Annual Report

OF

Centre for Internal Quality Assurance (CIQA)

Programmes under

Online Mode

2023-24

Content

Part – I: General Information

1.1. Date of notification of the Centre

Annexure 1.1

1.2. Details of Director, CIQA

Name : Dr. Kunjal Sinha

Qualification : Ph.D

Appoint Letter : Annexure 1.2

1.3. Details of CIQA Committee

a) Composition :

Sr. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a	Vice Chancellor	Chairperson	Dr. Amit Ganatra Ph.D.	Computer Science	April 15, 2023
b	Three Senior teachers of HEI	Member 1	Dr, Priya Swaminarayan, Dean, Faculty of IT and CS	Computer Applications	April 15, 2023
		Member 2	Dr. Ajay Trivedi, Dean, Faculty of Commerce	Commerce	April 15, 2023
		Member 3	Dr. Bijal Zaveri, Dean, Faculty of Management Studies	Management	April 15, 2023
		Member 4	Dr. Falguni Acharya, Director, IQAC, Parul University	Mathematics	April 15, 2023
c	Head of the Departments from which programme is being offered	Member 5	Dr. Ashish Bhatt Ph.D.	Management	April 15, 2023
		Member 6	Dr. Pratik Patel Ph.D.	Computer Applications	April 15, 2023
		Member 7	Dr. Mihir Dave Ph.D.	English	May 10, 2024

	in Online mode				
d	Two External Experts of ODL and/or Online Education	Member 8	Dr. Parimala Veluvali, Director and Associate Professor, Symbiosis School for Online and Digital Learning.	Management	April 15, 2023
		Member 9	Dr. Mallikarjuna Gadapa, Director, Online Education, Manipal University	Management	December 23,2023
e	Officials from departments of HEI Administration Finance	Member 12 Administration	Prof. Manish Pandya, Registrar	Electrical Engineering	April 15, 2023
		Member 13 Finance	Dr. Divyang Joshi Ph.D	Management	April 15, 2023
f	Director, CIQA	Member Secretary	Dr. Kunjal Sinha Ph.D.	Management	April 15, 2023

b) Any changes : Not Applicable

1.4. Number of meetings held and its approval

a. No. of meetings held every year : 02

b. Meeting Details

Meetings	Date – Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
1	02 January, 2024	2	1.4.b.1	1.4.b.1.2
2	20 June, 2024	2	1.4.b.2	1.4.b.2.2

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

Not Applicable

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

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

Not Applicable

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

From <September, 2022> Academic session 2023-24

Sr. No.	Under-graduate degree title	Duration (Years)	No. of credits	Admission Eligibility	Fee (Rs.)	UGC recognition letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	**F**	**TG**	**Total**
1	**NA**									

From <January-February, 2024> Academic session 2023-24

Sr. No.	Under-graduate degree title	Duration (Years)	No. of credits	Admission Eligibility	Fee (Rs.)	UGC recognition letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	**F**	**TG**	**Total**
1	Bachelor of Business Administration (BBA)	3	120	10+2	Rs. 18,500 per semester	F. NO. 2-1/2024 (DEB-II)	29	20	0	49
2	Bachelor of Computer Applications (BCA)	3	124	10+2	Rs. 18,500 per semester	F. NO. 2-1/2024	27	10	0	37

						(DEB-II)				

1.9. Number of programmes started at Post-Graduate Degree Programmes as per Commission Order

From <September, 2023> Academic session 2023-24

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/Transgender)			
							M	F	TG	Total
1	Master of Business Administration (MBA)	2	110	Graduate with 50% (45% for reserved category)	Rs. 25,000 per semester	https://deb.ugc.ac.in/pdf/entitled_list_2023_24.pdf	671	356	0	1027

From <January-February, 2024> Academic session 2023-24

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/Transgender)			
							M	F	TG	Total
1	Master of Business Administration (MBA)	2	110	Graduate with 50% (45% for reserved category)	37,500 per Smester	F. NO. 2-1/2024 (DEB-II)	175	89	0	264
2	Master of Computer Application (MCA)	2	94	Graduate with 50% (45% for reserved) with Mathematics as one subject at	Rs. 30,000 per semester	F. NO. 2-1/2024 (DEB-II)	25	10	0	35

				Graduation or 10+2 level						
3	Master of Social Work (MSW)	2	98	Any graduate degree with 50% marks is eligible to join the program (45% marks in case of reserved category candidates)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	18	16	0	34
4	Master of Commerce (M. Com)	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	1	4	0	5
5	Master of Science - Applied Mathematics (M.Sc – Applied Mathematics)	2	94	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	18	9	0	27
6	Master of Arts – English Language Teaching (MA - ELT)	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	6	12	0	18
7	Master of Arts – Journalism and Mass Communication (MA - JMC)	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	2	1	0	3
8	Master of Arts – Clinical Psychology (MA - CP)	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	27	37	0	64

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

2.1 Action taken on the functions of CIQA: -

Sr 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	The quality of the services offered to students is maintained for aspects like: 1. Various features such as calendar view for better planning, advance session schedules, circulars, notifications etc have been incorporated on the Learning Management System (LMS) to provide a better learning experience to the learners. 2. Course-wise e-content has been provided in the form of lecture notes, powerpoint presentations and pre-recorded videos in the LMS for the learners. 3. Additional skill enhancement courses are provided to the learners free of cost. 4. The facility for reassessment has been made available to the learners on LMS. 5. The industry interaction sessions have been arranged for learners to provide practical exposure. 6. Provision has been made for online admission and payment interface for the learners of OL mode. 7. Continuous support has been provided to the learners through various modes like discussion forum, availability of technical & academic mentors and course coordinators. 8. Virtual competitive events like case study competition, elocution, poster making, forums for Discussions etc are organized for OL Learners for their holistic development.	**Annexure - 2.1.1.1** **Annexure - 2.1.1.2** **Annexure - 2.1.1.3** **Annexure - 2.1.1.4** **Annexure - 2.1.1.5** **Annexure - 2.1.1.6** **Annexure - 2.1.1.7** **Annexure - 2.1.1.8**
2	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Self-evaluative and reflective exercises have been undertaken for continual quality improvement through various measures envisioned by CIQA: 1. Internal CIQA Audit 2. Students feedback	**Annexure - 2.1.2**

3	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	CIQA emphasized the on development of the editorial Board for e content development, updating regular information on website and students of Online Degree Programs should be given the same exposure and facilities, which are offered, to conventional mode program students like Training & Placement, Entrepreneurship and Startup and International Study etc.	**Annexure - 2.1.3**
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)	The academic activities undertaken for the design, delivery and evaluation in conventional university are also being adopted for online learning programs. 1. The Board of Studies is constituted on the lines of conventional mode programs and the similar process of curriculum framing, curriculum approval, implementation and curriculum review is being followed. 2. Lesson plans are being prepared for all courses and faculty members follow the same while delivering course content in live classes. 3. The OL mode students are allowed to participate in various curricular and co-curricular activities. 4. Online examinations are conducted by the university exam section as the prescribed norms of the university. 5. The curriculum and PPR are designed and implemented in line with conventional mode.	**Annexure - 2.1.4**
5	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	CIQA is ensuring to collects regular feedback from various stakeholders such as students, parents, industry and alumni on academic and administrative activities, e content, live and doubts solving sessions and students support activities.	**Annexure - 2.1.2.2**
6	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	CIQA emphasized the on development of the editorial Board for e content development, updating regular information on website and students of Online Degree Programs should be given the same exposure and facilities, which are offered, to conventional mode program students like Training & Placement, Entrepreneurship and Startup and International Study etc.	**Annexure - 2.1.6**

7	Implementation of its recommendations through periodic reviews	As per the recommendations of CIQA Committees regular internal audits are conducted to monitor and ensure the successful implementation of the recommendation.	**Annexure - 2.1.2.1**
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.	CIQA has taken initiative to arrange workshops and sessions for staff development. Online workshops/ expert sessions/ orientation sessions were also conducted for OL students for their professional and academic development.	**Annexure - 2.1.1.5**
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	Learners are provided with expert sessions to gain knowledge about current trends from company specialists. The case study and real-life examples have been embedded by subject faculty to be discussed in live interactive sessions.	**Annexure 10**
10	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Data analysis and monitoring are conducted across diverse domains, and the findings are reviewed and translated into actionable insights. The key criterias are as unders: 1. Progression and quality check for question bank 2. Progression and quality check for assignment 3. Content development quality check and progress. 4. Results and students progression	**Annexure - 2.1.2.2**
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 program	Programme Project Report is prepared as per guidelines of UGC ODL & Online Regulations 2020 and duly approved by the statutory bodies of the University for consideration and approval.

PPRs are reviewed through Board of Studies, Fculty Board and approved by Academic Councils of the university. | **Annexure - 2.1.11** |
| 12 | Mechanism to ensure the proper implementation of Programme Project Reports | The report that has been submitted is subject to internal audit by the internal audit committee. The PPR serves as a set of guidelines for all programs according to UGC requirements. | **Annexure - 2.1.2.1** |

		Regular academic meetings are conducted to oversee the execution.	
13	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The academic schedules are developed as annual plans and are periodically reviewed. The Director approves and executes the academic schedule and plans.	**Annexure – 2.1.13**
14	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	Several committees are established to monitor the program's relevance. The inputs are gathered periodically from many stakeholders, including industry professionals, alumni, and academicians, to assess and modify the curriculum in accordance with recent advancements. This ensures that the curriculum remains relevant and suitable for meeting the demands of the labor market and improving the employability of students.	**Annexure - 2.1.14**
15	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	In order to establish a learner-centric environment, a variety of qualitative measures are implemented in accordance with the feedback survey and the recommendations provided by CIQA. 1. Implementation of synchronous sessions using a case-based approach 2. Enhance synchronous learning by implementing prompt responses.	**Annexure - 2.1**
16	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	Under the supervision of the Heads of Institute and external experts, CIQA meetings are conducted biannually to supervise and inspect academic activities.	**Annexure - 1.4.b.**
17	Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	CIQA conducts an annual internal audit of the programs offered by the Center for Distance and Online Education. Additionally. CDOE also conducts consistent self-assessment of its academic and administrative processes to identify areas for improvement and implement measures to improve the quality of education and services provided to learners.	**Annexure – 2.1.2.1**

18	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	To ensure compliance with all quality-related initiatives and guidelines issued by the commission from time to time, CIQA coordinated with UGC. The primary highlights of the academic year 2023-24 are as follows: Admission data was submitted to UGC DEB upon the conclusion of each admission cycle in accordance with the commission's established deadlines. The compliance status of the creation of Academic Bank of Credit (ABC) IDs for enrolled students has been submitted to the UGC DEB. Submission UGC 9 compliance	**https://master.paruluniversity.online/**
19	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	Parul University Online Education complied with all the parameters and requirements in terms of four quadrant content development: pre-recorded sessions, textual learning materials, assignments, assessment, FAQs and glossaries. Curriculum and pedagogy as mentioned in the regulations.	**Annexure – 2.1.19**
20	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Center for Internal Quality Assurance records its activities in form of an annual report every year.	**Annexure - 1.4.b.**
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.	The CIQA Meetings proceedings and Internal Audit reports are put for consideration and approval from the University	**Annexure - 1.4.b.**
	(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.	The CIQA Meetings proceedings and Internal Audit reports are put for considered and approved from the University	**Annexure - 1.4.b.**
22	Overseen the functioning of Centre for Internal	CIQAC convenes regular meetings to review and evaluate all reports pertaining to various qualitative dimensions of the institution. After a	**Annexure - 1.4.b.**

	Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes	thorough examination, CIQAC provides recommendations and grants approval for these reports as deemed appropriate.	
23	Facilitated adoption of instructional design requirements as per the philosophy of the Open Learning decided by the statutory bodies of the HEI for its different academic programmes	The institution has established a comprehensive framework for curriculum development and instructional design across all academic programs. This framework encompasses the formulation of curriculum design, detailed syllabi, program duration, faculty and support staff requirements, as well as instructional delivery mechanisms. These delivery mechanisms include print, audio, video, online, computer-aided, and student support service systems.	**Annexure - 2.1.4**
24	Promoted automation of learner support services of the Higher Educational Institution	The University has a fully automated Learning and Management System to provide learner support services with open access to online study material, discussion forum, and interactive sessions.	**Annexure - 2.1.1.2**
25	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	CIQA ensures the internal quality audit of the programs offered under the Center for Distance and Online Education annually and is planning to have an external audit done. External experts from industry and academia are an integral part of the Board of Studies for OL programs**.**	**Annexure 2.1.14**
26	Coordinated with third party auditing bodies for quality audit of programme(s)	CIQA ensures the internal quality audit of the programs offered under the Center for Distance and Online Education annually and is planning to have an external audit done.	**Annexure - 2.1.2.1**
27	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	Centre for Distance and Online Education submitted the details in preparation for NAAC – AQAR report	**Annexure 2.1.1.2 Annexure 10**
28	Promoted collaboration and association for quality enhancement of	The curriculum, learning pedagogy, and research are in accordance with the requirements of modern education and are comparable to industry standards. They are	**Annexure - 2.1.1.8 Annexure - 2.1.14**

	Online mode of education and research therein	pertinent to the industry and are developed through collaboration and association with internal and external communities.	
29	Facilitated industry institution linkage for providing exposure to the learners and enhancing their employability.	The university maintains strong industry-academia connections and extensive professional networks across various sectors. These robust linkages provide valuable opportunities for learners to gain practical exposure and enhance their employability prospects in diverse fields. The university recognizes the importance of providing practical exposure to learners alongside theoretical knowledge. To achieve this objective, expert sessions are arranged on a regular basis, featuring renowned industry experts from various fields.	**Annexure - 2.1.1.5** **Annexure - 2.1.1.8**

2.2 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	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals, and Policies	All policies and practices are implemented in accordance with the statutory requirements, with a particular emphasis on the critical aspects of planning, human resources, recruitment, training, performance appraisal, financial management, and the overall role of leadership.	
2	Articulation of Higher Educational Institution Objectives	The University has articulated a clear vision, mission, ethos and broad strategy consistent with the goals to offer the programmes in Open and Distance Learning and Online mode.	
3	Programme Development and Approval Processes a. Curriculum Planning, Design andDevelopment b.Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	Curriculum design and curriculum development are procedures that are closely associated with the description of learning outcomes in the Manual for Dual Mode Universities NAAC for Quality and Excellence in Higher Education. The process of defining the contents of units of study are usually obtained through needs assessment, feedback from stakeholders and expert groups.	**Annexure - 2.2.1**
4	Programme Monitoring and Review	Different academic review committees, including the Academic Council, Programme Review, and Board of Studies, have been established to oversee and evaluate the programs based on a variety of criteria. Curriculum design and curriculum development procedures are inseparably linked to the description of learning outcomes, as well as to quality and excellence. The content of units of study is typically determined through the process of requirements assessment, feedback from stakeholders, and expert groups.	
5	Infrastructure Resources	In order to enusre the quality of OL programs and offer the necessary support services to all stakeholders, the university has scalable and	

		adequate physical facilities and ICT infrastructure.	
6	Learning Environment and Learner Support	The learning environment is primarily centered on the pedagogical application of contemporary educational practices to facilitate blended learning, with robust ICT facilities in place. A seamless network is available to provide an active portal and e-Learning platform for a learner-centered environment that is seamless. This includes engaging e-content and PU-LMS.	
7	Assessment and Evaluation	As part of the evaluation process, the Assessment & Evaluation system has been designed to achieve the learning outcomes of a Programme. This is achieved through a variety of assessment tools, such as multiple-choice questions, assignments, case studies, presentations, and term-end examinations, which are based on the various learning outcomes anticipated by the course elements.	
8	Teaching Quality and Staff Development	CIQA has implemented a variety of initiatives, including workshops, orientation programs, and training sessions that pertain to a variety of ICT tools. Furthermore, faculty members undergo consistent training sessions that prioritize learners' needs.	**Annexure - 2.1.2.1**

2.3 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	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1	Academic Planning	The Academic Calendar is prepared and approved prior to the commencement of the session and is posted on the website for the purpose of compliance and information. To guarantee that the curriculum remains current and the institutional objectives are met, appropriate academic planning procedures are implemented to ensure high-quality value added, a positive learner experience, and the provision of infrastructure and technology support.	**Annexure – 2.1.13**

2	Validation	A validation mechanism has been established to guarantee that programs are academically viable and that they are appropriately defined to provide learners with the best possible learning experience as per academic standards. The external subject and industry experts are involved in all activities related to the annual review and validation.	**Annexure - 2.1.2.1**
3	Monitoring, Evaluation and Enhancement Plans a) Reports from Examination Centres b) External Auditor or other External Agencies report c) Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d) Reporting and Analytic by the Higher Educational Institution e) Periodic Review	The delivery of online programs, outcome attainment, and ongoing quality enhancements are all ensured by CIQA, with quality being a primary concern.	**Annexure - 2.1.2.1**

Part – III: Human Resources and Infrastructural Requirements

3.1 Name and details of Director of Centre for Distance and Online Education (Dual Mode University) - Regular, full time, at least Associate Professor.

> Name: - Dr. Kunjal Sinha
>
> Designation: - Director, Centre for Distance and Online Education
>
> Highest Qualification: - Ph. D.
>
> Nature of Appointment: - Regular
>
> Date of Joining: - 20-Jan-2020

3.2 Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University) - Full time or contractual basis, at least Associate Professor.

> Name: - Dr. Hetal Thakar
>
> Designation: - Deputy Director, Centre for Distance and Online Education
>
> Highest Qualification: - Ph. D.
>
> Nature of Appointment: - Regular
>
> Date of Joining: - 2-Jan-2020

3.3 Name and details of Assistant Director of Centre for Distance and Online Education (Dual Mode University) - Full time or contractual basis, not below the rank of an Assistant Professor

> Name: - Ms. Seema Srivastava
>
> Designation: - Assistant Director, Centre for Distance and Online Education
>
> Highest Qualification: -
>
> Nature of Appointment: - Regular
>
> Date of Joining: -

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

List of Program Head

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1	Dr. Ashish Bhatt Assistant Professor, Management Program	Ph. D.	154	Regular	29-Jul-2011
2	Dr. Pratik Patel Assistant Professor, Computer Application	Ph. D.	155	Regular	14-Dec-2018
3	Dr. Mihir Dave Associate Professor, Liberal Arts	Ph. D.	180	Regular	1- Jan-2024
4	Dr. Raj Pandit Assistant Professor, Commerce	Ph. D.	125	Regular	10-May-2024
5	Dr. Mrudul Jani Associate Professor, Mathematics	Ph.D.	168	Regular	1 – March 2011

i.   **Programme Name : Online MBA**

1. **Program Coordinators**

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining

1	Mr. Ruturaj Doshi, Program Coordinator – MBA Online & Assistant Professor	PGDM	180	Regular	15-Jul-2023

2. Course Coordinator

Sr. No.	Course Name	Name with Designation	Qualification	Experience (In Months)	Type (Regular/ Contract)	Date of Joining
MBA – Semester 1						
1.	Information System for Business	Mr. Ruturaj Doshi Assistant Professor	PGDM	180	Regular	15-Jul-2023
2.	Principles of Management	Dr. Ashish Bhatt Assistant Professor	Ph. D.	154	Regular	29-Jul-2011
3.	Business Statistics	Dr. Prasanta Biswas Chatterjee Professor	Ph. D.	288	Regular	22-Jun-2023
4.	Accounting For Managers	Dr. Jitendra Patoliya Assistant Professor	Ph. D.	163	Regular	15-Jul-2023
5.	Managerial Economics	Dr. Gaurav Khanna Assistant Professor	Ph. D.	191	Regular	12-Feb-2024
6.	Organizational Behaviour	Mr. Rahul Sharma Assistant Professor	MBA	173	Regular	01-Sep-2023
7.	Communication Skills	Mr. Saikrishna Vaidya Assistant Professor	MBA	31	Regular	03-Apr-2023
MBA Semester 2						

1.	Cost and Management Accounting	Dr. Jitendra Patoliya Assistant Professor	Ph. D.	163	Regular	15-Jul-2023
2.	Financial Management	Mr. Ruturaj Doshi Assistant Professor	PGDM	180	Regular	15-Jul-2023
3.	Human Resources Management	Ms. Pooja Nahatkar Assistant Professor	MBA	57	Regular	19-Oct-2023
4.	Research Methodology	Dr. Prasanta Biswas Chatterjee Professor	Ph. D.	288	Regular	22-Jun-2023
5.	Marketing Management	Mr. Rahul Sharma Assistant Professor	MBA	173	Regular	01-Sep-2023
6.	Production and Operation Management	Mr. Saikrishna Vaidya Assistant Professor	MBA	31	Regular	03-Apr-2023
7.	International Business	Dr. Ashish Bhatt Assistant Professor	Ph. D.	154	Regular	29-Jul-2011

3. Course Mentor

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1.	Mr. Rahul Sharma Assistant Professor	MBA	173	Regular	01-Sep-2023
2.	Mr. Saikrishna Vaidya Assistant Professor	MBA	31	Regular	03-Apl-2023
3.	Ms. Pooja Nahatkar Assistant Professor	MBA	57	Regular	19-Oct-2023
4.	Dr. Gaurav Khanna Assistant Professor	Ph. D.	191	Regular	12-Feb-2024

ii.   **Programme Name : Online BBA**

1. **Program Coordinators**

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1	Dr. Jitendra Patoliya, Program Coordinator – BBA Online & Assistant Professor	Ph.D	163	Regular	15-Jul-2023

2. **Course Coordinator**

Sr. No.	Course Name	Name with Designation	Qualification	Experience (In Months)	Type (Regular/ Contract)	Date of Joining
			BBA Semester 1			
1.	Principles of Management	Preksha Dandvate Assistant Professor	M.Com	25	Regular	16-Oct-2023
2.	Forms of Business Organisations	Mr. Rahul Sharma Assistant Professor	MBA	173	Regular	01-Sep-2023
3.	Personality Development	Ms. Pooja Nahatkar Assistant Professor	MBA	57	Regular	19-Oct-2023
4.	Computer Applications	Dr. Gaurav Khanna Assistant Professor	Ph. D.	191	Regular	12-Feb-2024
5.	Communication Skills -I	Mr. Saikrishna Vaidya Assistant Professor	MBA	31	Regular	03-Apr-2023
6.	Climate Change and Sustainable Environment	Dr. Snigdha Singh Assistant Professor	Ph.D	14		08 – May - 2023

7.	Positive Mental Health	Mr. Rahul Sharma Assistant Professor	MBA	173	Regular	01-Sep-2023

3. Course Mentor

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
5.	Mr. Rahul Sharma Assistant Professor	MBA	173	Regular	01-Sep-2023

iii.   Programme Name : Online MCA

1. Program Coordinators

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1	Jay V Parmar, Program Coordinator – MCA Online & Assistant Professor	MCA	48	Regular	09-Oct-2023

2. Course Coordinator

Sr. No.	Course Name	Name with Designation	Qualification	Experience (In Months)	Type (Regular/ Contract)	Date of Joining
MCA Semester 1						
8.	Fundamental of Programming	Dr. Pratik Patel Assistant Professor	Ph. D.	155	Regular	14-Dec-2018
9.	Advanced Database Management System	Parmar Jay V. Assistant Professor	MCA	48	Regular	09-Oct-2023

10.	Operating System and Shell Programming	Parmar Jay V. Assistant Professor	MCA	48	Regular	09-Oct-2023
11.	Professional Communication Skills	Dr. Shilpa Gamit Assistant Professor	Ph. D.	168	Regular	23-Jan-2023
12.	Data Structure and Algorithm	Mr. Prashant Sahatiya Assistant Professor	M. Tech	72	Regular	1-Sep-2023
13.	Java Programming	Mr. Prashant Sahatiya Assistant Professor	M. Tech	72	Regular	1-Sep-2023

3. Course Mentor

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
6.	Jay V Parmar Assistant Professor	MCA	48	Regular	09-Oct-2023

iv. Programme Name: Online BCA

1. Program Coordinators

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1	Mr. Prashant Sahatiya, Program Coordinator – BCA Online & Assistant Professor	M. Tech	73	Regular	01-Sept-2023

2. Course Coordinator

| HEI-Exempted-U-0763 | | Name of HEI : Parul University | | | Type of HEI: Private | |

Sr. No.	Course Name	Name with Designation	Qualification	Experience (In Months)	Type (Regular/ Contract)	Date of Joining
			BBA Semester 1			
14.	Programming using C & C++	Dr. Pratik Patel Assistant Professor	PhD	156	Regular	14-Dec-2018
15.	Computer System & Peripherals	Mr. Jay Parmar Assistant Professor	MCA	48	Regular	09-Oct-2023
16.	Mathematics	Ms. Margi Manwar Assistant Professor	M. Sc.	84	Regular	25-July-2022
17.	Communication Skills	Ms. Shweta Ghosh Assistant Professor	MA	36	Regular	13-May-2024
18.	Web Development	Mr. Prashant Sahatiya Assistant Professor	M. Tech	73	Regular	01-Sept-2023
19.	Climate Change and Sustainable Environment	Ms. Snighdha Singh Assistant Professor	PhD	14	Regular	08-May-2023
20.	Positive Mental Health	Mr. Rahul Sharma Assistant Professor	MBA	173	Regular	01-Sept-2023

3. Course Mentor

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
7.	Mr. Prashant Sahatiya Assistant Professor	M. Tech	73	Regular	01-Sep-2023

v. Programme Name : Online M.Com

1. Program Coordinators

HEI-Exempted-U-0763   **Name of HEI : Parul University**   **Type of HEI: Private**

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1	Preksha Dandvate Assistant Professor	M.Com	25	Regular	16-Oct-2023

2. Course Coordinator

Sr. No.	Course Name	Name with Designation	Qualification	Experience (In Months)	Type (Regular/ Contract)	Date of Joining
M.Com – Semester 1						
8.	E- Commerce	Dr. Raj Pandit Assistant Professor	Ph. D.	125	Regular	10-May-2024
9.	Cost Accounting	Preksha Dandvate Assistant Professor	M.Com	25	Regular	16-Oct-2023
10.	Financial reporting and analysis	Raj Pandit Assistant Professor	Ph. D.	125	Regular	10-May-2024
11.	Organizational behavior	Dr. Udit Varshney Assistant Professor	Ph. D.	83	Regular	15-Oct-2022
12.	Communication skills	Ms. Nisha Mehta Assistant Professor	MA English	60	Regular	19-Mar-2024
13.	Business Research	Dr. Prasanta Biswas Chatterjee Professor	Ph. D.	288	Regular	22-Jun-2023

3. Course Mentor

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining

8.	Preksha Dandvate Assistant Professor	M.Com	25	Regular	16-Oct-2023

vi.   Programme Name: Online M. Sc. Applied Mathematics

   1.   Program Coordinators

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1	Dr. Payal Singh Assistant Professor	Ph. D.	198	Regular	16-Jan-2018

   2.   Course Coordinator

Sr. No.	Course Name	Name with Designation	Qualification	Experience (In Months)	Type (Regular/ Contract)	Date of Joining
**M. Sc. Applied Mathematics Semester 1**					
21.	Numerical Methods	Dr. Mrudul Y. Jani Associate Professor	Ph.D.	168	Regular	1-Mar-2011
22.	Transform Theory	Dr. Mrudul Y. Jani Associate Professor	Ph.D.	168	Regular	1-Mar-2011
23.	Differential Equations	Dr. Payal Singh Assistant Professor	Ph.D.	198	Regular	16-Jan-2018
24.	Introduction to MATLAB	Dr. Payal Singh Assistant Professor	Ph. D.	198	Regular	16-Jan-2018
25.	Algebra-1	Dr. Pratibha Tyagi Assistant Professor	Ph. D.	161	Regular	23-Nov-2020
26.	Complex Analysis-1	Dr. Pratibha Tyagi Assistant Professor	Ph. D.	161	Regular	23-Nov-2020

   3.   Course Mentor

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
9.	Dr. Pratibha Tyagi Assistant Professor	Ph. D.	161	Regular	23-Nov-2020

vii.   Programme Name : Online MSW

1. Program Coordinators

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1	Mr. Vimal Makwana, Program Coordinator and Head – MSW Online & Assistant Professor	BSW, MSW	96	Regular	24-Aug-2017

2. Course Coordinator

Sr. No.	Course Name	Name with Designation	Qualification	Experience (In Months)	Type (Regular/Contract)	Date of Joining
			MSW – Semester 1			
14.	Introduction to Professional Social work	Dr Anjali Lakum Assistant Professor	Ph.D	30	Regular	01-Mar-2024
15.	Introduction to Social Science	Vimal Makwana Assistant Professor	MSW	96	Regular	24-Aug-2017
16.	Human Growth and Behaviour	Mr. Bhavesh Jadav Assistant Professor	MSW	3	Regular	05-Mar-2024
17.	Social Case Work	Dr Anjali Lakum Assistant Professor	Ph.D	30	Regular	01-Mar-2024
18.	Social Group Work	Dr. Swati Jadhav Assistant Professor	Ph.D	50	Regular	3-Oct-2023

19.	Social Problem	Vimal Makwana Assistant Professor	MSW	96	Regular	24-Aug-2017
20.	Soft Skills	Ms. Nisha Mehta Assistant Professor	MA	60	Regular	19-Mar-2024
21.	Field work	Vimal Makwana Assistant Professor	MSW	96	Regular	24-Aug-2017

viii.   Programme Name: Online MA – Clinical Psychology

   1. Program Coordinators

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1	Dr Rajendra Parmar, Program Coordinator – MA ELT Online & Assistant Professor	Ph. D.	132	Regular	17-June-2019

   2. Course Coordinator

Sr. No.	Course Name	Name with Designation	Qualification	Experience (In Months)	Type (Regular/Contract)	Date of Joining
MA Clinical Psychology – Semester 1						
22.	Systems and Theories	Dr Rajendra Parmar Assistant Professor	Ph. D.	132	Regular	17-June-2019
23.	Introduction to Clinical Psychology	Ms Shefali Upadhyay Assistant Professor	M. A.	60	Regular	20-August-2020
24.	Cognitive Psychology – I	Dr Rajendra Parmar Assistant Professor	Ph. D.	132	Regular	17-June-2019

25.	Psychological Disorders & Diagnostics-1	Ms Shefali Upadhyay Assistant Professor	M. A.	60	Regular	20-August-2020
26.	English – 1	Dr Mihir Dave Associate Professor	Ph. D.	180	Regular	1- Jan-2024
27.	Employability Skills – 1	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024
MA – Clinical Psychology - Semester 2						
8.	Psychopathology – I	Dr Rajendra Parmar Assistant Professor	Ph. D.	132	Regular	17-June-2019
9.	Cognitive Psychology – II	Ms Shefali Upadhyay Assistant Professor	M. A.	60	Regular	20-August-2020
10.	Psychological Disorders and Diagnostics – II	Dr Rajendra Parmar Assistant Professor	Ph. D.	132	Regular	17-June-2019
11.	Scientific Writing	Ms Shefali Upadhyay Assistant Professor	M. A.	60	Regular	20-August-2020
12.	English – II (Ability Enhancement course – II)	Dr Mihir Dave Associate Professor	Ph. D.	180	Regular	1- Jan-2024
13.	Employability Skill – II	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024

3. Course Mentor

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
10	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024

ix. Programme Name: Online MA – English Language Teaching

1. Program Coordinators

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1	Ms. Nisha Mehta, Program Coordinator – MA ELT Online & Assistant Professor	MA	60	Regular	19-Mar-2024

2. Course Coordinator

Sr. No.	Course Name	Name with Designation	Qualification	Experience (In Months)	Type (Regular/Contract)	Date of Joining
MA ELT– Semester 1						
28.	History of English in India	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024
29.	Basic Concepts of English Language Teaching	Dr Mihir Dave Associate Professor	Ph. D.	180	Regular	1- Jan-2024
30.	English for Specific Purposes	Ms Sweta Ghosh Assistant Professor	MA English	36	Regular	13-May-2024
31.	Technology Assisted	Ms Sweta Ghosh Assistant Professor	MA English	36	Regular	13-May-2024

	Language Learning					
32.	Fiction and Non-Fiction in English Literature	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024
33.	English – 1	Dr Mihir Dave Associate Professor	Ph. D.	180	Regular	1- Jan-2024
34.	Employability Skills – 1	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024
MA - ELT - Semester 2						
14.	History of ELT in India	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024
15.	Approaches and Methods in Language Teaching	Dr Mihir Dave Associate Professor	Ph. D.	180	Regular	1- Jan-2024
16.	Teaching Language Through Literature	Ms Sweta Ghosh Assistant Professor	MA English	36	Regular	13-May-2024
17.	Language Development with Web Tools	Ms Sweta Ghosh Assistant Professor	MA English	36	Regular	13-May-2024
18.	Designing Materials for Teaching Grammar	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024
19.	English – II (Ability	Dr Mihir Dave Associate Professor	Ph. D.	180	Regular	1- Jan-2024

Sr. No.		Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
		Enhancement course – II)				
20.		Employability Skill – II	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024

3. Course Mentor

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
11	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024

x.   Programme Name: Online MA – Journalism and Mass Communication (JMC)

1. Program Coordinators

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
1	Dr Venkatesh Arvindh, Program Coordinator – MA JMC Online & Assistant Professor	Ph D	34	Regular	27-Jul-2021

2. Course Coordinator

Sr. No.	Course Name	Name with Designation	Qualification	Experience (In Months)	Type (Regular/Contract)	Date of Joining
			MA JMC – Semester 1			
35.	Introduction to Media and Communication	Dr Suresh Mano	Ph D	72	Regular	4-Sept-2023

36.	Reporting and Editing	Dr Venkatesh Arvindh	Ph D	34	Regular	27-Jul-2021
37.	Print Journalism	Dr Suresh Mano	Ph D	72	Regular	4-Sept-2023
38.	Digital Media	Ms Chitranshi Raizada	MA	36	Regular	14-Sept-2021
39.	Graphic Design-I	Ms Chitranshi Raizada	MA	36	Regular	14-Sept-2021
40.	Media Ethics and Laws	Dr Venkatesh Arvindh	Ph D	34	Regular	27-Jul-2021
41.	Employability Skills – 1	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024
MA - JMC - Semester 2						
21.	Communication for Development	Dr Suresh Mano	Ph D	72	Regular	4-Sept-2023
22.	Professional Photography	Dr Venkatesh Arvindh	Ph D	34	Regular	27-Jul-2021
23.	Broadcast Journalism	Dr Suresh Mano	Ph D	72	Regular	4-Sept-2023
24.	Advertising	Ms Chitranshi Raizada	MA	36	Regular	14-Sept-2021
25.	Communication Theories and Practice	Ms Chitranshi Raizada	MA	36	Regular	14-Sept-2021
26.	Graphic Design-II	Dr Venkatesh Arvindh	Ph D	34	Regular	27-Jul-2021

27.	Employability Skills-II	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024

3. Course Mentor

Sr. No.	Name with Designation	Qualification	Experience	Type (Regular/Contract)	Date of Joining
12	Ms. Nisha Mehta, Assistant Professor	MA	60	Regular	19-Mar-2024

3.5 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
Assistant	3	3
Computer Operator	2	2
Multi Tasking Staff	2	2

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

II.　　**For Delivery of Online Programmes:**

Post	Required	Available
Technical Manager (LMS and Data Management)	1	1
Technical Assistant (LMS and Data Management)	2	2

III.　　**For Admission and Examination for Online mode:**

Post	Required	Available
Technical Manager (Admission, Examination and Result)	1	1
Technical Assistant (Admission, Examination and Result)	2	2

Part – IV: Examinations

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

Sr. 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 recognized 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	
4.	The examination center must be centrally located in the city, with good connectivity from railway station or busstand, for the convenience of the students.	Not Applicable	

5.	The number of examination centers in a city or State must be proportionate to the student enrolment from the region	Not Applicable	
6.	Building and grounds of the examination centre must be clean and in good condition.	Not Applicable	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	Not Applicable	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must beclearly identified and clear of obstructions	Not Applicable	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Not Applicable	
10.	Safety and security of the examination centre must be ensured	Not Applicable	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, suppliedwith necessary items, and in working order	Not Applicable	
12.	Provision of drinking water must be made for learners	Not Applicable	
13.	Adequate parking must be available near the examination centre	Not Applicable	
14.	Facilities for Persons with Disabilities should be available	Not Applicable	

4.2 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)	The university has conducted technology-mediated remotely proctored online examinations with all security precautions in place to ensure the examination's transparency and credibility in accordance with the guidelines of the UGC (Open & Distance Learning Programmes and Online Programmes) Regulations 2020.	
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	Yes Proctors were appointed to ensure the seamless conduct and monitoring of remotely proctored online examinations.	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	The university has conducted technology-mediated remotely proctored online examinations with all security precautions in place to ensure the examination's transparency and credibility in accordance with the rules of the UGC (Open & Distance Learning Programmes and Online Programmes)	

		Regulations 2020.	
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iv) of Annexure II)	Yes	

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

Sr. No.	Provisions in Regulations	Whether compliedYes/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, all the guidelines issued by the Commission for the conduct of proctored examinations are adopted.	
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	

3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term endexamination: Provided that no semester or year-end examination shall be held unless: 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; ii) For Online mode: the learner has minimum participation of 75 percent in all the activities of online programme prior to end semester examination or term end examination.	Yes, The assessment of online learners encompasses both formative and summative evaluation, as outlined in the evaluation process. The university is availing recorded and live sessions to learners as per the norms specified in the regulations. Examinations are scheduled only after ensuring the complete 75% or more conduct of program delivery. Students need to have a minimum of 75% participation in academic activities as per norms.	
4.	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 mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	Yes, The Academic activities undertaken for the design, delivery and evaluation including assessment/passing criteria and credit framework for the award of degree in conventional mode programmes of university are also being adopted for the online mode programmes of the university.	
5.	The weightage for different components ofassessments for Online mode shall be as under: (i) Continuous or formative assessment	Yes	

	(in semester): Maximum 30 per cent. (ii) Summative assessment (end semester examination or term end examination):Minimum 70 per cent.		
6.	The Higher Educational Institution shall notifyall assessment tools to be used for formative and summative assessments	Yes https://elearning.paruluniversity.ac.in/ https://lms.paruluniversity.online/	
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, A Sample copy of the mark sheet is attached herewith for reference. No student/batch of the online mode programme has yet passed. On successful completion of OL programmes, marksheets, degrees will be issued as per regulation 16 of UGC (ODL programmes and online programems) Regulations, 2020.	
8.	A Higher Educational Institution offering aProgramme 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 that no part of the syllabus is left out of study by a learner.	Yes	

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.	Not Applicable	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Not Applicable	
	(b) Availability of biometric system	Not Applicable	
	(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	Not Applicable	
	(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 in charge of examination centre to the Higher Educational Institution	Not Applicable	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Not Applicable	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the HigherEducational Institution and	Not Applicable	

	(b) It shall be mandatory to have observer report submitted to the Higher EducationalInstitution	Not Applicable	
13.	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	
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavor to conduct proctored examinations for such learners	Yes, The university is entitled to offer OL mode programmes for national and international learners. Technology base proctored examination were conducted for all students.	

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 recognized identifier or Passport number, as applicable,
	  iii.Other relevant details of the learner along with the Programme name.
		Not Applicable	

	(b) Each award shall also be uploaded on the National Academic Depository	Yes ABC IDs of learners were generated and submitted to UGC -DEB	

| 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 addressof all Examination Centres | Not Applicable | |

4.4 Result and Student Progression

For UG and PG programs:

Semester Beginning	Programme name	Semester	No. of students admitted	No. of students appeared in exams	No. of students progressed to the next year	% of students passed	% of students passed in first class
August 23	Master of Business Administration	Semester 1	1027	915	852	73.77	71.69

Semester Beginning	Programme name	Semester	No. of students admitted	No. of students appeared in exams	No. of students progressed to the next year	% of students passed	% of students passed in first class
	Master of Arts (Journalism and Mass Communication)		3	2	In Progress		
	Master of Arts (English Language Teaching)		18	11			
	Master of Arts (Clinical Psychology)		64	43			

January 24	Master of Social Works	Semester 1	34	24	
	Bachelor of Business Administration		49	37	In Progress
	Master of Business Administration		264	227	
	M.Com		5	5	
	Master of Science (Applied Mathematics)		27	19	
	Bachelor of Computer Applications		37	28	
	Master of Computer Application		35	27	

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

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

Programme Project Reports (PPRs) for the respective programs offered in OL format are formulated and submitted to the Board of Studies of the respective disciplines for approval, in accordance with the UGC-prescribed guidelines. Once the BoS has granted it's approved, the Faculty Board of the Centre for Distance and Online Education is presented with the PPRs. The Faculty Board authorized the PPRs that presented to the Academic Council of Parul University and approved by the university Academic Council. These PPRs were duly reviewed by CIQA and Approved. PPRs comprise of the following components framed based on the inputs of the concerned stakeholders, viz., Programme's Mission and Objectives; Relevance of the Programme; Nature of the prospective target group of learners; Appropriateness of the programme to be conducted in Online Learning mode to acquire specific skills and competence; Instructional Design consisting of Curriculum Development and Review, Teaching Scheme and Syllabus, Duration of the Programme, Instructional Delivery Mechanisms, Identification of Media; Procedure for Admissions, Curriculum Transaction and Evaluation; Requirement of the Laboratory Support and Library Resources; Cost estimate of the programme and the provisions; and Quality assurance mechanism and expected programme outcomes.

Annexure 2.1.4

5.2 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

Learning Material

Learning material in Multimedia, curriculum and pedagogy are developed by University as per prescribed guidelines for OL programs

- **E-Learning material :** e-Learning materials are available for various courses which are prepared by University as per the prescribed guidelines for OL programs. in addition to containing the syllabus of the courses, each e learning material is breakdown into suitable number of modules chapters and chapters of the e-Learning material is generally having the following features along with the suitable icons :

- o Chapter, objectives, introduction, section, sub sections, examples and figures, case and case studies (wherever applicable) summary, review questions, quiz and further reading material.

- Academic resources like recorded lectures PowerPoint presentation selection notes self-assessment craze etc. relevant to various courses have also be away made available to students through online learning management system

- Live virtual classes are conducted through a use of friendly interface available through LMS with provision of watching recording of the life sessions later

Annexure 5.2 - Samples of Learning Material

5.3 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

Annexure 5.3.1 – Process

Step 1 - Identification of Subject Expert: The first step involves identifying a qualified and experienced subject matter expert (SME) who has the necessary knowledge and expertise in the relevant

field. This expert will be responsible for developing the e-content. To ensure that the content is accurate, relevant, and of high quality, it is crucial to select a subject expert who is well-versed in the topic.

Step 2 - Expert will share Lecture Note & 5 Minutes of Video: Once identified, the subject expert is required to create and share preliminary content, including a detailed lecture note and a 5-minute video. This initial submission serves as a sample of the content to be developed. This step allows the e-content team to assess the quality, relevance, and presentation style of the material before proceeding with the full content development.

Step 3 - Approval of the Subject Expert: After receiving the lecture note and video, the e-content team reviews the material. The team ensures that the content meets the required standards and aligns with the learning objectives. Approval at this stage ensures that the subject expert is on the right track and that the content is suitable for further development. Any necessary feedback or adjustments are communicated to the expert.

Step 4 - Official Email shared with Subject Expert: Upon approval of the initial submission, an official email is sent to the subject expert. This email contains confirmation of the approval, any additional instructions, and the next steps in the content creation process. The email serves as a formal acknowledgment and sets the expectations for the final content submission.

Step 5 - Final Submission of the e content by Subject Expert: The subject expert proceeds to develop and submit the final version of the e-content. This submission includes all the necessary materials, such as videos, lecture notes, quizzes, assignments, and any other supporting documents.

Purpose: This is the complete version of the e-content, which will undergo final review and approval before being made available to learners.

Step 6 - Review:

Step 6.1 : Review by Content Team : The final content is thoroughly reviewed by the e-content team. This review may involve checking for accuracy, coherence, engagement, accessibility, and alignment with educational standards. The team ensures that the content is user-friendly and effective for learning purposes. The review process is critical to maintaining the quality and effectiveness of the e-content. It helps identify any issues or areas that need improvement before the content is published.

Step 6.2 : Review by University Subject Experts : University identifies and appoint senior professors from the respective domain to vet the content prepared and assessed by content team and final approval is given.

Step 7 : Final Content hosted on LMS: After passing the review, the finalized content is uploaded and hosted on the Learning Management System (LMS). The LMS is the platform where learners will access the e-content for their courses. Hosting the content on the LMS makes it accessible to the target audience, allowing learners to engage with the material in an organized and structured manner.

Annexure 5.3.2 – University Guidelines for Subject expert

We are expecting the best quality E-Content for the above-mentioned subject as per the following details:

1.   Your content is required to be less than 10% plagiarized.
2.   Upon submission, your content will be shared to the content writer for plagiarism check and grammatical corrections.
3.   After a plagiarism check, your submitted content will be shared to the Senior Professor/Subject professor, subject expert, or industry expert for **review**.
4.   After receipt of the comment from the reviewer, if any changes are required, we will share them with you for further revision.
5.   Your submission will be considered complete after completing your video shoot and submitting all other required e-content.
6.   Video shoot of 20 Hours will be required to shoot via OBS.
7.   During the Video shoot, professional Attire with a Blazer is a must.
8.   You will be remunerated Rs. 25,000 INR for one subject after all submissions.
9. Requesting to prepare and submit the E content as per the attached formats.
    1.   Online Degree_Video Script Format
    2.   Online Degree_Structure of Course
    3.   Online Degree_PPT Format
    4.   Online Degree_Lecture Notes Format (For Reference only)
    5.   Sample Question Bank (For Reference only)
10. Prepare the E content as per the structure of the Course. Prepare the PPTs, Lecture notes, scripts, and question bank as per **"Sub – Topics"**
11. A Non-Disclosure Agreement (NDA) will be signed with the University. The content will be copyrighted on Parul University's name. However, the content will be published (softcopy and hardcopy) in the name of the content developer and content reviewer.

(Further clarification on any of these points can be taken over a virtual meet, if required).

Reward and Recognition:
Total Remuneration for the development of E Content and video shoot will be Rs. 25,000/- per subject.
A certificate of appreciation for developing the E Content Score in your API Thorough understanding of the process of developing E Content as per the 4 Quadrant Approach of developing MOOC.

Submission will be done by_____

 Let us know your confirmation on the same. Looking forward to having a long-lasting association with you.

1. **Guidelines for Preparation of E-Content**: https://drive.google.com/file/d/1A-YQbIM7M3NtXno-1-qMJ2RFeQDHnwUl/view?usp=drive_link
2. **Sample recording**: https://drive.google.com/file/d/1oi_a0G2eKu8OYK57tLVy19-a9TGSmzml/view?usp=sharing

Part – VI: Program Delivery through Learning Management System

6.1 Details of Learning Platform
Please provide link and details of Learning Platform opted by HEI

- *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.*

The University is using Non-SWAYAM platform for offering its Online Programmes.

- *In case of Non – SWAYAM Learning platform, evidence to ensure that it is not used it 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.*

The Non-SWAYAM Learning Management System (URL: https://lms.paruluniversity.online/) has been internally developed by the University and is exclusively managed by the institution itself, without any involvement in franchise agreements with external service providers. The University maintains full ownership over the provision of online programs, ensuring all necessary components of online education are integrated while meticulously adhering to regulatory requirements.

6.2 Compliance status in respect of the Programme Delivery
HEI shall mention mechanisms 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)

The attendance of learners during live sessions is duly recorded and tracked, providing them with the option to monitor their own attendance through the "Programs" tab within their LMS, where they can also access the provided E-content. Learners' engagement levels are assessed through discussion forums integrated into the "Classroom" module within the LMS for each subject, with this participation contributing to their continuous assessment.

Furthermore, the delivery of courses in online mode adheres to the norms outlined in Table 3, Annexure – VI of the UGC DEB Regulations 2020. This includes interactive live sessions, doubt-solving sessions, practical sessions, e-Tutorials (recorded lectures), and e-Content, all structured according to the credit weights assigned to each course.

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

a. *Provide details as under:*

Sr 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 course in a particular programme in a semester (Semester-wise programme wise)
NOT APPLICABLE							

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

NA

Part – VII_ Self-Regulation through disclosures, declarations and reports

7.1 Compliance status ofRegulations9 of UGC (ODL Programmes and Online Programmes) Regulations, 2020- Self-regulation through disclosures, declarations and reports

Sr. No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorized 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** **https://master.paruluniversity.online/images/inner/pdf/Declaration_CIQA.pdf**	
	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** **https://master.paruluniversity.online/images/inner/pdf/I.%20Establishing%20Act%20and%20Statutes_Updated.pdf**	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	**Yes** **https://master.paruluniversity.online/images/inner/pdf/I.%20Copies%20of%20the%20letters%20of%20other%20relevant%20statutory%20or%20regulatory%20authorities_6_11zon.pd**	
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** **https://master.paruluniversity.online/images/inner/pdf/II.%20Programme%20details%20including%20brochures%20or%20programme%20guides.pdf**	

5.	Programme-wise information on syllabus, suggested readings, contact points for counseling/mentoring, programme structure with credit points, programme wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule	**Yes** **https://master.paruluniversity.online/disclosure-of-information.php**	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counseling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	**Yes** **https://master.paruluniversity.online/disclosure-of-information.php**	
7.	Detailed strategy plan related to Online programe delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes	**Yes** **https://master.paruluniversity.online/images/inner/pdf/IV.%20Information%20about%20%E2%80%9CE-Learning%20Materials%E2%80%9D%20in%204%20quadrantsn.pdf**	
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** **https://master.paruluniversity.online/images/inner/pdf/IX.%20Student%20Feedback%20Mechanism_14_11zon.pdf**	
9.	Information regarding all the programmes recognised by the Commission	**Yes** **https://master.paruluniversity.online/disclosure-of-information.php**	
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	**Yes** **https://master.paruluniversity.online/disclosure-of-information.php**	
11.	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when	**Yes** **Google Sheet**	

	was it prepared and last updated for Online Programmes;		
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** **https://master.paruluniversity.online/images/inner/pdf/VIII.%20Frequently%20Asked%20Questions%20(FAQs).pdf**	
13.	List of the 'Examination Centres' along with the number of learners in each center, for Online programmes	**Not Applicable**	
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	**Yes** **Annexure 4.2.2**	
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** https://master.paruluniversity.online/images/inner/pdf/VI.%20Important%20schedules.pdf	
16.	Reports of the third party academic audit to be undertaken every five years and internal academic audit every year by Centre for Internal Quality Assurance	**Yes** **https://master.paruluniversity.online/images/inner/pdf/IX.%20Internal%20Quality%20Audit%20Report_13_11zon.pdf**	

Part- VIII: Admission and Fees

1. **Compliance status of 'Admissions and Fees' - As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

Sr. 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 the instructions or orders issued by Central Government or State Government: Provided that Higher Educational Institution shall not engage in commercialization of education in any manner whatsoever, ands hall provide for equity and access to all deserving learners	Yes
5.	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:	**Yes**

6.	Every Higher Educational Institution shall- a) Record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner; b) Maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years; c) Exhibit such records as permissible under law on its website; and (submitted to UGC and not in our website) 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.	**Yes**
7.	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 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**
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 admission to each programme of study and the amount of fee to be paid for the admission test	**Yes**

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 and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	**Yes**
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 in the Commission Order	**Yes**
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 Educational Institution	**Yes**

14.	No Higher Educational Institution shall, issue or publish 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; 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	**Yes**

1. **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**

   NO,
These students are taking admission in online mode programs and hence visa is not required.

Part – IX: Grievance Redressal Mechanism

9.1 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.)

Various mechanisms in place for Online Students to report and getting their grievances timely redressed are given :

- ➢ Establish and disseminate explicit policies and procedures for the resolution of grievances.
- ➢ Verify that the process conforms to the rules and regulations concerning education.
- ➢ Provide grievance submission methods such as online portals, email assistance, and live chat.
- ➢ Instantly acknowledge the receipt of grievances by providing reference numbers and automatic responses.
- ➢ Evaluate and classify complaints as soon as possible to ascertain their veracity and urgency.
- ➢ Use digital technologies to conduct investigations, such as document reviews and virtual interviews.
- ➢ Make choices based on the results of the inquiry and clearly convey them via email or LMS.
- ➢ Create action plans for resolving grievances and track their online execution.
- ➢ Follow up to make sure the resolution is satisfactory and get input via online questionnaires.

9.2 Details of Grievance received.

Number of Grievance received	Number of Grievance resolved
1	1

9.3 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 implemented a complaint resolution mechanism in accordance with the UGC standards and has made the information available on its website.

9.4 Details of Complaints received from UGC (DEB)

Number of Complaint received	Number of Complaint resolved	Whether Complaint was resolved in stipulated time i.e 60 days? (Yes/No)
1	1	No

Part- X: Innovative and Best Practice

10.1 **Innovations introduced during academic year :**

In order to improve the learning experience and guarantee that online learners receive comprehensive support and opportunities for development, numerous innovative practices have been implemented throughout the academic year. These practices are intended to facilitate the development of a more engaging and effective learning environment, provide supplementary resources, and bridge gaps.

1. **Pedagogy Sessions :** In order to provide instructors with the requisite skills and methodologies for effective online teaching and learning, specialized pedagogy seminars have been implemented. These sessions concentrate on the application of technology in education, innovative teaching methods, and best practices in digital pedagogy. Students acquire a more profound comprehension of how to flourish in an online learning environment, and instructors are more adequately equipped to deliver content effectively.

2. **Free Certificate Courses :** Free certificate courses have been made available to online learners in order to offer them additional learning opportunities. These courses encompass a broad spectrum of subjects and skill sets, enabling students to augment their primary education with supplementary knowledge and credentials. Lifelong learning and skill development are fostered by the provision of free access to certificate courses. It allows students to enhance their resumes, acquire specialized knowledge, and investigate new areas of interest without incurring additional costs.

3. **Bridge Courses :** Bridge courses are intended to facilitate a seamless transition for students who may require a refresher or foundational knowledge in specific subjects, as they transition into their academic programs. These courses are designed to address knowledge gaps and equip students with the necessary skills to succeed in their selected programs. These courses mitigate the likelihood of academic challenges and improve student retention and success by offering targeted support prior to the commencement of the primary curriculum.

4.   **Offline Orientation and Interaction :** In order to enhance the online learning experience, offline orientation sessions and interaction opportunities have been implemented. These sessions facilitate the development of a sense of community

and belonging by enabling students to interact with their peers, instructors, and support staff in person. Furthermore, they offer students the chance to receive practical assistance and guidance.

10.2 **Best Practices of the HEI**

10.2.1 **AI & Proctored Based Examination Module:** Implementing AI-driven proctoring systems for online exams enhances the integrity of the assessment process. These systems use artificial intelligence to monitor exams, ensuring that the examination environment is secure and that students adhere to the academic standards. This practice reduces the possibility of academic dishonesty, provides real-time monitoring, and offers a scalable solution for large student populations.

10.2.2 **Live Chat / Real-Time Student Interactive LMS:** An interactive Learning Management System (LMS) that supports live chat and real-time communication facilitates immediate student-teacher interaction. This feature enhances engagement and allows students to clarify doubts instantly. This fosters a more connected learning environment, encourages active participation, and helps in building a virtual community, which is often challenging in online settings.

10.2.3 **AWS Cloud-Based Secured Content Storage System:** Utilizing Amazon Web Services (AWS) for content storage provides a highly secure, reliable, and scalable infrastructure. This system ensures that educational content is stored securely, with automatic backups and high availability. AWS offers robust security features, reliability in data storage, and easy scalability, which is critical for handling large volumes of educational content and user data. It also allows for seamless access to learning materials, ensuring minimal disruption in the learning process.

10.2.4 **Live Sessions Inbuilt in LMS:** Integrating live sessions directly within the LMS allows for synchronous learning experiences. Students can attend live lectures, participate in discussions, and engage in real-time activities without leaving the LMS platform. This

integration supports dynamic learning experiences, mimicking the traditional classroom environment, and helps in maintaining student interest and engagement through real-time interaction.

10.2.5 **Batch-Wise Technical Representatives for Student Help:** Assigning dedicated technical representatives to specific student batches ensures that technical support is readily available. These representatives assist students with any technical issues related to accessing content, navigating the LMS, or using online tools. This practice enhances the overall student experience by reducing technical barriers, ensuring timely support, and enabling students to focus on their studies without unnecessary disruptions.

10.3 **Details of Job Fairs conducted by the HEI** – Not Applicable, as it is the first year.

10.4 **Success Stories of students of Online mode of the HEI -** Not Applicable, as it is the first year.

10.5 **Initiatives taken towards conversion of e-LM into Regional Languages** - Not Applicable, as it is the first year.

10.6 **Number of students placed through Campus Placements** - Not Applicable, as it is the first year.

10.7 **Details of Alumni Cell and its activity** - Not Applicable, as it is the first year.

10.8 **Any other Information - NA**

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

Signature of the Registrar

Dr. Kunjal Sinha

Prof. Manish Pandya

Seal:

Director
Centre for Internal Quality Assurance (CIQA)

REGISTRAR
PARUL UNIVERSITY

Date:

Note: Kindly take the print out of dully filled CIQA report and submit it to UGC 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.