

**The meeting for the Centre for Internal Quality Assurance (C.I.Q.A.) for Open Distance Learning Programme was held on 17.08.2022 at 2:30 P.M. under the Chairmanship of Director (ICDEOL). The following were present:-**

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| 1. Prof. Sanju Karol, Director (ICDEOL)              | -Chairman |
| 2. Prof. Hari Mohan, Mathematics (ICDEOL)            | -Member   |
| 3. Dr. Ashwani Rana, English (ICDEOL)                | -Member   |
| 4. Dr. Arun Guleria, English (ICDEOL)                | -Member   |
| 5. Dr. Chaman Lal Banga, Education (ICDEOL)          | -Member   |
| 6. Dr. Joginder Singh Saklani, Pol. Science (ICDEOL) | -Member   |
| 7. Dr. Ashok Kumar Bansal, MBA (ICDEOL)              | -Member   |
| 8. Sh. Ashwani Kumar Assistant Registrar (Admn)      | -Convenor |

Before starting the meeting, the worthy Director (ICDEOL) welcomed all the members, who were present. The following points were concluded in response to discuss earlier in the previous meeting held on 25<sup>th</sup> March, 2022 :-

**Agenda Item No.1: Confirmation of the minutes of CIQA committee held on 25.03.2022 and submission of Action Taken Report (ATR) of CIQA meeting.**

Sr. No.	Meeting Agenda Points	Points of Discussion	Action Taken	Status as on date
1.	<b>Agenda Item No.1:-</b> To devise mechanism to ensure that the quality of Open & Distance Learning Programs and Online Programs matches with the quality of relevant programs in conventional mode.	1. Detailed deliberation upon pros and cons of three Learning system i.e. Convention mode of studies vis-à-vis open and Distance Learning mode of studies. Director suggested that the mechanism so adopted or made should take care of at least three fundamentals. One is the quality of the courses, service quality and at the same time, how we can receive or elicit the response from our students. He further opined that our concern here should be not to create a kind of a craft or a kind of a mechanism to match the qualities of two system but make them so appealing, so	Department Quality Assurance Committee (DAQC) has been setup to review E-Content E-Book and Text Illustrations and Documents including web-Resources related links like open Education Resources etc. The recommendation of the committee has been implemented and compliance report has been submitted to the Committee.	Implemented

		credible, so attractive, as to be having no problem of interchangeability. 2. The Director opined that one of the benefits of learning mode is that it will make the students self regulated learners. The second great benefit will be adapting our next gen for international community that brings tremendous diversity and brings tremendous ideas. Collective intelligence from people from different parts of the world and the other big benefit and change is collaboration. Going from offline		
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		Going from offline there is a great deal for the faculty, universities, as well as students an opportunity to collaborate with classmate and teachers around the world.		
2.	<b>Agenda Item No. 2:-</b> Creation, reviewing and standardization in terms of Quality of Self Learning Materials (SLMs), Personal contact program (PCP) and Student Support Service.	1. Director opined that in the ODL system, there are two major subsystems which needs to be focused on First is self – learning materials and the another is learner support system. We can ensure quality of the programs when we ensure quality of these two aspects. It was further observed that UGC regulations have	A committee of subject matter experts have been formed which review quality of Self Learning Materials as per the guidelines of UGC (DEB) Regulations, 2020 (Annexure VI & VII). The Personal Contact Program (PCP) are conducted in Campus as per UGC (DEB) Regulations, 2020 (Annexure VIII)	Implemented

		very clearly spelled out the steps involved in the development of design and development of the self-learning materials. So the Institutions should strictly follow that, and especially ODL mode has to strictly follow that pattern. It will ensure that the quality of SLMs and regarding learner support the regulations are quite elaborating they will cover all aspects. If any Institution follows those strictly quality will automatically come in. It was further emphasised that the development of the materials should not be only print based and incorporate use of other media and make it more interesting so that it is more engaging for the learners and learner's satisfaction a very important aspect. 2. The Director opined that apart from development of Course material, Maintenance of Program, conducting examination is also very important and credibility of institution is depended only on how examination is being conducted and how results are being declared well in time. It was further opined that as our learners are	(III) (2) Page No. 103.  Student Support Service is provided to the learners as academic and administrative support through in-built mechanism in Learning Management System (LMS) account of the learner. Apart from this, a dedicated toll free number and helpdesk email ID has been provided to the learners which may also be accessed via Web Site. As per UGC (DEB) Regulations, 2020 (Annexure -X) Grievances redress mechanism has also been set up at Institute of Distance learning at ICDEOL, H.P. University.	
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		the ambassador who carry the image of Institution is surely of utmost important for every institution.		
3.	<b>Agenda Item No. 3:</b> Introduction of Employability linked Skilling program in the Blended Online Learning mode for the students in view of National Education Policy,2020.	The Director deliberated that NEP 2020 has addressed a lot of new things and offered CBCS based programme and if we following the CBCS pattern, then there is a lot of opportunity on the employability side. It is very important that we must focus on outcome based learning.	The programme has been initiated wherein interested students register themselves and undergo training in Skill Enhancement Programme such as Soft Skill Understanding & Developing Emotional Intelligence, Interpersonal Skill Self-Assessment and Advance Communication Skill	Implemented
4.	<b>Agenda Item No. 4:</b> To devise mechanism for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents society and employers for quality improvement.	Director stressed upon to obtain feedback of all stakeholders i.e. from the teachers, the subject experts, the students the alumni, the non-academic staff of the University, because whatever feedback is obtained, that will be plowed back into the system for the betterment of the system and this is a very essential activity as it will not only improve the quality of the Institution but quality of all the operations processes and debugging before everything is being evaluated and assessed. It was also deliberated by the members that	Structured feedback is taken through various mechanism, such as Learning Management System, Google Form, through e.mail tele calling, survey and voting. Based on the feedback of all stakeholders, necessary changes are done on all policies related to stakeholders.	Implemented

		Quality is an important feature of ODL mode and it continues to be weighed, continues to be scrutinized to give the service quality that people expect of it. The stakeholders expect of it.  Workshops should be conducted to strengthen the host writers for SLM writing, bringing experts from different institutions having subject expert, editors for development of Course material. Then time to time we have to give orientation to our faculty to incorporate technologies that how we can incorporate the effectively deliver		
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		incorporate technologies that how we can incorporate the effectively deliver our programmes.		
5.	<b>Agenda Item No.5:</b> To develop mechanism for Academic Audit & Student satisfaction Survey.	Elite members have detailed deliberation on the Academic Audit and student satisfaction survey. The Director opined that internal academic audit is a means to popularize the health of academics as also to empower our faculty and each and every thing which is correlated or which is designed or which is directed towards academics will come in. it is related to syllabus empowerment and overall improvement of	Department Quality Assurance Committee (DAQC) has been set up at Institute of Distance learning, (ICDEOL) as well as IQAC (Internal Quality Assurance Cell) has been set up Regular meetings are conducted wherein feedback received from various stakeholders is discussed and grievances so received are well addressed.	Implemented

		<p>students, it must improve the research of the faculty and also listen to what the stakeholders perceive. Academic audit eventually means that we should introspect on the course, how the learning takes place and how the teaching takes place.</p> <p>The Director was of the view that it is simply not just evaluating the seven criteria laid down by NAAC. If fact it is very comprehensive exercise where all the process and the operations of the Institution are evaluated whether they are academic or administrative.</p> <p>The Director further deliberated that the second part of academic Audit is to obtain the feedback from all the stakeholders. It is from the teachers, the subject experts, the students the alumni the non-academic staff for the University. You must obtain feedback of all because whatever feedback is obtained through the audit process that will be plowed back into the system for his betterment and this is a very essential activity because it will improve not only the quality of</p>		
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activity because it will improve not only the quality of the Institution but

		quality of all the operations processes and debugging before everything is being evaluated and assessed.		
6.	<b>Agenda Item No. 6:</b> Finalization of Assignment format for master's degree programs	The Director apprised the house about assignment format for master's degree programs	The Questionnaire of assignment is vetted by DQAC (Department of Quality Assurance Committee ) and then circulated to all the students.	Implemented

It was further deliberated that in order to implement the CIQA in terms of the UGC guidelines, the ICDEOL worked within the four corners of rules and regulations for the benefit of the students.

A meeting ended with a vote of thanks to the Chair.

(Dr. Ashok Kumar Bansal) (Dr. Joginder S. Saklani) (Dr. Chaman Lal Banga)

(Dr. Arun Guleria)

(Dr. Ashwani Rana)

(Prof. Hari Mohan)

(Sh. Ashwani Kumar)  
-Convenor -

(Prof. Sanju Karol)  
Director (ICDEOL)