the University is providing the best learning experience possible for the students. In addition to that the quality of the video classes and the comprehensiveness of the e-material uploaded prepared to ensure that the objectives of the academic planning are met with full earnestness and commitment. | |
| 2. | Validation | Periodic review of the performance of COE is evaluated and assessed by committees like the Academic core | |

HEI ID: HEI-U-0262 Name of HEI: Mahatma Gandhi University, Type of HEI: State Kottayam, Kerala

| | | | |
|----|--|--|--|
| | | committee, CIQA and the Expert committee chaired by the Pro Vice Chancellor. | |
| 3. | <p>Monitoring, Evaluation and Enhancement Plans</p> <p>a. Reports from Examination Centres</p> <p>b. External Auditor or other External Agencies report</p> <p>c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels</p> <p>d. Reporting and Analytics by the Higher Educational Institution</p> <p>e. Periodic Review</p> | <p>a. COE conducts remotely proctored examinations</p> <p>b. The Higher Educational Institution considers the suggestions and comments made by External auditors and experts such as local fund and AGS audits (finance and performance).</p> <p>c. Easy access is ensured for performance monitoring information such as semester pass rates, internal assessment marks, final semester pass rates etc.</p> <p>d. COE has generated the required reports and data through which it can analyze and evaluate the learner.</p> <p>e. The COE has an effective system for collecting</p> | |

HEI ID: HEI-U-0262 Name of HEI: Mahatma Gandhi University, Type of HEI: State Kottayam, Kerala

| | | | |
|--|--|---|--|
| | | feedback from the stakeholders regularly to improve its programmes. COE conduct self-assessments regularly and use the results to improve its systems, processes etc. | |
|--|--|---|--|

Part - III: Human Resources and Infrastructural Requirements

Name and details of Director of Centre for Distance and Online Education (Dual Mode University) – Prof. (Dr.) Robinet Jacob ([University Order](#))

□

Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University) – Dr. Sabukuttan K ([University Order](#))

Name and details of Assistant Director of Centre for Distance and Online Education (Dual Mode University) – Aju K Ashok

HEI ID: HEI-U-0262 Name of HEI: Mahatma Gandhi University, Type of HEI: State Kottayam, Kerala

Compliance status in respect of Human Resource – As per Annexure – IV of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention compliance details against the requirements in terms of Staffing norms, as mentioned in the Annexure-IV of the Regulations. In addition, the faculty details shall be provided in the following format:

□

i. Programme name:

a. Programme Coordinator

| S . N O. | Name of the Programme | Names with Designation | Qualification | Experiences | Type (Regular/ Contract) with gross salary/ month | Date of joining programme |
|----------|--------------------------------------|--|---------------|-------------|---|---------------------------|
| | BBA | Dr. Roshna Varghese, Assistant Professor | Ph D | | Regualr | 15.10.2020 |
| 1. | B.Com | Dr Madhulal M Assistant Professor | Ph D | | Regualr | 15.10.2020 |
| | M. Com. | Dr. E Sulaiman, Assistant Professor | Ph D | | Regualr | 15.10.2020 |
| | MSc Statistics | Dr Jose K K, Assistant Professor | PhD | | Regualr | 30.07.2021 |
| | MA Journalism and Mass Communication | Dr Muhammad K V, Assistant Professor | Ph D | | Regualr | 30.07.2021 |
| | MA English | Dr. Rajesh V Nair, Assistant Professor | PhD | | Regualr | 30.07.2021 |
| | MA Business Economics | Dr. Rajesh Many, Assistant Professor | Ph D | | Regualr | 30.07.2021 |
| | MA Sociology | Dr. Abhilash G Nath, Assistant Professor | PhD | | Regualr | 30.07.2021 |
| | MA Graphic Design | Dr. Sujithkumar Parayil, Assistant Professor | Ph D | | Regualr | 30.07.2021 |
| | MA Animation | Dr. P Abdul Jabbar, Assistant Professor | PhD | | Regualr | 30.07.2021 |
| | MA Multimedia | Dr. Ismail Thamarassery, Assistant Professor | Ph D | | Regualr | 30.07.2021 |

HEI ID: HEI-U-0262 Name of HEI: Mahatma Gandhi University, Type of HEI: State Kottayam, Kerala

a. Course Coordinator

| S. No. | Course name | Names with Designation | Qualification | Experiences | Type (Regular/ Contract) with gross salary/ month | Date of joining programme |
|--------|--|------------------------|--|----------------------------------|---|---------------------------|
| 1 | Specialised Accounting | Dr. Santhosh Kumar K | UGC/CSIR NET (Lectureship), M.Phil, Post Doctoral Degree | 10 years experience in academics | Contract | 15/03/2022 |
| 2 | Organisational Behaviour | Alan George | UGC/CSIR NET (Lectureship), M.Com, Pursuing Ph.D | 3 years experience in academics | Contract | 15/03/2022 |
| 3 | Marketing Management | Dr. Arundev P R | UGC/CSIR NET (Lectureship) | 8 years experience in academics | Contract | 15/03/2022 |
| 4 | Methodology of Social Science Research | Dr. Asha E Thomas | UGC/CSIR NET (Lectureship), M.Phil, Post Doctoral Degree | 16 years experience in academics | Contract | 15/03/2022 |
| 5 | Management Optimisation Technique | Athira GJ | UGC/CSIR NET (Lectureship), M.Com, Pursuing Ph.D | 6 years experience in academics | Contract | 15/03/2022 |

b. Course mentor

| S. No. | Names with Designation | Qualification | Experiences | Type (Regular/ Contract) with gross salary/ month | Date of joining programme |
|--------|------------------------|-----------------------------|-------------|---|---------------------------|
| 1 | Chinnu Vijayan | UGC/CSIR NET (Lectureship), | | Contract. Rupee 1750/day | |

HEI ID: HEI-U-0262 Name of HEI: Mahatma Gandhi University, Type of HEI: State Kottayam, Kerala

Details of Administrative staff

a. Number of Administrative staff available exclusively for Online programmes

| Admin Staff | Required | Available |
|---------------------|---------------------------|------------------|
| Deputy Registrar | 1 | 1 |
| Assistant Registrar | 1 | 1 |
| Section Officer | 1 | 1 |
| Assistants | 3 (2 for DM Universities) | 2 |
| Computer Operator | 2 | 2 |
| Multi Tasking Staff | 2 | 2 |

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

b. Number and details of Technical Support for Online Programmes as per Annexure -IV:

i. Technical Team for Development of e-Content as Self-Learning e- Modules:

| Post | Required | Available |
|---|-----------------|------------------|
| Technical Manager (Production) | 1 | 1 |
| Technical Associate (Audio-Video recording and editing) | 1 | 1 |
| Technical Assistant (Audio-Video recording) | 1 | 1 |
| Technical Assistant (Audio-Video editing) | 1 | 1 |

HEI ID: HEI-U-0262 Name of HEI: Mahatma Gandhi University, Type of HEI: State Kottayam, Kerala

i. For Delivery of Online Programmes:

| Post | Required | Available |
|---|----------------|-----------|
| Technical Manager (LMS and Data Management) | 1 (per Centre) | 1 |
| Technical Assistant (LMS and Data Management) | 2 | 2 |

ii. For Admission and Examination for Online mode:

| Post | Required | Available |
|---|----------------|-----------|
| Technical Manager (Admission, Examination and Result) | 1 (per Centre) | 1 |
| Technical Assistant (Admission, Examination and Result) | 2 | 2 |

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

HEI ID:

Name of HEI:

Type of HEI:

Part – IV: Examinations

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

| S.No. | Provisions in Regulations | Whether complied Yes/No | If No, Reason thereof |
|--------------|---|---------------------------------------|---|
| 1. | All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced | Yes | |
| 2. | For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc | Yes | |
| 3. | A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring. | Yes Remotely Proctored Examination | |
| 4. | The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students. | No | COE conducts Remotely Proctored Examination |

HEI ID:**Name of HEI:****Type of HEI:**

| | | | |
|-----|--|----|---|
| 5. | The number of examination centres in a city or State must be proportionate to the student enrolment from the region | No | COE conducts Remotely Proctored Examination |
| 6. | Building and grounds of the examination centre must be clean and in good condition. | No | COE conducts Remotely Proctored Examination |
| 7. | The examination centre must have an examination hall with adequate seating capacity and basic amenities | No | COE conducts Remotely Proctored Examination |
| 8. | Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions | No | COE conducts Remotely Proctored Examination |
| 9. | The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities | No | COE conducts Remotely Proctored Examination |
| 10. | Safety and security of the examination centre must be ensured | No | COE conducts Remotely Proctored Examination |
| 11. | Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order | No | COE conducts Remotely Proctored Examination |
| 12. | Provision of drinking water must be made for learners | No | COE conducts Remotely Proctored Examination |
| 13. | Adequate parking must be available near the examination centre | No | COE conducts Remotely Proctored Examination |
| 14. | Facilities for Persons with Disabilities should be available | No | COE conducts Remotely Proctored Examination |

HEI ID:

Name of HEI:

Type of HEI:

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

| S. No. | Provisions in Regulations | Whether being complied Yes/No If yes, please provide details and upload relevant documents | If No, Reason thereof |
|---------------|---|---|---|
| 1. | Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II) | No | COE conducts Remotely Proctored Examination |
| 2. | Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II) | No | COE conducts Remotely Proctored Examination |
| 3. | Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II) | No | COE conducts Remotely Proctored Examination |
| 4. | Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II) | Yes | |

HEI ID:

Name of HEI:

Type of HEI:

Compliance status of 'Evaluation' and 'Certification' – As per Regulations 15 and 16 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

| S.No. | Provisions in Regulations | Whether complied Yes/No If Yes, Upload relevant document | If No, Reason thereof |
|--------------|---|---|--------------------------------------|
| 1. | The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations. | Yes | |
| 2. | A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification. | Yes | |

HEI ID:

Name of HEI:

Type of HEI:

| | | | |
|----|---|-----|--|
| 3. | <p>The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination:</p> <p>Provided that no semester or year-end examination shall be held unless:</p> <p>i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted;</p> <p>ii) For Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.</p> | Yes | |
| 4. | <p>The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through online mode shall be evolved by adopting same standards as being followed in conventional</p> | Yes | |

HEI ID:**Name of HEI:****Type of HEI:**

| S.No. | Provisions in Regulations | Whether complied Yes/No If Yes, Upload relevant document | If No, Reason thereof |
|--------------|--|---|------------------------------|
| | mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities | | |
| 5. | The weightage for different components of assessments for Online mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent. | Upload sample question paper Yes | |
| 6. | The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments | Yes | |
| 7. | Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card | Yes Upload sample | |
| 8. | A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure | Yes Upload Process | |

□

HEI ID:**Name of HEI:****Type of HEI:**

| S.No. | Provisions in Regulations | Whether complied Yes/No If Yes, Upload relevant document | If No, Reason thereof |
|--------------|--|---|---|
| | that no part of the syllabus is left out of study by a learner. | | |
| 9. | The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations. | No exam centre | COE conducts remotely proctored examination |
| 10. | (a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure. | No | COE conducts remotely proctored examination |
| | (b) Availability of biometric system | Yes | COE conducts remotely proctored examination |
| | (c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International learners | Yes | COE conducts remotely proctored examination |
| | (d) In case of non-availability of the Closed-Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination | No | COE conducts remotely proctored examination |

HEI ID:**Name of HEI:****Type of HEI:**

| S.No. | Provisions in Regulations | Whether complied Yes/No If Yes, Upload relevant document | If No, Reason thereof |
|--------------|--|---|---|
| | centre to the Higher Educational Institution | | |
| 11. | The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years | No | COE conducts remotely proctored examination |
| 12. | (a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and | No | COE conducts remotely proctored examination |
| | (b) It shall be mandatory to have observer report submitted to the Higher Educational Institution | No | COE conducts remotely proctored examination |
| 13. | An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission | Yes | COE conducts remotely proctored examination |
| 14. | As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavour to conduct proctored | Yes | COE conducts remotely proctored examination |

HEI ID:**Name of HEI:****Type of HEI:**

| S.No. | Provisions in Regulations | Whether complied Yes/No If Yes, Upload relevant document | If No, Reason thereof |
|--------------|--|---|------------------------------|
| | examinations for such learners | | |
| 15. | (a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name. | Yes Upload samples | |
| | (b) Each award shall also be uploaded on the National Academic Depository | Yes | |
| 16. | It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres | Yes Upload samples | |

Result and Student Progression**For UG, PG and PGD programmes**

| Semester beginning | Programme name | No. of students | No. of students | No. of students | % of student | % of students |
|--------------------|----------------|-----------------|-----------------|-----------------|--------------|---------------|
|--------------------|----------------|-----------------|-----------------|-----------------|--------------|---------------|

HEI ID:

Name of HEI:

Type of HEI:

| | | admitted | appeared in exams | progressed to next year | s passed | passed in first class |
|----------|----------|----------|----------------------|----------------------------|-------------|-----------------------------|
| Jan,2022 | 1. M.Com | 32 | 26 | Result not published yet | | |

HEI ID:

Name of HEI:

Type of HEI:

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

Compliance status of ‘Guidelines on Programme Project Report’ – As per Annexure - V of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention the process followed to ensure that PPRs are prepared as per the guidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.

PPR of each programme is prepared following the stipulations set down by the UGC, and is approved by the statutory academic bodes of the University.

Upload samples and authority approval

Compliance status of ‘Quality Assurance Guidelines of Learning Material In Multiple Media And Curriculum And Pedagogy’ – As per Annexure - VI of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention compliance details against the requirements in terms of learning material (Print Media), Audio-Video Material, Online Material, Computer-based material and Curriculum and Pedagogy, as mentioned in the Annexure-VI of the Regulations for ODL programmes.

The COE has meticulously followed the Quality Assurance Guidelines of Learning Material in Multiple Media and Curriculum and Pedagogy requirements laid out by UGC.

Upload samples and authority approval

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

HEI shall mention the process followed to ensure that SLMs are prepared as per the guidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.

SLM in the form of e-book in the format stipulated by the UGC is prepared and provided for each course under various programmes.

Upload samples and authority approval

HEI ID:

Name of HEI:

Type of HEI:

Part – VI: Programme Delivery through Learning Platform

Details of Learning Platform

Please provide link and details of Learning Platform opted by HEI.

- In case of SWAYAM Learning Platform, In case of SWAYAM Learning Platform, details of HEI having access to SWAYAM for the proposed programmes of study (with respective link), duly approved by the statutory bodies of the Higher Educational Institution empowered to decide on academic matters, for - Learner Authentication, Learner Registration, Payment Gateway and Learning Management System*

Non-SWAYAM Learning Platform – “MGU-ALEMS”

- In case of Non-SWAYAM Learning Platform, evidence to ensure that it is not used in any franchise arrangement with a private service provider and HEI has the ownership of offering Online programmes including all the required components of Online education and compliance to all the provisions of the regulations*

To map the entire student life-cycle and to deliver the programmes in a panoptical mode, the center has a custom developed digital platform called MGU-ALEMS (Automated Learning and Evaluation Management System) which is an in-house innovation of Mahatma Gandhi University.

Compliance status in respect of the Programme delivery

HEI shall mention mechanism followed to ensure the learner’s participation at least for two hours every fortnight as per provision 13 (C) (5) of the Regulations, 2020. Further, details of the norms followed by HEI for delivery of courses in Online mode in Teaching-Learning scheme (as per table 3, Annexure – VII)

Progression report clearly specifying the learner’s participation in online programmes is well assessed and if found short of their participation, necessary steps are initiated and related corrections are made. Participation in Live Interactive Sessions are made mandatory for all learners concerned. Their participation is one of the evaluation points in continuous evaluation process

HEI ID:

Name of HEI:

Type of HEI:

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

a. Provide details as under:

| S. No. | Programme Name | Courses allowed through OER/ MOOC | Name of Platform | Name of HEI offering the course (if any) | Duration of the Course | No. of Credits assigned to the Course | Percentage of total courses in a particular programme in a semester (Semester wise – programmes wise) |
|--------|----------------|-----------------------------------|------------------|--|------------------------|---------------------------------------|---|
|--------|----------------|-----------------------------------|------------------|--|------------------------|---------------------------------------|---|

COE uses the affluent instructional resources of the University in delivering the programmes in a panoptical mode.

b. Upload approval of statutory authorities of the Higher Educational Institution:

Upload

HEI ID:

Name of HEI:

Type of HEI:

Part - VII: Self Regulation through disclosures, declarations and reports

7.1 Compliance status of Regulations 9 of UGC (ODL Programmes and Online Programmes) Regulations, 2020 - Self-regulation through disclosures, declarations and reports

| S.No. | Provision | Complied Yes/No with explicit link address | If no. Reasons, thereof |
|---|--|--|-------------------------|
| 1. | Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website? | Yes | |
| Uploading of the following on HEI website (Mention link) | | | |
| 2. | The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Online mode | Yes | |
| 3. | Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities | Yes | |
| 4. | Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure | Yes | |
| 5. | Programme-wise information on syllabus, suggested readings, contact points for | Yes | |

HEI ID:**Name of HEI:****Type of HEI:**

| S.No. | Provision | Complied Yes/No with explicit link address | If no. Reasons, thereof |
|--------------|---|---|--|
| | counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule | | |
| 6. | Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc. | Yes | |
| 7. | Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes | Yes | |
| 8. | The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any | Yes | |
| 9. | Information regarding all the programmes recognised by the Commission | Yes | |

HEI ID:**Name of HEI:****Type of HEI:**

| S.No. | Provision | Complied Yes/No with explicit link address | If no. Reasons, thereof |
|--------------|--|---|---|
| 10. | Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded | Yes | |
| 11. | Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes; | Yes | |
| 12. | A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Online Programmes | Yes | |
| 13. | List of the Examination Centres along with the number of learners in each centre, for Online programmes | No | COE conducts Remotely Proctored Examination |
| 14. | Details of proctored examination in case of end semester examination or term end examination of Online programmes | No | COE conducts Remotely Proctored Examination |
| 15. | Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc | Yes | |
| 16. | Reports of the third party academic audit to be undertaken every five years and internal | Yes | |

HEI ID:

Name of HEI:

Type of HEI:

| S.No. | Provision | Complied Yes/No with explicit link address | If no. Reasons, thereof |
|--------------|---|---|--|
| | academic audit every year by Centre for Internal Quality Assurance | | |

HEI ID:**Name of HEI:****Type of HEI:****Part – VIII: Admission and Fees****Compliance status of ‘Admissions and Fees’ – As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

| S.No. | Provision | Whether being complied Yes/No |
|--------------|--|--|
| 1. | Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid | Yes |
| 2. | A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution. | Yes |
| 3. | It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution. | Yes |
| 4. | The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with | Yes |

| HEI ID: | Name of HEI: | Type of HEI: |
|---------|---|--------------|
| | <p>the instructions or orders issued by Central Government or State Government:</p> <p>Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners</p> | |
| 5. | <p>Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners</p> | Yes |
| 6. | <p>Every Higher Educational Institution shall-</p> <p>(a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;</p> <p>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;</p> <p>(c) exhibit such records as permissible under law on its website; and</p> <p>(d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.</p> | Yes |
| 7. | <p>Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the</p> | Yes |

HEI ID:**Name of HEI:****Type of HEI:**

| | | |
|--------|---|--------------------------|
| | purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below | |
| 8. (a) | Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment | Yes |
| 8. (b) | The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner | Yes |
| 8. (c) | The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources | Yes (Unlimited seats) |
| 8. (d) | the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution | Yes |
| 8. (e) | The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority | Yes |
| 8. (f) | The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for | Yes |

HEI ID:**Name of HEI:****Type of HEI:**

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| | admission to each programme of study and the amount of fee to be paid for the admission test | |
| 8. (g) | Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other | Yes |
| 8. (h) | Pay and other emoluments payable for each category of teachers and other employees | Yes |
| 8. (i) | Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution | No (COE conducts remotely proctored examination only) |
| 8. (j) | Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study | Yes |
| 8. (k) | Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions | Yes |
| 9. | Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned | Yes |

HEI ID:**Name of HEI:****Type of HEI:**

| | in the Commission Order | |
|-----|---|-----|
| 10. | No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it | Yes |
| 11. | No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution | Yes |
| 12. | No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution | Yes |
| 13. | In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher | Yes |

HEI ID:

Name of HEI:

Type of HEI:

| | Educational Institution | |
|-----|---|-----|
| 14. | <p>No Higher Educational Institution shall, issue or publish-</p> <p>(a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised;</p> <p>(b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading</p> | Yes |

Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission: Yes/No

If No, reason thereof:

| |
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| |
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HEI ID:

Name of HEI:

Type of HEI:

Part – IX: Grievance Redressal Mechanism

Compliance status of ‘Grievance Redressal Mechanism’ – As per Annexure - X of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention the mechanism put into place along with brief details of grievances received and actions taken thereof. Also mention that how the learners have been made aware about this mechanism.

The University has been providing an array of services to its student community. As part of it, it has an effective and efficient grievance redressal system. There is a web page designed as a One Stop Solution for all the queries related to online learning. There is a two-level procedure prescribed which will answer all their questions and resolve their grievances. In the first level the learner can search popular questions and their queries will be answered by our extensive database of FAQs which is being updated on a daily basis. If the learner is still unable to find a satisfying answer he/she can lodge a complaint by clicking the 'Register Your Complaint/ Ask a Question' button and go through some simple formalities for grievance registration. On submitting the complaint they'll get an Acknowledgement and Reference No. in their registered email address. Their queries will be answered through email within seven working days depending on the level/ levels the query has to be escalated. In addition to this, there is a toll-free number and a whatsapp number which can respond to the queries of a learner within minimum time possible.

Details of Grievance received

| Numbers of Grievance Received | Numbers of Grievance Resolved |
|--------------------------------------|--------------------------------------|
| 86 | 86 |

Complaint Handling Mechanism

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

The University has been providing an array of services to its student community. As part of it, it has an effective and efficient grievance redressal system. There is a web page designed as a One Stop Solution for all the queries related to online learning. There is a two-level procedure prescribed which will answer all their questions and resolve their grievances. In the first level the learner can search popular questions and their queries will be answered by our extensive database of FAQs which is being updated on a daily basis. If the learner is still unable to find a satisfying answer he/she can lodge a complaint by clicking the 'Register Your Complaint/ Ask a Question' button and go through some simple formalities for grievance registration. On submitting the complaint they'll get an Acknowledgement and Reference No. in their registered email address. Their queries will be answered through email within seven working days depending on the level/ levels the query has to be escalated. In addition to this, there is a toll-free number and a whatsapp number which can respond to the queries of a learner within minimum time possible.

Office of the Registrar functions as the Nodal office for Complaint Handling Mechanism.

HEI ID:

Name of HEI:

Type of HEI:

Details of Complaints received from UGC (DEB)

| Numbers of Complaint Received | Numbers of Complaint Resolved | Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No) |
|--------------------------------------|--------------------------------------|---|
| 0 | 0 | Not Applicable |

HEI ID:

Name of HEI:

Type of HEI:

Part – X: Innovative and Best Practices

Innovations introduced during academic year

1. MGU ALEMS a well equipped learning management system which can map the entire academic cycle spanning from admission to graduation of the learner.
2. Remotely proctored examination – a student can appear for the examination from anywhere in the world. This facility truly reflects the essence and character of online learning.

Best Practices of the HEI

1. Vibrant and responsive website that can cater almost all the queries of the learner
2. A credible and dependable academic system which is time tested and error proof
3. Mahatma Gandhi University Innovation Foundation, a section (8) company built under RUSA fund always provide with the technical edge and creative width for the HEI to excel in new areas of Information and Knowledge.
4. HEI is the one and only state university in kerala to have applied for online programme and got the approval of UGC to start 11 programmes via online mode.

Details of Job Fairs conducted by the HEI

1. Periodical job fairs are conducted by the HEI under the supervision of Information and career guidance bureau
2. University conducted an exclusive academic exhibition EUNOIA which gave a lot of exposure for the learners to the emerging tendencies in the job market.

Success Stories of students of Online mode of the HEI

The first batch is yet to finish the programme.

Initiatives taken towards conversion of e-LM into Regional Languages

All the UGC approved programmes have their medium of instruction in English language.

Number of students placed through Campus Placements

The first batch is yet to finish the programme.

HEI ID:

Name of HEI:

Type of HEI:

Details of Alumni Cell and its activity

The first batch is yet to finish the programme.

Any other Information

NIL

HEI ID:

Name of HEI:

Type of HEI:

DECLARATION

I hereby declare that the information given above and in the enclosed documents is true, correct and nothing material has been concealed therein. In case information provided is found to be contrary to the fact, it will result in cancellation of recognition to offer ODL programmes, along with initiation of action as per provision of the UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.

Signature of the Director:

Name: Prof. ROBIANET JACOB

Seal:

Date: 26/5/23



Signature of the Registrar:

Name: Prof. (Dr.) PRAKASH KUMAR B
REGISTRAR

Seal:

Mahatma Gandhi University

Date: Priyadarshini Hills P.O., Kottayam - 686 560

26/5/23



Note: Kindly take the print out of dully filled CIQA report and submit it to NGP DEB office (after getting it approved by Statutory Authorities of the HEI) and upload the same on HEI's website also. Please refer provisions regarding CIQA mentioned in UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.