HEI ID: HEI-U-0436   **Name of HEI: Amrita Vishwa Vidyapeetham**
Type of HEI: Deemed to be University

Annual Report
OF
CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)

PROGRAMMES UNDER
ONLINE MODE
2022-23

CONTENTS

1.1 Date of notification of the Centre(attach a copy of the notification):

Date of Notification of the Centre

1.2 Details of Director, CIQA

Name :   Dr. Krishnashree Achuthan

Qualification: PhD

Appointment Letter and Joining Report: CIQA Director Appointment Letter

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 of the University	Chairperson	Dr. Venkat Rangan	Vice Chancellor	1-Jun-21
b.	Three Senior teachers of HEI	Member 1	Dr. Raghu Raman	Dean, School of Business & Center for Accreditations, Rankings & Eminence	1-Jun-21
		Member 2	Dr. Krishnakumar	Dean, Faculty of Arts, Humanities and Commerce	1-Jun-21
		Member 3	Dr. Sethumadhavan	Chairperson, Centre for Cyber Security	1-Jun-21

c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Dr. Amrithalakshmi Dr. Prema Nedungadi	Chairperson : Commerce & Management Chairperson: Computer Science and Engineering	1-Jun-21
d.	Two External Experts of ODL and/or Online Education	Member 5	Dr. Shriram Vasudevan	& Principal Consultant, L&T	1-Jun-21
		Member 6	Dr. Jayaraman Krishnaswamy	Consultant/Visiting Professor, School of Business	1-Jun-21
e.	Officials from departments of HEI - Administration & Finance	Member 7 Administration	Dr. Sanjivi Arul	Deputy Registrar, Amrita AHEAD Online	1-Jun-21
		Member 8 Finance	Mr. Shivakumar	Head, Finance & Accounts	1-Jun-21
f.	Director, CIQA	Member Secretary	Dr. Krishnashree	Director, Amrita AHEAD Online Program	1-Jun-21

1.4 Number of meetings held and its approval:

a. No. of meetings held every year:

b. Meeting details:

Meetings	Date-Month Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting #6	20-09-2022	2	CIQA 6th Meeting Minutes	

Meeting #7	20-12-2022	2	[CIQA 7th Meeting Minutes](#)	
Meeting #8	21-03-2023	2	[CIQA 8th Meeting Minutes](#)	
Meeting #9	20-06-2023	2	[CIQA 9th Meeting Minutes](#)	

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

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	TG	Total
1	BBA	3	120	PLUS 2	1,50,000	F.No. 1- 14l2020(DEB-l)	93	39	0	132
2	BCA	3	110	PLUS 2	1,50,000	F.No. 1- 14l2020(DEB-l)	347	44	0	391
3	BCOM	3	129	PLUS 2	1,08,000	F.No. 1- 14l2020(DEB-l)	24	13	0	37

Note: Mention details separately for <July 2022> academic session, as applicable, as above

1.9 Number of programmes started at Post-graduate Degree Programmes as per Commission Order:

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	TG	Total
1	MBA	2	106	UG	2,20,000	F.No. Southern/2022-23/1-10970430160	99	85	0	184
2	MCA	2	72	UG	2,00,000	F.No. Southern/2022-23/1-10970430160	242	88	0	330
3	MCOM	2	70	UG	88,000	F.No. 1- 14l2020(DEB-l)	15	15	0	30

Note: Mention details separately for <July 2022> 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 thereof (Not more than 500 words)	Upload Relevant Document
1	Quality maintained in the services provided to the learners	After discussions with the leading expert in each field amongst the faculty, the syllabus and learning materials for the students are prepared. Periodically, students are provided with webinars that deals with a variety of topics covering all the new trends and technology currently. Devised a systematic way to measure quality control parameters in all inputs as well as all processes relating to services provided to Learners. To manage and monitor each specialized activity, a separate administrative division each has been created which look after Online Admissions, Student Support Services, Maintenance of Academic Standards, Quality of Teaching-learning, Research and Evaluation etc, Provided best-in-class content by leading faculty and industry leaders in the form of videos, case studies and projects. Continuous progression on the content courses by supplementing data, facts & information relevant to each course from academia and industry. Assignment, Quiz and End semester exam to assess students' performance.	

| 2 | Self-evaluative and reflective exercises undertakenfor continual quality improvement in all the systems and processes of the Higher Educational Institution | Effectively used Weekly Assignments, Quizzes, Seminar topics for presentations, Soft skill evaluations, Aptitude and Quantitative tests, Breakout group discussions, End semester proctored exams, Peer Review, Feedback via Class Committees. MCQ Quizzes are uploaded for 15 weeks for every course. Along with practice problems for Practical courses like Accounts, Statistics. Questions are published every week in LMS to stimulate healthy discussion in forums.

Feedback and observations discussed with stakeholders in Administration and Academics, and plans drawn up to improve upon the same. A Continuous cycle of Measurement-Feedback Rectification leads to continuous improvement. | 2.1.2 |

3	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	The best example of a dedicated and severe process of continuous improvement is the constant effort that the university makes to maintain its accreditations. This leads to a constant process of revision of the curriculum, practices, tools, and processes. The digitization demanded by today's students and society guarantees that our platforms, tools, and teaching staff must be constantly updated and at the forefront. Planning and development of various activities is done with the University's vision and mission in mind while improving the processess, services and systems. Learner Experience – Academic and Administrative. Academic Impact of Programs, in ref to Higher Education as well as Employability prospects. Student and Learner Motivation and Engagement. Student support Services from Entry to Exit, Teaching learning programs, monitoring of activities concerned at all levels which include course design and development, preparation of self learning materials. Revision of existing courses and programmes and launch of new courses as per the UGC Online regulations.	

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)	Mapping of online curriculum with offline mode of Study to ensure that the course delivery matches with the standards of On-Campus education system, Learner centric teaching and course delivery. Mechanism to ensure students using LMS for at least 2 hr. every fortnight has been developed in the reporting system so that Student Activity in the learning Platform can be improved. . The CIQA as well as the Governing Body of the University take regular feedback and reporting on implementation of all quality recommendations, and Regular interface meetings are held, and matters discussed openly. Also, all stakeholders are encouraged to come forward with suggestions etc. Student feedback, anonymized, in aggregate form, is also made available as Student Satisfaction Survey Numbers on email as well as the website.	
5	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement	Online feedback collected in each semester from the respective students, CO PO attainment analysis via feedback, Oral feedback collected through monthly class committee meeting via Teams with class representatives, feedback collected via social media platform and various student groups and also via verbal interaction during live interface sessions.	2.1.5
6	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	The efforts are ongoing for continuous quality improvement of systems, processess and services by arranging meetings with 'Head of the Department' or Program Heads regularly with a view to share necessary information, expertise, materials and debate strategies needed for Quality Assurance and improvement.	

7	Implementation of its recommendations through periodic reviews	A Core Committee is constituted by CIQA to provide support in advising and monitoring the quality assurance aspects of the University. The Core Committee met at regular intervals throughout the year.	
8	Workshops/ seminars/ symposium organizedon quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	CIQA conducted Periodic seminars and workshops to enhance the value proposition of social values among the teachers and learners. Workshops and trainings on Research Methodology and innovative practices are regularly conducted for the faculty members and learners.	2.1.8
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	Processes that working efficiently are shared with all programs. Resolving student's issues related to academic and administration through class committee and student ticketing system. Continuous assessment and improvement through weekly assessments. Towards quality enhancement in services, creating a platform to raise support tickets were introduced. Changes made to processes were informed to Students/Learner.	2.1.9

10	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Periodically throughout the academic year, feedback are taken from the student's side to assure proper standards are kept in terms of study materials and live classes provided. Polls were conducted by the student advisor after a set number of weeks to evaluate the satisfaction level of the students regarding the class, contents shared, and try-outs provided by the faculty. Centre for Internal Quality Assurance (CIQA) promote quality assurance; developed quality benchmarks and parameters for Quality management; coordination with apex bodies for recognition/approvals for programs. CIQA undertakes orientation training of academic and administrative staff of the university on regular basis as per the demand of the faculty members. The center also conducts training, seminar, webinar and workshops for capacity building of teaching and nonteaching staff in quality parameters in program development and recent treands in Online education.	2.1.10
11	Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programm	The HEI has followed the norms and guidelines for the preparation for PPR. The Curriculum developed as per norms and approved by Board of Studies. All guidelines prepared for running the program and conducting end semester exams, Continuous review and updating by the department. A PPR is prepared before the introduction of any new program and the same is approved by the Statutory body of HEI. The program PPR clearly defines the following– (a) programme objectives and outcomes (b) nature of target group of learners (c) appropriateness of the programme with quality assurance for acquiring specific skills (d) programme content designing and developing (e) cost estimates for development of the programme (f) admission, delivery and evaluation norms.	

| 12 | Mechanism to ensure the proper implementation of Programme Project Reports | Monitoring and evaluation: Project Reports are regularly monitored and evaluated to ensure that the implementation is on track and that the objectives are being met. Engage stakeholders: Amrita Ahead engaged all stakeholders, including beneficiaries, partners, and staff, in the implementation process to ensure that their needs are taken into account and that the program is aligned with their goals.

Capacity building: Capacity building activities like Advisors trainig sessions are organized for staff and beneficiaries to enhance their skills and knowledge and improve their ability to contribute to the team's success. Knowledge management: Effective knowledge management is established to capture and share project learnings and best practices. This ensured that the organization can leverage these insights for future projects and initiatives.

The Development of program proposals are based on the assessment and need analysis report thoroughly examined by the Board of Studies (BOS) Academic Council (AC) to ensure that the University's Mission Statements are translated into program and course learning outcomes with courses to enhance employability, competencies and skills. Rigorous processes are followed for the design, development and delivery of the curricula, involving subject experts from across the state. Program proposals are examined by the BOS and AC to ensure that the curricula are of high quality and consistent with laid down standards. | 2.1.12 |

13	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	Weekly Review Meetings are held every week to ensure the process flow is smooth and action is taken for all concerns raised Keeping a record of the annual program plans serves to constantly review the metrics obtained and possible improvements or comparisons with data from the current period. This also helps to generate templates to standardize the production of these documents between the different departments. Annual Report of the University is prepared every year by collating all programs and requirement which is approved by Board of Management. Periodical review is taken from all the departments of University and implemented in next Annual Report.	
14	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	The HEI is dedicated to deliver quality education for overall development of the students to meet the changing requirements of industry, business and society. There are periodic reviews for the conduction of online programmes to ensure that the quality parameters are within the range as defined by the HEI. One of the most essential requirements of any in general and education in particular is availability of latest information on different aspects of education ongoing programmes at different levels periodically. In this regard we have incorporated Industry relevant electives, Continuous updating of curriculum, Interactive session with industry experts as Webinars & Symposium and Conducting Sessions for Students on soft Skills, interview preparation among others.	

15	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	Separate department for student support system, will ensure to maintain and update creating learner centric environment and to bring about qualitative change in the entire system. Our Learning Management System is a learner-centric system and user-friendly. By allowing for student choice and autonomy, Using open-ended questioning techniques, Engaging in explicit instruction, Encouraging student collaboration and group projects, Encouraging student reflection, Creating individual self-paced assignments, Getting the students involved in Cooperative and Project based learning. Topics in the Discussion forum in LMS stimulate students to inculcate the concepts they have learned through lecture videos.	
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 acts as a Nodal coordinating unit for purposes of seeking assessment and accreditation from a designated body for accreditation such as NAAC, and provides its assistance, support and functional capability to the IQAC of the University. CIQA Instructs and guides all the department as per the requirement of NAAC on Governance, Leadership and Management, Program Development and Approval Processes, Program Monitoring and Review, Infrastructure Resources, Assessment and Evaluation, Teaching Quality and Staff Development.	

| 17 | Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit | The HEI has adopted several measures to ensure the quality enhancement practices through various mechanisms. CIQA intends to take care of the quality aspect of diverse activities of the University as directed by the National Assessment and Accreditation Council (NAAC) and University Grants Commission (UGC). Accordingly, the Centre has been shouldering the responsibility of generating and promoting quality assurance and working out the procedural details. Since quality enhancement is a continuous process, the CIQA os a part of the Institution's system and works towards realization of the goals of quality enhancement and sustenance. The work of the CIQA is the first step towards internalization and institutionalization of quality enhancement initiatives. Its success depends upon the sense of ownership and participation in all the constituents of the institution. It is a facilitative and participative voluntary unit of the institution. CIQA facilitates and contributes towards:
a) Ensuring clarity and focus in institutional functioning towards quality enhancement.
b) Ensuring internalization of the quality culture.
c) Ensuring enhancement and coordination among various activities of the institution and institutionalize all good practices.
d) Providing a sound basis for decision-making to improve institutional functioning.
e) Acting as a dynamic system for quality changes in HEI.
f) Building an organized methodology of documentation and internal communication. | |

| 18 | Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines | CIQA shares guidelines to AHEAD departments, as per instruction and guidelines, departments will implement and share the reports back to CIQA
Some steps for coordination between the university and various commissions related to quality have been: to promote regular communication, ensure compliance with guidelines, encourage the implementation of initiatives that seek to improve the program's quality and participate in activities promoted by these initiatives.

CIQA constituted a Committee as per the University Grants Commission (OL) Regulations, chaired by the Vice Chancellor to advise CIQA on its activities.
PPR approved by CIQA are based on the structure defined by UGC, Staff recruitment as per UGC guidelines. The course materials are prepared on the basis of the detailed curriculum designed for the program. HEI has standardized the e-Learning material based on the "credit system" which is in conformity with the UGC Regulations. | |

19	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	Information obtained from other Higher Educational Institutions: One of the best practices offered to the student is to learn at their own pace and for that if student find any difficulty in completing the courses, then he/she can opt for the options batch switch, course drop or program switch. 1. Batch Switch: There is flexibility to a student if any of the valid reason after admission student can't continue his/her studies in that academic period then student can opt for batch switch where student can continue his /her studies with next batch. 2. The University has discussed and adopted various quality benchmarks and parameters from other HEI's , the use of technology like the faculty e-Hand book to collate and disseminate information. To guarantee efficient curriculum delivery and aid in the development of a learner-centric environment favouring high standards of education Specific guidelines are laid on how to efficiently conduct the live sessions, exam patterns, and audio-video quality of the video lectures.	
20	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Yes The CIQA committee of the HEI meets at least once a semester and planning to meet once a quarter from next academic year. The quorum for the meeting comprises of two-third of the total number of members with mandatory presence of one external expert. The agenda, minutes and Action Taken Reports are documented.	https://www.amrita.edu/ahead/ciqa/
21	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	YES Submitted Annual Reports to the HEI management at the end of each academic session.	2.1.21a
	(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.	YES 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.	2.1.21b

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 processes	The Department oversees 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 processes . We facilitate adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for our different academic programs . We promote automation of learner support services of the Higher Educational Institution.	
23	Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programme	These Guidelines lay down the minimum norms and standards for programmes, curricula, admissions, physical and instructional facilities, faculty and staff pattern, their qualifications, quality teaching learning, instructions, assessment and examinations, through Open and Distance Learning mode and / or Online Mode. 1. Curriculum Mapping: Map the curriculum for each academic program to ensure that the design requirements are aligned with the learning objectives and outcomes of the program. 2. Pedagogical Approach: Identify and adopt pedagogical approaches that are suitable for online learning, such as collaboration between students and incentivate problem solving skills. 3. Make sure we use the right technology: Identify and adopt appropriate technology tools and platforms that support online learning, such as learning management systems (example of the LMS, discussed deeply in part 6), video conferencing tools, and online assessment tools. This help to ensure that the used tools facilitate communication, availability of content, interaction between students and faculty and grading. 4. Assessment and Evaluation: Develop a robust system for assessing and evaluating the effectiveness of instructional design requirements in achieving learning outcomes. This is done through mapping the course outcomes (by question) and the points of each outcome in the exams. In this case we can hava a better idea if the students are covering or lacking certain aspect of the intended learning.	

24	Promoted automation of support services of the learner Higher Educational Institution	HEI provides multiple channels of communication for learners to provide feedback. Learners mainly use the Learning Management System (LMS) along with email. Students are also encouraged to contact the Batch Advisor for the course to address their issues. Both the Batch Advisor and Course Coordinator keeps in touch with all learners to understand and redress their issues. The CIQA committee of the HEI plays an important role in promoting the automation of learner support services. Learner support services are the most vital component of any Online system. It includes wide range of academic and other related activities. The support services should not only be responsive to the needs of the online learners but should also be accessible. Monitoring of the support services is a continuous and ongoing exercise, which brings constant improvement through innovations in the support services.	https://aheadhelpdesk.amrita.edu/
25	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	The CIQA committee of the HEI coordinates and reviews with external subject experts regarding Curriculum updation and electives. We also have Senior Industry representatives to review the Course and content and in-house processes.	
26	Coordinated with third party auditing bodies for quality audit of programme(s)	No. Will be done by the end of year 5. The CIQA committee of the HEI ensures coordination with third party auditing bodies for quality audit of the programme.	
27	Overseen the preparation of Self Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	HEI has planned and executed program monitoring and review system to conduct periodic internal reviews and maintain the quality of academic program. For such reviews, we also consider the attainments of learning outcomes that are assessed through the various tools for direct and indirect assessment. The CIQA committee of the HEI is responsible for overseeing the preparation of Self- Appraisal Report which is submitted in Assessment and Accreditation agencies.	

28	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	The CIQA committee of the HEI promotes collaboration and association for quality enhancement of Online mode of education. HEI has setup Online Practical Virtual Labs with the following : From CISCO Academy, Amrita., CHFI EC Council, CompTIA, Mile2	
29	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability	The CIQA committee of the HEI ensures proper facilitation of the industry-institutional linkage towards providing exposure to the learners and enhancing their job prospects. Towards achieving this objective various webinars conducted by industry experts, Placement training though soft skills and offering Industry relevant electives are provided. Interact with International, Cisco Academy, and Samsung on course modules and industry led projects.Training for Cisco Certified Network Associate (CCNA) IBM Practitioner Industry relevant Electives: Systems and Networks (including CCNA), Mobile Application & Full Stack Development Skills and Virtual & Augmented Reality	2.1.29

2.2 Compliance of Quality Monitoring Mechanism – As per Annexure–I (Part V (2)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document

1	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	The required policies were framed by the HEI related to matters regarding planning, human resources, recruitment, performance appraisal, training and financial management etc. with a focus on the following key aspects: a) Organisation Structure and Governance-The required positions in the HEI is filled in as prescribed by the commission. b) Management- The role of the leadership and management of the HEI is to assess and review the organization culture. HEI is adheres to implement the mission of providing education for life, and emphasis on compassion driven research, has shaped Amrita as a unique institution. c) Strategic Planning- The HEI shall undertake strategic planning of its activities and implement the same. The UGC approved academic program is a well-researched curriculum that is set to accelerate the development of attitude, knowledge and skills in learners with theoretical and application knowledge necessary for the industry, commerce and academia domains. d) Operational Plan, Goals and Policies- The HEI has well defined realistic and measurable goals, policies and plans that are well implemented and well communicated to its stakeholders.	
2	Articulation of Higher Educational Institution Objectives	Amrita AHEAD'S Vision and Missio are articulated in the AHEAD web site and also in other key documents	

| 3 | Programme Development and Approval Processes
a. Curriculum Planning, Design and Development
b. Curriculum Implementation
c. Academic Flexibility
d. Learning Resource
e. Feedback System | The following mechanisms were adopted by the HEI towards program development and approval processes.
a) Curriculum Planning, Design and Development- Proper processes, systems and structures are laid in place by the HEI to carry out these responsibilities.
b) Curriculum Implementation- The HEI has implemented specific plans to identify the time to be spent on specific components towards the effectiveness of the programme(s) and their usefulness as a whole.
Content Development Structure Course Expert (Video recording / Production) --> Reviewing committee Course faculty member / Course Instructor (Content development and engaging live sessions) -->   Reviewed by Course Instructor --> Teaching Assistant (Content development and evaluation of assessments)
c. Academic Flexibility- The HEI has adopted proper strategies for imparting academic flexibility to its learners. One of the best practices offered to the student is to learn at their own pace and for that if student find any difficulty in completing the courses, then he/she can opt for the options batch switch.
d. Learning Resource- The HEI ensures the quality of the learning resources in the form of e-learning material is as defined in the regulations. Self-Learning Material are developed with clearly stated objectives, intended learning outcomes, study guidance and advice for the learners as to how to optimally use the material and suggestive related reference material to enhance the learning experience, and linkage within the text with other media is maintained for easy | |

4	Programme Monitoring and Review	The quality of the programs is reviewed and measured through the learning that our students have in each course. This can be determined by mapping the course outcomes (defined in the study plan for each major) and the evaluation questions. This helps the teacher to balance the distribution of questions in the assessments not only by topic, but also by pedagogical category. For this, Bloom's taxonomy is used to assess whether the question requires memorization, analysis, synthesis, or creating something. After the evaluation, the faculty maps the score of each student with each course outcome and can see if the students are failing in a specific subject. This gives us the opportunity to introduce improvements and has led us to see better results in the performance of our students. Another aspect of program monitoring is the constant revision to evaluate the possibility of including new topics. The area of technology changes so quickly that almost every semester it is worth contemplating whether to include or remove a topic. In addition, an attempt is made to promote conferences on topics of interest to students and teachers to cover important and current issues that may not be extensively covered in the curriculum. The HEI has planned and executed the program monitoring and review system to conduct periodic internal reviews and maintain the quality of academic programmes.	
5	Infrastructure Resources	The Higher Educational Institution has a system to elicit data on the adequacy and optimal use of the facilities – physical facilities, library (or e-library), Information and Communication Technology infrastructure, etc. – available in a Higher Educational Institution to maintain the quality of academic programs and ensure qualitative support to each of the stakeholders.	

6	Learning Environment and Learner Support	The HEI provides learner support services including academic counselling etc. for its online learners. Additionally, HEI has established Information and Communication Technology facilities as component of the learning environment which is focused on the pedagogical use of modern educational practices to support blended learning. The learner support services are provided through the e-learning platform. Lecture videos are already recorded as per UGC guidelines and have uploaded in learning management system. Students can access all learning materials including videos, reading materials, assignments and quizzes from the learning management system. There will be an interactive session every weekend with students and faculties to clear students doubts and to show demo on labs. There is a discussion forum in learning management system so that they can ask queries on their own time. Also they can drop emails to respective faculty or Teaching Assistant Conduct webinars by expert professionals and thereby getting knowledge in other areas too.	
7	Assessment and Evaluation	The HEI has executed the evaluation through various assessment tools including multiple choice questions, project reports, casestudies, presentation and term end examinations. The HEI has put in place a proper mechanism to evaluate the assessment for assessing the learning outcomes of the learners. As part of internal evaluations, students are given periodic assignments, quizzes and lab assignments which are evaluated according to their accuracy, in-time submission along with other variables. End of semester exams are conducted according to the guidelines which may include theory exams as well as practical exams. Strict monitoring done during the exam duration by the faculty to avoid any malpractices.	

Sr.No.		Action taken in respect of online programmes	
8	Teaching Quality and Staff Development	The Higher Educational Institutions has maintained a well-established structure for promoting quality counselling, capacity building workshops, programmes, interactive teaching-learning and provide staff development programmes and activities to encourage academic staff to improve teaching and learning on continuous basis. This program focusses on the importance of high-quality teaching and provides faculty members with resources they need to improve their teaching skills. Faculty members are encouraged to attend workshops and training sessions focused on teaching techniques and methods, as well as new technologies and that can be used to enhance the learning experience of students. Provides training and development opportunities for staff members such as attending workshops and Faculty Development Programs.	

2.3 Compliance of Process of Internal Quality Audit – As per Annexure–I (Part V(3)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1	Academic Planning	HEI kept its academic curriculum in all areas as up-to-date and kept pace with the industry. This is achieved through attendance conference and workshops, collaborate with peers, engagement in industry and seek for feedback. The HEI has robust and appropriate academic planning procedure to ensure that the programs offered are relevant to national economy and offers a high quality value added learner experience. The HEI has adequate and appropriate teaching and other support staff along with infrastructure and technology support to ensure that the curriculum remains up to date and the institutional goals are achieved.	
2	Validation	The HEI has a mechanism in place for validation to ensure that its programmes are academically viable, that academic standards have been appropriately defined and that these offer learners the best opportunity to learn.	

3	Monitoring, Evaluation and Enhancement Plans a. Reports from Examination Centres b. External Auditor or other External Agencies report c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d. Reporting and Analytics by the Higher Educational Institution e. Periodic Review	The HEI ensures that the monitoring, evaluation and enhancement plans are in place for the learners.	

3.1 Name and details of Director of Centre for Distance and Online Education (Dual Mode University) - Regular, full time, atleast 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**

CIQA Director Appointment Letter

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

Deputy Director Appointment Letter

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**

Assistant Director Appointment Letter

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:

Program Name: Management (BBA)
Program Coordinator BBA

S. No.	Name	Designation	Qualification	Experiences	Type (Regular/Contract)with gross salary/month	Date of joining programme

S. No.	Name	Course	Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Dr Sheeja R		Assistant Professor	PhD	15 years	Regular 58,320	May 2021

Course Coordinators

S. No.	Name	Course	Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Amritha Gireesh	Communicative English, Professional Communication	Faculty	MA English (NET Qu	2 years	Contract 22,400	May 2021
2	Dr Sheeja R	Principles of Management, Data Analysis using Microsoft Excel, Advanced Marketing Management, Inroduction to Digital Marketing	Assistant Professor	MBA,PhD	15 years	Regular 58,320	May 2021
3	Jayashree S	Financial Management, Financial Accounting, Environmental Science and Sustainability	Assistant Professor	Mcom	26 years	Contract 50,000	May 2021
4	Sarath Chandran M C	Business and MIS, Organsisational Behaviour, Introduction to Research Methods,	Assistant Professor	M.com NET	7 years	Contract 55,000	May 2021
5	Pranav Raj	Business Economics Tableau for Business Intelligence, Social Media Marketing	Faculty Associate	CMA, M.Com, NET	2 Years	Contract 30,000	May 2021
6	Silpa Raj	Business Organization and Systems, Banking and Insurance, Basics of Human Resource Management	Faculty Associate	Mcom	2 Years	Contract 30,000	Jan 2021

S. No.	Names	Courses	Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
7	Bharath Chandran	Business Laws introduction to Marketing Management, Productions and Operations Management Advertising and Sales Promotion	Faculty Associate	MCom, NET	4 years	Contract 30,000	Jan 2021
8	Nayanam S	Business Statistics, Quantitative Techniques, Basics Concepts of Mathematics	Faculty Associate	MSc.	3 years	Contract 20,000	Jun 2022
9	Mastan Rao Parimi	Data Visualisation using Power BI	Faculty Associate	MBA MS	1 year	Contract 35,000	Nov 2021

c. Course Mentors

S. No.	Names	Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Lavanya S	Advisor	MCA	3 years	Contract 30000	Dec 2021
1	Parvathy MD	Teaching Assistant	MCom MPhil (NET Qual	2 years	Contract 20000	Nov 2020
2	Reshma R S	Teaching Assistant	MCom MPhil	2 years	Contract 20000	Nov 2020
3	Aswathy Prasad	Teaching Assistant	MBA MPhil	1 year	Contract 20000	Aug 2021
4	Anis A	Teaching Assistant	MCom MPhil	1 year	Contract 20000	Aug 2021
5	Aranya G	Teaching Assistant	MCom	1 year	Contract 20000	Aug 2021
6	Amritha B Nair	Teaching Assistant & Advisor	MCom	2 years	Contract 20000	Mar 2022
7	Anjana Nair	Teaching Assistant	MA	6 months	Contract 20000	Dec 2021

Program Coordinator MBA

S. No.	Name	Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Dr Somanath V	Professor	PhD	34 years	Honorary	September 2021

b. Course Coordinator

S. No.	Name	Course	Designation	Qualification	Experiences	Type (Regular/Contract)with gross salary/month	Date of joining programme
1	Dr Ajith Sundaram	Technology Transformation for Business, Business Analytics, Strategic Management,International Business	Assistant Professor Selection Grade	PhD (HR), PhD (IS)	16 years	Contract Rs 80,000	Mar 2022
2	Dr Anusree P S	Human Resource Management, Recruitment and Retention Management, Performance Management	Assistant Professor	PhD	6 years	Contract Rs 80,000	Aug 2022
3	Dr Murale Venugopal	Legal Aspects and Business Ethics, Management Consulting, Leadership Management	Associate Professor	PhD	17 years	Regular 173157	Oct 2022
4	Dr Rojalin Patri	Operations Management,Manufacturing Control and Planning,Supply Chain Management	Assistant Professor	PhD	8 years	Regular 73376	Aug 2022
5	Parvathy Venugopal	Marketing Management, Marketing Research and Consumer Behaviour, Sales and Distribution Management, Marketing Communications	Assistant Professor	MBA	8 years	Regular 50000	Aug 2022
6	Dr Angan Sengupta	Managerial Economics-Micro and Macro	Assistant Professor (Sl Gr)	PhD	9 years	Regular 149285	Oct 2021
7	Dr Priya Gupta	Business Negotiations and Conflict Resolutions	Associate Professor	PhD	12 years	Regular 149285	Oct 2021
8	Dr Shekar Babu	Business Communications	Professor	PhD	31 years	Regular 70000	Oct 2021

S. No.	Names	Designation	Qualification	Experiences	Type (Regular/Contract)with gross salary/month	Date of joining programme
9	Kameshwaran S	Accounting for Managers, Financial Cost Management, Advanced Financial Management, Financial Modelling	Faculty	CA	18 years	Contract Rs 80,000	Sep 2021
10	Dr Dhanya M	Business Statistics	Assistant Professor (Sr Gr)	PhD	17 years	Regular 115149	Dec 2021
11	Manish Rajan Walvekar	Education for Life-1, Education for Life-2,Education for Life-3	Assistant Professor	M.A. in Sanskrit , NET	5 years	Regular 72349	Aug 2022

S. No.	Names	Designation	Qualification	Experiences	Type (Regular/Contract)with gross salary/month	Date of joining programme
1	Bhagyasree	Teaching Assistant & Advisor	MBA	3 year 1 month	Contract 35000	Jan 2022
2	Ghanasyam	Teaching Assistant & Advisor	MBA	1 year	Contract 30000	Jan 2022
3	Renjini Menon	Teaching Assistant & Advisor	MBA, MS	2 year	Contract 30000	Jan 2022
4	Aishwarya KS	Teaching Assistant	MBA	Nil	Contract 30000	Mar 2022
5	Gopika G K	Teaching Assistant	MBA, MPhil	1 year	Contract 30000	Mar 2022

Program Name: Bcom
Program coordinator

S. No.	Name	Designation	Qualification	Experiences	Type (Regular/Contract)with gross salary/month	Date of joining programme
1	Dr Shekar Babu	Professor	PhD	31 years	Regular 70000	Mar 2021

b. B.Com Course Coordinator

S. No.	Name	Course	Designation	Qualification	Experiences (in years)	Type (Regular/Contract)with gross salary/month	Date of joining programme

S. No.	Names	Designation/Subject	Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Kameswaran S	Corporate Accounting, Income Tax Law and Practice - Heads of Income, Accountancy	CA	MCOM, CA	31 years	Contract 70000	Nov 2021
2	Chethan R. K.	Introduction to GST	Assistant Professor	MCOM	2 years	Regular 40000	Jan 2023
3	Dr. Mahesh R	Mercantile Laws, Business and MIS	Assistant Professor	Ph. D	6 years	Regular 50000	Nov 2021
4	Dr. Shekar Babu	Communicative English, Professional Communication	Professor	Ph.D	31 years	Regular 70000	Mar 2021
5	Dr.Vigneshwar Bhat	Amrita Values Programme I	Assistant Professor	Ph. D	9 years	Regular 50000	Jan 2023
6	Jayashree S	Insurance and Risk Management, Environmental Science and Sustainability	Assistant Professor	MCOM	26 years	Contract 50000	Nov 2021
7	Nidhi Singh	Mercantile Law	Faculty Associate	MBA, NET	3 years	Contract 25000	Mar 2023
8	Pranav Babu Raj	Principles of Management, Economics for Decision Making	Faculty Associate	CMA, M.Com, NET	2 Years	Contract 30000	May 2021
9	Mastan Rao Parimi	Business Statistics and Operations Research, Business and MIS, Basic Concepts of Mathematics	Faculty Associate	MBA, MS	1 year	Contract 35000	Nov 2021
10	Priyanka K	Banking	Faculty Associate	MCOM, NET	3 years	Contract 25000	Feb 2023

c. Course Advisors (Bcom)

S. No.	Names	Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Chaitra Nagaraj	Faculty Associate	MBA	Regular 35000	10 yrs	Jan 2021
2	Dhruthi N	Teaching Assistant	MBA MS	Contract 20000	1 year	Nov 2021
3	Nitu Bharti	Teaching Assistant	MBA	Contract 20000	4 year	Nov 2022
4	Aiswarya H	Teaching Assistant	MA	Contract 20000	1 year	Dec 2021

b. **M.Com Course Coordinators**

S. No.	Name	Course	Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Dr. Mahesh R	Office Automation Lab	Assistant Professor	Ph. D	6 years	Regular 50000	Nov 2021
2	Dr. Ravikumar	Economic Analysis for Managers	Assistant Professor	Ph. D	11 years	Regular 60000	Nov 2022
3	Dr. Shekar Babu	Small Business and Entrepreneurship,Business Correspondence, Business Research	Professor	Ph.D	31 years	Regular 70000	Mar 2021
4	Dr.Vigneshwar Bhat	Cultural Education*,Amrita Values Programme	Assistant Professor	Ph. D	9 years	Regular 50000	Jan 2023
5	Jayashree S	Security Analysis and Protfolio Mangement	Assistant Professor	MCOM	26 years	Contract 50000	Nov 2021
6	Kameswaran S	Advanced Financial Management, Project Appraisal and Financial Planning, International Financial Management,Advanced Corporate Accounting	CA	MCOM, CA	31 years	Contract 70000	Nov 2021
7	Nidhi Singh	Insurance Management, Corporate Laws, Advanced Tally Lab	Faculty Associate	MBA, NET	3 years	Contract 25000	Mar 2023
8	Parimi Mastan Rao	Enterprise Resource Planning and MIS, Database Management Services,Applied Statistics, Analysis using Statistical Tools Lab,Information Systems Lab	Faculty Associate	MBA, MS	1 year	Contract 35000	Nov 2021
9	Priyanka K	Accounting for Managerial Decisions, Corporate Income Tax, Financial Markets and Services	Faculty Associate	MCOM, NET	3 years	Contract 25000	Feb 2023

c. Course Advisors

S. No.	Names	Designation	Qualification	Experiences	Type (Regular/Contract)with gross salary/month	Date of joining programme
1	Chaitra Nagaraj	Faculty Associate	MBA	Regular 35000	10 yrs	Jan 2021
2	Dhruthi N	Teaching Assistant	MBA MS	Contract 20000	1 year	Nov 2021
3	Nitu Bharti	Teaching Assistant	MBA	Contract 20000	4 year	Nov 2022

Program Name   **Computer Science**

Program Coordinator

S. No.	Name	Designation	Qualification	Experiences	Type (Regular/Contract)with gross salary/month	Date of joining programme
1	Jayasree Narayanan	Assistant Professor (Sr Gr)	MSc	13 years academic + 21 years Industry incl. DRDO	Regular 137445	May 2021

b. Course Coordinators (MCA)

S. No.	Name	Course	Designation	Qualification	Experiences	Type (Regular/Contract)with gross salary/month	Date of joining programme
1	Athira S	Advanced Web Technologies and Mean Stack, Computer Vision	Faculty Associate	Mtech	10 months	Contract 35000	Oct 2022
2	Chitra R K	Probability and Statistics Computational Linear Algebra	Faculty Associate	Mtech	3 years	Contract 35000	Aug 2022
3	Jayasree Narayanan	Cloud Computing, Natural Language Processing, Software Engineering and Design Patterns	Assistant Professor (Sr (	MSc	13 years	Regular 137445	May 2021
4	Aswathy R Nair	Data Structures and Algorithms	Faculty Associate	Mtech	8 years 3 months	Contract 35000	Apr 2022

5	Lekshmy V M	Software Engineering and Design Patterns (Regular Stream),Software Project Management, Research Methodology	Faculty Associate	Mtech	5 years	Contract 35000	Mar 2022
6	Susmitha C	Python Programming, Foundations of Machine Learning Reinforcement Learning	Faculty Associate	Mtech	1 year 11 months	Contract 35000	Jan 2022
7	Aiswarya V	Block Chain Technologies, Object Oriented Programming Using Java	Faculty Associate	Mtech	7 years	Contract 35000	Aug 2022
9	Deepa Sreedhar	Foundations of Computer Systems, Advanced DBMS	Faculty Associate	Mtech	7 years 7 months	Contract 35000	Nov 2020
10	Devisree A	Enterprise Networking, Security and Automation, Advanced Computer Networks, Switching Routing and Wireless Essentials	Faculty Associate	M.Tech	2 years 8 months	Contract 35000	Jan 2021
11	Nayanam S	Mathematical Foundations for Computer Applications	Faculty Associate	MSc.	3 years	Contract 20000	Jun 2022
12	Remya Shaji	Deep Learning for AI, Complex Network Analysis, Mobile Application Development, Foundations of Machine Learning, Business Analytics and Visualization	Faculty Associate	M.Tech	4 years 10 months	Contract 35000	Dec 2021
13	Susmitha C	Python Programming	Faculty Associate	M.Tech	1 year 11 months	Contract 35000	Jan 2022
14	Vidya Menon	Design and Analysis of Algorithms, Data Engineering for AI,Data Structures and Algorithms , Probability and Statistics	Faculty Associate	M.Tech	11 years 8 months	Contract 35000	Sep 2021

15	Vidyalekshmi Vinod	Computational Statistics, No-SQL Databases	Faculty Associate	MBA,MTech	11 years	Contract 35000	Dec 2022
16	Ms. Athira Murali	Block chain and Decentralised Application, Fundamentals of Cyber Security Operation,Essentials of Cybersecurity	Faculty Associate	MTech	6 months	Contract 28000	Feb 2022
17	Adv Prem Kamath	Cyber Law	Visiting Faculty	LLB	24 years	Contract 120000	Sep 2021
18	Mr Ashok Kumar Mohan	Minor Project,Cyber Forensic	Assistant Professor	MTech	4 years	Regular 65882	Dec 2022
19	Srikrishnamrita Chaitanya	Essentials of Cyber Security	Faculty Associate	MCA	11 years	Honorary	Sep 2021
20	Ms.Saranya Chandran	Mathematical Foundations of Cryptography	Faculty Associate	MTech	2 years	Contract 40000	Apr 2021
21	Dr Kamalanathan Kandaswami	Governance Risk and Compliance	Assistant Professor	PhD	26 years	Contract 50,000	Jan 2021

c. Course Advisors (MCA)

S. No.	Name	Designation	Qualification	Experiences	Type (Regular/Contract)with gross salary/month	Date of joining programme
1	Shruti Kalia	Advisor	MBA	3 years 5 months	Contract 30000	September 2022
2	Anjali Krishna	Advisor	MBA	2 years	Contract 30000	December 2021
3	K Sudha Pannaga Priya	Advisor	MBA	5 years	Contract 30000	May 2021
2	Ms. Haritha R	Teaching Assistant	M.Tech	9 months	Contract 20000	September 2021
3	Ms.Rajeswari	Teaching Assistant	MTech	3 year	Contract 20000	June 2022
4	Ms Akshara K B	Teaching Assistant	MCA	1 year	Contract 20000	June 2022

b. Course Coordinator (BCA)

S. No.	Name	Course	Designation	Qualification	Experiences	Type (Regular/Contract)with gross salary/month	Date of joining programme
1	Akhila Sreenivas K	Distributed Systems	Faculty Associate	MTech	6 years 5 months	Contract 35000	Jan 2023

2	Jayasree Narayanan	Cloud computing (GCCF), Software Engineering	Assistant Professor (Sr Gr	MS	13 years	Regular 137445	May 2021
3	Pranav Babu Raj	Principles of Management	Faculty Associate	CMA, M.Com, NET	2 Years	Contract 30,000	May 2021
4	Aswathy R Nair	Data Structures and Algorithms, Web Application Development	Faculty Associate	M.Tech	8 years 3 months	Contract 35000	Apr 2022
5	Geethu Sunil	Problem Solving and Algorithm	Faculty Associate	M.Tech	3 years	Contract 35000	Feb 2022
6	Remya Shaji	Introduction to Artificial Intellig	Faculty Associate	M.Tech	4 years 10 months	Contract 35000	Dec 2021
7	Sruthi NT	Computer Networks (CCNA),Operating System and Computer Architecture	Faculty Associate	M.Tech	2years 5 months	Contract 35000	Jan 2022
8	Susmitha C	Operating System and Computer Architecture, Python Programming	Faculty Associate	M.Tech	1 year 11 months	Contract 35000	Jan 2022
9	Aiswarya V	Data Mining	Faculty Associate	M.Tech	7 years	Contract 35000	Aug 2022
10	Amrita Gireesh	Communicative English - 1,Professional Communication	Faculty	MA English (NET Qu	2 years	Contract 22400	May 2021
11	Deepa Sreedhar	Computer Essentials,Database Management System + Lab	Faculty Associate	M.Tech	7 years 7 months	Contract 35000	Nov 2020
12	Devisree A	Problem Solving and Algorithmic Thinking + Lab,Computer Networks (CCNA)	Faculty Associate	M.Tech	2 years 8 months	Contract 35000	May 2021
13	Lekshmy VM	Object Oriented Programming using Java + Lab	Faculty Associate	M.Tech	5 years 2months	Contract 35000	Mar 2022
14	Vidya Menon	Foundations of Applied Mathematics - Part I, Foundations of Applied Mathematics - Part II, Discrete Mathematics	Faculty Associate	M.Tech	11 years 8 months	Contract 35000	Sep 2021
15	Vidyalekshmy Vinod	Data Structures and Algorithms	Faculty Associate	MBA,MTech	11 years	Contract 35000	Dec 2022

c. Course Advisors (BCA)

S. No.	Names	Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Panchami Ravi	Advisor	MBA	9 years 8 months	Contract 30000	April 2022
2	Yamuna Chimmanda	Advisor	MBA	12 years	Contract 30000	November 2022
3	K Sudha Pannaga Priya	Advisor	MBA	5 years	Contract 30000	May 2021

3.5 Details of Administrative staff

a. **Number of Administrative staff available exclusively for Online programmes**

Admin Staff	Required	Available	Name		
Deputy Registrar	1	1	Dr Arul Sanjivi	Appointment Letter of Deputy Registrar	
Assistant Registrar	1	0			
Section Officer	1	2	Senthil Prasad, Saritha Nair	Appointment Letter of Senthil Prasad	Appointment Letter of Saritha Nair
Assistants	3 (2 for DM Universities)	3	Mr Sateesh, Ms Soumya	Appointment Letter of Sathish	Appointment Letter of Soumya
Computer Operator	2	2	Ms Krishna Veni,Mr Thirunavukkarasu R	Appointment Letter of Krishnaveni	Appointment Letter of Thirunavukkarasu
Multi Tasking Staff	2	2	Ms Amritha,Ms Janani	Appointment Letter of Amritha	Appointment Letter of Janani

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	Name

Post	Required	Available	Name			
Technical Manager (Production)	1		1 Mr Diljith Poovadan	Appointment Letter of Diljith		
Technical Associate (Audio Video recording and editing)	1		2 Mr Suneesh, Mr Aswin	Appointment Letter of Suneesh	Appointment Letter of Aswin	
Technical Assistant (Audio Video recording)	1		Mr Ragesh G, Mr 2 Mrudul Ramakrishnan	Appointment Letter of Ragesh G	Appointment Letter of Mrudul Ramakrishnan	
Technical Assistant (Audio- Video editing)	1		Mr Aneesh Gopi, Mr 3 Ajesh D S,Nikhil C D	Appointment Letter of Aneesh Gopi	Appointment Letter of Ajesh	Appointment Letter of Nikhil

ii. For Delivery of Online Programmes:

Post	Required	Available	Name			
Technical Manager (LMS and Data Management)	1 (per Centre)		Mr Aravind S, Mr 2 Anand S	Appointment Letter of Aravind	Appointment Letter of Anand	
Technical Assistant (LMS and Data Management)	2		Ms Meera, Ms Aparna, Mr Harikrishnan, Mr 4 Prabu Vignesh	Appointment Letter of Meera	Appointment Letter of Aparna	Appointment Letter of Prabu Vignesh

iii. For Admission and Examination for Online mode:

Post	Required	Available	Name		
Technical Manager (Admission, Examination and Result)	1 (per Centre)		2 Mr Sivakumar,Mr Arun	Appointment Letter of Sivakumar	Appointment Letter of Arun

| Technical Assistant (Admission, Examination and Result) | 2 | | Mr Muthuraman Chidambaram, Ms Mandira Mukhopadhyay, Mr 3 Jayaram | [Appointment Letter of Muthuraman](#) | [Appointment Letter of Mandira](#) | [Appointment Letter of Jayaram](#) |

(Attach duly attested photocopy of appointment letter with salary details

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 superintendents, as observers etc	Yes	
3	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes	
4	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	Not Applicable	

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

4.2 Compliance of facilities required for the conduct of Online examination for online programmes

S.No.	Provisions in Regulations	Whether being complied Yes/No. If yes, Please provide details and upload relevant documents	If No, Reason thereof
1	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	Not Applicable	
2	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	4.2.2	
3	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	Not Applicable	
4	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	4.2.4	

4.3
Complianc

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.	4.3.1	

2	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Yes	
3	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination: Provided that no semester or year-end examination shall be held unless: i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted; ii) For Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.	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 weightage 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.	Yes	
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	4.3.7	
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.	Yes	
9	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Not Applicable	
10	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Not Applicable	

	(b) Availability of biometric system	Not Applicable	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International learners	Not Applicable	
	(d) In case of non-availability of the Closed Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination centre to the Higher Educational Institution	Not Applicable	
11	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Not Applicable	
12	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Not Applicable	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Not Applicable	
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 recognised 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 Programme name.	4.3.15	
	(b) Each award shall also be uploaded on 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	4.3.16	

4.4 Result and Student Progression
For UG, PG and PGD programmes

Semester beginning	Programme name	No. of students admitted	No. of students appeared in exams	% of students passed	% of students passed in first class	Semester completed
Jan, 2023	BACHELOR OF BUSINESS ADMINISTRATION	61	61	81.96	77.04	4
	BACHELOR OF COMPUTER APPLICATION	50	50	58	58	4
Jan, 2023	BACHELOR OF BUSINESS ADMINISTRATION	173	172	78.48	72.09	3
	BACHELOR OF COMPUTER APPLICATION	225	225	67.55	57.77	3
	BACHELOR OF COMMERCE	48	48	93.75	77.08	3
	MASTER OF COMPUTER APPLICATION	152	107	84.11	55.14	3
	MASTER OF COMPUTER APPLICATION (Artificial Intelligence)	42	38	73.68	60.53	3
	MASTER OF COMPUTER APPLICATION (Cybersecurity)	67	42	88.1	71.43	3
	MASTER OF BUSINESS ADMINISTRATION	143	126	76.98	59.52	3
	MASTER OF COMMERCE	23	23	65.21	65.21	3
Jan, 2023	BACHELOR OF BUSINESS ADMINISTRATION	132	132	53.03	49.24	1
	BACHELOR OF COMPUTER APPLICATION	369	256	42.58	42.19	1
	BACHELOR OF COMMERCE	37	28	64.29	39.29	1
	MASTER OF COMPUTER APPLICATION	205	148	90.54	80.4	1
	MASTER OF COMPUTER APPLICATION (Artificial Intelligence)	71	71	54.92	40.84	1
	MASTER OF COMPUTER APPLICATION (Cybersecurity)	50	50	44	38	1
	MASTER OF BUSINESS ADMINISTRATION	182	164	69.51	53.05	1
	MASTER OF COMMERCE	30	22	45.45	27.27	1

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 theguidelines mentioned in the Regulations. The explicit details of approval

All required Programme Project Reports were completed in compliance with the Regulations, before submission for the approval of the Commission. They have been used as a complete roadmap for each program, and all functions rely on them to deliver the programmes as per the original plan.

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5.1.1

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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 learningmaterial (Print Media), Audio-Video Material, Online Material, Computer-based materialand Curriculum and Pedagogy, as mentioned in the Annexure-VI of the Regulations for ODL programmes.

We are strictly following UGC's guidelines for learning materials. Our structure enables students to clarify their doubts and solve the questions/assignments in a timely manner. Approximately 15 weeks of e-content is prepared inclusive of exams. Each course will be in 4 Quadrant. They are, 1) Quadrant I- E-Tutorial which contains: Video and Audio Content in Animation, Virtual Labs, etc, along with the transcription of the video. 2) Quadrant II - E-Content which contain: Self-instructional material (Digital Self Learning Material), e-Books, case studies, presentations etc. and also contains Web Resources such as further references, Related Links etc. 3) Quadrant III - The Discussion forum for raising of doubts and clarifying the same by the Course Coordinator. 4) Quadrant IV - Assessment, which contains: Problems and their Solutions. They can be in the form of Multiple Choice Questions, Fill in the blanks, Matching Questions, Short Answer Questions, Long Answer Questions, Quizzes, Assignments and Solutions.

The Learning Material (Print Media) - The material has been designed with the approach of two-way communication between the learner and content with an attempt to involve the learner actively through various experience-based activities and assignments. Clear information about the structure of the programme and course has been provided with a detail learning map for the learner so that he or she will be self-directed for completion of his or her studies. It has been developed with dialogue and personal system of writing method which will create the nature of interactivity in Self Learning Material. The content tries to encourage the learner to apply new knowledge and skills. There is a clear definition of learning objectives and outcomes. The Content has been divided into small sections (blocks) and sub-sections (units and sub-units) for effective learning, with an assignment on each learning objective for self-assessment. The learner is directed through problem-solving activities as applicable to the nature of the course. The Self Learning Material is developed in defined formats with the following features:
(i) Consistent layout and format.
(ii) Inclusion of overview of the content.
(iii) A unit structure at the beginning of the unit.
(iv) Plenty of examples.
(v) Reference to prior learning.
(vi) Inclusion of national or international cases and case studies

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 theguidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.

Our Self-learning materials include course material, that is self-explanatory, self-contained, self-directed at the learner, amenable to self-evaluation, and enables the learner to acquire the prescribed level of learning in a course of study, but we do not include textbooks or guidebooks. We include contents in the form of a combination of the following e-Learning content, namely: - (a) e-Text Materials; (b) Video Lectures; (c) Audio-Visual interactive material; (d) Virtual Classroom sessions; (e) Audio Podcasts; (f) E-Library; (g) webinars

The University has implemented the Guidelines as detailed in Annexure VII of the UGC (Online) Regulations 2020 in its preparation of the e-Learning Material. The E-learning material has the four quadrant approach as per UGC. Each School's/Departments Board of Studies recommends the Preparation of e-learning materials based on Curriculum as adopted from conventional programs of the University. The BOS hands the task of preparing the e-learning materials as per requirements of the faculty of the Department, who're required to get an approval of the BOS at the major stages, i.e.

1. Definition of Learning Outcomes and Objectives.

2. Creation of a Structure of Content, suitably divided into units and subunits, mapped according to the weight ages in the credit pattern.

3. Populating the above structure with chunks of content, i.e. chunking, defining what topics would be covered within.

4. Creating a delivery pattern using modern instructional design such as blooms taxonomy

5. Deciding on pedagogical tools to be used, and at what stage.

6. Mapping sufficient self assessment at strategic points in the e-learning material.

7. Finally populating the above with the required material content. The above process is discussed with the BOS at each step and proceeded upon only with a consensus on the same. Once completed , the e-learning materials are shared with others for a peer review and quality check, before making it available to the students.

Upload samples and authority approval

5.3

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

University has it's own learning platform.

In case of Non-SWAYAM Learning Platform, evidence to ensure that it is notused in any franchise arrangement with a private service provider and HEI hasthe ownership of offering Online programmes including all the requiredcomponents of Online education and compliance to all the provisions of theregulations

The courses are delivered by University Inhouse Amrita University Management System and Learning Management System. The University uses its own Learning Platform for the purpose of offering online programs. The University platform contains various customizations done specifically for the University's requirements and to meet the requirements of the UGC. The University is compliant with the requirements of the UGC on the same.

6.2 Compliance status in respect of the Programme delivery
HEI shall mention mechanism followed to ensure the learner's participation at least for two hours every fortnight as per provision 13 (C) (5) of the Regulations, 2020. Further,details of the norms followed by HEI for delivery of courses in Online mode in Teaching Learning scheme

Students are required to attend weekly one hour video content, assignment, quiz and live faculty interactions in each course using the Learning Management System. Student participation is monitored through the Learning Management System and login credentials. All the students are required to attend at least two hours of online interaction every fortnight. Interactive discussion sessions include quizzes, Q&A, review of previous week material.

[Learning Management System](#)

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

No

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

7.1 Compliance status of Regulations 9 of UGC (ODL Programmes and OnlineProgrammes) 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? Uploading of the following on HEI website (Mention link) Joint Declaration		
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 Memorandum of Association		
3	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities Letters of recognition		
4	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure Amrita Online Website		
5	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule Amrita Online Website		

6	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Important Schedules	
7	Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes	Strategy Plan	
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	Feedback Mechanism	
9	Information regarding all the programmes recognised by the Commission	BBA, BCA, BCOM, MBA, MCA, MCOM	
10	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	EnrolmentDetails-Year-wise-Programme-wise	
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;	E-LearningMaterials	
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	FAQ	
13	List of the 'Examination Centres'alongwith the number of learners in each centre, for Online programmes	Not Applicable	
14	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Proctored Examination	

| 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 | Academic Calendar | |
| 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 | Yet to reach the 5 year mark | |

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	Supporting Document Link
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	Student Enrolment-2022-23
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 Yes Yes	Amrita Online Website
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, ands hall provide for equity and access to all deserving learners	Yes	Amrita Online Website
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	Amrita Online Website
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 election 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 (d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.	Yes Yes Yes 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	Yes	Amrita Online Website
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	Amrita Online Website
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes	Amrita Online Website
8. (c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	Yes	
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes	Amrita Online Website
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	Amrita Online Website

8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	Yes	Amrita Online Website
8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes	Details of the Teaching Faculty
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 admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes	Amrita Online Website
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, Comply	
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, Comply	
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, Comply	

13	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes	[Amrita Online Website](#)
14	No Higher Educational Institution shall, issue or publish- (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised; (b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading	Yes Yes	

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
If No, reason thereof:

Informed UGC

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 madeaware about this mechanism.

Students will use the ticketing system, email and social media application to solve the issues related to end semester examinations. LMS Exam Bulletin contain detailed information related to examinations including the timetable, exam platform, mock exam, supplementary exam registration and the results. Ahead Ticketing System - A separate course is available in LMS to create awareness on the same, Students also can use email, discussion forum in LMS, whatsapp/telegram group, etc
The University has setup a very clear Grievance Redressal Mechanism and Policy, as per the regulations. The University provides an online facility for submitting grievances and tracking their status. Every learner can raise an issue via a 'ticketing mechanism' either over email or by calling the helpline. Once given a ticket, the issue is directed to the relevant department. The details of the support email helpdesk and helpline facility are shared with students upon joining, as is the committed timelines. We've been successful in keeping grievance redressal quite efficient.

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
0	0

9.3 Complaint Handling Mechanism

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

Students will use the ticketing system, email and social media application to solve the issues related to end semester examinations. LMS Exam Bulletin contain detailed information related to examinations including the timetable, exam platform, mock exam, supplementary exam registration and the results. The students can email their course coordinator for course-related issues. If the issue still needs to be resolved in 3 working days, students can escalate the issue to Batch Coordinator and subsequently to the Program coordinator. The initial point of contact for issues other than courses related, the initial contact is the Batch Coordinator or AHEAD

Mechanism Adopted-

1. The HEI uploads all the information issued by the commission regarding the complaint handling mechanism on its website.
2. It informs learners about the complaint handling mechanism.
3. The HEI provides the link with the title "Complaint Handling Mechanism" on the home page of HEI's website for creating awareness amongst the stakeholders.
4. The HEI complies with all instructions as issued by the commission regarding timely and judicious resolutions of all complaints raised by the learners.

The student counsellor regular calls the student to get the feedback or their concerns. All the feedback from students during the calls is captured through feedback forms developed by department. In case the student has grievances related to other then academics, the student counsellor director the student to raise the ticket in the ahead helpdesk system and collect the ticket number from student to follow up with respective team.

The students can email their course coordinator for course-related issues. If the issue still needs to be resolved in 3 working days, students can escalate the issue to Batch Coordinator and subsequently to the Program coordinator. The initial point of contact for issues other than courses related, the initial contact is the Batch Coordinator or AHEAD Helpdesk portal. Students can email the Program Coordinator directly if the issue still needs to be resolved in 3 working days. We have informed about the above process to the students via LMS announcements. A Grievance Redressal Committee was formed to address the grievances raised by students.

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)
1	1	Yes

Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

Providing Career guidance training to students in the form of soft skill training, mock interviews, resume writing sessions, mock group discussions etc. Sharing Webinars on various informative topics to students as an add-on. Arranging Counselling session for students requiring Psychological support. Reminder announcements and Motivational quotes given one days before the LIVE sessions – by advisors.

At least one webinar and/or one Workshop every month by industry or academic experts.

AY2022-23-CIQA.10.1- MBA Webinar

10.2 Best Practices of the HEI

• Weekly Live Interaction-Give extra sessions on LIVE interaction to students
• Peer review of LIVE sessions
• Video mode
• Lab demo
• Knimbus digital library access to every Ahead Student
• Sharing LIVE session recordings on LMS on, weekly basis
• Doubt clearance sessions on Progress review weeks
• Weekly monitoring of attendance after the second progress review until the examination
• Sharing the attendance status with students through official and unofficial channels
• Telephonic conversations with inactive students
• Involvement of expert faculty
• Class Committee Meetings – at least 3 per semester
• Email Communications
• Two way communication (Chat Group)
• Webinars
• Soft skill training
• Preparing for the interviews
• Electives have been offered by considering the trending requirements of the job opportunity

10.3 Details of Job Fairs conducted by the HEI

The first Batch of Students are yet to complete the Program and Job interviews will begin by the final semester. We are providing soft skill training, resume preparation sessions, mock interviews, mock Group discussions etc. as an add-on for placement assistance.

10.4 Success Stories of students of Online mode of the HEI

First Batch of students will pass out shortly and will be given assistance for placement. As of now the personal development achieved by the students are mentioned in the attachment.

Students Success Stories

10.5 Initiatives taken towards conversion of e-LM into Regional Languages

We do not have a language conversion mechanism currently. Medium of teaching is English. We have a Bridge Course in the beginning of the program to support students with learning difficulty.Discussions are going on

10.6 Number of students placed through Campus Placements

The first Batch of Students are yet to complete the Program and Job interviews will begin by the final semester. We are providing soft skill training, resume preparation sessions, mock interviews, mock Group discussions etc. as an add-on for placement assistance.

10.7 Details of Alumni Cell and its activity

Our First batch of students will pass out in 2023 December and Alumni Activity will starts there on.

10.8 Any other Information

DECLARATION

I hereby declare that the information given above and in the enclosed documents is true and correct and nothing material has been concealed therein. In case the 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.

Krishnashree Achuthan

Signature of the Director

Name: Dr. Krishnashree Achuthan

Seal:

Date: 25.08.2023

Signature of the Registrar

Name: Dr. K. Sankaran

Dr.K. Sankaran
Seal: *Registrar*
Amrita Vishwa Vidyapeetham
Amrita Nagar, COIMBATORE - 641 112

Date: 25.08.2023