



Dr. M.G.R.
EDUCATIONAL AND RESEARCH INSTITUTE
DEEMED TO BE UNIVERSITY

University with Graded Autonomy Status
(An ISO 21001 : 2018 Certified Institution)
Periyar E.V.R. High Road, Maduravoyal, Chennai-95, Tamilnadu, India.



Dr. M.G.R. Educational and Research Institute, Chennai, India

External Audit Report – Online Program

2021–2022 to 2025-2026 (5 years)



Introduction

An External Academic and Admin Audit of the Online Program offered by Dr M.G.R. Educational and Research Institute was conducted to evaluate compliance with the University Grants Commission – Distance Education Bureau (UGC-DEB) Regulations and the Centre for Internal Quality Assurance (CIQA) framework. The audit assessed governance, academic processes, learner support, learning management system, assessment practices, faculty development, feedback mechanisms, IT infrastructure, documentation, and institutional quality assurance practices.

A. Governance

The organisational structure of the Online Program is clearly defined with documented roles and responsibilities. The CIQA has been constituted in accordance with UGC-DEB guidelines, comprising internal members and external experts. Minutes of Meetings (MoM) and Action Taken Reports (ATR) demonstrate regular CIQA meetings and effective monitoring of quality initiatives. External experts actively participate in CIQA deliberations, and the Annual CIQA Report reflects continuous quality improvement initiatives.

Observation: Fully compliant with UGC-DEB governance requirements.

B Programme Approval and Compliance

All online programmes are approved through the Board of Studies (BoS), and relevant records were verified. The programmes are listed on the UGC-DEB portal, and documentary evidence confirming recognition was produced. Programme Project Reports (PPRs) were available and prepared in accordance with UGC-DEB guidelines, including curriculum design, learning outcomes, assessment strategy, and learner support.

Observation: Programme approvals and regulatory compliance are satisfactory

C. Learning Management System (LMS)

The MGR Online LMS effectively supports online learning through:

- Comprehensive e-Tutorials aligned with course outcomes.
- Well-developed e-Content including video lectures, reading materials, and self-learning resources.
- Interactive discussion forums promoting learner engagement.
- Online assessment modules supporting formative and summative evaluations.
- User analytics for monitoring learner participation and academic progress.

The LMS is user-friendly, secure, and provides adequate academic support to learners.

Observation: LMS infrastructure effectively supports quality online education.

D. Learner Support

Admission procedures are transparent and supported through documented admission workflows and outreach activities. Mentor–Mentee allocation is well maintained, with appropriate faculty-student ratios. Records of mentor meetings indicate regular academic guidance and counselling.

A structured grievance redressal mechanism is in place with documented corrective actions. Students are provided opportunities to participate in co-curricular and extracurricular activities, including guest lectures, industry interactions, induction programmes, and "Meet Your Batchmates" sessions.

Observation: Learner support services are comprehensive and student-centric.

E. Assessment and Academic Integrity

The University follows a structured assessment framework comprising formative and summative assessments. Internal assessment methods are clearly documented with appropriate weightage.

Summative examinations are conducted through secure online examination workflows. Proctoring mechanisms are implemented to ensure examination integrity. Sample hall tickets and grade sheets comply with UGC-DEB requirements.

Observation: Assessment processes are transparent, secure, and compliant with regulatory norms.

F. Faculty and Capacity Building

Qualified faculty members and Course Coordinators are assigned to handle online courses. Faculty members regularly participate in Faculty Development Programmes (FDPs) and training sessions on LMS usage, online pedagogy, instructional design, and digital teaching methodologies.

Observation: Faculty competency development is systematic and continuous

G. Feedback System

The institution collects structured feedback from students, faculty members, and alumni. Feedback analysis is presented through graphical reports, and the findings are utilized for curriculum enhancement, learner support improvement, and quality assurance initiatives.

Observation: Feedback mechanisms are effective and contribute to continuous improvement.

H. IT Infrastructure

The LMS operates on a reliable server infrastructure supported by backup and disaster recovery mechanisms. Documentation relating to server uptime, maintenance, and backup policies was verified.

Cybersecurity measures include secure authentication, controlled user access, encrypted data handling, and student data protection mechanisms.

Observation: IT infrastructure adequately supports uninterrupted and secure online education.

I. Documentation and Standard Operating Procedures

Standard Operating Procedures (SOPs) are available for admissions, content development and assessments. Risk registers identify operational and academic risks, along with mitigation strategies.

Academic calendars are published in advance, and evidence confirms adherence to scheduled academic activities.

Observation: Documentation practices are systematic and support institutional quality assurance.

SWOT Analysis

Strengths

- Strong institutional governance supported by an active CIQA.
- Fully functional Learning Management System with user analytics.
- Qualified and experienced faculty members.
- Transparent processes for admission, assessment, and learner support.
- Compliance with UGC-DEB regulations.
- Effective mentor–mentee system and grievance redressal mechanism.
- Continuous faculty development and quality improvement initiatives.

Weaknesses

- Although the LMS remains accessible through alternative methods, the integration between the web portal and the LMS is experiencing functionality issues.
- Increased student participation in discussion forums can be encouraged.
- Student enrolment across various programs can be improved.

Opportunities

- Expansion of industry collaborated skill oriented courses.
- Introduction of international collaborative online learning programmes.
- The e-repository can be strengthened by adding more digital resources.
- Strengthening alumni engagement for placement and mentoring.

Threats / Challenges

- Rapid technological changes require continuous LMS upgrades.
- Increasing cybersecurity risks are associated with online education.

- Growing competition among higher education institutions offering online programmes.
- Maintaining learner engagement and retention in fully online environments.





Overall Audit Opinion

Based on the review of documents, interactions with faculty members, verification of LMS functionalities, assessment processes, learner support mechanisms, and institutional quality assurance practices, the External Audit Committee concludes that the Online Program of Dr. M.G.R. Educational and Research Institute demonstrates substantial compliance with UGC-DEB Regulations and the CIQA Quality Assurance Framework.

The institution has established effective governance mechanisms, robust academic processes, adequate learner support, secure assessment practices, and a reliable technological infrastructure. The Online Program reflects a culture of continuous quality improvement and is well-positioned to sustain high standards in online education.

Recommendations

1. Expand AI-enabled personalized learning and adaptive assessment tools.
2. Increase industry interaction through virtual internships, webinars, and expert sessions.
3. Continue periodic faculty training on emerging digital pedagogies and educational technologies.
4. Strengthen cybersecurity awareness programmes for faculty and students.

Auditor's Conclusion

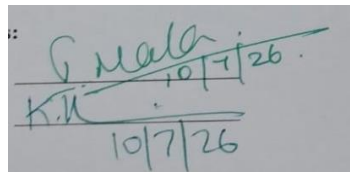
The Online Program is found to be **Compliant** with UGC-DEB regulations and institutional quality assurance requirements. Minor recommendations are provided for continuous enhancement. The programme is recommended for continuation with ongoing quality improvement initiatives.

Audit Status: Compliant

Audit Date: 10/7/2026

Signatures:

External Auditors

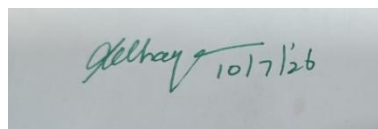


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Declaration

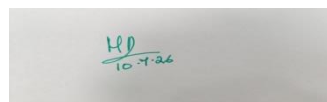
This external audit has been conducted independently based on the documents produced, observations made during the audit, interactions with stakeholders, and verification of institutional processes. The findings are presented in accordance with the UGC-DEB Regulations and the CIQA Quality Assurance Framework.

Director, CIQA



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10/7/26

Director, Online Program



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10-7-26