

Annual Report


OF


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

PROGRAMMES UNDER

ONLINE MODE


2023-2024


DIRECTOR-CIQA
CENTRE FOR ONLINE PROGRAMS
Dr. M.G.R.
EDUCATIONAL AND RESEARCH INSTITUTE
Maduravoyal, Chennai-600 095.


REGISTRAR
Dr. M.G.R.
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Part-I: General Information**1.1 Date of notification of the Centre (attach a copy of the notification):**

06/05/2021

[Upload PDF](#)**1.2 Details of Director, CIQA**

- Name: Dr.P.Udhayakala
- Qualification: M.Sc., M.Phil., Ph.D., M.Sc.(VES),M.Sc.(Psy)
- AppointmentLetterandJoiningReport:19/07/2023


Upload (PDF)**1.3 Details of CIQA Committee:****a. Composition as per Regulations**


S.No	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor	Chair person	Dr.S.Geethalakshmi MBBS, MD, Ph.D.	Microbiology	16/07/2021
b.	Three Senior teachers of HEI	Member 1	Dr.S.Kasthuri,MBA,Ph.D	Finance & Marketing	16/07/2021
		Member 2	Dr.Nirmala Sugirtha Rajini , MCA,M.Phil,Ph.D	Computer Application	19/07/2023
		Member 3	Dr.S.Meena,MBA.,MHRM. ,M.Phil.,Ph.D.,	Commerce	19/07/2023

c.	Head of three Departments or school of studies from which programme is being offered in ODL and online mode	Member 4	Dr.G.Brindha,BPT.,MBA.,Ph.D.,	HR & Marketing	16/07/2021
		Member 5	Dr.C.B.SenthilKumar,M.C OM.,MBA.,M.Phil.,Ph.D.,	Commerce	16/07/2021
		Member 6	Dr.T.Johnson ,MSC,Ph.D	Fuzzy Set Theory	16/07/2021
d.	Two External of ODI and/or Online Education	Member 7	Dr.R.Tamilmaran, M.Com,MBA,M.Phil,Ph.D	Commerce & Management Studies	19/07/2023
		Member 8	Mr.R.Jaganathan,MSc.,PGD EE,Ph.D.,	Geography	19/07/2023
e.	Officials from departments of HEI				
	Administration	Member 9	Dr.MaliniPande,MA,Ph.D.	Economics	19/07/2023
	Finance	Member 10	Dr.E.T.Merlin Sathiyaraj M.Tech.Ph.D.	Electronics	16/07/2023
f.	Director , CIQA	Member Secretary	Dr.P.Udhayakala M.Sc.,M.Phil.,Ph.D.,M.Sc. (VES),M.Sc.(Psy)	Computational chemistry	19/07/2023

b. Whether members mentioned at 'b' to 'e' changed every 2 years? (Y/N)

YES


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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
Meeting1	30/01/2024	2	upload	upload
Meeting2	19/06/2024	2	upload	upload

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

NIL

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

NIL

1.7 Number of Programmes started at Post Graduate Diploma level as per**Commission Order:**

NIL

1.8 Number of programmes started at Undergraduate Degree Programmes as per Commission Order:From **JULY 2023** Academic Session: TO BE EXTRACTED FROM WEBPORTAL

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/Trans-gender)			
							M	F	T G	Total
1.	B.COM (GENERAL)	3 YEARS	130	PASS IN HSC	1,80,000	F.NO.1-14/2020(DEB-1)11 th JUNE, 2021	-	-	-	-


2.	BBA (BUSINESS ADMINIST RATION)	3 YEARS	130	PASS IN HSC	1,80,00 0	F.No.39- 2/2023(DE B – I) 07 th July 2023	9	2	-	11
3.	BA- ENGLISH	3YEARS	130	PASS IN HSC	1,80,00 0	F.NO. 1- 14/2020(D EB- I)11 th JUNE, 2021	-	-	-	-


Note: Mention details separately for <Month, Year> academic session, as applicable, as above.

From **JANUARY 2024** Academic Session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Under- Graduat e Degree Title	Duration (years)	No. of Cred its	Admis sion Eligib ility	Fee (Rs)	UGC Recogniti on Letter No. and date	Number of students admitted (Male/Female/Tran s-gender)			
							M	F	TG	Total
1.	B.COM (GENERAL)	3 YEARS	130	PASS IN HSC	1,80,0 00	F.NO. 1- 14/2020(DEB - I)11 th JUNE,20 21	-	-	-	-
2.	BBA (BUSINESS ADMINIST RATION)	3 YEARS	130	PASS IN HSC	1,80,0 00	F.No.39- 2/2023(DEB – I) 07 th July 2023	-	-	-	-
3.	BA- ENGLISH	3YEARS	130	PASS IN HSC	1,80,0 00	F.NO. 1- 14/2020(DEB - I)11 th JUNE,20 21	-	-	-	-


Note: Mention details separately for <Month, Year> academic session, as applicable, as above.



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1.9 Number of programmes started at Post-graduate Degree Programmes as per Commission Order:From **JULY 2023** batch Academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	M.COM	2 YEARS	102	M.COM DEGREE	1,00,000	F.NO. 1-14/2020(DE B-I)11 th JUNE,2021	4	3	-	7
2.	MBA	2 YEARS	102	ANY DEGREE	1,60,000	F.NO. 1-14/2020(DE B-I)11 th JUNE,2021	383	334	-	717
3.	M.SC-MATHS	2 YEARS	60	B.SC-MATHS,B.SC (statistics)	1,00,000	F.NO. 1-14/2020(DE B-I)11 th JUNE,2021	-	-	-	NIL
4.	M.A-English	2 YEARS	75	BA(English)	1,00,000	F.NO. 1-14/2020(DE B-I)11 th JUNE,2021	-	-	-	Nil
5.	M.A-Journalism and Mass Communication	2 YEARS	75	ANY DEGREE	1,00,000	F.No.39-2/2023(DEB - I) 07 th July 2023	-	-	-	NIL
6.	M.SC-Statistics	2 YEARS	75	B.SC-Maths,B.S C(statistics)	1,00,000	F.No.39-2/2023(DEB - I) 07 th July 2023	66	41	-	107
7.	M.A-Public Administration	2 YEARS	75	ANY DEGREE	80,000	F.NO. 1-14/2020(DE B-	-	-	-	NIL


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						I)11 th JUNE,2021				
8.	M.A-Economics	2 YEARS	75	ANY DEGREE	80,000	F.NO. 1-14/2020(DEB-I)11 th JUNE,2021	-	-	-	NIL

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

From **JANUARY 2024 Academic session: TO BE EXTRACTED FROM WEBPORTAL**

Sr. No.	Post-graduate Degree Title	Duration(years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted(Male/Female/Trans-gender)			
							M	F	TG	Total
1.	M.COM	2 YEARS	102	M.COM DEGREE	1,00,000	F.NO. 1-14I2020(DEBI) 11 th JUNE,2021	-	-	-	NIL
2.	MBA	2 YEARS	102	ANY DEGREE	1,60,000	F.NO. 1-14I2020(DEBI) 11 th JUNE,2021	117	117	-	234
3.	M.SC-MATHS	2 YEARS	60	B.SC-MATHS,B.SC (statistics)	1,00,000	F.NO. 1-14I2020(DEBI) 11 th JUNE,2021	-	-	-	NIL
4.	M.A-English	2 YEARS	75	BA(English)	1,00,000	F.NO. 1-14I2020(DEBI) 11 th JUNE,2021	-	-	-	Nil
5.	M.A-Journalism and Mass Communication	2 YEARS	75	ANY DEGREE	1,00,000	F.No.39-2/2023(DEB-I) 07 th July 2023	-	-	-	NIL
6.	M.SC-Statistics	2YEARS	75	B.SC-Maths, B.SC (statiscs)	1,00,000	F.No.39-2/2023(DEB-I) 07 th July 2023	26	12	-	38
7	M.A-Public	2 YEARS	75	ANY	80,000	F.NO. 1-	-	-	-	NIL


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·	Administration			DEGREE		14I2020(DEBI) 11 th JUNE,2021				
8	M.A- Economics	2 YEARS	75	ANY DEGREE	80,000	F.NO. 1- 14I2020(DEBI) 11 th JUNE,2021	-	-	-	NIL


Note: Mention details separately for JANUARY 2024 academic session, as applicable, as above.

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

2.1 Action taken on the functions of CIQA:

S. No	Provisions in Regulations	Details of Action taken by CIQA and outcome there of (Not more than 500 Words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	A Dedicated and dynamic quality assurance system has been developed to ensure that the quality of programs offered is on par with the conventional programs. The faculty members proposed a well-structured lesson delivery plan based on the four-quadrant approach which was monitored. All stakeholders are regularly surveyed through detailed questionnaires and the feedback is analyzed for further quality improvement.	Sample LDP Feedback Analysis
2	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	The course mentors and coordinators meet the learners online and interact with them which is recorded as class committee or mentor-mentee meetings. This self-evaluation enhances the quality of the online program. The Audit reports reflect the strengths weaknesses opportunities and threats. Receiving feedback from stakeholders becomes a self-evaluative exercise.	Mentor-Mentee meeting Audit report Feedback


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3	Contribution to the identification of the key areas in which Higher Educational Institution should maintain quality	The student support services from entry to exit are identified as the key areas and the HEI contributes towards its quality. A transparent admission system is maintained. Organized student induction program. Quality education is ensured by providing a well-designed curriculum on par with conventional mode. The teaching learning and evaluation are carried out as per UGC regulations 2020. Examinations are remotely proctored and degrees are awarded online.	Admission Flow chart
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)	A Centre for Internal Quality Assurance CIQA functions on par with the Internal Quality Assurance Cell IQAC of the conventional quality monitoring system. The same curriculum and syllabus designed by the departments for the conventional mode is delivered through the norms suggested by UGC guidelines for the online mode. University faculty members who teach conventional programs and are skilled in using ICT tools were employed for teaching the courses.	CIQA composition
5	Mechanism devised for interaction with and obtaining feedback from all stakeholders learners, teachers, staff, parents, society, employers and Government For Quality improvement.	<p>The Director –of the Centre for Online Programs, Director-CIQA, Dean and Deputy Heads discussed the various aspects of online programs like Curricular aspects, Teaching Learning, Student Progression, Infrastructure, Examination, Training and skilling activities, etc. That brainstorming resulted in the preparation of standard feedback formats.</p> <p>The well-structured formats are circulated to our stakeholders- the students, teachers, alumni, and employers through online mode using Google Forms. Confidentiality is maintained by collecting it through a single e-mail id.</p> <p>A 5-point rating scale is used with Rubrics: excellent, very good, good, poor and needs improvement. The feedback is reviewed based on areas such as curricular aspects, teaching-learning, infrastructure, examination, student progression and administrative issues, etc. It's forwarded to the concerned department for further action.</p>	Feedback mechanism

6	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	Students' requisition for a mobile app that pools in the data from the LMS was suggested to the authorities. The HEI authorities approved and a mobile app named Dr.MGR-COP was launched	https://play.google.com/store/apps/details?id=com.dr.mgr
7	Implementation of its recommendations through periodic reviews	The Online Programme department meetings were organized by the quality head and the review given by the dean and deputy heads was implemented to improve the quality	Quality head meeting minutes
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.	A Student Induction program organized from 29/9/23 to 7/10/23 by the University Academic experts. Deeksharambh was also conducted for the February 2024 batch on 30/3/2024. Ms. R. Arthi, Motivational Speaker, Soft skill Trainer an industrial expert delivered a guest lecture on 30/10/23 in the topic motivational strategies .An ISR activity was organized for the employees of Lanson Toyota on 26/9/23.Mr.R.Vasantharajan,(CTO- Grids & Guides),an Industrial expert gave an expert talk on AI in Health care Sector. A three days workshop on“Entrepreneurial Discovery Within You” was delivered by Dr J Arun Kumar – Dean Innovation and Entrepreneurship and Dr.S. Sabaiswaran Co-Founder – Brain Buds Health Care PVT Ltd, Academic and Industry experts. A Seminar on “Energy Conservation” was presented by Dr.L.Ramesh – Joint Registrar, EPA, Dr.MGRERI. An Expert talk was given by Ms. R. S. Esther Sree Priya, Industry Expert on 09/03/24 in the topic “Leveraging Higher Education for Career Growth”. Career guidance was given by Mr. Benedict Henry.A, Expert Database Support Partner, New Global Market Initiatives, GenexDB IT Solution Pvt. Ltd on 01/04/2024.Webinar on Leadership was delivered by Mr. Vijay Toha, Life Transforming Motivator, Life Skill Trainer on 19/04/2024.An FDP on ICT tools was organized on 14 th ,15 th and 21 st of June 2024	Event reports

		with the expert Dr.DoreenRobin, Founder and Director –Computational Intelligence Research Foundation (CIRF),Dr.KarthikeyanSaminathan, Director for AIand SoftwareDevelopment, Mine-it, Bengaluru.Dr.SenthilKumar, Asso. Professor, Pondicherry University. A three days workshop on SPSS during 26 th ,27 th ,28 th of June 2024 was conducted by Dr. G. Uma, asst. Prof,PSGCollege, Coimbatore.	
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	The Centre for Online Program has the best practice titled “Meet Your Batchmates” an unique event in which the online program students meet each other offline in the university premises. The students build up the network among them as well as with the Academicians of the HEI.	Meet your Batch mates report
10	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme (s)	The demographic details of the admitted students and NEFT clearance were collected and uploaded for UGC as and when required. The PPR of the approved programs was collated and disseminated to the faculty members for course delivery. The Dean Prepares the Academic schedule and Academic Calendar and disseminates it down the lane to the deputy heads and in turn to the faculty members. The lesson delivery was also monitored through SLM /E-Learning Monitoring. The end semester result is analyzed and informed to faculty members for further improvement.	Learner Enrollment details PPR
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	The Director –CIQA informs the method to prepare PPR to the Department Heads. The departments that apply for the program prepare the program project report as per the UGC guidelines 2020 and submit it for the approval of the BOS of the department. After the approval of the BoS, it was submitted to CIQA. It was verified with Annexure V of the UGC guidelines 2020 and after it correlated with the guidelines it was taken forward to the Academic Council of the university for approval.	PPR

	having control over the programme		
12	Mechanism to ensure the proper implementation of Programme Project Reports	The UGC-entitled programs are notified to the Director online program. The Director online program instructs the Dean online program to disseminate it to the program coordinator. It is taken forward to the course coordinators who prepare the lesson delivery plan based on the four-quadrant approach. The course mentor and coordinators collect regular feedback to ascertain the proper implementation of PPR	PPR Implementation flow chart LDP
13	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	All the documents related to the Annual Plan and Annual reports are documented in the center for the online program's filing system. Review is done through regular auditing to ensure compliance and continuity.	Audit report
14	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	Feedback based on curriculum and teaching-learning collected from learners, employers and Alumni is passed on to the departments to enhance or revise the syllabus and restructure the program. The inputs from interactions with industry members were also conveyed to the Department to make the revised program relevant to the job market.	Feedback
15	Facilitated — system based research on ways of creating learner centric environment and to bring about qualitative Change in the entire system.	Exploring the effectiveness of game design elements in enhancing learners' motivation enjoyment and achievement gamified learning is initiated. Learner Analytics is done by understanding the learner's behavior and engagement through mentor-mentee meetings and designing personalized learning pathways.	Mentor-Mentee Meetings
16	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	The CIQA is working with the center for the online program and various departments of the University ensuring that it provides required assistance towards any accreditation and assessment reviews by NAAC and other such bodies.	

17	Measures adopted to ensure internalization and Institutionalization of quality Enhancement practices through periodic accreditation and audit	An annual Audit is done by an expert team analyzing the quality in the following parameters to ensure the internalization of quality a) Content delivery b) Outcome of teaching-learning in the form of Result Analysis c) Technology interface d) Students' support and progression e) Activities and events conducted f) Curriculum transaction g) Effectiveness of PPR h) Based on the SWOT analysis the weaknesses& opportunities identified are informed to the departments and faculty members through department meetings. The feedback received from various stakeholders ensures the institutionalization of quality	Audit Report
18	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	Applying for new programs and the reply letter from the commission is communicated to the HEI. Uploading the Demographic details of students admitted into the UGC portal. The annual report of the online program is prepared and communicated to the higher authorities of HEI for approval and then uploaded to the UGC portal	Sample Demographical details
19	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	The presence of the external members from Tamil Nadu Open University and the University of Madras in the CIQA Session –I and Session – II meetings perceived new ideas and suggestions.	Annual report
20	Recorded activities undertaken on quality assurance in the form annual report of Centre for Internal Quality Assurance.	Once in a semester the CIQA Committee of the HEI meets and deliberates on the fixed agenda and an action plan is also prepared on the agenda. The agenda minutes and action taken report are documented with official signatures and maintained in a retrievable format.	Action taken report

21	<p>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.</p> <p>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.</p>	<p>Yes. The CIQA prepares the Annual report with all efforts and ensures that after the approval of the Academic Council of the HEI, it's uploaded to the UGC/DEB portal online. It is also available online on the HEI official website.</p>	Approval of Annual Report
22	Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and process	The functioning of CIQA is overseen by the committee which approves the reports generated by CIQA	
23	Facilitated adoption instructional design of instructional design requirements as per the philosophy of the online learning decided by the statutory bodies of the HEI for its different of the HEI for its different academic programmes	The well-designed curriculum and syllabus approved by the BOS of the department and academic council of HEI form the base for the academic excellence of the online program. A four-quadrant approach following the UGC norms of delivery mechanism is adopted. The faculty and support staff requirement based on the UGC guidelines is provided by the HEI	
24	Promoted automation of learner support services of the Higher Educational Institution	The technology platforms are used for the online live sessions. The LMS is automated for the teaching learning and evaluation process. A mobile app is also launched to support the learning of the students.	Details of LMS

25	Coordinated with external subject experts or agencies or organizations, the activities pertaining to validation and annual review of its in-house processes	The external subject experts are involved in the CIQA meetings to review the planned action and the action taken. The external ISO Audit team also assesses the quality.	External experts appointment
26	Coordinated with third party auditing bodies for quality audit of programme (s)	As per UGC guidelines 2020 third-party auditing is mandated after 5 years. So it's not applicable	
27	Overseen the preparation of self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of higher Educational Institution	CIQA maintains the necessary records and when needed to submit the self-appraisal report it will oversee the preparation on behalf of HEI.	
28	Promoted collaboration and association for quality enhancement of Online mode of education and research there in	In Collaboration with the Academic staff college, the Centre for Online program organized various faculty orientation and faculty development programs on quality-related themes.	ASC collaborated event invitation
29	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	<ol style="list-style-type: none"> 1. Ms. R. Arthi, Motivational Speaker, Softskill Trainer, 2. Mr.R.VasanthaRajan,(CTO- Grids & Guides). 3. DrS.SabaiswaranCo- Founder - Brain Buds Health Care PVT Ltd, 4. Ms. R. S. Esther Sree Priya,Industry Expert 5. Mr. Bennedict Henry A, Expert Database Support Partner,NewGlobalMarket Initiatives, GenexDB It Solution Pvt. Ltd., 6. Mr. Vijay Toha, Life TransformingMotivator,Life Skill Trainer. 7. Dr.DoreenRobin, Founder and Director - Computational IntelligenceResearchFoundation (CIRF), 8. Dr.KarthikeyanSaminathan, 	Event Report

		Director for A land Software Development, Mine-it, Bengaluru, 9. Dr.SenthilKumar, Asso. Professor, Pondicherry University, 10. Dr. G. Uma, asst. Prof, PSG College, Coimbatore	
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2.2 Compliance of Quality Monitoring Mechanism – As per Annexure–I (Part V (2)) of

UGC (ODL Programmes and Online Programmes) Regulations, 2020:

S.NO	Provisions in Regulations	Action taken in respect of online programmes	Upload Relevant document
1.	<p>Governance, Leadership and Management:</p> <p>a. Organisation Structure and Governance</p> <p>b. Management</p> <p>c. Strategic Planning</p> <p>d. Operational Plan, Goals and Policies</p>	<p>The necessary policies were drafted by the HEI emphasizing the planning, human resources recruitment, performance assessment, training and financial management</p> <p>a) Organization structure and Governance:</p> <p>As prescribed by the commission all the required positions are filled by the HEI and roles and responsibilities are carried over as per UGC guidelines</p> <p>b) Management</p> <p>The organizational culture is evaluated and assessed by the management. The memorandum of Association (MOA) holds the Bye-laws of the HEI with policies rules and processes.</p>	<p>Organisation structure</p> <p>Strategic plan</p> <p>https://www.drmgrdu.ac.in/Regulation/s/124</p>

		<p>c) Strategic Planning:</p> <p>A strategic planning is designed online with the vision and mission of the online program to reach the vision of the HEI</p> <p>d) Operational plan, Goals and policies</p> <p>Operational plans are defined based on the strategic planning. These plans are followed by achievable goals and are measurable. These are effectively shared with the stakeholders.</p>	
2.	Articulation of Higher Educational Institution Objectives	<p>A distinct Vision, Mission and quality policy is articulated for the online program which aligns with the vision, mission and mission of the HEI</p>	<p>Institutional vision mission and online vision mission</p>
3.	<p>Programme Development and Approval Processes</p> <p>a. Curriculum Planning, Design and Development</p> <p>b. Curriculum Implementation</p> <p>c. Academic Flexibility</p> <p>d. Learning Resource</p> <p>e. Feedback System</p>	<p>a. Curriculum Planning Design and Development</p> <p>A Curricular development cell (CDC) plans the overall curriculum with common and innovative courses. The department based on the input given by the CDC and the feedback collected from stakeholders designs a wise curriculum and develops the syllabus. It is then passed on to the BoS followed by the approval of the CDC it is then put to the Academic Council for approval.</p> <p>B. Curriculum Implementation</p> <p>The PPR of the entitled UGC program is passed on to the Director online program by the Registrar. It is then passed on to the Dean online program with the necessary ideas and suggestions to implement it. The Dean implements it through the program and</p>	<p>PPR implementation chart</p>

		<p>the course coordinators by preparing a proper timetable. The Lesson delivery plan based on the four-quadrant approach is prepared by the course coordinators. The syllabus covered is recorded daily. Assessment and evaluation are carried out as per the Academic schedule prepared.</p> <p>c. Academic flexibility</p> <p>Learner-centric syllabi allow the learners to choose the open elective from a list of available electives. Proper strategies are adopted to ensure academic flexibility for learners</p> <p>d. Learning resources</p> <p>The e-learning is automated through a highly efficient learning management system, LMS. As suggested by the UGC guidelines live sessions, Discussion forums, e-tutorials, and e-content are managed through the LMS. This portal is used for content creation, delivery, and tracking assessment. E-library is also available for anytime anywhere learning.</p> <p>e. Feedback system</p> <p>The mentor-mentee meetings and the discussion forum of the course coordinator reveal the student satisfaction level. Feedback collected from the learners, teachers employers and Alumni serves as an integrated part of our curriculum development and teaching learning pedagogies.</p>	
4.	Programme Monitoring and Review	<p>The Quality of academic programs is monitored through the review from the CDC, Board of Studies and Academic Council. The Content delivery of the program is monitored by the Dean</p>	


		online program and the Director of the Online Program	
5.	Infrastructure Resources	Adequate physical infrastructure for academic and administrative purposes is available as per the UGC guidelines. Human resources including directors, Department heads, program coordinators, course coordinators, course mentors and technical support by the technical managers, Associate and Assistants are utilized optimally.	Supporting Staff Data
6.	Learning Environment and Learner Support	Online learners enjoy their learning through the flexible timings for reading e-content and learning through e-tutorials. The live sessions are conducted on weekends giving them a conducive learning environment. The learner support services are also provided through e-learning beyond the syllabus through various webinars and expert talks by industry and other institution resource persons that provide them extra knowledge for creating job opportunities.	Details of LMS
7.	Assessment and Evaluation	End Semester Examinations are conducted through technology. Unbiased evaluation is done by well-experienced faculty members. various assessment tools used are MCQs, objectives and descriptive questions, case studies and SWOT Analysis.	
8.	Teaching Quality and Staff Development	The Academic staff college of the HEI provides faculty development programs in various topics including interactive teaching-learning, usage of ICT tools continuously, Capacity building workshops and faculty counseling are also provided to promote quality in teaching.	Academic Staff College Event






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:**

S.NO	Provisions in Regulations	Action taken in respect of online programmes	Upload Relevant document
1.	Academic Planning	The Academic Schedule and the Academic calendar are prepared by the Dean online program and approved by the Director online program. The academic Schedule informs the month of Admission, Distribution of SLM, content preparation, and Assignment submission, evaluation of Assignments, examination and declaration of results. The Academic Calendar is highlighted with all activities including co-curricular and curricular aspects.	Academic Calendar Academic schedule
2.	Validation	The academic standards of the program offered are validated by the expert Audit members during the Annual Auditing. Also, the feedback mechanism gives acknowledgment that the program empowers the learners by providing diverse learning pathways, making them flexible and relevant to the job market.	Audit report


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3.	<p>Monitoring, Evaluation</p> <p>a. Reports from Examination Centres</p> <p>b. External Auditor or other External Agencies report</p> <p>c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels</p> <p>d. Reporting and Analytics by the Higher Educational Institution</p> <p>e. Periodic Review</p>	<p>a. Not Applicable</p> <p>b. Not Applicable</p> <p>c. The performance data related to the program, faculty and HEI is collected from the LMS and periodically monitored and reviewed and enhancement plans are suggested by the two external members of the CIQA committee.</p> <p>d. The reporting on content delivery, the extent of syllabus coverage, the usage of ICT tools, the quality of LMS and the adequacy of the discussion forum were all collected through the feedback. The statistics are analyzed to enhance the quality of teaching-learning through online platforms.</p> <p>e. The documents filed in the higher education Institutions center for online programs are reviewed periodically by CIQA.</p>	CIQA report Feedback form
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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, fulltime, at least Associate Professor

Or

Name and details of Head for each school (for Open University)-Full time dedicated, not below the rank of an Associate Professor**Name:** Dr.Malini Pande ,MA (Economics),Ph.D**Designation:** "DIRECTOR – Centre for Online Education"**Salary Scale:** Rs.37400-10000-67000

Regular Employee

Mention details such as Regular Employee, Designation, Qualification, Salary
(Attach appointment letters and joining report)


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

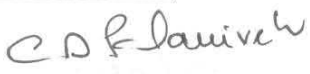
Or

Name and details of Deputy Director of Centre of Online Education- Full time or contractual basis, not below the rank of an Associate Professor**Name:** Dr.Nirmala Sugirtha Rajini , MCA,M.Phil,Ph.D**Designation :** "DEPUTY DIRECTOR – Centre for Online Education".**Salary Scale:** Rs. 37400-67000

Regular Employee

Mention details such as Regular Employee, Designation, Qualification,
Salary (Attach appointment letter and joining report)


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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

Or

Name and details of Assistant Director of Centre of Online Education-Full time or contractual basis, not below the rank of an Assistant Professor

Name: Dr.P.Udhayakala, M.Sc.,M.Phil.,Ph.D.,M.Sc.(VES),M.SC.(Psy)

Designation: "ASSISTANT DIRECTOR – Centre for Online Education"

Salary Scale: Rs.37400-67000

Regular Employee

*Mention details such as Regular Employee, Designation, Qualification, Salary
(Attach appointment letter and joining report)*

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

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

i. Programme Name: MBA/M.Com/B.Com/BBA

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr.S.Kasthuri	MBA,MS.c.,M.Phil,Ph.D(MANAGEMENT)	20 years	Regular	01-03-2022
2	Dr.M.Radikashree	B.Com.,PGDCA,MBA,M.P	14 Years	Regular	01-03-2022


		HIL.,Ph.D			
3	Dr.M.Bhuvaneshwari	ME.,Ph.D	8 Years	Regular	03-03-2022
4	Dr.Sindhuja	MBA.,Ph.D	5 Years	Regular	01-03-2022
5	Dr.Nirmala Sugirtha Rajini	M.C.A.,M.Phil,Ph.D	16 Years	Regular	01-03-2022
6	Dr.N.Keerthana	M.C.A.,Ph.D	8 Years	Regular	05-06-2022
7	Dr.A.V.Meenakumari	M.Sc,M.Ed,BSM	49 Years	Regular	21-11-2022


b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Principles of Management and Behavioral	Dr.R.Jayam	MBA, M.Phil, M.COM, Ph.D, M.A	19 Years	Regular	07-05-2022
2	Managerial Economics	Dr.S.Asrafi	BE,MBA,M.Phil, Ph.D	7 Years	Regular	14-06-2022
3	Basic Accounting for Managers	Dr.S.Kasthuri	MBA, MSC, Ph.D (MANAGEMENT)	20 Years	Regular	01-03-2021
4	Business Legislations	Dr.Balakrishnan	MBA, Ph.D	18 YEARS	Regular	01-03-2021
5	Business Statistics for Managers	Dr.P.Sona	M.Sc, M.Phil, Ph.D	17 years	Regular	03-07-2022
6	E- Commerce	Dr.A.Devendran	MSC,MBA,Mphil, Ph.D	14 YEARS 11 MONTHS	Regular	01-03-2021
7	Computer Application for Business	Mr. Ramesh	MSC, M PHIL, M.TEC(Ph.d)	15 YEARS	Regular	05-06-2021
8	Business Communication	Ms. K. Saranya	MA.Mphil,(Ph.d)	6 years	Regular	25-07-2021
9	Marketing Management	Dr.B.Suchitra	MMM,MBA,M.P hiL, Ph.D	8 Years	Regular	05-06-2022
10	Human Resources	Dr.M.Radhikaa Shree	MBA, Ph.D	16 Years	Regular	01-03-2021

	Management					
11	Research Methodology	Dr Ms.Swarna	M.TECH,Ph.D	10 Years	Regular	21-07-2022
12	Brand Management	Ms.Fathima Barvin	B.COM, MBA	7 YEARS	Regular	15-06-2022
13	Customer Relationship Management	Ms.D.Ramya	MBA	3 YEARS	Regular	02-03-2022
14	Retail Management	Ms.K.T.Yamuna	B.Sc,MBA	10 months	Regular	07-09-2022
15	Talent Management	Ms. A. Jayanthi	MBA, Ph.D	17 YEARS	Regular	03-03-2021
16	Strategic Human Resource Management	Ms.S.Lokeshwari	MA(HRM)	2 and half years	Regular	28-01-2022
17	Industrial Relations and Labour Welfare	Ms.N.Ramya	MA(HRM)	4 YEARS10 MONTHS	Regular	04-09-2020
18	Big Data Technology	Dr.C.priya	MCA,M.Phil, MBA,Ph.D	18years	Regular	28-10-2022
19	Database Management System	Ms.Meera	MCA,M.Phil,(Ph.D)	6 years	Regular	08-07-2022
20	Enterprise Resource Planning	Dr.V.Vaidevi	BSC,B.ED,MCA, M.Phil,Ph.D	7 Years	Regular	02-08-2022
21	Hospital Operations Management	Dr.P.Sarath	MBBS,MD IN (COMMUNITY MEDICINE)	6 YEARS	Regular	04-05-2022
22	Hospital Facilities Management	Mrs.Sujitha	M.Sc(NURSING),MBA	8 YEARS	Regular	16-08-2022
23	Patient Care Management	Mrs. Thenesha.K	B.Sc(NURSING), M.Sc(NURSING),Ph.D)	12 YEARS	Regular	06-06-2022
24	Advanced Materials Management	Mr.D.A.Vinoth	ME	11 Years	Regular	01-06-2022
25	Production Planning and Control	Mr.V.Vijayaragunathan	BE,M.Tech	18 YEARS	Regular	08-07-2022
26	Tally Lab	Ms.M.Devi Bharathi	MBA	2 Years 4 Months	Regular	07-03-2022
27	Business	Ms.Swathi	BE,M.TECH,(Ph.	1year 4months	Regular	07-09-2022

	Etiquette	kumari .R	D)			
28	Strategic management	Dr.KOLANJIA PPAN	MBA,Ph.D	3-YEARS 6-MONTHS	Regular	04-01-2021
29	Entrepreneurship development	MS.P.THENMOZHINI	MBA	3 Years	Regular	18-01-2021
30	Management accounting	MS.P.BHAVANI	M.Phil (COMMERCE)	5 years 10 months	Regular	24-09-2022
31	Advertising and Sales Promotion	Dr.S.S.YAAMINI PRIYA	MBA,MPhil, Ph.D	4.5 Years	Regular	27-09-2021
32	Services Marketing	Dr.j.Sridevi	MBA, UGC-NET, Ph.D	17 YEARS	Regular	01-03-2022
33	Rural Marketing	MR.IIAMCHEZIAN	M.Sc- IT, MBA,M.Tech-CSC, Ph.D	10 years	Regular	18-08-2022
34	Security Analysis and Portfolio Management	Ms.Niranjini	M.COM, (Ph.D)	3 years	Regular	07-07-2021
35	Merchant Banking and Financial Services	Mr.SELVAMANI	M.COM, M.Phil, MBA	3 years	Regular	08-12-2021
36	Banking and Insurance Management	Mr. ANANTHESUR	MBA	7 years	Regular	18-09-2022
37	Training and Development	Mr. SATHYAMORTHY	MBA	3 years	Regular	06-09-2021
38	Stress Management	Ms.JAGANYA	MBA, M.Phil, M.Sc(YOGA), Ph.D	3 years	Regular	15-11-2021
39	Corporate Governance	Ms.Anurekha	B.COM- CS, MBA	2 years and 4 months	Regular	14-03-2022
40	Systems Analysis and Design	Dr.T.Kirubadevi	B.TECH,M.TECH, Ph.D	18 YEARS	Regular	04-01-2022
41	Artificial Intelligence	Dr.G.Gunasekaran	B.Sc,BE,ME,Ph.D(ENG)	31 YEARS	Regular	04-10-2021
42	Software Quality and Project Management	Dr.M.Bhuvaneshwari	ME, Ph.D	10 years	Regular	03-03-2021
43	Healthcare Law and Ethics	DR.RAVI	MBBS,MD(FMT)	5 years	Regular	19-06-2022


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44	Risk Management and Health Insurance	Dr.Hetal Tejas	MBBS,MD-COMMUNITY MEDICINE	4 YEARS	Regular	08-06-2022
45	Purchase and Inventory Management	MS.T.CHANDER	M.Sc,B.Tech	8 Years	Regular	07-09-2022
46	Lean and Six Sigma Management	Dr.R.Sugathini Rekha	BE,M.E,Ph.D,MB A,M.Sc,LLM	12 years	Regular	02-07-2022
47	Total Quality Management	Dr.P.Rajkumar	M.TECH,Ph.D,MBA	10 Years	Regular	09-07-2021
48	Spreadsheet for Managers	Mr.V.Sai Shanmugam	ME,Ph.D	2 years	Regular	01-08-2022
49	Production and Operations Research Lab	Ms.S,Sarala	Msc. MPhil, B. Ed.,	6 years 7 month	Regular	07-09-2022
50	Managerial Skill Development	S.Magdelene Percy	M.Phil,M.A	1 YEARS 8 MONTHS	Regular	06-06-2022
51	Management accounting	Ms.P.BHAVANI	M.Phil (COMMERCE)	5 years 10 months	Regular	24-09-2022
52	Digital Marketing	MS.KEETHIKA.B	BBA,MA,MBA	8 months	Regular	07-09-2021
53	International Business Management	Dr.BAGIRATHI	MBA	5 Years	Regular	07-09-2022
54	Contemporary Seminar	Dr.MADHAVI	B.Sc,MBA,Ph.D, BLL,M.Phil	2 years and 10 months	Regular	17-08-2022
55	Field Work and Project Work	Dr.Devendran/	M.Sc, MBA, M.Phil	14 YEARS 11 MONTHS	Regular	01-03-2021
56	Real Analysis & Linear Algebra	Ms.Y.Sabithababu	MSC MPhil	8 years	Regular	26-08-2021
57	Probability And Distributions	Dr.K.Kaleeswari	M.Sc,B.Ed,M.Phil, Ph.d	14 years and 6 months	Regular	04-08-2021
58	Sampling Techniques	Ms.S.Bhuvaneshwari	M.A, M.Phil	11 Years	Regular	02-08-2022
59	Business Statistics for Managers	Dr.P.Sona	M.Sc, M.Phil, Ph.D	17 years	Regular	03-07-2022
60	Statistical Quality Control And Reliability	Dr.A.Rathi	M.Sc., M.Phil.,	14 years	Regular	18-06-2022
61	Trend Analysis And Index	Dr.A.Mahalakshmi	M.sc, M.phil	2 years	Regular	20-07-2022

	Numbers					
62	Numerical Methods	Dr.S.Kopperundevi	M.Sc,B.Ed,M.Phil,Ph.d	17 Years	Regular	06-08-2022
63	Statistical Inference II	Dr.R.Aruna	M.Sc	15 Years	Regular	20-07-2022
64	Design Of Experiments	Mrs.G.Annalakshmi	M. Sc, M. Phil, B. Ed.	18 Years	Regular	31-07-2021
65	Advanced Optimization Techniques	Dr.P.Ezhilarasi	Ph.D	19 Years	Regular	01-09-2020
66	Data Mining	Dr.Nagarathinam	M.Sc, M.Phil, Ph.D	14.5 Years	Regular	15-02-2020
67	Survival Analysis	Mrs.Sirisha	M.Phil	12 Years	Regular	27-08-2021
68	Stochastic Processes and Applications	Mrs.T.Jeyalakshmi	M.Sc,M.Phil,B.Ed	12years	Regular	20-02-2022
69	Multivariate Analysis and Non parametric methods	Dr.S.Gayathridevi	Ph.D	11.5 Years	Regular	10-07-2022
70	Vital Statistics	Dr.nandhinidevi	Ph.D	7 years	Regular	01-07-2022
71	Vital Statistics	Dr.nandhinidevi	Ph.D	7 years	Regular	01-07-2022
72	Advanced Cost And Management	Dr.G.Revathi	M.COM,Ph.D	4 YEARS	Regular	12-12-2022
73	Accounting For Specialized Institution	Ms.Rubeeshanthamary	M.COM,M.ED	6 Years	Regular	05-09-2022
74	Organizational Behavior	Ms.Kavitha.B	MBA	17 YEARS	Regular	15-07-2022
75	Business Regulatory Framework	Ms.V.J.Mohana priya	MBA	6 Years	Regular	07-12-2022
76	Fundamentals Of Information Technology	Ms.Amali.S	BCA,MCA	3.5 years	Regular	06-11-2020
77	Direct Tax	Dr.D.K.JAYAKANTH	MBA	8 years	Regular	04-08-2022
78	Security Analysis And Port Folio Management	RANJITHKUMAR	M.Phil	1.5 Years	Regular	31-10-2022

79	Project	A.GEETHA	M.COM	3 years 8 months	Regular	27-11-2020
80	Cost Accounting II	AMUTHA.R	M.Phil, B.Ed	9 years	Regular	15-06-2022
81	Management Accounting	S.KAMALA	M.COM, B.Ed	7 years	Regular	19-06-2021
82	Financial Services	B.SUKITHA	M.A, M.Ed, M.Phil	11 yrs	Regular	20-08-2020
83	Income Tax Law & Practice	DR.P.GEETHA	M.COM, M.Phil, Ph.D	2 years 9 months	Regular	01-11-2021
84	Entrepreneurial	DR.S.MEENA	MBA, MHRM, M.Phil, Ph.D	4 Years	Regular	02-11-2021
85	Project And Viva Voce	Rubee Shantha	M.COM	6 Years	Regular	05-09-2022
86	Tamil-II	Mrs.Amutha	MA, B.Ed, M.Phil	7 years	Regular	01-09-2022
87	English	P.G. Vishwa priya	MA, Mphil, M.Ed, (Ph.D)	8 YEARS	Regular	26-08-2022
88	Taxation	Mrs. S.Padmavathy	MBA	6 years	Regular	07-09-2022
89	Office Management	Karthiga	MBA, B.COM	3.5 years	Regular	12-12-2022
90	Business Statistics For Managers	Mr. T.Silambarasan	M.Sc, M.Phil, B.ed	3 YEARS	Regular	04-07-2022
91	Soft Skill For Managers	Ms. S.Vilashini	BA(ENG), MBA	1 YEAR	Regular	07-09-2022
92	Business Communication	Ms.SHAKILA	BA, MA, M.Phil, B.Ed, M.Ed, M.Phil (Edu)	1 year 10 months	Regular	01-09-2022
93	Business Law	Ms.SHIVANI SINGH	BA, MBA	10 months	Regular	07-09-2022
94	Production Management	Ms.Saranya	B.TECH, B.ED	3 years	Regular	07-09-2021
95	Marketing Management	Ms.Anitha	BE, MBA	3.5 years	Regular	07-09-2022
96	Human Resource Management	Ms.ARCHANA	MBA	5 Years	Regular	30-07-2022
97	Leadership Skills	Ms.PonKavitha Mani	MA, M.Phil	4 years on (2004-2008) now 10 months	Regular	07-09-2021
98	E-Commerce	Ms.MAHALAKSHMI	MCA	8 Years	Regular	20-07-2021

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99	Strategic Management	Ms.BHUVANE SGWARI	BBA,MBA	1 years	Regular	07-09-2022
100	Financial Management	Ms.S.M . SUGANYA	M.COM,MBA,M. Phil,(Ph.D)	5 years	Regular	20-02-2022
101	Research Methodology	Ms.D.GAYAT HRI	B.COM,MBA	1 Years	Regular	07-09-2022
102	Computer Application For Business (Theory)	Dr.VIJI VINOD	MCA,Ph.D	25 YEARS	Regular	05-05-2022
103	Computer Application For Business (Practical)	Ms. J. Usha	MCA,M.Phil,(Ph. D)	3.5years	Regular	20-01-2021

C. Course mentor


S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Ms.B.Sukitha	M.A., M.Ed., M.Phil.,	7 Years 9 Months	Regular	03/03/2021
2	Ms. M. Amutha	BA,MA, Ed, M.Phil	6 Years	Regular	01/03/2021
3	Dr.K. Kaleeswri	M.sc., B.Ed, M.Phil, Ph.D	9 Years	Regular	01/03/2021
4	Dr. M. Bhuvaneswari	M.E., Ph.D	8 Years	Regular	03/03/2021
5	Dr. P.Sona	M.sc., M.Phil, Ph.D	14 Years 9 Months	Regular	01/03/2021
6	Dr. S. Nirmala	MCA., M.Phil, Ph.D	18.5 Years	Regular	01/03/2021
7	Ms. A. Prithipa	B.E., M.E.	4Years	Regular	05/01/2021
8	Mr. Umashankar	M.Com., MBA.	3Years 6 Months	Regular	05/01/2021
9	Ms. Amali.S	BCA., MCA.	2 Years	Regular	05/01/2021
10	Ms. Arshiya	B.com, M.Com,	3 Years	Regular	05/01/2021
11	Ms. Malini	M.com	1 Year 4 Months	Regular	05/01/2021
12	Dr. N.Keerthana	M.C.A.,Ph.D	8 Years	Regular	05-06-2022

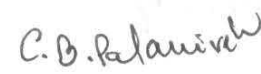
13	Mr. Anantha Suresh. K	MBA	7 Years	Regular	18-09-2022
14	DR.S.Kasthuri	MBA,M.Sc.,M.Phil,Ph.D	20 years	Regular	01-03-2022
15	Dr.S.Kopperundevi	M.Sc,B.Ed,M.Phil,Ph.d	17 Years	Regular	06-08-2022
16	Ms.R.Shalini	Bsc, Msc, UGC NET	1 Years	Regular	07-08-2023
17	Ms. Indumathi R	B.A., M.A.	3 years 4 Months	Regular	10/02/2024
18	Ms. R Nandhinidevi	Ph.d	7 years	Regular	01-07-2022
19	MS.Akalaya	D.Ed,B.A,M.A(English),B. Ed	2 Years	Regular	01-06-2021
20	Dr. Devendran	MSC,MBA,Mphil,Ph.D	14 YEARS 11 MONTHS	Regular	01-03-2021
21	Dr.Jayashri	MCA,Ph.D	8 YEARS	Regular	01-06-2022
22	V.Saranya	B.Tech,B.Ed	1 Years	Regular	01-06-2022
23	Mr. G. Sathiya Moorthy	MBA	3 Years	Regular	06-09-2021
24	Dr.Ilamchezian	M.Sc- IT, MBA,M.Tech-CSC, Ph.D	10 Years	Regular	18-08-2022
25	Ms. Ramya	MA(HRM)	4 YEARS10 MONTHS	Regular	04-09-2020
26	Dr.Sinduja	MBA.,Ph.D	5 Years	Regular	01-03-2022
27	Dr.Radhika Shree	B.Com.,PGDCA,MBA,M. PHIL.,Ph.D	14 Years	Regular	01-03-2022
28	Ms.D.Gayathri	B.COM,MBA	1 Years	Regular	07-09-2022
29	Ms.R.Rekha	Bsc,B.Ed	1 Year	Regular	07-05-2023
30	Ms.Vinitha	MCA,(Ph.D)	3 Years	Regular	07-08-2022
31	Mr.M.Prasanna	MCA	1 Year	Regular	07-06-2023
32	Ms.S.kothainayaki	M.Phil	2 Years	Regular	05-07-2022
33	Ms.S.Suganya	BA,MBA (HR)	1 Year	Regular	19-06-2023

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
Assistants	3 (2 for DM)	2


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	Universities)	
Computer Operator	2	2
Multi Tasking Staff	2	2

(Attach duly attested photo copy of appointment letter with salary details)

b. Number and details of Technical Support for Online Programmes as per

Annexure -IV:

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

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


ii. For Delivery of Online Programmes :


Post	Required	Available
Technical Manager(LM Sand Data Management)	1 (per Centre)	1
Technical Assistant(LM Sand Data Management)	2	2

iii. For Admission and Examination for Online mode:

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

(Attach duly attested photo copy of appointment letter with salary details)


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Part-IV: Examinations**4.1 Information of formative and summative assessments/examinations conducted with the actions taken to ensure sanctity of examinations:**


S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, Examination super intendments, 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 centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the Convenience of the students.	NA	Online proctoring Exam
5.	The number of examination centres in a city or State must be proportionate to the student Enrolment from the region	NA	
6.	Building and grounds of the examination centre must be clean and in good condition.	NA	
7.	The examination centre must have an examination hall with adequate seating capacity And basic amenities	NA	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and	NA	

	Clear of obstructions		
9	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and Clean drinking water facilities	NA	
10	Safety and security of the examination centre Must be ensured	NA	
11	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in Working order	NA	
12	Provision of drinking water must be made for learners	NA	
13	Adequate parking must be available near the Examination centre	NA	
14	Facilities for Persons with Disabilities should be available	NA	

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 Reason thereof No,
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	NO	NA
2.	Requirement of proctors (as mentioned in provision II(B)(13)(ii) of Annexure II)	YES	
3.	Security arrangements in the testing centre (as mentioned in provision II(B)(13)(iii) of Annexure II)	NO	NA


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4.	Remote Proctoring (as mentioned in provision I I(B)(13)(iii)of Annexure I)	YES	
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4.3 Compliance status of 'Evaluation' and 'Certification' As per Regulations 15 and 16 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

S. No	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored Examinations.	Upload guidelines	
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	Upload mechanism	
3	<p>The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination:</p> <p>Provided that no semester or year-end examination shall be held unless:</p> <p>i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted;</p> <p>ii) For Online mode: the learner has minimum participation of 75 percent. In all the activities of Online programme prior to end semester examination or term end examination.</p>	YES	

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	
5.	The weight age for different components of assessments for Online mode shall be as under: (i) Continuous or formative assessment (in semester): Maximum 30 per cent. (ii) Summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Upload sample question paper	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	YES	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Upload sample	
8.	A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall So frame the question papers as to ensure That no part of the syllabus is left out of study by a learner.	Upload Process	
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.		


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10	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination Procedure.		
	(b) Availability of biometric system		
	(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		
	(d) In case of non-availability of the Closed- Circuit Television facilities, the Higher Educational Institution shall ensure that proper video graphy be conducted and video recordings are submitted by Particular in charge of examination centre to the Higher Educational Institution		
11	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Upload Sample and list	Not Applicable
12	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Upload details of Observer assigned	Not Applicable
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Upload Observer Report	
13	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may Be laid down by the Commission	Yes	
14	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognized to enroll international learners Shall endeavour to conduct proctored Examinations for such learners	Yes	

15	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner Along with the Programname.	Upload samples	
	(b)Each award shall also be uploaded on (b) The National Academic Depository	Yes	
16	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners(for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres.	Upload samples	

4.4 Result and Student Progression

For UG, PG and PGD programmes

Semester Beginning admitted	Programme name	No. of Students admitted	No. of Students Appeared in exams	No. of Students Progressed to next year	% of Student passed	% of Students Passed in first class
JULY 2021	1.MBA	303	300	199	65%	199
	2. M.COM	5	5	4	80%	4
	3.B.COM	5	4	4	80%	4

JANUARY 2022	1.BBA	16	7	7	43%	7
	2.MBA	401	228	-	54%	218
JULY 2022	1.BBA	19	19	18	94%	18
	2.M.SC (STA)	31	31	30	96%	30
	3.MBA	476	476	331	69%	331
	4.M.COM	9	9	8	88%	8
JANUARY 2023	1.MSC(STA)	42	31	31	71%	30
	2.MBA	208	159	159	47%	97
JULY 2023	1.MBA	667	576	576	77%	515
	2.MSC(STA)	93	93	58	62%	58
	3.M.COM	7	7	7	85%	6
	4.BBA	11	11	10	90%	10

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

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

The departments offering the programme frame the PPR. The Board of Studies of the particular department checks for the alignment of the curriculum and syllabus with industrial or learner demand. It is then reviewed by the CIQA to ensure the orientation towards UGC guidelines. Final approval is given by the Academic Council of the University.

Upload samples and authority approval

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

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

CIQA has designed a course/Lesson delivery plan format based on the four-quadrant approach. For Quadrant III for every 60 learners, one mentor is appointed. The course coordinators plan the course delivery as mentioned in the guidelines. A four-credit Course is planned for 120 hrs with 20 hrs e-tutorial, 20 hrs e- content, 15 hrs Interactive/ Live Session, 21 hrs Discussion Forum /asynchronous Mentoring, 44 hrs of Self Study and Assessment. A three-credit Course is planned for 90 hrs with 15 hrs e-tutorial, 15 hrs e- content, 12 hrs Interactive/ Live Session, 15 hrs Discussion Forum /asynchronous Mentoring, 33 hrs of Self Study and Assessment. A two-credit Course is planned for 60 hrs with 10 hrs e-tutorial, 10 hrs e- content, 8 hrs Interactive/ Live Session, 10 hrs Discussion Forum /asynchronous Mentoring, 22 hrs of Self Study and Assessment. The well-planned format is verified by the Dean of the online program, reviewed by the Quality Head online program, and then approved by the Director online program.

Upload samples and authority approval.

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.

The Board of Studies of the Department holds the task of verifying the learning outcomes, objectives, and mapping according to the credit weightage. It is then approved by the Academic Council. The preparedness of the course delivery pedagogy based on the four quadrant approach was verified by the Dean Online program. The Quality Head reviewed it for implementation as per the UGC guidelines, and it was approved by the Director of Online Education.

Upload samples and authority approval

Part–VI: Programme Delivery through Learning Platform

6.1 Details of Learning Platform

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

- In case of SWAYAM Learning Platform, In case of SWAYAM Learning Platform, details of HEI having access to SWAYAM for the proposed programmes of study (with respective link), duly approved by the statutory bodies of the Higher Educational Institution empowered to decide on academic matters, for-Learner Authentication, Learner Registration, Payment Gateway and Learning Management System
- In case of Non-SWAYAM Learning Platform, evidence to ensure that it is not used in any franchise arrangement with a private service provider and HEI has the ownership of offering Online programmes including all the required components of Online education and compliance to all the provisions of the regulations

The HEI offers online programs through its own Non-Swayam platform. The platform is developed based on the requirements of UGC and customized to meet the HEI's needs. The LMS learn.online programs.in have integration with video conferencing platforms, a live chat facility, recordings of live classes, scheduled doubt-clearing sessions, an online grievance redressal system, feedback collection, and FAQs with a secure online fee payment gateway. This enhances the administrative and academic efficiency, fostering a collaborative learning environment. <https://learn.onlineprograms.in/login>

6.2 Compliance status in respect of the Programme delivery

HEI shall mention mechanism followed to ensure the learner's participation atleast 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)

Every week end interactive live session are scheduled and a Time – Table is generated exclusively for these live classes. The HEI follows the course delivery as suggested by the UGC guidelines. The learners participate actively in synchronous and asynchronous discussions and Assignment activities. The Course coordinators prepare a course delivery plan as suggested by UGC guidelines Annexure –VII and follow the same based on the four quadrants, e- tutorial, e- content, Discussion forum and Assessment.



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

No

- a. Provide details as under:
- b. Upload approval of statutory authorities of the Higher Educational Institution:
Upload

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

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

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	YES	
Uploading of the following on HEI website (Mention link)			
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Online mode	https://www.drmgrdu.ac.in/Regulations/124	
3.	Copies of the letters of recognition from Commission and other relevant statutory or Regulatory authorities	https://www.drmgrdu.ac.in/course-details.php?academic=15&department=29	

4.	Programme details including brochures or programme guides interalia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	https://www.drmgrdu.ac.in/uploads/online/ODL_Brochure.pdf https://www.drmgrdu.ac.in/Admissions/465	
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	https://www.drmgrdu.ac.in/course-details.php?academic=15&department=29#academics https://www.drmgrdu.ac.in/course-details.php?academic=15&department=29#faculty https://www.drmgrdu.ac.in/course-details.php?academic=15&department=29#faculty	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counseling /mentoring, assignments and feedback thereon, examinations, result declarations etc.	https://www.drmgrdu.ac.in/course-details.php?academic=15&department=29#introduction	
7	Detailed strategy plan related to Online programmedelivery,ifanyincludinglearning materialsofferedthroughOnline and learner assessment system and quality assurance practices of Online learning programmes	https://www.drmgrdu.ac.in/course-details.php?academic=15&department=29	
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	https://www.drmgrdu.ac.in/course-details.php?academic=15&department=29#research	


9	Information regarding all the programmes recognized by the Commission	https://www.drmgrdu.ac.in/uploads/online/ODL_Brochure.pdf	
10	Data of year-wise and programme- wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	https://www.drmgrdu.ac.in/uploads/online/Learner-Enrollment-Details.pdf	
11	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes;	https://www.drmgrdu.ac.in/uploads/online/e-learning%20material.pdf	
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	https://www.drmgrdu.ac.in/course-details.php?academic=15&department=29#introduction	
13	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	NO	NA
14	Details of proctored examination in case of end semester examination or term end examination of Online programmes	https://www.youtube.com/watch?v=bI1whulmbE8	
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	https://www.drmgrdu.ac.in/course-details.php?academic=15&department=29#research	
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	NO	Not Applicable as five years not completed


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Part– VIII: Admission and Fees**8.1 Compliance status of ‘Admissions and Fees’–As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

S.No	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in Online mode, shall render the enrolment invalid	YES
2.	A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	YES
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	YES
4	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from Deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners	YES



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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 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 with in, 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 inconsonance with the resources	YES


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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 detail softest 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 there in whether such member is employed on regular or contractual basis or any other	YES
8.(h)	Pay and other emoluments payable for each category of teachers and other employees	YES
8.(i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	NOT APPLICABLE
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	YES

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	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 percent age 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;	YES

	(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 authorized 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
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8.2 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:

YES

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.

A student grievance regarding LMS portal accessibility is contained immediately by contacting the technical team. The team identified it as a server issue. The issue is rectified within 24 hours by the technical team. A request to mention the specialisation in the mark sheet, is addressed as a grievance. The grievance cell identified that as per the regulation of HEI it cannot be included. Hence the problem is escalated to the Director online program for further action.

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9.2 Details of Grievance received


Numbers of Grievance Received	Numbers of Grievance Resolved
5	5


9.3 Complaint Handling Mechanism

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

1. Grievance Box in the website:

- Students can log-in to the online website: www.onlineprograms.drmgrdu.ac.in and click on the Grievance Box tab. A link will open in which they can register the complaint against the specific heading.
- An "Online Grievance Registration Number" will be generated.
- The complaint will be acknowledged by the Nodal Officer within the next 2 days.
- The complaint will be closed within 15 working days.
- If the complaint cannot be resolved within 15 working days, the Nodal Officer will provide an interim response to the student within 15 working days.
- The Nodal Officer will also update the student on the progress of the complaint every 15 working days until it is resolved.


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2. Registering the Grievance through E Mail:

- Students can also directly send their complaints to the following Mail ID: solutions.odl@drmgrdu.ac.in.
- An "Online Grievance Registration Number" will be generated.
- The complaint will be acknowledged by the Nodal Officer within the next 2 days.
- The complaint will be closed within 15 working days.
- If the complaint cannot be resolved within 15 working days, the Nodal Officer will provide an interim response to the student within 15 working days.
- The Nodal Officer will also update the student on the progress of the complaint every 15 working days until it is resolved.
- **Confidentiality:** The University will maintain the confidentiality of the complainant as far as possible.
- **Withdrawal of Complaint:** At any time the student, without any prejudice, will be allowed to withdraw the complaint.
- **Escalation Mechanism:** In case there is no communication received by the complainant or no action taken on the complaint within 15 days, the complainant has the right to escalate it directly to the Additional Registrar – Planning & Development.

9.4 Details of Complaints received from UGC (DEB)

Numbers of Complaint Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)
NIL	NIL	NIL


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Part-X: Innovative and Best Practices

10.1 Innovations introduced during academic year

The LMS is synced to a Mobile App Dr.MGR COP making the learning platform easier to use anywhere anytime.

10.2 Best Practices of the HEI

The Centre for Online Program has the best practice titled "Meet Your Batch mates" an unique event in which the online program students meet each other offline on the university premises. The students build up a network among them as well as with the Academicians of the HEI.


10.3 Details of Job Fairs conducted by the HEI


Job Fairs conducted by the HEI's placement and training cell

10.4 Success Stories of students of Online mode of the HEI

Our student V.Vidya who is a technical project manager, in maverick systems limited feels that the support provided was invaluable and made her transition from engineering to MBA Program seamless. The mentors are committed to student's success which defines MGR University.

Dr.Bhavna the Alumni, says that as a graduate of Dr.MGR University Online MBA programme, I can say that the experience was truly enriching and fulfilling. One of the most significant benefits of Dr.MGR University online MBA programme is the flexibility it provides. The programme is designed to allow students to work at their own pace and convenience to complete the course work. This is especially useful for working professional like me who have hectic schedules and are unable to commit traditional on campus classes. The online format also allows me to study from anywhere, at any time, and has allowed me to keep working while pursuing my degree. The faculty members are extremely knowledgeable and experienced in their fields, and they have been extremely supportive throughout my journey.


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10.5 Initiatives taken toward conversion of e-LM in to Regional Languages

The Departments were asked to convert the e-LM in to Regional Languages as per the request of the students.

10.6 Number of students placed through Campus Placements


The learners who opt for our online programs are working professionals. They learn to enhance their knowledge and also to get promoted to higher designations.


10.7 Details of Alumni Cell and its activity

The MGR Alumni Association serves our Alumni with the motto of "Stay connected to share & Care". The Alumni cell takes responsibility for the registration of all the outgoing students and also maintains the current information of all Alumni. They compile the achievements, Progress and successful careers of the distinguished Alumni. Alumni are invited as special invitees to deliver guest lectures and seminars. Alumni funds are utilized to develop libraries, equipment, Buildings, etc. The Institution also provides a range of discounts for Alumni.

10.8 Any other Information

The HEI is expanding its horizon into new skill-based programs based on the industry demands and the job market.


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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.

Udhaya 10/8/2024

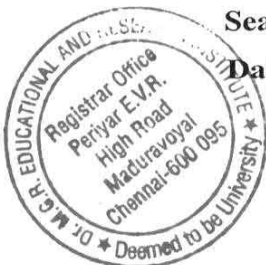
Signature of the Director:

Name: Dr. P. Udhaya Kala

Seal:

Date: 10/8/2024

DIRECTOR-CIQA
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C.B. Palanivelu 10/8/24

Signature of the Registrar:

Name: Dr. C.B. Palanivelu

Seal:

Date: 10/8/24

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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

