Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER

ONLINE MODE

2022 – 2023

Contents

Part – I: General Information

1.1 **Date of notification of the Centre :**

> VIEW

1.2 **Details of Director, CIQA:**

- Name : Dr. Manoranjan, Pon. Ram
- Qualification: B.E., PGDM, MMM., Ph.D.
- Appointment Letter and Joining Report: VIEW

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. C. Muthamizhchelvan Vice Chancellor ,SRMIST	Science & Humanity	04/01/2019
b.	Three Senior teachers of HEI	Member 1	Dr.A.Duraisamy Dean	Science & Humanity	16/09/2021
		Member 2	Dr.Subhashree Natarajan Dean	Management	27/02/2023
		Member 3	Dr.C.Lakshmi HoD	Engineering & Technology	20/02/2021
		Member 4	Dr.Rajagopal Advisor	Distance Education	04/01/2019
c.	Head of the three departments	Member 5	Dr.S.Tamilarasi HoD	Commerce	16/09/2021
		Member 6	Dr. S. Albert Antony Raj Deputy Dean i/c	Computer Application	16/09/2021
		Member 7	Dr. Jayanthi HoD	Business Administration	16/09/2021

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d.	Two external experts of ODL and /or Online Education	Member 8	Dr. S.N. Geetha Director	Distance Education	20/02/2021
		Member 9	Dr. S.Aravindhan Director	Distance Education	27/02/2023
e.	Officials from department of HEI	Member 10	Dr.D.Antony Ashok Kumar Deputy Registrar	Administration	20/02/2021
f.	Administration Finance	Member 11	Mr.V.Ramanujam Assistant Registrar	Accounts	20/02/2021
g.	Director,CIQA	Member 12	Dr.Manoranjan Pon.Ram Director	Online Education	04/06/2020
h.	Additional Member	Member 13	Prof. G. Augustin Pandian Dean	IQAC	04/01/2019

b. **Whether members mentioned at 'b' to 'e' changed every 2 years? (Y/N)**
   If No, reason thereof

YES

1.4 **Number of meetings held and its approval:**
   a. No. of meetings held every year: 2
   b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 4	23.05.2022	2	VIEW	VIEW
Meeting 5	07.03.2023	2	VIEW	VIEW

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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/ Regulatory authority (if required)	Number of students admitted (Male/Female/ Transgender)			
								M	F	T G	Total
N/A											

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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/ Regulatory authority (if required)	Number of students admitted (Male/Female/ Transgender)			
								M	F	T G	Total
N/A											

1.7 **Number of programmes started at Post Graduate Diploma level as per Commission**

Order:

From <Month, Year> academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/ Regulatory authority (if required)	Number of students admitted (Male/Female/ Transgender)			
								M	F	TG	Total
N/A											

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

From July 2021 session:

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/ Transgender)			
							M	F	TG	Total
1.	Bachelor of Business Administration – Digital Marketing Jul 2021	3	124	10+2 & Qualifying Degree	Rs.21,500 $634	F.No.-1-14/2020 (DEB-I) 10⁹ March.2021	5	1	0	6
2.	Bachelor of Business Administration – Digital Marketing Jan 2022	3	124	10+2 & Qualifying Degree	Rs.21,500 $634	F.No.-1-14/2020 (DEB-I) 10⁹ March.2021	5	1	0	6
3.	Bachelor of Business Administration – Digital Marketing Jul 2022	3	124	10+2 & Qualifying Degree	Rs.21,500 $634	F.No.-1-14/2020 (DEB-I) 10⁹ March.2021	83	42	0	125
4.	Bachelor of Business Administration – Digital Marketing Jan 2023	3	124	10+2 & Qualifying Degree	Rs.21,500 $634	F.No.-1-14/2020 (DEB-I) 10⁹ March.2021	186	73	0	259
5.	Bachelor of Computer Application – Data Science Jul 2021	3	120	10+2 (With Mathematics)	Rs.21,500 $634	F.No.-1-14/2020 (DEB-I) 10⁹ March.2021	6	4	0	10
6.	Bachelor of Computer Application – Data Science Jan 2022	3	120	10+2 (With Mathematics)	Rs.21,500 $634	F.No.-1-14/2020 (DEB-I) 10⁹ March.2021	13	4	0	17

Sr. No.	Degree	Duration	Credits	Admission Eligibility	Fee	UGC Recognition	M	F	TG	Total
7.	Bachelor of Computer Application – Data Science Jul 2022	3	120	10+2 (With Mathematics)	Rs.21,500 $634	F.No. -1-14/2020 (DEB -J) 10th March,2021	146	24	0	170
8.	Bachelor of Computer Application – Data Science Jan 2023	3	120	10+2 (With Mathematics)	Rs.21,500 $634	F.No. -1-14/2020 (DEB -I) 10th March,2021	255	63	0	318

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

From Jan 2021 session:

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1.	Master of Business Administration – Finance|Marketing|HR|Business Analytics Jan 2021	2	102	10+2+3	Rs.47,250/- Per SEM $1850	F.No. 1-14/2020 (DEB -I) 10th March,2021	4	4	0	8
2.	Master of Business Administration – Finance|Marketing|HR|Business Analytics Jul 2021	2	102	10+2+3	Rs.47,250/- Per SEM $1850	F.No. 1-14/2020 (DEB -I) 10th March,2021	15	9	0	24
3.	Master of Business Administration – Finance|Marketing|HR|Business Analytics Jan 2022	2	102	10+2+3	Rs.47,250/- Per SEM $1850	F.No. 1-14/2020 (DEB -I) 10th March,2021	32	25	0	57
4.	Master of Business Administration – Finance|Marketing|HR|Business Analytics Jul 2022	2	102	10+2+3	Rs.47,250/- Per SEM $1850	F.No. 1-14/2020 (DEB -J) 10th March,2021	423	249	0	672
5.	Master of Business Administration – Finance|Marketing|HR|Business Analytics Jan 2023	2	102	10+2+3	Rs.47,250/- Per SEM $1850	F.No. 1-14/2020 (DEB -I) 10th March,2021	565	407	0	972
6.	Master of Computer Applications Jul 2021	2	80	10+2+3 (with Mathematics or Computer science)	Rs.37,500/- Per SEM $1050	F.No. -1-14/2020 (DEB -I) 10th March,2021	45	16	0	61

7.	Master of Computer Applications Jan 2022	2	80	10+2+3 (with Mathematics or Computer science)	Rs.37,500/- Per SEM $1050	F.No.-1-14/2020 (DEB-I) 10th March,2021	30	11	0	41
8.	Master of Computer Applications Jul 2022	2	80	10+2+3 (with Mathematics or Computer science)	Rs.37,500/- Per SEM $1050	F.No.-1-14/2020 (DEB-I) 10th March,2021	275	148	0	423
9.	Master of Computer Applications Jan 2023	2	80	10+2+3 (with Mathematics or Computer science)	Rs.37,500/- Per SEM $1050	F.No.-1-14/2020 (DEB-I) 10th March,2021	666	361	0	1027
10.	Master of Commerce July 2021	2	80	10+2+3 (Bachelor's in Commerce)	Rs.25,000/- Per SEM $600	F.No.-1-14/2020 (DEB-I) 10th March,2021	1	1	0	2
11.	Master of Commerce July 2022	2	80	10+2+3 (Bachelor's in Commerce)	Rs.25,000/- Per SEM $600	F.No.-1-14/2020 (DEB-I) 10th March,2021	2	2	0	4
12.	Master of Commerce Jan 2023	2	80	10+2+3 (Bachelor's in Commerce)	Rs.25,000/- Per SEM $600	F.No.-1-14/2020 (DEB-I) 10th March,2021	0	1	0	1

Part – II: Requirements as per
Centre for Internal QualityAssurance (CIQA) Functioning

2.1 Action taken on the functions of CIQA:-

S.No.	Provisions in Regulations	Details of Actiontaken by CIQA and Outcome thereof	Upload Relevant Document
1.	Quality maintained in the services provided to the learner.	On a regular basis, orientations for the Learning Management System are held to acquaint new students and instructors, by holding inquiry sessions for the student to address academic queries. A variety of technologies, including the student portal, WhatsApp, emails, phone calls, and others, are used to provide support services to students. Offering simulated exams to students in an effort to help them perform better on their exams. The learners are enrolled through the admission portal via the SRM online admission application platform. They are then subjected to eligibility verification, and the eligible candidates are granted student access to the SRM online learning platform (Learning Management System) in accordance with UGC norms. Refresher courses are provided to learners in order to bridge the knowledge gap and familiarize them with the SRM online platform and services we offer. The learners are provided a clear orientation with the use of the Learning Management System, the academic orientation of the education system used in SRM online education, as well as	VIEW

		assessments, weekly reviews, practical sessions, live sessions, tests, and so on.	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution.	Weekly live interactive sessions are held for each subject, allowing learners to engage in a continual learning process. Query sessions are held based on the student's request to clear any doubts. The weekly evaluations are conducted out on a concrete basis, with the four quadrants evaluating MCQs, Assignments, discussion forums, FAQs, and Glossaries in the SRM online learning platform. The tasks are also included in the live sessions in between subject learning to engage learners and improve the learning process. Virtual lab sessions are conducted for theoretical cum lab courses, allowing learners to improve their technical abilities in real-time. Learners are provided with lab manuals and lab exercises for reference.	VIEW
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality.	All Audio Video resources, Textual learning materials, and e-books are supplied to learners in the SRM learning online platform in accordance with the four-quadrant guidance. External experts audit the contents of the four quadrants to ensure quality and consistency. The content is also audited internally by the internal programme coordinators. SRM online Learner Support Service: All services to students are delivered via various platforms such as STUDENT PORTAL, WhatsApp, Email, and	VIEW VIEW

		Phone Calls. To overcome hardships in the learning process, etc. Last Minute Revision (LMR) and Mock exams are held before to examinations so that students can improve their performance in the University end-of-semester exam.	
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)	Similarly, to conventional modes of education, live interactive sessions are held for all courses to assure the learner's knowledge transfer. The curriculum and PPR are designed and implemented to be analogous to the usual regular mode. Experienced expert faculty members develop audio-visual learning materials and textual learning materials to keep the standards that correspond to the regular syllabus conventional method.	VIEW VIEW

5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Periodically the feedback was conducted through the SRM Learning Management platform. All the feedback is reviewed in academic meetings and courses of action are implemented. The academic meetings are conducted every Thursday with faculty members and prioritization of student service for the betterment of academic activities.
		Feedback is conducted under various stakeholders
		  1. Learners' feedback on academics
		  2. Learners' feedback on Learning Management System.
		  3. Learners' feedback on the admission process
		  4. Learners' feedback on examinations.
			VIEW
			VIEW

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		5. Faculty feedback on learners' performance.	
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	CIQA under the chairmanship of the Vice Chancellor had made it mandatory to nominate a member from external experts and various department Heads to monitor the quality aspects and provide information for assessment. Program coordinators continuously monitor the deliverables to learners to maintain the standard of course content. Meetings were conducted with the other department Heads and Registrar to update them on the new developments taking place in the Higher Education system	VIEW VIEW
7.	Implementation of its recommendations through periodic reviews.	Periodically the feedback was conducted through the Student portal. All the feedbacks are reviewed in academic meetings and courses of action are implemented. The academic meeting is conducted every Thursday for the betterment of the academic activities.	VIEW
8.	Workshops/ seminars/ symposium organized on quality related themes, ensure participation of all stakeholders, and disseminate thereports of such activities among all the stakeholders in Higher Educational Institution.	Learning Management System workshops/ orientations are conducted regularly for the new learners and faculty to familiarize themselves with Learning Management System usage. The Director conducts exclusive interaction with faculty members both external and internal to plan and schedule for the upcoming session to maintain the international standard of learning. Various workshops/seminars/	VIEW VIEW

		symposiums are conducted at the university level to engage the learners	
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.	Periodically, corporate guest lectures are conducted for the learners to have knowledge of the current trends from the corporate experts. The virtual lab incorporates real-time projects and explorations as part of the curriculum. Internships and projects/mini-projects are carried out under the supervision of corporate and academic professionals.	VIEW VIEW
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	The core committee of the university evaluates programme project reports in accordance with UGC regulations. A need assessment study is made mandatory prior to the construction of a new academic course, based on which the many parameters of the curriculum, including current market trends and numerous services to be delivered, are decided.	VIEW
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 programme.	Programme project reports are evaluated by a core committee of the university as per the regulation of UGC norms. Before the development of a new academic programme, a need assessment study is made compulsory, based on which the various parameters of the program are decided including the current market trends and various services to be delivered	VIEW
12.	Mechanism to ensure the proper implementation of Programme Project Reports	The submitted report is subjected to internal audit by the cross-functional committee, just as management programmes are inspected by IT and vice versa. The PPR is documented as a guideline for each and every	VIEW

		programme in accordance with UGC standards. Periodic academic meetings are held to monitor the implementations.	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The academic schedules are prepared as the annual plans and reviewed periodically and actionable reports are generated. The academic schedules and plans are sanctioned by the Registrar and properly implemented.	VIEW VIEW VIEW
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	The live projects, technical skills like a programming language, software tools, professional skills, career advancement, enhancement, mini projects, and my India projects are incorporated in the syllabus as part of the curriculum to make the learners mandatory to assure their preparation towards the job market. Seminars and workshops were conducted to learners to connect them with corporate experts to prepare them for the global market. BOS meetings are conducted regularly with members from industry to receive and approve the academic structure and plan, in reference to industry requirements.	VIEW VIEW VIEW VIEW VIEW
15.	Facilitated system-based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	Short Synopsis on the audio-visual materials are prepared to have the overall knowledge on the course before going to actual lessons. To improve the creative knowledge among the learners in academic centric videos and audio assignments are incorporated in their weekly assignments. Last Minute Revision (LMR) are conducted for the learners to get quick recap on their course overview for the better performance in the	VIEW

		University end-semester examination.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	Centre Internal Quality Assurance Meetings are conducted bi-annually (CIQA) under the supervision of the Heads of the institution and external experts to monitor and inspect academic activities.	VIEW
17.	Measures adopted to ensureinternalization and institutionalization of quality enhancement practices throughperiodic accreditation and audit.	The reports are documented for their quality and quantification of the departmental activities. The reports are taken daily, weekly, and monthly thereby continuous monitoring and auditing.	VIEW
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related Initiatives or guidelines	The guidelines are prepared and approved by the Statutory authorities of the institutions as per UGC norms. The guidelines are verified and implemented strictly during the production of audio-visual learning materials, Textual learning materials, and assignments. The audio-visual content editing guidelines were implemented.	VIEW VIEW VIEW VIEW VIEW
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	SRM Online Education complies with all the parameters and requirements in terms of four quadrant content development: audio-visual learning materials, Textual learning materials, assignments, assessments, FAQs, and Glossaries. Curriculum and Pedagogy as mentioned in the Regulations.	VIEW VIEW VIEW VIEW
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Centre Internal Quality Assurance Meetings have been conducted bi-annually (CIQA) under the supervision of the Heads of the institution and external experts to monitor and inspect academic activities. The reports are documented for their quality and quantification of the departmental activities.	VIEW VIEW

		The reports are taken daily, weekly, and monthly thereby continuous monitoring and auditing.	
21.	(a) Submitted Annual Reports to theStatutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	The Annual reports are submitted to the Statutory Authorities of the Higher Educational Institution about its activities at the end of each academic session. To start any new programme: 1. Project Planning Report is prepared as per UGC Regulations, 2020. 2. The PPR is being reviewed by Programme Advisory Committee 3. The PPR is being approved in the Academic Council meeting. 4. The PPR approved in the Academic Council meeting is kept before the Academic Planning Board and Board of Management for further approval. Process of approval for preparation of audio-visual learning materials, Textual learning materials, assignments, assessment, FAQs, and Glossaries.	VIEW VIEW
	(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 bi-annually to the Commission.	A copy of the report was submitted in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission. Centre Internal Quality Assurance Meetings have been conducted bi-annually (CIQA) under the supervision of the Heads of the institution and external experts to monitor and inspect academic activities.	VIEW
22.	Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality	Centre Internal Quality Assurance Meetings have been conducted bi-annually (CIQA) under the supervision of the Heads of the institution and	VIEW VIEW

	Assurance on the effectiveness of quality assurance systems and Processes.	external experts to monitor and inspect academic activities. The suggestion are implemented in the upcoming sessions as discussed in the CIQA meeting.	
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 Programmes.	Instructional designs are developed and subjected to evaluation to facilitate the adoption of instructional design requirements as per the philosophy of online learning decided by the statutory bodies of the Higher Educational institutions for its different academic programmes. Instructional designs are approved by the Head of the Institution, academic programs are implemented accordingly. The content are designed and development are carried out with the guidance of Audio-Video editing guidelines.	VIEW VIEW VIEW VIEW
24.	Promoted automation of learner support services of the Higher Educational Institution	Automated chatbot service are enabled for 24X7 admission. Providing learners support services to the learners in various platforms like STUDENT PORTAL, WhatsApp, Email, Calls. Etc. Conducting mock tests for the new learner to improve their performance in examinations.	VIEW VIEW VIEW
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	Annual CIQA meetings are reviewed with experts from academic and corporate professionals. All the suggestions are implemented for the upcoming sessions.	VIEW
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	As per provision given in Part III-Sec. 4 9q, 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,January, February, March as revised 2021. our approval is w.e.f. Jan-	VIEW VIEW

		March 2021.Every year academic audit are carried out and reports of out approved in CIQA.	
27.	Overseen the preparation of Self- Appraisal Reports to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	The self-appraisal reports are submitted on time for the assessment and accreditation. As per provision given in Part III-Sec. 4 9q, January, February, March as revised 2021, our approval is w.e.f. Jan-March 2021. Every year academic audit are carried out and reports of out approved in CIQA.	VIEW
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein.	Various activities are promoted to collaborate and associate for the quality enhancement of online mode of education and research. Projects, mini-projects, and internships are guided by academic and corporate experts to have a broad spectrum of both educational and research quality enhancement. Various panel discussions, discussion forums, and research topic discussions are conducted by the University.	VIEW
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	The industry-institution linkage is facilitated by providing exposure to the learners and enhancing their employability. Seminars, corporate guest lectures, and workshops are conducted in various ways to bridge the gap between industry and institution. Connect with Campus is conducted to share the knowledge interaction between the campus activities exposed to the online learners.	VIEW VIEW

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 inrespect of onlineprogrammes	Upload relevant document
1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning. d. Operational Plan, Goals and Policies	a. SRMIST is responsible for filling all sanctioned/required jobs as stipulated by the Commission and establishing a credible governance system. b. The SRMIST leadership and management to analyse and review organizational culture in order to fulfil its vision, purpose, and goals. c. To improve overall quality the SRMIST is undertaking strategic planning of its operations and implementing the same by aligning them with academic and administrative aspects. d. The SRMIST has well-defined goals that are realistic and measurable, well-defined policies that are in sync with its strategic plan and are realistic and achievable, clearly stated guidelines for policy and plan implementation, and a transparent and accountable system for its policies and planning that is well communicated to its stakeholders.	VIEW
2.	Articulation of Higher Educational Institution Objectives	The SRMIST has a clear vision, mission, ethos, and general strategy that is consistent with the goals of offering programmes via Open Learning. Objectives • To emerge as a leader in Online Learning	VIEW VIEW

		• Enhance adult learner recruitment access and success. • Support University priorities.	
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	a. A primary academic activity of the SRMIST is to plan, design, and development of curriculum for academic courses. As a result, it is having processes, methods, and structures in place to carry out these duties. b. SRMIST has clear implementation plans in place to determine how much time will be spent on each component of the implementation phase. It is the foundation for the program(s)' effectiveness and overall usefulness. c. The SRMIST implements appropriate measures for imparting academic flexibility, which refers to freedom in course scheduling, vertical mobility, and inter-disciplinary possibilities made possible through curricular transactions for learners. d. As stipulated by UGC regulations, the SRMIST provide excellent learning materials in the form of e-learning material for Online mode of education. Considering several factors, SRMIST OE utilizes the media and technology to match the course content in order to enhance and expand	VIEW VIEW VIEW VIEW VIEW VIEW VIEW VIEW

		learning and to meet the needs of the learners; and they are accessible, practical, equitable, and cost-effective to the learners. e. Curriculum revision and re-design will be based on feedback from all stakeholders in terms of relevance and appropriateness in meeting the demands of society, economy, and environment. The curriculum was proposed to the board of studies according to the UGC norms and presented to the committee and was approved.	
4.	Programme Monitoring and Review	SRMIST established and implemented a programme monitoring and review system in order to conduct periodic internal reviews and maintain academic program quality. The reviews are taken into account to the accomplishment of learning outcomes as measured by the various techniques for direct and indirect assessment.	VIEW VIEW VIEW
5.	Infrastructure Resources	SRMIST have a system in place to collect data on the adequacy and optimal use of the facilities available in a Higher Educational Institution, such as physical facilities like recording studio, video editing software's, digital boards, cloud servers, digital libraries are available in the SRMIST Online education that can be accessed anytime anywhere, information and communication technology infrastructure, and so on, in order to maintain the quality of academic programmes and to	VIEW

		provide qualitative support to all stakeholders.	
6.	Learning Environment and Learner Support	Learner support services, such as academic counselling and digital library services, will be a significant focus of Online mode learners. SRMIST established Information and Communication Technology facilities as part of the learning environment, with a focus on the pedagogical use of modern educational practices to support online learning. Learner Support Services will be made available via the student portal. SRMIST adopts a more sophisticated approach to the use of information and communication technology, as well as e-learning competence. SRMIST delivers a consistent learner-centered environment.	VIEW
7.	Assessment and Evaluation	A program's evaluation procedure has included each of its listed Learning Outcomes. To accommodate the various learning outcomes anticipated of the course components, the SRMIST shall carry out the evaluation using a variety of assessment instruments, including MCQs, LDQs, projects, reports, case studies, presentations, and term-end exams. SRMIST has an assessment and moderation system for evaluating the academic performance of learners.	VIEW VIEW

| 8. | Teaching Quality and Staff Development | In order to encourage academic staff to continuously improve teaching and learning, SRMIST has a well-established structure for promoting quality counselling, capacity building workshops, programmes, and interactive teaching-learning and also offer staff development activities and programmes. | VIEW VIEW |

2.3   Compliance of Process of Internal Quality Audit – As per Annexure-1 (Part V (3)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of onlineprogrammes	Upload relevant document
1.	Academic Planning	SRMIST has a strong and suitable academic planning mechanism in place to guarantee that the programmes they provide are relevant to the national economy, represent the Institution's strategic direction, and provide a high-quality value-added learner experience. SRMIST has sufficient and suitable teaching and other support staff, as well as infrastructure and technological support, to ensure that the curriculum is kept up to date and the goals are met.	VIEW
2.	Validation	To make sure that its programmes are academically feasible, that academic standards have been correctly specified, and that they provide learners with the best opportunity to learn. A validation procedure is in place for the SRMIST.	VIEW
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from	a. The Examination Centres will regularly provide reports on the	VIEW VIEW

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Examination Centres	administration of online exams and observers/proctors for all exams. Technical steps were put in place by SRMIST COE to make it easier to receive these reports.	VIEW
b. External Auditor or other External Agencies report	b. As per provision given in Part III-Sec. 4 9q, January, February, and March as revised 2021, our approval is w.e.f. Jan-March 2021. Every year academic audits are carried out and reports of out approved in CIQA.	
c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institutionlevels	c. SRMIST ensured that easy access to performance monitoring data, such as course pass rates, learner entry profiles, and progression and achievement reports, for effective evaluation and audit. These data are available through the student portal and used for report-making.	
d. Reporting and Analytics bythe Higher Educational Institution	d. SRMIST has web-based tools to provide the necessary reports, and it analyses learner and academic analytics to determine what modifications should be made for better performance.	
e. Periodic Review	e. For continuous improvement in programmes, the SRMIST as an efficient approach for gathering stakeholder feedback. Regular self-evaluations are done in	

		order to improve its methods, procedures, and ultimately the calibre of its programmes.	

Part – III: Human Resources and Infrastructural Requirements

3.1 **Name and details of Director of Centre for Online Education** - Regular, full time, at least Associate Professor

VIEW

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

VIEW

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

VIEW

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:

The Directorate of Online Education, SRMIST, is fully complied with the requirements in terms of the staffing norms, as mentioned in the Annexure four of the regulation.

i. **Programme Name: MBA/MCA/M.Com/BCA/BBA**

a. **Programme Coordinator**

S.No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1	Dr. G. Babu	Assistant Professor	21	Regular Rs.58,000/-	20/09/2021
2	Dr. Gnanadasan M L	Assistant Professor	22	Regular Rs.75,000/-	14/10/2022
3	Dr. Muthuselvam M	Assistant Professor	15	Regular Rs.55,000/-	16/10/2022
4	Ms. Nithya S	Teaching Associate	8	Regular Rs.49,000/-	21/10/2022

b. **Course Coordinator**

S.No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of Joining Programme
1	Managerial Economics	Dr.Nisha Ashokan Associate Professor	M.B.A., Ph.D	25	Regular Rs.90,000/-	05/11/2020
2	Financial Accounting	Dr.Shanmuga Priya Assistant Professor	M.B.A., Ph.D	18	Regular Rs.70,000/-	05/11/2020
3	Marketing Management	Ms. Pallavi Banerjee Corporate Expect	M.B.A.,	16	Contract Rs.40,000/-	17/08/2022
4	Operations Management	Dr. Gowri Sankaran Assistant Professor	M.B.A., Ph.D	18	Contract Rs.40,000/-	05/11/2020
5	Organizational Behavior	Dr.Nithya Sankar Assistant Professor	M.B.A., Ph.D	17	Contract Rs.40,000/-	17/09/2022
6	Information Management	Ms. Nithya S Teaching Associate	M.B.A., Ph.D	8	Regular Rs.49,000/-	21/10/2022
7	Legal & Business Environment	Dr.S.Arun Kumar Associate Professor	M.B.A.,Ph.D	16	Regular Rs.90,000/-	04/01/2021

8	Ethics & Corporate Social Responsibility	Dr.Priya Xavier Assistant Professor	M.B.A.,Ph.D	21	Regular Rs.70,000/-	04/01/2021
9	Business Statistics & Quantitative Methods	Dr.S.K.Manivannan Associate Professor	M.B.A.,Ph.D	21	Regular Rs.90,000/-	04/01/2021
10	Financial Management	Dr.Rajyalakshmi Assistant Professor	M.B.A.,Ph.D	13	Regular Rs.70,000/-	04/01/2021
11	Human Resource Management	Dr.Preetha Assistant Professor	M.B.A.,Ph.D	13	Regular Rs.63,000/-	05/11/2021
12	Entrepreneurship	Mr Murugan Assistant Professor	M.B.A.,Ph.D	12	Regular Rs.48,000/-	04/01/2021
13	Research Method in Business	Dr. Uma Rani S Visiting Faulty	M.B.A.,Ph.D	18	Contract Rs.40,000/-	17/08/2022
14	Technology Appreciation & Intellectual Property Rights	Dr.Gowri Sankran Assistant Professor	M.B.A.,Ph.D	14	Contract Rs.40,000/-	21/07/2021
15	Investment Analysis & Portfolio Management	Dr.Vijaya Karthikeyan Associate Professor	M.B.A.,Ph.D	18	Regular Rs.90,000/-	21/07/2021
16	Financial Markets, Institutions & Instruments	Dr.Vinitha K Assistant Professor	M.B.A.,Ph.D	18	Regular Rs.70,000/-	21/07/2021
17	Technology in Finance	Dr.Kavitha Shanmugam Associate Professor	M.B.A.,Ph.D	10	Regular Rs.90,000/-	21/07/2021
18	Mergers, Acquisitions & Corporate Valuation	Dr.Maria Evelyn Jucunda M Assistant Professor	M.B.A.,Ph.D	8	Regular Rs.70,000/-	21/07/2021

19	Financial Derivatives	Mr Sachin D Udeperukar Assistant Professor	M.B.A.,Ph.D	16	Contract Rs.40,000/-	21/07/2021
20	Consumer Behavior	Dr.K.Subathra Assistant Professor	M.B.A.,Ph.D	12	Regular Rs.70,000/-	21/07/2021
21	B2B Marketing	Dr.S.Senthil Kumar Professor	M.B.A.,Ph.D	24	Regular Rs.1,10,000/-	05/11/2021
22	Retail Management	Mrs. Indhumathy Assistant Professor	M.B.A.,	12	Contract Rs.40,000/-	21/07/2021
23	Marketing Analysis	Ms. Nithya S Teaching Associate	M.B.A., Ph.D	8	Regular Rs.49,000/-	21/10/2022
24	Integrated Marketing Communications	Dr.B.Shyamaladevi Assistant Professor	M.B.A.,Ph.D	16	Regular Rs.70,000/-	05/11/2021
25	Employee Relations	Dr.Prabhu Assistant Professor	M.B.A.,Ph.D	8	Regular Rs.70,000/-	05/11/2021
26	Human Resource Metrics & Analytics	Christina Mary Alexander Assistant Professor	M.B.A.,(Ph.D)	5	Contract Rs.40,000/-	05/11/2021
27	Compensation & Benefits Management	Ms.G.Poorani Assistant Professor	M.B.A.,(Ph.D)	7	Regular Rs.34,000/-	05/11/2021
28	Performance Management Systems	Dr.Preetha Assistant Professor	M.B.A.,Ph.D	13	Regular Rs.63,000/-	05/11/2021
29	Strategic HRM	Ms.Janani Assistant Professor	M.B.A.,(Ph.D)	14	Regular Rs.36,000/-	05/11/2021
30	Introduction to Business Analytics	Dr.P.Subathra Assistant Professor	M.B.A.,Ph.D	9	Regular Rs.70,000/-	05/11/2021
31	Data Visualization for Managers	Dr.S.K.Manivannan Associate Professor	M.B.A.,Ph.D	21	Regular Rs.90,000/-	05/11/2021

32	Business Forecasting	Mr.Harsha Vardhan Assistant Professor	M.B.A.,(Ph.D)	12	Contract Rs.40,000/-	05/11/2021
33	Managing Digital Innovation & Transformation	Dr. Kapil Garg Associate Professor	M.B.A.,Ph.D	18	Contract Rs.40,000/-	20/09/2021
34	E-Commerce & Digital Markets	Dr.Babu Assistant Professor	M.E.,Ph.D	20	Regular Rs.58,000/-	20/09/2021
35	Communication for Managerial Personnel	Dr.Poonam Assistant Professor	M.A, M.Phil.,Ph.D	9	Regular Rs.42,000/-	04/01/2021
36	Priniciples of Management	Dr.Nisha Asokan Associate Professor	M.B.A.,Ph.D	25	Regular Rs.90,000/-	04/01/2021
37	Fundamentals of Financial Accounting	Dr.Kabirdoss Devi Assistant Professor	M.B.A.,Ph.D	14	Regular Rs.46,000/-	04/01/2021
38	Basics of Production & Operation Management	Mr.Chandramouli Assistant Professor	M.B.A.,Ph.D	12	Regular R.50,000/-	04/01/2021
39	Managerial Economics	Dr.Nisha Ashokan Associate Professor	M.B.A,Ph.D	25	Regular Rs.90,000/-	04/01/2021
40	Managerial Accounting	Dr.Kabirdoss Devi Assistant Professor	M.B.A,Ph.D	14	Regular Rs.46,000/-	21/07/2021
41	HR Management	Dr.Gowri Sankran Assistant Professor	M.B.A.,Ph.D	14	Contract Rs.40,000/-	21/07/2021
42	Marketing Management	Dr.Rajayalakshmi Assistant Professor	M.B.A.,Ph.D	13	Regular Rs.70,000/-	21/07/2021
43	Software Solutions for Business	Dr.G.Babu Assistant Professor	M.B.A.,Ph.D	20	Regular Rs.58,000/-	20/09/2021
44	Understanding Digital Marketing	Dr.Sriram M Assistant Professor	M.B.A.,Ph.D	8	Regular Rs.70,000/-	21/07/2021
45	Quantitative Aptitude & Reasoning	Dr.Snehalatha Assistant Professor	M.B.A.,Ph.D	16	Regular Rs.59,000/-	21/07/2021

46	Advanced Accountancy - II	Mr.Arul Prakash Assistant Professor	M.B.A.,Ph.D	12	Regular Rs.48,000/-	21/07/2021
47	International Marketing	Dr.Kabirdoss Devi Assistant Professor	M.B.A.,Ph.D	14	Regular Rs.46,000/-	21/07/2021
48	Strategic Human Resource Management	Ms.Janani Assistant Professor	M.B.A.,Ph.D	14	Regular Rs.36,000/-	21/07/2021
49	Entrepreneurial Development	Mr.Murugan Assistant Professor	M.B.A.,Ph.D	12	Regular Rs.48,000/-	21/07/2021
50	E-Commerce	Dr.G.Babu Assistant Professor	M.C.A.,Ph.D	20	Regular Rs.58,000/-	20/09/2021
51	Programming using Java	Dr.Karthick.T Assistant Professor	M.E.,Ph.D	10	Regular Rs.70,000/-	21/07/2021
52	Operating System	Mr.V.Joseph Raymond Assistant Professor	M.E.(Ph.D)	11	Regular Rs.50,000/-	21/07/2021
53	Database Technology	Dr. Nithya Assistant Professor	M.E.,Ph.D	7	Regular Rs.65,000/-	21/07/2021
54	Advanced Web Application Development	Dr. G.Babu Assistant Professor	M.E.,Ph.D	20	Regular Rs.58,000/-	20/09/2021
55	IT Infrastructure Management	Dr.P.Selvaraj Assistant Professor	M.E.,Ph.D	11	Regular Rs.70,000/-	21/07/2021
56	Career Advancement -1	Dr. Snehalatha M Assistant Professor	M.E.,Ph.D	16	Regular Rs.70,000/-	21/07/2021
57	Business English	Dr.Poonam Assistant Professor	M.A, M.Phil.,Ph.D	9	Regular Rs.42,000/-	21/07/2021
58	Introduction to Data Science	Dr R S Ponmagal Associate Professor	M.E.,Ph.D	20	Regular Rs.1,00,000/-	21/07/2021
59	Programming for Problem Solving	Dr. A. Shanthini Associate Professor	M.E.,Ph.D	15	Regular Rs.1,00,000/-	21/07/2021

60	Data Analysis using Excel	Dr. Geetha Assistant Professor	M.E.,Ph.D	12	Regular Rs.61,000/-	21/07/2021
61	Discrete Mathematical Structures	Dr.Uma Assistant Professor	M.E.,Ph.D	11	Regular Rs.55,000/-	21/07/2021
62	Python Programming	Dr.Jayashree Assistant Professor	MCA,M.Phil.,Ph.D	10.5	Regular Rs.52,000/-	21/07/2021
63	Computer Networks	Mrs.M.Safa Assistant Professor	M.E.,Ph.D	10.5	Regular Rs.61,000/-	21/07/2021
64	Optimization Techniques	Dr.N.Balaji Assistant Professor	MCA,M.Phil.,Ph.D	10.7	Regular Rs.61,000/-	21/07/2021
65	Android Applications Development	Dr.G.Babu Assistant Professor	M.E.,Ph.D	20	Regular Rs.58,000/-	20/09/2021
66	Software Testing	Dr.Vimala Devi Assistant Professor	M.E.,Ph.D	15.3	Regular Rs.61,000/-	21/07/2021
67	Data Analysis Using R	Dr. Rajasekar Assistant Professor	M.E.,Ph.D	13	Regular Rs.75,000/-	21/07/2021
68	Career Advancement - II	Dr.R.Kumaravel Assistant Professor	MCA,M.Phil.,Ph.D	10.5	Regular Rs.61,000/-	21/07/2021
69	Programming in Java	Dr.T.Karthick Assistant Professor	M.E.,Ph.D	11	Regular Rs.73,000/-	21/07/2021
70	Data Structures & Algorithms	Mrs.K.Meenakshi Assistant Professor	M.E.,(Ph.D)	10	Regular Rs.61,000/-	21/07/2021
71	Database Systems	Dr.Nithya Assistant Professor	M.E.,Ph.D	7	Regular Rs.61,000/-	21/07/2021
72	Mathematical Foundation	Dr S.Sangeetha Assistant Professor	M.Sc.,M.Phil.,Ph.D	10.5	Regular Rs.61,000/-	21/07/2021
73	Introduction to Cloud Computing	Dr.P.Balamurugan Assistant Professor	M.E.,Ph.D	12	Regular Rs.89,000/-	21/07/2021
74	Advance Accountancy I	Mr.Arul Prakash Assistant Professor	M.B.A.,Ph.D	12	Regular Rs.48,000/-	21/07/2021

75	Modern Banking	Dr.Mariya Evelyn Assistant Professor	M.B.A, Ph.D	8	Regular Rs.70,000/-	04/01/2021
76	Organizational Changes & Development	Dr.R.Vijayaraj Assistant Professor	M.B.A. Ph.D	13	Regular Rs.70,000/-	04/01/2021
77	Quantitative Technique for Finance	Dr.Jahira Parveen Assistant Professor	M.B.A. Ph.D	16	Regular Rs.70,000/-	04/01/2021
78	International Finance Management	Dr.Vinitha Assistant Professor	M.B.A. Ph.D	12	Regular Rs.70,000/-	04/01/2021
79	Retail Brand Management	Dr. S. Catherin Assistant Professor	M.B.A, Ph.D	17	Contract Rs.40,000/-	21/07/2021
80	Professional Skills	Dr.Preetha Assistant Professor	M.B.A.,Ph.D	13	Regular Rs.63,000/-	05/11/2021
81	Operations Research in Business	Dr.Nithya Sankar Assistant Professor	M.B.A., Ph.D	17	Contract Rs.40,000/-	17/08/2022
82	Small Business and Entrepreneurial Development	Dr. Meena Kumari Assistant Professor	M.B.A., Ph.D	16	Contract Rs.40,000/-	17/08/2022
83	Universal Human Values	Dr. Maya Assistant Professor	M.B.A., Ph.D	18	Contract Rs.40,000/-	17/08/2022

c.   Course mentor

S.No.	Names with Designation	Qualification	Experiences	Type(Regular/ Contract) with gross salary/month	Date of joining programme
1	Dr.Prabu Assistant Professor	M.B.A.,Ph.D	12	Regular Rs.80,000/-	21/07/2021
2	Dr. A. Shanthini Associate Professor	M.C.A.,Ph.D	15	Regular Rs.90,000/-	21/07/2021
3	Dr. G. Babu Assistant Professor	M.C.A.,Ph.D	21	Regular Rs.58,000/-	20/09/2021
4	Dr. Gnanadasan M L Assistant Professor	M.B.A.,Ph.D	26	Regular Rs.75,000/-	14/10/2022
5	Dr. Muthuselvam M Assistant Professor	M.C.A.,Ph.D	15	Regular Rs.55,000/-	16/10/2022
6	Ms. Nithya S Teaching Associate	M.B.A.,(Ph.D)	6	Regular Rs.49,000/-	21/10/2022

3.5   Details of Administrative Staff

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

Admin Staff	Required	Available
Deputy Registrar	1	1 VIEW
Assistant Registrar	1	1 VIEW
Section Officer	1	1 VIEW
Assistants	2	3 VIEW VIEW VIEW
Computer Operator	2	2 VIEW VIEW
Multi-Tasking Staff	2	2 VIEW VIEW

b. Number and details of Technical Support for Online Programmes as per Annexure -IV:

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

Post	Required	Available
Technical Manager (Production)	1	1 VIEW
Technical Associate (Audio-Video recording and editing)	1	1 VIEW
Technical Assistant (Audio- Video recording)	1	2 VIEW VIEW
Technical Assistant (Audio- Video editing)	1	4 VIEW VIEW VIEW VIEW

ii. For Delivery of Online Programmes:

Post	Required	Available
Technical Manager (LMS and Data Management)	1	1 VIEW
Technical Assistant (LMS and Data Management)	2	2 VIEW VIEW
Academic Counsellor	-	4 VIEW VIEW VIEW VIEW

iii. For Admission and Examination for Online mode:

Post	Required	Available
Technical Manager (Admission, Examination and Result)	1	1 VIEW
Technical Assistant (Admission, Examination and Result)	2	3 VIEW VIEW VIEW

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.	As Per provision UGC Regulations 2020, II[B][13][IV] Annexure II	

5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region.	As Per provision UGC Regulations 2020, II[B][13][IV] Annexure II	
6.	Building and grounds of the examination centre must be clean and in good condition.	Yes	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities.	Yes	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions.	Yes	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities.	Yes	
10.	Safety and security of the examination centre must be ensured.	Yes	
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.	Yes	
12.	Provision of drinking water must be made for learners.	Yes	
13.	Adequate parking must be available near the examination centre.	Yes	
14.	Facilities for Persons with Disabilities should be available.	Yes	

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 andupload relevant documents	If No, Reason thereof
1.	Requirements at test centres (as mentioned in provision II (B)(13)(I) of Annexure II)	Provide adequate test room for examinees. Availability of computers with necessary software, Headphones etc. Examination Centres have backup plans in case of power or application. SRMIST have well established labs with all facilities which can cater faculty members to proctor 15 students each. Each test room have proctoring facility either through human proctors or through technology mediated. VIEW	
2.	Requirement of proctors (as mentioned in provision II (B)(13)(II) of Annexure II)	The SRMIST takes the support of faculty members from various department for proctoring Since there are more than 3000 faculty members of SRMIST The proctors must Report any irregularities and Other activities to ensure credibility and transparency of	

		the examination. VIEW	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	Staff and examinee shall have access during exams, Operating System, Browser and the Software are kept up-to-date and patched The examination progress is monitored and reported by the proctors during each attempt. SRMIST exam centres have centralised audio/video monitoring facilities and CCTV in the exam rooms. VIEW	
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	The custom application was pre-installed on the machine for the examination which preventing opening of any other windows or application. Recording and Remote Login or taking output to a remote screen through Video Graphic Array (VGA), Universal Serial Bus (USB) or High Definition Multimedia Interface (HDMI) ports features. The remote proctoring include periodic picture capture, webcam streaming of	

		the candidate, or screen capture of the students' active access screen. VIEW	

4.3 Compliance status of 'Evaluation' and 'Certification' – As per Regulations 15 and 16 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reaon thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes SRMIST adopted. VIEW	
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 SRMIST adopted. VIEW	
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:	Yes SRMIST conducts two types of assessments	
	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;	Yes Satisfied	

	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 SRMIST ensure that before the end of the semester or term examination, the learner participate in all online programme activities at a minimum of 75%. VIEW	
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 It follows the conventional mode. VIEW	
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. Summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Yes It follows the UGC Regulations 2020 VIEW	
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	Yes	

	separately in the grade card		
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 ofstudy by a learner.	Yes SRMIST Examination follow as per guidelines. VIEW	
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.	Yes SRMIST Examination follows the guidelines as given under UGC regulations. VIEW	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV)recording of the entire examination procedure.	Yes	
	(b) Availability of biometric system.	Yes	
	(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.	Yes	

	(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.	Yes	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years.	Yes	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution.	Yes Observers are appointed as per norms.	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution.	Yes VIEW The observer submits their report to COE SRMIST examinations	
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	Yes VIEW	

		shall endeavour to conduct proctored examinations for such learners.		
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.	Yes VIEW	
		(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	Yes VIEW	

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

Semester beginning	Programmme	No. of Students admitted	No. of Students appeared in exams	No. of Students progressed to next year	% of Student passed	% of Students In First class
Jan 21	MBA	8	8	8	100	100
July 21	MBA	25	25	25	72	72
July 21	MCA	61	61	61	70.5	70.5
July 21	M.Com	2	1	1	100	100
July 21	BCA	10	10	10	58	-
July 21	BBA	6	6	6	66	-
Jan 22	MBA	56	56	56	61	-
Jan 22	MCA	41	41	41	71	-
Jan 22	BCA	17	17	17	38	-
Jan 22	BBA	5	5	5	60	-
July 22	MBA	423	423	423	74	-
July 22	MCA	275	275	275	78	-
July 22	M.Com	4	4	4	100	-
July 22	BCA	146	146	146	61	-
July 22	BBA	83	83	83	48	-
Jan 23	MBA	565	565	565	64	-
Jan 23	MCA	666	666	666	59	-
Jan 23	M.Com	1	1	1	100	-
Jan 23	BCA	255	255	255	61	-
Jan 23	BBA	186	186	186	57	-

Part – V: Programme Project Report (PPR) and e-Learning Material (e-LM)

5.1 **Compliance status of 'Guidelines on Programme Project Report' – As per Annexure - V of UGC (ODL Programmes and Online Programmes) Regulations, 2020.**

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

- PPR are prepared as per the guidelines mentioned in the regulations.

- The PPR includes the Introduction, program mission, program educational objectives, the relevance of the program with HEI'S mission and Goals, Nature of the prospective target group of learners, appropriateness of the program to be conducted in Online learning mode to acquire specific skills, and competencies, instructional design, student support service, program structure with electives if any for functional electives, the procedure for admission, curriculum, transaction and evaluation, evaluation process, question paper pattern for end semester examination and flexible entry-exit, the requirement of the virtual lab support and library resources, the cost estimate of the program and the provision, and quality assurance mechanism.

- All aforesaid are prepared for the individual program and in pace.

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

- SRMIST Online education abides by the quality standards for audio-video materials, as per the regulation

(i) The audio-video material is a supplement and complement to the Online Learning Material and is based on the curriculum structure.

(ii) It is clear and unambiguous, also preferably free from pedagogic jargon.

(iii) The aim, objective, and target audience for the audio or video material are clearly defined in audio-video content guidelines

(iv) The audio-visual content conforms to the learning outcomes.

(v) SRMIST Online course content of Audio or video materials are developed in forms and formats that will be easily accessible by the learners and compatible with the Learning platform.

- The online learning material are available in the Learning platform. The digital contents are made available in an accessible format. The content in the Learning platform has good quality and content is easily accessible. Digital content is accessible to all with special attention to the needs he learners with disabilities.

- The structure of the curriculum is clearly defined. There is a complete strategy for teaching and learning methods. The instructional methods or pedagogy and the media mix are clearly spelled out. A comprehensive methodology for assessment and evaluation is clearly stated. The content is reliable and justifies the learning outcome(s). It clearly defines the intended outcomes of learning, benchmarked to identifiable stages of learning.

- The manuals are prepared on learning content designing manual for Subject Matter Experts and AV learning content editing manual. The practices of SRMIST DOE abide by both AV guidelines and Content Designing guidelines.

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5.3   **Compliance status in respect of e-Learning Material– As per Annexure-VII of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

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

- SRMIST Online education has the Learning materials (Four Quadrant Approach, UGC online Regulation 2020) delivered through Learning Management System (LMS), called as SRM online learning platform. The weekly continuous assessments (designed using Bloom's taxonomy) are conducted online in the LMS on an adaptive basis as per the requirement of the course.

    i)   Quadrant-I i.e. e-Tutorial that shall contain – Video and Audio Contents, animation, simulations, and virtual labs.

    ii) Quadrant-II i.e. e-Content that shall contain - Portable Document Format or e-Books or Illustration, video demonstrations, documents and interactive simulations, Web Resources, that shall contain - Related Links, Open Content on Internet, Case Studies, Historical development of the subject, Articles, wherever required.

    iii) Quadrant-III is the Discussion Forum for raising doubts and clarifying the same on a real-time basis by the course coordinator or team.

    iv) Quadrant-IV i.e. Self-Assessment, that shall contain – MCQ, Problems, Quizzes, Assignments and solutions, Discussion forum topics and setting up the FAQ, Clarifications on general misconceptions.

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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 Non-SWAYAM Learning Platform, evidence to ensure that it is not used in any franchise arrangement with a private service provider and HEI has the ownership of offering Online programmes including all the required components of Online education and compliance to all the provisions of the regulations.*

- SRMIST offers an online program using the SRM online learning platform.
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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 (as per table 3, Annexure – VII).

- The Learning materials (Four Quadrant Approach, UGC online Regulation 2020) are delivered through Learning Management System (LMS), called as SRM online learning platform. The unit wise continuous assessment (designed using blooms taxonomy) are conducted online in the LMS on adaptive basis as per the requirement of the course.

- The learning content are designed and developed under the four-quadrant guidelines as per UGC norms.

1. Quadrant-I i.e. e-Tutorial that shall contain - Video and Audio Contents, animation, simulations, virtual labs.

2. Quadrant-II i.e. e-Content that shall contain - Portable Document Format or e-Books or Illustration, video demonstrations, documents and interactive simulations, Web Resources, that shall contain - Related Links, Open Content on Internet, Case Studies, Historical development of the subject, Articles, wherever required.

3. Quadrant-III is the Discussion Forum for raising of doubts and clarifying the same on real time basis by the course coordinator or team.

4. Quadrant-IV i.e. Self-Assessment, that shall contain – MCQ, Problems, Quizzes, Assignments and solutions, Discussion forum topics and setting up the FAQ, Clarifications on general misconceptions.

S. No.	Credit value of the course	No. of Weeks	No. of Interactive Sessions		Hours of Study Material		Self-Study hours including Assessment etc.	Total Hours of Study (based on 30 hours per credit)
			Synchronous Online Counselling/ Webinars/ Interactive-Live Lectures (1 hour per week)	Discussion Forum/ asynchronous Mentoring (2 hours per week)	e-Tutorial in Hours	e-Content hours		
1.	2 credits	6 weeks	6 hours	12 hours	10	10	22	60
2.	4 credits	12 weeks	12 hours	24 hours	20	20	44	120
3.	6 credits	14 weeks	14 hours	28 hours	30	30	66	180
4.	8 Credits	16 weeks	16 hours	32 hours	40	40	88	240

- *Learners were given assignments per week, each with four quadrant contents, and attendance is based on the accessibility of the AV recording, with internal assessment based on the assignments in the form of MCQs and long descriptive questions. This is best portrayed as real-time preparation for the end-of-semester exam, as well as real-time experience and simulation of the self-learning process. The learners were supported by evening live interactive sessions for all courses. Further, they are provided with the query session to clarify their doubts in all courses.*

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

a.   Provide details as under:

SNo	Programme Name	Courses offered through OER/MOOC	Name of Platform	Name of HEI offering the course (if any)	Duration of the course	No. of credits assigned to the course	Percentage of total courses to a to a particular programme in a semester wise - Programmes wise
1	MBA	Advanced corporate strategy	PMAYAM	IIM Bangalore	6 Weeks	—	—
2	MBA/MCA/BBA/BCA	R Programming fundamentals	EDX	Stanford Online	4 Months	—	—
3	MBA/MCA/BBA/ BCA	Google Analytics	GOOGLE	Google Online	3 Months	—	—

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

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

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

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website.	Yes View	
	Uploading of the following on HEI website www.srmonline.in		
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.	Yes View View	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities.	Yes View	
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.	Yes View	
5.	Programme-wise information on syllabus, suggested readings, contact points for	Yes View View	

S.No.	Provision	Complied Yes/No with explicit link address	If no, Reasons, thereof
	counselling/mentoring, programme structure with credit points, programme- wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule.		
6.	Important schedules or date sheets for admissions, registration, re-registration, counseling/mentoring, assignments and feedback thereon, examinations, result declarations ,etc.	Yes View	
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.	Yes View	
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 programs and shall be an input for maintaining the quality of the programs and bridging the gaps, if any.	Yes View View	
9.	Information regarding all the programmes recognised by the Commission.	Yes View	

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
10.	Data of year-wise and program-wise learner enrolment details in respect of degrees and/or post-graduate diplomas awarded.	Yes View	
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.	Yes View	
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.	Yes View	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes.	Yes View View	Technology enabled remote proctoring examination for all learner of SRMIST online learning.
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes.	Yes View View	
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.	Yes View	

Part – VIII: Admission and Fees

8.1 **Compliance status of 'Admissions and Fees' – As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020.**

S.No.	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid.	Yes
2.	A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions. (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions. (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes
4.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government.	Yes

		Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners.	
5.		Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners.	Yes
6.		Every Higher Educational Institution shall

(a) Record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner.

(b) Maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years.

(c) Exhibit such records as permissible under law on its website and be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.

(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 |
| 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 |

8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment.	Yes
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner.	Yes
B. (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
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority.	Yes
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the 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

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
8. (h)	Pay and other emoluments payable for each categoryof 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.	Yes
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
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	Yes

	conducted by it.	
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution.	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such 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
14.	No Higher Educational Institution shall, issue or publish- (a) Any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming	Yes

to be recognised by the appropriate statutory authority or by the Commission where it is not so recognized.

(b) 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.

8.2 **Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission: Yes.**

Part – IX: Grievance Redressal Mechanism

9.1 **Compliance status of 'Grievance Redressal Mechanism' – As per Annexure - X of UGC (ODL Programmes and Online Programmes) Regulations, 2020.**

HEI shall mention the mechanism put into place along with brief details of grievances received and actions taken thereof. Also, mention that how the learners have been made aware about this mechanism.

- SRMIST offers an online system for submitting concerns and tracking their status via the student portal. Its Grievance Redressal System is being monitored, assessed, and reviewed for effectiveness.

- SRMIST have a policy on Grievance Redressal System based on following guidelines and standards, namely:

(i)   SRMIST policy are unbiased and understandable.

(ii)   There is time line for each stage of the process.

(iii)   The policy is published on SRMIST portal so that the learners may read and refer.

(iv)   SRMIST policy are made available to learners with disability in appropriate format and the provision shall be made accordingly in the policy document.

(v)   The authority or authorities involved in the grievance redressal process shall treat and investigate the facts impartially.

(vi)   The SRMIST addresses the grievances in a timely manner so as to lessen interruption in learning process of the learner.

(vii)   SRMIST have a proper communication and escalation mechanism which shall be operated and maintained through the Student portal.

(viii)   SRMIST maintains the confidentiality of the complainant as far as possible.

(ix)   SRMIST shall ensure that officer(s) deputed for the learner support, Learner Support Centre(s) are able to provide guidance on submitting grievances in the portal.

(x)   SRMIST gives a provision to withdraw a complaint without prejudice at any time during the procedure.

(xi)   The learner shall be kept informed of the status in relation to his or her queries or grievance on priority.

- The Rights and responsibilities of the learners are precisely drafted along with the Responsibilities of the SRMIST.

- The learners are made aware of the Grievance mechanism through Live session and the Programme coordinator sessions. They are made aware through the website and query is received through the Student Dashboard.

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9.2 Details of Grievance Received

Numbers of Grievance Received	Numbers of Grievance Resolved
69	69

9.3 Complaint Handling Mechanism

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

- SRMIST Online Education has a Complaint Handling Mechanism that facilitates learners to submit online complaints through the Student dashboard and track their resolution status. SRMIST shall act as under

(i) SRMIST has recognized to offer programs through the online mode and shall follow guidelines related to the Complaint Handling Mechanism notified by the UGC Commission.

(ii) SRMIST has uploaded all information issued by the UGC Commission regarding the Complaint Handling Mechanism on their website.

(iii) SRMIST informed the learners enrolled in online programs about the Compliant Handling Mechanism.

(iv) SRMIST has provided a link with the title 'Complaint Handling Mechanism 'on the homepage of the website for creating awareness among the stakeholders.

(v) SRMIST comply with all instructions as issued by the Commission regarding the timely and judicious resolution of all complaints raised by the learners.

NODAL OFFICER: Dr. M.I. Gnanadasan, grievance.oe@srmist.edu.in.

9.4 Details of Complaints Received from UGC (DEB)

Numbers of Complaints Received	Number of Complaints Resolved	Whether Complaint was resolved within the stipulated time i.e. 60 days? (yes/No)
1	1	Yes

Part – X: Innovative and Best Practices

10.1   Innovations introduced during academic year

- SRMIST Online Education periodically conducts corporate guest lectures to provide the practical inputs by the corporate experts. Real-time projects and explorations are incorporated as the part of curriculum as virtual lab. The internships and projects/mini projects are conducted under the guidance of corporate and academic experts.

- **Connect with campus programme** – All the exemplary innovations of our university are exposed and transferred to the online learners through this event. All the innovations are demonstrated and recorded and made available in the LMS portal as an all-time accessible resource.

- **Peer to Peer knowledge** – It is platform to provide the opportunity for online learners to share their corporate / Academia / Entrepreneur. Etc. experience with other online learners. It enhances the knowledge sharing capability of individuals & improve the productivity of learning from others.

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10.2   Best Practices of the HEI

- **Relationship with learners:** The feedback and Programme coordinator session was taken frequently to ensure the relationship and interrelationship with the online learner. Every feedback and suggestion are addressed to enhance the relationship with learners.

- **Continuous monitoring process**: Continuous monitoring of the progress of the learners are being implemented through the performance evaluation of the individual learners and supported towards the course progressiveness.

- **Pedagogy Based on Experimental Learning**: SRMIST Online education has a pedagogy designed based on experiential learning in which we engage the learners in direct experience and focused reflection in order to increase knowledge, develop skills, and clarify values.

- **Student-Centric Learning**: SRMIST has Student-centered learning through the Learning portal which is most simply an approach to learning in which learners choose not only what to study but also how and why that topic might be of interest

- **Learning from a global perspective:** A unique, transformational program that helps learners to develop outstanding transferable skills, including critical thinking, research, and collaboration. The programme taps into the way learners enjoy learning, including group work, seminars, projects, and working with other students around the world. The emphasis is on developing students' ability to think critically about a range of global issues where there is always more than one point of view.

- **Personalized Approach:** SRMIST Online education LMS portal in a personalized learning environment improves their knowledge significantly. Learners with specific weaknesses are able to learn without the stigma of "special-ed". Giving learners multiple opportunities to show their knowledge like discussion forums. Personalized learning gives learners ownership of their learning.

10.3   **Details of Job Fairs conducted by the HEI**

- SRMIST Online Education complies with the regular mode, the placement, training, and career development center is collaborative with the centralized infrastructure. All the activities are set along with the regular mode.

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10.4   **Success Stories of students of Online mode of the HEI**

- SRMIST Online learners shared their success stories globally. They share their knowledge about the effectiveness of our Learning portal, Student portal to resolve queries, and viable examinations through virtual mode. They do share how they could manage their work, life, and educational upgradation mutually managed. Their success stories can be narrative and self-explanatory in the Testimonial of our SRMIST Online website.

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

- SRMIST Online Education is offering an online programme with no geographical boundary. The learners all around the globe, the English language is used as a communication language as a global communication. We are in the process of converting certain courses to the regional language Tamil.

10.6   **Number of students placed through Campus Placements**

- As we have learners in the final semester, we are in progress of making the later placements through the centralized placements cell.

10.7   **Details of Alumni Cell and its activity**

- Alumni Association of SRMIST is contributing to academic matters, student support as well as mobilization of resources both financial and non-financial. The non-financial forms such as alumni interactions conducting mock personal interviews, discuss business and Entrepreneurship opportunities. During the interaction, alumni highlighted the importance of current trends in the market and guided the students about career opportunities in different fields. They have also shared their personal experiences with students.

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10.8 Any other Information

- SRMIST has achieved the UGC Category 1.

- SRMIST has received the award from the NITI AYOG.

- Award for Excellence in Internationalisation of the Indian Education.

- National IP Award 2018, Top academic Institute for patents and commercialization, Ministry of Commerce and Industry, GOI.

- The library is the common resource in which online learners can access the e-resources available on the campus.

- SRMIST has received Best Industry linked Institute for Electrical Engineering & Allied Institutes, by AICTE awards.

SRM Institute of Science and Technology

Deemed to Be University
Under Section 3 of UGC Act,1956

DECLARATION

I hereby declare that the information given above and in the enclosed documents is true, correct and nothing material has been concealed therein. In case information provided is found to be contrary to the fact, it will result in cancellation of recognition to offer ODL programmes, along with initiation of action as per provision of the UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.

Signature of the Director

Signature of the Registrar

Name: Dr. Manoranjan. Pon. Ram

Name: Dr.K.Ponnusamy

Seal:

DIRECTOR
DIRECTORATE OF ONLINE EDUCATION
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Registrar
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Date: 25.08.2023

Date: 25.08.2023