

PARUL UNIVERSITY
CENTRE FOR DISTANCE AND ONLINE EDUCATION
CENTRE FOR INTERNAL QUALITY ASSURANCE

Internal Quality Audit Report
Academic Year 2024 – 25

OVERVIEW

The Center for Internal Quality Assurance (CIQA) at Parul University serves as the cornerstone for ensuring excellence and continuous improvement in all facets of online education, research, and service within our institution. Our mission is to uphold the highest standards of quality, foster innovation, and promote a culture of excellence that empowers our students, faculty, and staff to achieve their full potential and contribute meaningfully to society. The formation of the CIQA ensures the adoption of quality online education throughout all processes. The OL programs offered by the Centre for Distance and Online Education, Parul University, aims to create a dynamic model that is technology-assisted and learner-oriented. This model is designed to be broad-based and aims to enhance the quality of online education.

The primary focus of the CIQA is to generate and promote awareness for quality assurance and to develop procedural details. Specifically, the CIQA works to improve and maintain the quality of education, identify and suggest new teaching aids, develop suitable infrastructure, and offer suggestions for curriculum revision and enhancement.

Centre for Internal Quality Assurance Committee (CIQAC) of CIQA was constituted within the University as per the UGC (Open and Distance Learning Programs and Online Programs) Regulations, 2020; as a mandatory requirement of NAAC. The second meeting of the CIQA Internal Audit Committee was held on 6th May 2025 at 10.30 am at Parul University.

COMPOSITION OF INTERNAL AUDIT FOR INTERNAL QUALITY AUDIT FOR CIQA, PARUL UNIVERSITY

Category	Name and Designation	Position
Vice Chancellor	Dr. Amit Ganatra, Vice Chancellor	Chairperson
Senior teachers of Higher Education Institution	Dr. Priya Swaminarayan, Dean, Faculty of Computer Application	Member
	Dr. Hetal Thakar, Deputy Director, Centre for Distance and Online Education	Member
	Dr. Falguni Acharya, Director, IQAC	Member
Head of three Departments or School of Studies offering recognized programmes in Open and Distance Learning and Online mode	Dr. Ashish Bhatt, Assistant Director, Centre for Distance and Online Education	Member
	Dr. Pratik Patel, Assistant Director, Centre for Distance and Online Education	Member
Officials from the Administration and Finance Departments of the Higher Educational Institution	Prof. Manish Pandya, Registrar	Member
Director - Centre for Internal Quality Assurance	Dr. Kunjal Sinha, Director, CIQA & Centre for Distance and Online Education	Member Secretary

REPORT OF THE INTERNAL AUDIT COMMITTEE

1. Governance, Leadership and Management

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Observations/ Remarks
Governance, Leadership and Management	This relates to the operational protocols and policies of the institution of higher education regarding human resource management, recruitment processes, strategic planning, performance evaluation frameworks, and staff training initiatives, financial management protocols, and the leadership's overarching influence.	Key leadership positions, including Director and Deputy Director, are duly appointed, ensuring compliance with governance standards.
1.1 Organizational Structure	The institution of higher education shall appoint individuals to all authorized/mandated positions in accordance with the commission's guidelines and establish a system of credible governance.	All mandated positions are appropriately staffed, aligning with the organizational structure and governance norms.
1.2 Management	The institution's leadership and management shall endeavor to evaluate and measure the organizational culture in order to accomplish its mission, vision, and objectives.	The vision and mission for online learning are in sync with the university's overall goals and strategic direction
1.3 Strategic Planning	To enhance the overall quality, the institution of higher education shall engage in strategic planning and implementation of its activities, ensuring that such planning is in harmony with academic and administrative facets.	The academic and administrative operations of the CDOE are in accordance with the strategic plan that the university employs in consideration.
1.4 Operational Plans, Goals and Policies	The higher education institution must possess precisely articulated objectives that are both attainable and quantifiable, policies that are coherent with its strategic plan and also realistic and achievable, guidelines for the execution of its policies and plans that are unambiguous and transparent, and an accountability system for its policies and	Standard operating procedures and clear guidelines are in place at CDOE, supporting effective implementation of policies and plans.

	planning that is effectively communicated to its stakeholders.	
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2. Articulation of Higher Education Institutions Objectives

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Articulation of higher educational institution objectives	The higher education institution must establish a comprehensive Mission, Vision and strategy that align with its objectives for providing online learning programs.	The Vision and Mission of the university are similar with the objectives of providing online learning programs	

3. Program development and approval process

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Program development and approval process	This area of concern pertained to the program development and launch approval mechanism, with particular emphasis on the subsequent critical aspects:	Program development and approval for online learning follow established guidelines and prescribed regulatory procedures.	
Curriculum planning, design and development	Curriculum planning, design, and development of academic programs are significant academic endeavors undertaken by higher educational institutions. Therefore, it is necessary to establish process mechanisms and organizations to effectively carry out these obligations.	The curriculum planning and development process ensures equivalence between conventional and online learning programs.	

Curriculum implementation	In order to determine the amount of time to be devoted to each component of the implementation phase, the institution of higher education must develop detailed implementation plans. The overall efficacy of the programs is predicated on this factor.	Curriculum implementation is carried out in strict adherence to the academic calendar, ensuring timely and structured delivery of program components.
Academic flexibility	The higher education institution must implement effective strategies to provide academic flexibility to its students. Academic flexibility encompasses the ability to choose the duration of courses, move verticals, and pursue interdisciplinary options through curricular transactions.	Adequate academic flexibility is provided through options in program duration and a range of elective courses.
Learning resources	The institution of higher education shall ensure that its online education resources are of sufficient quality through the use of a learning management system, as specified in this regulation. When making decisions regarding instructional packages, higher education institutions must consider a range of factors. These include the compatibility of the technology and media utilized with the courses, which serves to expand and improve learning. Additionally, the packages should be	Syllabus-aligned recorded lectures are available for all online courses, ensuring quality content delivery through the learning management system

	accessible, practical, equitable, and cost-effective for the students.	
Feedback system	The curriculum shall be revised and redesigned in accordance with the input of all relevant stakeholders regarding its applicability and relevance in addressing the demands of society, the economy, and the environment.	Curriculum revisions suggested by stakeholder feedback will be initially presented to the Board of Studies, subsequently reviewed by the Faculty Board, and ultimately sanctioned by the Academic Council.

4. Program monitoring and review

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Observations/ Remarks
Program monitoring and review	The higher educational institution must establish and implement a program monitoring and review system to regularly assess and uphold the quality of academic programs. In addition to these reviews, the institution must also take into account the attainment of learning outcomes that are evaluated using a variety of direct and indirect assessment methods.	Program monitoring and review are carried out before the start of each academic year, with semester-wise information booklets provided to students at the beginning of each term.

5. Infrastructure Resources

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Infrastructure Resources	The higher educational institution must possess an e-library, Information and Communication Technology infrastructure, an AI system, and a proctor-based examination portal. These resources are necessary to uphold the quality of academic programs and provide high-quality support to all stakeholders involved.	The PU-LMS, designed for online programs using the UGC-recommended 4-Quadrant approach, offers e-resources, OERs, and self-assessment tools, supporting robust digital infrastructure for quality learning	

6. Learning Environment and Learner Support

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Learning Environment and Learner Support	Learner support services, such as library and academic counselling, shall be a primary precaution taken by institutions of higher education for their online learning mode students. Furthermore, in order to facilitate blended learning, a higher education institution has integrated Information and Communication Technology facilities into the learning environment through the pedagogical application of contemporary educational practices. Learner support services shall be delivered via the e-Learning platform	E library facilities available with remote Access, which allows faculty and students to access databases from off-campus (Knimbus), SOUL 2.0 a library based software. Paraspar' - Industry Academia Partnership Series/ FOOD Talk, Expert Talks was conducted regularly for holistic development of Online Learners.	

	and the campus white portal. The higher education institute shall take a more sophisticated approach to the use of ICT and expertise in e learning. The approach shall provide a seamless learner centered environment.	Live and doubt-solving classes, hybrid interactions on Saturdays, hybrid sessions are also arranged. Dedicated Mentors, Technical and Academic support team available for solving learner's queries.
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7. Assessment and Evaluation

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Assessment and Evaluation	Each program's learning outcomes must be incorporated into its evaluation process. A variety of assessment instruments, such as term-end examinations, presentations, multiple-choice questions, projects, reports, case studies, and presentations, shall be utilized by the higher education institution to carry out the evaluation in accordance with the various learning outcomes anticipated of the course components. A suitable moderation and assessment system shall be in place at the institution of higher education to	Assessment is conducted through AI-enabled proctored examinations, with prompt result declaration reflected on the PU-LMS, ensuring alignment with course learning outcomes and timely feedback.	

	evaluate the learning outcomes of students.	
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8. Teaching Quality and Staff Development

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Teaching Quality and Staff Development	It is mandatory for higher education institutions to establish a robust framework to facilitate interactive teaching and learning, capacity building workshops and programs, and quality counseling. Additionally, these institutions should offer staff development programs and activities to inspire academy staff to consistently enhance their teaching and learning abilities.	Qualified and Experienced Teaching faculties are available as per norms.	

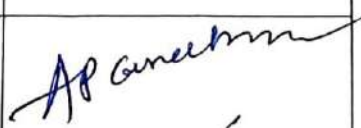


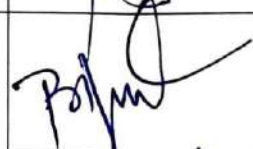
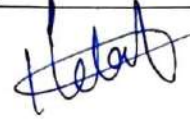
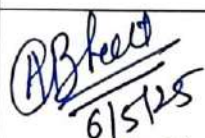
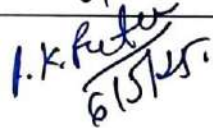

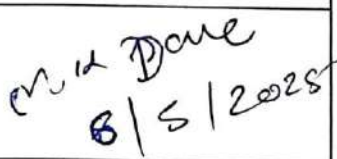
9. Process of Quality Audit

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Academic Planning	A higher education institution must implement appropriate academic planning procedures to ensure that its programs are pertinent to the national economy, align with the institution's strategic directives, and provide a superior value-added learner experience. The institution must	Academic planning at CDOE ensures adequate human resources and infrastructure are in place to effectively deliver online programs in alignment with institutional goals.	

	maintain a proficient teaching staff, in addition to providing necessary infrastructure and technology support, in order to ensure that the curriculum remains current and that the objectives of the institution are fulfilled.	
Validation	A validation mechanism shall be established by the institution of higher education to ascertain that its programs are academically viable, that academic standards are adequately defined, and that they provide the greatest opportunity for students to learn.	Validation of online programs is ensured through involvement of external experts in statutory bodies such as the Board of Studies, Faculty Board, and Academic Council.
Monitoring, Evaluation and Enhancement Plans	Effective implementation of online programs and desired results Achievement and ongoing quality enhancement shall be guaranteed by the institution of higher education.	Monitoring and evaluation are effectively supported through regular analysis of LMS reports, proctoring and examination data, and student feedback, all of which were reviewed and found satisfactory.

10. Internal Quality Audit Report



Name and Designation	Position	Signature
Dr. Amit Ganatra, Vice Chancellor	Chairperson	
Prof. Manish Pandya, Registrar	Member	
Dr. Priya Swaminarayan, Dean, Faculty of Computer Application	Member	
Dr. Bijal Zaveri, Dean, Faculty of Management Studies	Member	
Dr. Hetal Thakar, Deputy Director, Centre for Distance and Online Education	Member	
Dr. Ashish Bhatt, Assistant Director, Compliance and Academics, Centre for Distance and Online Education	Member	 6/5/25
Dr. Pratik Patel, Assistant Director, Academics, Centre for Distance and Online Education	Member	 6/5/25
Dr. Jitendra Patoliya, Assistant Director, Academics, Centre for Distance and Online Education	Member	 08/05/2025
Dr. Mihir Dave, Program Head, Liberal Arts, Centre for Distance and Online Education	Member	 8/5/2025
Dr. Kunjal Sinha, Director, Centre for Internal Quality Assurance (CIQA)	Member Secretary	