

Centre for Internal Quality Assurance (CIQA)

Objectives of CIQA:

- i. To prepare a Programme Project Report (PPR) for each programme according to the norms and guidelines prescribed by the UGC and wherever necessary by the appropriate regulatory authority having control over the programme;
- ii. To get the Programme Project Report approved by the appropriate authority of the University and the Commission before launch of the programme;
- iii. To oversee the development of Self Learning Material (SLM), integration of Information and Communication Technology (ICT).
- iv. To put in place monitoring mechanism to ensure the proper implementation of Programme Project Reports.
- v. To design annual plans for quality level enhancement at the level of the Higher Educational Institution and ensure their implementation.
- vi. To arrange for feedback responses from students, employers and other stakeholders for quality related institutional processes.
- vii. To develop quality benchmarks or parameters for the various academic and administrative activities of the Higher Educational Institution;
- viii. To organize workshops or seminars on quality related themes and Higher Educational Institution wise dissemination of the proceedings of such activities;
- ix. To suggest restructuring of programmes in order to make them relevant to the job market.

- x. To develop and implement innovative practices in major areas leading to quality enhancement in services to the learners.
- xi. To create learner centric environment rather than institution centric environment;
- xii. To develop and maintain a central database on academic and administrative activities of IDOL.
- xiii. To adopt measures to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit.
- xiv. To conduct or encourage system based research to bring about qualitative change in the entire system;
- xv. To coordinate between the Higher Educational Institution and the UGC for various quality related issues or guidelines;
- xvi. To record activities undertaken on quality assurance in the form of an annual report; and
- xvii. To coordinate recognition and accreditation of the Higher Educational Institution.

Activities of CIQA:

- To build and ensure a quality culture, appropriate structure and processes with enough flexibility to meet the diverse needs of the stakeholders of the University.
- To plan, guide and monitor Quality Assurance (QA) and Quality Enhancement (QE) activities of the University.
- To channelize and systematize the efforts and measures of the University towards academic excellence.

CIQA COMMITTEE:

S. No.	Name	Designation	Position
1	Prof.(Dr) B S Sohi	Pro Vice Chancellor	Chairperson
2	Dr. Gurpreet Singh	Associate Director (I.D.O.L.)	Member Secretary
3	Prof.(Dr) B Priestly Shan	Dean Academic Affairs	Member
4	Prof.(Dr) Satbir Singh Sehgal	Registrar	Member
5	Sh. Amit Mittal	DGM Accounts	Member
6	Prof. (Dr). Manaswini Acharya	Executive Director – Liberal Arts & Humanities	Member
7	Dr. Nilesh Arora	Director – USB	Member
8	Dr. Arvinder Singh Kang	Director – Student Welfare	Member
9	Dr. Sofi Zahoor	Chief Executive Officer – Human Cap – India	External Member
10	Dr. K. K. Bajaj	Former Registrar – Jaypee University, Himachal Pradesh	External Member
11	Prof.(Dr.) S.S.Patnaik	Director – NITTTR , Chandigarh	External Member
12	Prof.(Dr.) Bharat Bhushan	Director – IGNOU	External Member
13	Prof.(Dr.) Manjulika Srivastava	Director – CIQA,IGNOU	External Member
14	Mr. Manish Kumar Sharma	Principal – UITHM	Member
15	Dr. Ashita Chadha	Professor – UILAH	Member
16	Dr. Manisha Malhotra	Professor & Head – UIC	Member
17	Dr. Nitin Pathak	Professor & Head – B.Com/M.Com	Member
18	Dr. Nikhil Varghese	Professor & Head – MBA	Member
19	Prof. Parmod Kumar	Professor & Head – BBA	Member
20	Dr. Anuj Bhardwaj	Assistant Director – IQAC	Member
21	Dr.Simran Jewanda	CIQA Office Coordinator	Member



**CHANDIGARH
UNIVERSITY**

Discover. Learn. Empower.

**NAAC
GRADE A+**

Accredited University

Ref. No. CU/R/M/2020-21/1397

Date: 30-03-2021

**Meeting Proceedings of
Center for Internal Quality Assurance (C.I.Q.A.)
(Thursday, March 25, 2021 at 2:30 p.m.)**

**Venue: Online Meeting
Chandigarh University
Gharuan (Mohali)**

The meeting for the Center for Internal Quality Assurance (C.I.Q.A.) for IDOL programs was held Online on Thursday, March 25, 2021 at 2:30 p.m. through Google Meet link:

<https://meet.google.com/qcd-oiww-bda>

The following members were present in the meeting:

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|-------------------------------------|---|
| 1. Prof. (Dr.) Satbir Singh Sehgal | Registrar |
| 2. Prof. (Dr.) Manaswini Acharya | Executive Director -Liberal Arts & Humanities |
| 3. Mr. Sofi Zahoor | Chief Executive Officer - Human Cap ~ India |
| 4. Dr. K. K. Bajaj | Former Registrar - Jaypee University, H.P. |
| 5. Prof. (Dr.) Bharat Bhushan | Director - IGNOU |
| 6. Prof. (Dr.) Manjulika Srivastava | Director - CIQA, IGNOU |
| 7. Dr. Gurpreet Singh | Associate Director (I.D.O.L.) |
| 8. Dr. Anuj Bhardwaj | Assistant Director - IQAC |
| 9. Mr. Manish Kumar Sarawat | Chief Finance Officer |
| 10. Dr. Ashita Chadha | Professor & Head - UILAH |
| 1. Dr. Manisha Malhotra | Professor & Head - UIC |
| 12. Dr. Nitin Pathak | Professor & Head – Commerce |
| 13. Dr. Nikhil Varghese | Professor & Head - MBA |
| 14. Prof. Parmod Kumar | Professor & Head - BBA |
| 15. Dr. Simran Jewanda | CIQA - Office Coordinator |

Prof.(Dr.) Satbir Singh Sehgal welcomed all the members on behalf of Hon'ble Pro-Vice Chancellor. Dr. Gurpreet Singh apprised the house about the courses offered in IDOL mode of Chandigarh University and further requested the members to discuss upon the agendas of the meeting.

The following are the important points of discussions:

Agenda item no.1: To devise mechanism to ensure that the quality of Open and Distance Learning Programs and Online Programs matches with the quality of relevant programs in conventional mode.

1. The detailed deliberation upon pros and cons of three leaning systems i.e., Convention mode of studies vs, open and Distance Learning mode of studies and the Third one Online mode of studies. Dr. K.K..Bajaj suggested that the mechanism so adopted or made should take care of at least three fundamentals. One is the quality of the courses, service quality, and at the same time, how we can receive or elicit the response from our students. He further opined that our concern here should be not to create a kind of a craft or a kind of a mechanism to match the qualities of the three system but make them so appealing, so credible, so attractive, as to be having no problem of interchangeability.
2. Mr. Sofi Zahoor opined that one of the benefits of Online Learning mode is that it will make the students self-regulated learners. The second great benefit will be adapting our next gen for international online community that brings tremendous diversity and brings tremendous ideas. Collective intelligence from people from different parts of the world. And the other big benefit and change is collaboration. Going from offline to online, there is a great deal for the faculty, universities, as well as students an opportunity to collaborate with classmates and teachers around the world.

Agenda item no.2: Creation, reviewing and standardization in terms of Quality of Self Learning Materials (SLMs), Personal contact program (PCP) and Student Support Service.

1. **Prof (Dr.) Manjulika Srivastava** opined that in the ODL system, there are two major subsystems which needs to be focused on First is self-learning materials and the another is learner support system. We can ensure quality of the programs when we ensure quality of these two aspects. She further advocated that UGC regulations have very clearly spelled out the steps involved in the development of design and development of the self-learning materials. So, the institutions should strictly follow that, and especially IDOL must strictly follow that pattern which will ensure the quality of SLMs, about learner support the regulations are quite elaborating, they will cover all aspects. If any institution follows those strictly, quality will automatically come in. She further suggested that the development of the materials should not be only print based, and incorporate use of other media and make it more interesting so that it is more engaging for the learners and learner's satisfaction a very important aspect.
2. **Prof.(Dr.) Bharat Bhushan** opined that apart from development of Course material, Maintenance of Program, conducting examination is also very important and credibility of institution is depend only on how examination is being conducted and how results are being declared well in time. He further opined that as our learners are the ambassador who carry the image of Institution, their level of satisfaction is surely of at most important for every institution.

Agenda item no.3: Introduction of Employability Linked Skilling Program in the Blended / Online Learning Mode for the students in view of National Education policy 2020.

Prof (Dr.) Manjulika Srivastava deliberated that NEP 2020 has addressed a lot of new things and offered CBSs based programmes and if we follow the CBCS pattern, then there is a lot of opportunity on the employability side. It is very important that we must focus on outcome-based learning.

Agenda item no.4: To devise mechanism for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, and employers for quality improvement.

1. **Prof (Dr.) Manjulika Srivastava** stressed upon to obtain feedback of all stakeholders, i.e. from the teachers, the subject experts, the students the alumni, the non-academic staff of the university, because whatever feedback is obtained, that will be ploughed back into the system for the betterment of the system, and this is a very essential activity as it will not only improve the quality of the institution but quality of all the operations processes and debugging before everything is being evaluated and assessed.
2. It was also deliberated by the members that Quality is an important feature of ODL as well as of the Online mode of learning and it continues to be weighed, continues to be scrutinized to give the service quality that people & the stakeholders expect of it.
3. The workshops should be conducted to strengthen the host writers for SLM writing, bringing experts from different institutions having subject expert, editors for development of Course material. Then from time to time, we must give orientation to our faculty to incorporate technologies that how we can incorporate the effectively deliver our programs.

Agenda item no.5: To develop mechanism for Academic Audit & Student Satisfaction Survey (SSS)

1. The elite members had detailed deliberation on the Academic Audit and Student Satisfaction Survey. **Dr. K.K. Bajaj** opined that the internal academic audit is a means to popularize the health of academics as also to empower our faculty and each and everything which is correlated or which is designed or which is directed towards academics will come in. it is related to syllabus empowerment and overall improvement of students, it must improve the research of the faculty and listen to what the stakeholders perceive. Academic audit eventually means that we should introspect on the course, how the learning takes place, and how the teaching takes place.
2. **Prof (Dr.) Manjulika Srivastava** was of the view that it is simply not just evaluating the seven criteria laid down by NAAC. In fact it is very comprehensive exercise where all the process and the operations of the institution are evaluated whether they are academic or administrative.
2. She further deliberated that the second part of academic Audit is to obtain the feedback from all the stakeholders. That is from the teachers, the subject experts, the students the alumni the non-academic staff for the university. You have to obtain feedback of all because whatever feedback is obtained through the audit process that will be ploughed back into the system for his betterment and this is a very essential activity because it will improve not only the quality of the institution but quality of all the operations processes and debugging before everything is being evaluated and assessed.

Agenda item no.6: Finalization of Assignment format for master's degree Programs.

Dr. Gurpreet Singh apprised the house about assignment format for Master's degree programs.

Agenda item no.7: Any other item with the permission of Chairperson.

~ NIL ~

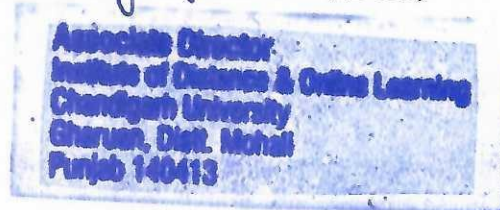
The meeting ended with a vote of thanks to the Chair.

Submitted for kind consideration & approval:


Registrar




Associate Director – (IDOL)



Ref. No. CU/R/M/2021-22/1619

Date: 13 APRIL 2022

**Meeting Proceedings of
Centre for Internal Quality Assurance (C.I.Q.A.)
(Saturday, January 15, 2022, at 2:00 p.m.)**

**Venue: Online Meeting
Chandigarh University
Gharuan (Mohali)**

The meeting for the Centre for Internal Quality Assurance (C.I.Q.A.) for IDOL programs was held Online on Saturday, January 15, 2022, at 2:00 p.m. through Zoom Meet link:

<https://cuchd-in.zoom.us/j/93990206991?pwd=a1Yvdy9zTjhHNUJsQ1kzbThhMW15QT09>

The following members were present in the meeting:

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| 1. Prof. (Dr.) B Priestly Shan | Dean-Academic Affairs |
| 2. Prof (Dr.) Atul Bansal | Dean Examination |
| 3. Dr. Nitya Prakash | Director (I.D.O.L.) |
| 4. Prof. (Dr.) Amarjeet Kaur | Dean Faculty of Commerce & Management, Gurugram University, (A Haryana State Govt University), Gurugram, Haryana. |
| 5. Dr. Balwinder Singh | Associate Professor, NITTTR, Chandigarh |
| 6. Mr. Sofi Zahoor | Chief Executive Officer, Human Cap, India |
| 7. Dr. K. K. Bajaj | Former Registrar, Jaypee University, Himachal Pradesh |
| 8. Dr. Anuj Bhardwaj | Associate Director - IQAC (Ranking & Accreditation) |
| 9. Dr. Gurpreet Singh | Associate Director – IDOL |
| 10. Mr. Manish Kumar Sharma | Principal – UITHM |
| 11. Dr. Manisha Malhotra | Professor & Head – UIC |
| 12. Dr. Nikhil Varghese | Professor & Head – MBA |
| 13. Dr. Simran Jewanda | CIQA Office Coordinator |

Prof. (Dr.) Nitya Prakash, Director-IDOL welcomed all the members on behalf of Hon'ble Vice Chancellor, Chandigarh University. Dr. Gurpreet Singh, Member Secretary apprised the house about the courses offered in ODL/OL mode of Chandigarh University and further requested the members to discuss upon the agendas of the meeting.

The following are the important points of discussions:

Agenda item no.1: Confirmation of the minutes of the 1st meeting of CIQA committee held on 25/Mar/2021 and Submission of Action Taken Report (ATR) of 1st CIQA meeting

The following Action Taken Report (ATR) of the previous meeting held on 25.03.2021 was presented:

S. No	Meeting Agenda Points	Points of Discussion	Action Taken	Status as on date
1	Agenda item no.1: To devise mechanism to ensure that the quality of Open and Distance Learning Programs and Online Programs matches with the quality of relevant programs in conventional mode	1. Detailed deliberation upon pros and cons of three Learning system i.e., Convention mode of studies vs, open and Distance Learning mode of studies and the Third one Online mode of studies. Dr. K K Bajaj suggested that the mechanism so adopted or made should take care of at least three fundamentals. One is	Department Quality Assurance Committee (DAQC) has been setup to review E-Tutorial (Videos), E-Content (PDF, Text, E-Book, Illustrations and Documents including Web-Resources related links like Open Education Resources etc.	Implemented.

		<p>the quality of the courses, service quality, and at the same time, how we can receive or elicit the response from our students. He further opined that our concern here should be not to create a kind of a craft or a kind of a mechanism to match the qualities of the three system but make them so appealing, so credible, so attractive, as to be having no problem of interchangeability.</p> <p>2. Mr. Sofi Zahoor opined that one of the benefits of Online Learning mode is that it will make the students self-regulated learners. The second great benefit will be adapting our next gen for international online community that brings tremendous diversity and brings tremendous ideas. Collective intelligence from people from different parts of the world. And the other big benefit and change is collaboration. Going from offline to online, there's a great deal for the faculty, universities, as well as students an opportunity to collaborate with classmates and teachers around the world.</p>	<p>The recommendation of the committee has been implemented and compliance report has been submitted to the Committee.</p>	
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2	<p>Agenda item no.2: Creation, reviewing and standardization in terms of Quality of Self Learning Materials (SLMs), Personal contact program (PCP) and Student Support Service.</p>	<p>1. Prof (Dr) Manjulika opined that in the ODL system, there are two major subsystems which needs to be focused on First is self-learning materials and the another is learner support system. We can ensure quality of the programs when we ensure quality of these two aspects. She further advocated that UGC regulations have very clearly spelled out the steps involved in the development of design and development of the self-learning materials. So the institutions should strictly follow that, and especially IDOL has to strictly follow that pattern. And that will ensure the quality of SLMs. And regarding learner support the regulations are quite elaborating, they'll cover all aspects. If any institution follows those strictly, quality will automatically come in. She further suggested that the development of the materials should not be only print based, and incorporate use of other media and make it more interesting so that it is more engaging for the learners and learners' satisfaction a very important aspect</p> <p>2. Prof. (Dr) Bharat Bhushan opined that apart from development of Course material, Maintenance of Program, conducting examination is also very</p>	<p>A Committee of Subject matter experts have been formed which review quality of Self Learning Materials as per the guidelines of UGC BEB Regulations, September 2020 (Annexure VI & VII).</p> <p>The Personal Contact Program (PCP) are conducted in campus/ online as per UGC DEB Regulations, September 2020, Annexure -VIII (III) (2), Pg. 103.</p> <p>Student Support Service is provided to the learners as academic and administrative support through in-built mechanism in Learning Management System (LMS) account of the learner. Apart from this, a dedicated toll free number and helpdesk E-mail ID has been provided to the learners which may also be accessed via Web Site.</p> <p>As per UGC DEB Regulations, September 2020, Annexure-X, Grievances redress mechanism has also been set up at Institute of Distance and Online Learning,</p>	Implemented.
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		important and credibility of institution is depended only on how examination is being conducted and how results are being declared well in time. He further opined that as our learners are the ambassador who carry the image of Institution, their level of satisfaction is surely of utmost important for every institution.	Chandigarh University.	
3	Agenda item no. 3 : Introduction of Employability Linked Skilling Program in the Blended/Online Learning Mode for the students in view of National Education policy 2020.	Prof (Dr) Manjulika deliberated that NEP 2020 has addressed a lot of new things and offered CBCS based programmes and if we follow the CBCS pattern, then there is a lot of opportunity on the employability side. It is very important that we must focus on outcome-based learning.	WorkEx programme has been initiated wherein interested students register themselves and undergo training in Skill Enhancement Programme such as Soft Skill, Understanding & Developing Emotional Intelligence, Interpersonal Skill Self-Assessment and Advance Communication Skill.	Implemented.
4	Agenda item no.4 : To devise mechanism for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society and employers for quality improvement.	1. Prof (Dr) Manjulika stressed upon to obtain feedback of all stakeholders, i.e. from the teachers, the subject experts, the students the alumni, the nonacademic staff of the university, because whatever feedback is obtained, that will be plowed back into the system for the betterment of the system, and this is a very essential activity as it will not only improve the quality of the institution but quality of	Structured feedback is taken through various mechanism, such as Learning Management System, Google Form through E-mail, Tele Calling, Survey and Voting. Based on the feedback of all stakeholders, necessary changes are done on all policies related to stakeholders.	

		<p>all the operations processes and debugging before everything is being evaluated and assessed.</p> <p>2. It was also deliberated by the members that Quality is an important feature of ODL as well as of the Online mode of learning and it continues to be weighed, continues to be scrutinized to give the service quality that people expect of it. The stakeholders expect of it.</p> <p>3. Workshops should be conducted to strengthen the host writers for SLM writing, bringing experts from different institutions having subject expert, editors for development of Course material. Then time to time we have to give orientation to our faculty to incorporate technologies that how we can incorporate the effectively deliver our programs.</p>		
5	<p>Agenda item no.5 : To develop mechanism for Academic Audit & Student Satisfaction Survey (SSS)</p>	<p>1. Elite members have detailed deliberation on the Academic Audit and Student Satisfaction Survey. Dr. K.K. Bajaj opined that internal academic audit is a means to popularize the health of academics as also to empower our faculty and each and every thing which is correlated or which is designed or which is directed towards academics will come in.</p>	<p>Department Quality Assurance Committee (DAQC) has been setup at Institute of Distance and Online Learning, Chandigarh University as well as IQAC (internal Quality Assurance Cell) has been setup</p> <p>Regular meetings are conducted wherein feedback received from</p>	Implemented.

		<p>it is related to syllabus empowerment and overall improvement of students, It must improve the research of the faculty and also listen to what the stakeholders perceive. Academic audit eventually means that we should introspect on the course, how the learning takes place, and how the teaching takes place.</p> <p>2. Prof (Dr) Manjulika was of the view that it is simply not just evaluating the seven criteria laid down by NAAC. In fact it is very comprehensive exercise where all the process and the operations of the institution are evaluated whether they're academic or administrative.</p> <p>She further deliberated that the second part of academic Audit is to obtain the feedback from all the stakeholders. That is from the teachers, the subject experts, the students the alumni the non-academic staff for the university. You must obtain feedback of all because whatever feedback is obtained through the audit process that will be plowed back into the system for his betterment and this is a very essential activity because it will improve not only the quality of the institution but quality of all the</p>	<p>various stakeholders is discussed and grievances so received are well addressed.</p>	
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		operations processes and debugging before everything is being evaluated and assessed		
6	Agenda item no. 6: Finalization of Assignment format for master's degree Programs.	Dr. Gurpreet apprised the house about Assignment format for master's degree Programs	The Questionnaire of assignment is vetted by DQAC (Department Quality assurance committee) and then circulated to all the students.	Implemented
7	Agenda item no. 7: Any other item with the permission of Chairperson	NA	NA	NA

The committee approved the Minutes of CIQA Committee Meeting held on 25th March 2021 and endorsed the decisions taken by the members.

Agenda item no.2: Discussion on Curriculum formulation and Implementation of four quadrant approach as per SWAYAM guidelines for the designing of courses of New Programme's in Online mode to be launching from Feb-2022 session.

- i) MA English
- ii) MA Economics
- iii) MSc. Mathematics
- iv) MCA

1. The detailed deliberation upon pros and cons of three leaning systems i.e., Convention mode of studies vs, open and Distance Learning mode of studies and the Third one Online mode of studies. **Dr. K.K.Bajaj** suggested that the mechanism so adopted or made should take care of at least three fundamentals. One is the quality of the courses, service quality, and at the same time, how we can receive or elicit the response from our students. He further opined that our concern here should be not to create a kind of a craft or a kind of a mechanism to match the qualities of the three system but make them so appealing, so credible, so attractive, as to be having no problem of interchange ability.

2. **Prof. (Dr.) Amarjeet Kaur** the learners' engagement will be monitored via participation in asynchronous / synchronous discussions, assignment activity and Programme involvement. The analytics of Learning Management System shall be used for ensuring the learner's participation at least for 2 hours every fortnight.

3. **Dr. Balwinder Singh** said the final evaluation of a course shall be based on internal assessment and semester end examination and the internal assessment (with a maximum of thirty per cent. marks) based on instruments such as discussion forums, quizzes, assignments, sessional examinations, and the complete evaluation scheme of a course shall be announced at the time of launch of the course.

4. **Mr. Sofi Zahoor** opined that one of the benefits of Online Learning mode is that it will make the students self-regulated learners. The second great benefit will be adapting our next gen for international online community that brings tremendous diversity and brings tremendous ideas. Collective intelligence from people from different parts of the world. And the other big benefit and change is collaboration. Going from offline to online, there is a great

deal for the faculty, universities, as well as students an opportunity to collaborate with classmates and teachers around the world.

Agenda item no.3: To Present Features & Highlights on own LMS "Open Edx".

1. Dr. Nitya Prakash apprised the members about "Open Edx" LMS features such as

i) Empower learners and instructors -

- Interactive forums and discussion boards
- Advanced learner and Instructor dashboards
- Live video conferencing

ii) Cross-device / cross-platform

- Works on any device
- Seamlessly integrates with third party tools and extensions such as Salesforce

iii) Extensible and inclusive

- Customizable and easy to use
- Create your own learning platform in minutes
- Use on-premises or in the cloud
- Single tenant or multi-tenant

iv) Rich authoring experience

- Interactive content with adaptive video streaming
- Multimedia, animation, and simulation
- AR, VR, and more

v) Intelligent analytics

- Dashboards with near real-time data analysis
- Insights for course teams
- Extensive data collection for learning researchers & instructors

2. Dr. Balwinder Singh opined that in the ODL system, there are two major subsystems which needs to be focused on First is self-learning materials and another is learner support system. We can ensure quality of the programs when we ensure quality of these two aspects. She further advocated that UGC regulations have very clearly spelled out the steps involved in the development of design and development of the self-learning materials. So, the institutions should strictly follow that, and especially IDOL must strictly follow that pattern which will ensure the quality of SLMs, about learner support the regulations are quite elaborating, they will cover all aspects. If any institution follows those strictly, quality will automatically come in. She further suggested that the development of the materials should not be only print based and incorporate use of other media and make it more interesting so that it is more engaging for the learners and learner's satisfaction a very important aspect.

3. Prof. (Dr.) Amarjeet Kaur opined that apart from development of Course material, Maintenance of Program, conducting examination is also very important and credibility of institution is dependent only on how examination is being conducted and how results are being declared well in time. He further opined that as our learners are the ambassador who carry the image of Institution, their level of satisfaction is surely of at most important for every institution.

Agenda item no.4: Review and approval of quality assurance mechanism for ODL/OL Programme's and Self Learning Material (SLM) and report the status of development of SLM in ODL Programmes and Module's development in OL Programme's.

1. **Dr. K K Bajaj** opined that Learning materials serve as major learning resources for distance learners, and quality learning materials help students learn effectively at a distance. The comprehensive aspects of design, development, production, and quality assurance of multi-media learning materials to be considered while development of SLM.

2. **Dr. Balwinder Singh** opined that Effective design of instruction is essential, as in distance education it is the institution rather than the teacher teaches. The learning materials should thus be designed to be user-friendly for the learners' self-study and independent learning activities. Designing effective instructional systems for distance learning involves activities which include identifying needs and goals, analysing instruction, developing materials and planning delivery system, piloting the materials, and revising the materials.

3. **Mr. Sofi Zahoor** deliberated that NEP 2020 has addressed a lot of new things and offered CBSs based programmes and if we follow the CBCS pattern, then there is a lot of opportunity on the employability side. It is very important that we must focus on outcome-based learning.

4. **Prof. (Dr.) Amarjeet Kaur** opined that Quality is an important feature of ODL as well as of the Online mode of learning and it continues to be weighed, continues to be scrutinized to give the service quality that people & the stakeholders expect of it.

Agenda item no.5: To Consider examination modalities of ODL/OL Programme's.

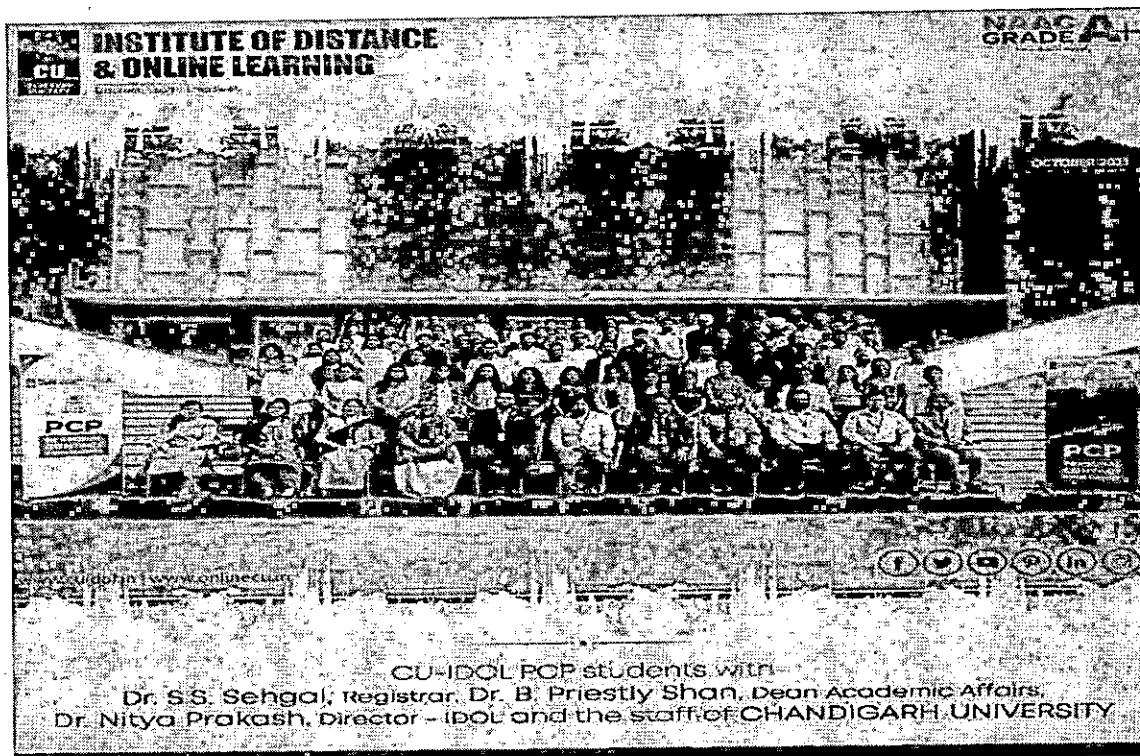
1. **Dr. K K Bajaj** apprised the all the members about D.O. No. F.9-8/2008 (CPP-I/PU), Dated 12th Aug .2015 by Secretary UGC, wherein the off-campus/study centre/outreach centre should be established with the prior approval of the UGC as mandated in the UGC (Establishment of and Maintenance of Standards in Private Universities) Regulations, 2003.

2. **Dr Balwinder Singh** opined that MCQ/ OMR based examinations, Open Book Examination, Open Choices, assignment/ presentation-based assessments etc. in compliance with CBCS requirements as prescribed by UGC from time to time.

3. **Prof. (Dr.) Amarjeet Kaur** opined that Institute of Distance & Online Learning may adopt efficient and innovative modes of examinations by reducing the time from 3 hours to 2 hours assigned to each examination, if need arises but without compromising the quality, so that the process may be completed in multiple shifts and, at the same time, sanctity to evaluate the performance of a student is also maintained.

Agenda item no.6: To report the status of PCP (Personal Contact Programme -2021) and consider the Feedback analysis of PCP session July- Dec-2021.

1. **Dr. Gurpreet Singh** presented status of PCP (Personal Contact Programme -2021) and the feedback analysis of PCP session July -Dec-2021. The committee members considered the status and feedback analysis.



2. **Prof (Dr.) Amarjeet Kaur** opined that to build confidence among the learners, about the importance of acquiring the knowledge Personal Contact Programme plays an important role. It also enhances personal relationship with the peer counterpart.
3. **Dr. K K Bajaj** said that the basic objective of PCP is to impart a feel of class room learning and interaction with the faculty members. This helps establishing face-to face contact between university teachers and the students under distance learning mode. Thus its significance can't be ignored. It is one of the key result areas of Distance Education learning program.

Agenda Item no 7: To strengthen the Students' Grievance Redressal Cell to redress the students' grievances of ODL & OL Programmes.

1. **Prof (Dr.) Amarjeet Kaur** stressed upon to obtain feedback of all stakeholders, i.e. from the teachers, the subject experts, the students the alumni, the non-academic staff of the university, because whatever feedback is obtained, that will be ploughed back into the system for the betterment of the system, and this is a very essential activity as it will not only improve the quality of the institution but quality of all the operations processes and debugging before everything is being evaluated and assessed.
2. She further deliberated that the second part of academic Audit is to obtain the feedback from all the stakeholders. That is from the teachers, the subject experts, the students the alumni the non-academic staff for the university. You have to obtain feedback of all because whatever feedback is obtained through the audit process that will be ploughed back into the system for his betterment and this is a very essential activity because it will improve not only the quality of the institution but quality of all the operations processes and debugging before everything is being evaluated and assessed.
3. The elite members had detailed deliberation on the Academic Audit and Student Satisfaction Survey. **Dr. K.K. Bajaj** opined that the internal academic audit is a means to popularize the health of academics as also to empower our faculty and each and

everything which is correlated or which is designed or which is directed towards academics will come in. it is related to syllabus empowerment and overall improvement of students, it must improve the research of the faculty and listen to what the stakeholders perceive. Academic audit eventually means that we should introspect on the course, how the learning takes place, and how the teaching takes place.

4. **Dr Gurpreet Singh** opined that the On Demand Examination System (ODES) is a Learner-centric Examination System. It allows the learners to take the examination when he/she is ready. Readiness depends on the learner and not on the institution.
5. **Dr Balwinder Singh** opined for ODES to be operational, a large Question Bank in each subject must be developed based on the question paper design and the blueprint.

The blueprint must contain many cells and as per the question paper design, the desired cells are to be created. Several items having comparable difficulty level are developed for each developed cells of the blueprint. The Question bank should contain various types of questions such as multiple-choice questions, short questions, very short questions, and long questions.

Agenda item no.8: To report Quality Assurance events/ seminar organized by CIQA.

1. **Dr. Gurpreet Singh** presented status of Expert Talk on “Developing Outcome Based Question Paper” by **Dr Balwinder Singh, NITTTR –CHD**. The committee members considered the status.

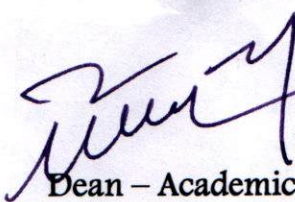


Agenda item no.7: Any other item with the permission of Chairperson.

- NIL ~

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

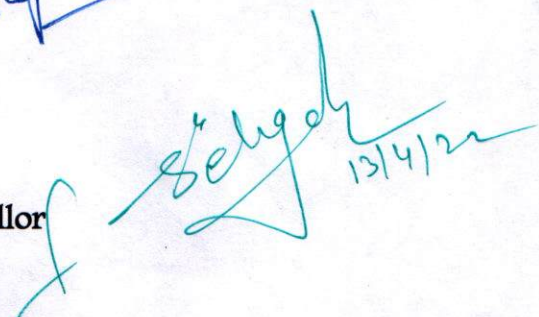
Submitted for kind consideration & approval:


Dr. B Priestly Shan
Dean-Academic Affairs
Chandigarh University
Gharuan (Mohali)-140413
Dean – Academic Affairs


Associate Director – (IDOL)

Associate Director
Institute of Distance & Online Learning
Chandigarh University
Gharuan, Distt. Mohali
Punjab 140413

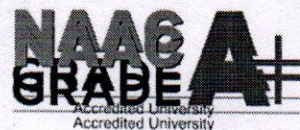
Registrar 

Vice Chancellor 
13/4/22



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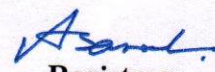
Ref. No. CU/R/M/2022-23/187

Date: 29th August 2022

Revised Notification

In pursuance of Section 24 of ACT of Chandigarh University Calendar, Volume – I, Chandigarh University, following are the members of **Center for Internal Quality Assurance (CIQA) Committee** for the academic year **2022-2023**:

Sr. No.	Name	Designation	Position
1	Prof. (Dr.) Anand Agrawal	Vice Chancellor	Chairperson
2	Prof. (Dr.) Atul Bansal	Registrar	Member
3	Prof. (Dr.) B. Priestly Shan	Dean-Academic Affairs	Member
4	Prof. Diwakur Singh	Executive Director - I.D.O.L.	Member
5	Dr. Arvinder Singh Kang	Director – Students Welfare	Member
6	Dr. Arvind Kumar Singh	Director - CIQA	Member Secretary
7	Prof. (Dr.) Bharat Bhushan	Director - IGNOU	External Member
8	Prof. (Dr.) Amarjeet Kaur	Dean Faculty of Commerce & Management –Gurugram University – Haryana	External Member
9	Dr. Balwinder Singh	Associate Professor – NITTTR-Chandigarh	External Member
10	Mr. Sofi Zahoor	Chief Executive Officer – Human Cap – India	External Member
11	Dr. K. K. Bajaj	Former Registrar – Jaypee University, Himachal Pradesh	External Member
12	Dr. Gurpreet Singh	Associate Director – IDOL	Member
13	Prof. (Dr.) Hitakshi Dutta	Associate Director – IQAC	Member
14	Prof. (Dr.) Ashita Chadha	Associate Director – UILAH	Member
15	Mr. Manish Kumar Sharma	Principal – UITHM	Member
16	Prof. (Dr.) Manisha Malhotra	Professor & Head – UIC	Member
17	Prof. (Dr.) Nitin Pathak	Professor & Head – Commerce (B. Com/M. Com)	Member
18	Prof.(Dr.) Navjit Singh	Professor & Head – MBA	Member
19	Mr. Amit Mittal	Deputy General Manager – Accounts	Member


Registrar

CC: - A copy of the above is forwarded to the following members for kind information & necessary action.

1. OSD/PA to Hon'ble Chancellor (for kind information of Hon'ble Chancellor)
2. OSD's/PA's to Vice Chancellor/ Pro-Vice Chancellor/ Dean Academic Affairs (for kind information of Hon'ble Vice Chancellor/ Pro-Vice Chancellor only)
3. All members
4. Guard File



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Ref. No. CU/R/M/2023-24/158

Date: 14/08/2023

**Meeting Proceedings of
Centre for Internal Quality Assurance (C.I.Q.A.)
(Thursday, July 06, 2023, at 11:30 a.m.)**

**Venue: K12 Board Room, Block-A1
Chandigarh University
Gharuan (Mohali)**

The meeting for the Centre for Internal Quality Assurance (C.I.Q.A.) was held in K12 Board Room, Block-A1 on Thursday, July 06, 2023, at 11:30 a.m.

The following members were present in the meeting:

- | | |
|-------------------------------------|---|
| 1. Prof. (Dr.) Manpreet Singh Manna | Pro-Vice Chancellor (I.D.O.L.) |
| 2. Prof. (Dr.) Vijay Kumar Banga | Registrar |
| 3. Prof. (Dr.) Ashita Chadha | Director-U.I.L.A.H. |
| 4. Dr. Gurpreet Singh | Associate Director-I.D.O.L. |
| 5. Prof. (Dr.) Hitakshi Dutta | Associate Director-C.I.Q.A. |
| 6. Mr. Manisha Malhotra | Additional Director-U.I.C. |
| 7. Mr. Sanjay Kumar Khanduri | Additional Director -Department of Students Welfare |
| 8. Dr. Nitin Pathak | HOD - Commerce |
| 9. Dr. Navjit Singh | HOD - M.B.A. |

The following are the important points of discussions:

S. No	Meeting Agenda	Discussion/ Suggestions	Actionable Point / Status	Responsible Person with Target Date
1.	To review/ follow up the Minutes and Action Taken from second meeting of CIQA held on Jan 15 th , 2022.	The point-wise deliberation on minutes and Action Taken Points of 2 nd meeting of CIQA Committee is given below- 1. Discussion on curriculum formulation and implementation of four quadrant approach as per SWAYAM guidelines for the designing of courses of new programme in online mode to be launching from February 2022 session	The New Programmes offered in the Online Mode w. e. f. Feb 2022 Session are: - BAJMC, BCA, MAJMC, M.Sc.- Data Science, M.Sc.- Mathematics, M.A-English, MA-Economics. The four-quadrant approach as per the SWAYAM guidelines has been adopted in curriculum development of all the programmes. Due importance is given to the recommendation of committee and implemented in the Online Programmes	Implemented
		2. Review and approval of quality assurance mechanism for ODL/ OL programmes and Self Learning Material (SLM) and report the status of development of SLM in ODL programme and	CIQA as an Apex Body plans, initiates, and monitor the processes in learning and support in order to improve the overall quality of education provided by the institution. The Centre for Internal Quality Assurance has devised the mechanism to ensure quality assurance with	Implemented

		module development in OL programme.	timelines of task completion and taking care of all the quality assurance. mechanism in the academic content preparation as well as the academic content delivery.	
		3. To present features and highlights on own LMS "open EDX"	The LMS of the University offers learner friendly smart features. It is a dynamic platform for providing the learner with best of the learner support services from Academic Calendar to learning resources as well as evaluation components. Necessary revisions are made as per the need of the learners with regular monitoring of all the implemented features wherein all the information can be provided to them under one platform.	Implemented
		4. To consider examination modalities of ODL/OL programmes	The University has devised the Examination Policy for evaluation, assessment, and proctoring. Examination platforms are duly monitored to strengthen the examination system. It is also ensured that the result analysis and other such reports are prepared and shared with the stakeholders to fill up the necessary gaps	Implemented
		5. To report the status of PCP (Personal Contact Programme 2021) and consider the feedback analysis of PCP session July to December 2021	The report for the Personal Contact Programme 2021 was presented in the previous meeting. Personal Contact Programme 2022 were planned and implemented in true spirits, follow up of all the programmes, and feedback are taken for further analysis. The points of action are taken in order to improve the Learner Support system.	Implemented

			The PCPs were conducted as per the schedule, and they have been planned for the next session in the Academic Calendar.	
		6. To strengthen the student Grievance Redressal Cell to redress the student grievances of ODI and OL programme.	The Grievance Redressal System is in place wherein all the grievances of students are resolved through a well-established mechanism. The Centre for Internal Quality Assurance analyses the grievances data in every 10 days and disseminate it further to the concerned for necessary action and improvement in the processes.	Implemented
		7. To report Quality Assurance event seminar organized by CIQA.	The activities for the year 2022 were also organized as per the planner and documented. CIQA has started organizing workshops for the capacity building of the teaching and non-teaching staff	Implemented
2.	To introduce the new members of Central Internal Quality Assurance Committee	The members of CIQA committee were introduced and the services of previous members are put on record.	Annexure 1: Composition of CIQA Committee	Office of Registrar
3.	To apprise about CU-IDOL and admission analytics of the programmes offered in Academic Session 2023-24.	Hon'ble Pro Vice Chancellor-IDOL apprised the members about the establishment of CU-IDOL and programmes offered in the Academic Session 2023-2024.	Online Learning <ul style="list-style-type: none"> • Master of Business Administration • Master of Commerce • Master of Arts (Journalism and Mass Communication) • Master of Science (Data Science) • Master of Arts (Economics) • Master of Arts (English) • Master of Computer Applications 	Admission Team Associate Director IDOL Timeline: As per the Admission Schedule

			<ul style="list-style-type: none"> • Master of Science (Mathematics) • Bachelor of Business Administration • Bachelor of Arts (Journalism and Mass Communication) • Bachelor of Computer Applications Open & Distance Learning <ul style="list-style-type: none"> • Master of Business Administration • Master of Computer Applications • Master of Commerce • Master of Arts (English) • Master of Arts (psychology) • Bachelor of Business Administration • Bachelor of Computer Applications • Bachelor of Commerce • Bachelor of Arts 	
4.	To discuss about the developments and application of quality benchmarks / parameters for various academic and administrative activities of the institution.	<p>Associate Director-CIQA presented a brief overview about the establishment of Centre for Internal Quality Assurance. The members were briefed about the quality framework devised, key initiatives taken/proposed by the Centre for Internal Quality Assurance to strengthen the academic delivery and improvement in the quality circle of the CU-IDOL followed by the deliberations.</p> <p>SoPs & Processes, Academic Content, Academic Delivery: Live Sessions & Discussion Forums, Grievance & Feedback Analysis, Examination</p>	<p>The mandatory committees constituted, and SoPs /Policies adopted are as follows:</p> <p>Committees in CU-IDOL</p> <ul style="list-style-type: none"> ✓ Admission Committee ✓ Content Review Committee ✓ Fee Fixation Committee <p>Policy/ SoP</p> <ul style="list-style-type: none"> • Programme Project Report (Annexure 2A) • Quality Assurance of Learning Material (Annexure 2B) • Specification of Learning Material (Annexure 2C) • Learner Support Centre (Annexure 2D) 	<p>Associate Director-IDOL, Head IT (IDOL) Deputy Registrar-Academics Deputy Registrar-Administration, Programme Coordinators, Associate Director-CIQA, Examination</p> <p>Timeline: Continuous</p>

	<p>Planning to achieve the desired quality standards.</p> <ul style="list-style-type: none"> • Perspective/Strategic Plan aligned with University's Quality Policy • Setting quality benchmarks & parameters to reach academic as well as non-academic learning goals. • Student-centric teaching-learning environment • Infrastructure and Facility Management • Regular Trainings & Workshops for quality initiatives • Enhancing the Student Experience Life Cycle- Entry to Exit <p>Data Management Procedures and modalities</p> <ul style="list-style-type: none"> • Framing of Policies and Procedures • Documenting the activities in chronological order & keeping a tab on improvements • Reports and data submission to statutory bodies <p>Quality Initiatives</p> <ul style="list-style-type: none"> • Upskilling/ reskilling of Faculty & Staff • Strengthening the Intellectual Property • Workshops & seminars for the quality education environment • Stakeholder Feedback mechanism (Student/ Faculty/ Employer) • Showcasing the Best Practices 	<ul style="list-style-type: none"> • Manual for Content Review (Annexure 2E) 	
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- Administrative set up for Academic Monitoring
- Continuous Improvement to enhance stakeholder perception and University's visibility.

Other Processes introduced:

- Content Development & Quality Check
- Feedback Analysis
- Grievance Redressal analysis
- Progression of Live Sessions & comparison
- Results & Student Progression & MIS
- Self-Assessment of Programme Coordinator
- Progression & Quality Check for Question Bank
- Progression & Quality Check for Assignments


Hon'ble Pro Vice Chancellor –IDOL informed that Program Coordinators has been assigned for each programme and learners are mapped under the mentor with minimum 30 students per faculty. Associate Director-CIQA further informed that the automation of Studio Slot Booking has been implemented along with other automation initiatives to review the quality mechanism in IDOL including quality check for the question bank, progression and quality check for the assignment, and live sessions and discussion, feedback mechanism. Quality reviews are

		<p>continuous process to strengthen the Quality Assurance Mechanism in Online and Distance Learning.</p> <p>Further Head-IT (IDOL) apprised about the process of studio booking automation to the members.</p> <p>Associate Director-CIQA presented the SoPs/ Formats devised for the information and deliberations if any</p>		
5.	To review the examination system in CU-IDOL and student progression	<p>Members were apprised of the examination processes: Quality parameters for setting up the question bank, evaluation process, initiatives taken to strengthen it further and timelines for task completion as per the mandatory guidelines. The members were also informed about the convocations conducted on 8th April 2023 and 10th June 2023 and degrees were awarded to the eligible students for the batches of Jan 2020, July 2020, and Jan 2021 respectively.</p> <p>Associate Director-IDOL informed that CU-IDOL will adopt its own examination platform from July 2024 onwards which will offer blended learning support to the regular department to achieve the academic flexibility and content sharing. Learners will be able to roll out to own LMS which will also be financially beneficial to us.</p>	<p>Hon'ble Pro Vice Chancellor –IDOL suggested academics in IDOL to devise the feasibility for the case studies Questions to be converted in MCQ as at the end we can't give subjective Questions in Online Learning as per the UGC guidelines and plagiarism. check shall be adopted in question Bank Preparation.</p>	<p>Associate Director-IDOL, Head IT (IDOL) Deputy Registrar-Academics Deputy Registrar-Administration, Programme Coordinators, Associate Director-CIQA, Examination</p> <p>Timeline:</p> <p>Pre-Examination Preparations July 20, 2023, to August 5, 2023</p> <p>End Term Examination August 11, 2023, to September 9, 2023</p> <p>Result Declaration</p>

		<p>Further, Hon'ble Pro Vice Chancellor –IDOL informed that the process for evaluation and categorization of question devised as Easy, Medium and Difficult level for the learners.</p> <p>Director-UILAH enquired about the quality of MCQ to avoid duplication and plagiarism. She said that during the online classes in the COVID period it was found to be a practice among the learners across the universities to open various websites and copy from there which was found as one of the reasons why everybody was getting above 80% marks. She also said that even faculty was found copying & pasting questions from the websites or from the Internet and preparing the question banks without self-preparation.</p>		<p>October 5, 2023, to October 15, 2023</p>
6.	To brief about the Academic & Administrative Audits	<p>Associate Director- CIQA apprised the committee about the processes implemented for Academic & Administrative Audits to add value and improve the processes where required, in line with the Quality Policy of Chandigarh University. The report and analysis on the audits, trainings and feedback is regularly shared with the concerned departments for further improvement and to enhance the accountability and process refinement. It will further compare the</p>	<p><u>Audit Process: Sensitization -Documentation & Process Verification-Analysis-Feedback/ suggestion Compliance/ Action Taken</u></p> <ul style="list-style-type: none"> ▪ Quadrant Wise Quality Check- Once in the Semester ▪ Plagiarism Check and update- Once in the Semester ▪ Academic Grievances Report- In every 10 days ▪ Live Lectures & Discussion Forum Report- As per the schedule ▪ Progression in Video Recordings ▪ Infrastructure Occupancy- Studios 	<p>Associate Director-IDOL, Head IT (IDOL) Deputy Registrar- Academics, Programme Coordinators, Associate Director- CIQA, Examination</p> <p>Timeline:</p> <p>Quadrant Wise Quality Check- Once in the Semester</p> <ul style="list-style-type: none"> ▪ Plagiarism Check and

	<p>data with benchmarks created by the Central departments to analyze the gaps in set parameters during the audit processes.</p> <p>The information was provided regarding the progression in audits analysis and action taken followed by further discussions Adherence to the Academic Calendar</p> <p>E Content Development Stages</p> <p>Pre-Production</p> <ul style="list-style-type: none"> • Sensitization • Content Development • Infrastructure Planning <p>Production</p> <ul style="list-style-type: none"> • Scheduling • Recording <p>Postproduction</p> <ul style="list-style-type: none"> • Editing • Audio Video check • Review • Finalization 	<p>Content development methodology /Digital Content creation guidelines</p> <ul style="list-style-type: none"> • <u>SOPs for Content Preparation Online Mode</u> • <u>Policy for quality Assurance of Learning Material</u> • <u>SWAYAM Guidelines for development of online courses</u> <table border="1"> <tr> <th colspan="2">Quality Check</th> </tr> <tr> <td>1st Reviewer/ Self-Assessment</td> <td>Course Coordinator</td> </tr> <tr> <td>2nd Reviewer</td> <td>Subject Matter Expert</td> </tr> <tr> <td>3rd Reviewer</td> <td>Content Review Committee</td> </tr> <tr> <th colspan="2">Completion & Release</th> </tr> </table>	Quality Check		1 st Reviewer/ Self-Assessment	Course Coordinator	2 nd Reviewer	Subject Matter Expert	3 rd Reviewer	Content Review Committee	Completion & Release		<p>update- Once in the Semester</p> <ul style="list-style-type: none"> ▪ Academic Grievances Report- In every 10 days ▪ Live Lectures & Discussion Forum Report- As per the schedule ▪ Progression in Video Recordings - In every 10 days ▪ Infrastructure Occupancy (Studios) - In every 10 days 					
Quality Check																		
1 st Reviewer/ Self-Assessment	Course Coordinator																	
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Completion & Release																		
7.	<p>To discuss about the sessions and activities conducted to enhance the learner employability skills and life skills.</p>	<p>The members were informed about the key initiatives taken to enhance the learner engagement; employability includes the activities as follows:</p> <p>Faculty Trainings Conducted</p> <ul style="list-style-type: none"> • Orientation before commencement of the Session • e-SLM • Live Sessions followed by feedback and counselling. • Question Bank preparation • Self-Assessment Form 	<p>Activities Conducted</p> <table border="1"> <tr> <th>Date</th> <th>Detail of Activity Conducted</th> </tr> <tr> <td>March 31, 2023</td> <td>Staff Induction Programme</td> </tr> <tr> <td>April 5, 2023</td> <td>G 20 Summit</td> </tr> <tr> <td>April 6, 2023, to April 29, 2023</td> <td>Orientation Programme</td> </tr> <tr> <td>April 6, 2023, April 18, 2023</td> <td>Leadership Connect by Hon'ble Pro-Vice Chancellor</td> </tr> <tr> <td>April 7, 2023, to April 15, 2023</td> <td>LMS Training</td> </tr> <tr> <td>April 20, 2023, April</td> <td>Meet Your Peers</td> </tr> </table>	Date	Detail of Activity Conducted	March 31, 2023	Staff Induction Programme	April 5, 2023	G 20 Summit	April 6, 2023, to April 29, 2023	Orientation Programme	April 6, 2023, April 18, 2023	Leadership Connect by Hon'ble Pro-Vice Chancellor	April 7, 2023, to April 15, 2023	LMS Training	April 20, 2023, April	Meet Your Peers	<p>Associate Director-IDOL, Associate Director-CIQA, Examination</p> <p>Timeline: As per the Extra Curricular Activities Calendar Annexure: 3</p>
Date	Detail of Activity Conducted																	
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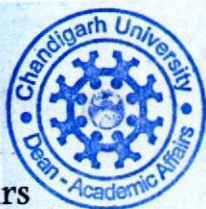
			28, 2023		
			April 18, 2023	World Heritage Day	
			April 25, 2023	Intellectual Property Rights Session	
			April 30, 2023	Ayushman Bharat Diwas	
			May 5, 2023, to May 20, 2023	Academic Leadership Talks	
			May 1, 2023, to May 20, 2023	Meet Your Programme Coordinator (Online and Distance Learning)- Continuing Session	
			May 4, 2023, to May 25, 2023	Meet Your Associate Director	
			May 3, 2023, to May 20, 2023	Choose Your Specialization (Sem 3)	
			May 11, 2023	National Technology Day	
			May 11, 2023	World No Tobacco Day	
			June 5, 2023	World Environment Day	
			June 10, 2023	Convocation	
			June 21, 2023	International Day of Yoga	
8.	To showcase the CIQA Newsletter	The CIQA has compiled the review and analysis of academic and administrative processes as a quarterly newsletter to brief the Higher Authorities and disseminate it further concerned departments for improvements and necessary action. Associate Director-CIQA	Annexure: CIQA Newsletter (till date)		Associate Director CIQA: Timeline: September 30, 2023


		<p>informed that the Newsletter is more about self -assessment support to perform better and fill up the gaps, if any to provide the best of services to the stakeholders.</p> <p>Associate Director CIQA presented the newsletter for information and deliberations, if any.</p>		
9.	Any other point with permission of Chair	<p>Hon'ble Pro Vice Chancellor informed the members that a third-party audit for CU-IDOL was also conducted for overall review of the Institution. The results of the same were found to be satisfactory.</p>	<p>The suggestions of the esteemed members were noted for further compliance to make this CIQA Committee meeting a success.</p>	

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

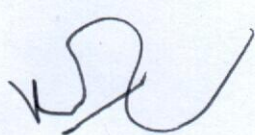
Submitted for kind consideration & approval:

Dean – Academic Affairs



 E12153
 Associate Director (C.I.Q.A.)


Registrar



Pro-Vice Chancellor (I.D.O.L.)


 Pro-Vice Chancellor
 Chandigarh University, Gharuan
 Moh. 140413

Vice Chancellor


 18/8