

SRM INSTITUTE OF SCIENCE AND TECHNOLOGY

(Established Under Section 3 Of UGC Act, 1956)

DIRECTORATE OF ONLINE AND DISTANCE EDUCATION (DODE)

MINUTES

for the

6th MEETING OF THE CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)



held on
12th Dec 2023 (Tuesday) at 02.00 PM
(Online Mode)

*SRM Institute of Science and Technology
Kattankulathur, Chengalpattu, Tamil Nadu, India.*

WWW.SRMONLINE.IN

CONTENTS

Agenda No.	Agenda Item	Page No.
06 Agenda 1	Approval of the minutes of the fifth meeting held on 07/03/2023	05
06 Agenda 2	Action Taken Report of the 5th meeting held on 07/03/2023	05
06 Agenda 3	Agenda Points for the 6 th CIQA meeting	06
	ANY OTHER ITEMS	12
	Vote of Thanks	

Dr. S. Ponnusamy, Ph.D
Registrar

No. SRMIST/Reg./CIR - tap. 014 - Estt/2024/ 77

Date: 03/01/2024

Sub: SRM IST - Minutes of sixth meeting of CIQA for Online & Distance Education
- Approval accorded - Regarding

Ref: Letter dated 02.01.2024 from the Director [Online Education]

The minutes of sixth meeting of Centre for Internal Quality Assurance [CIQA] for Online and Distance Education held on 12.12.2023 is approved.



Registrar

Registrar

SRM Institute of Science and Technology
SRM Nagar, Kattankulathur - 603 203
Chengalpattu Dist, Tamil Nadu, India.

To
The Director [OE]



The Sixth Meeting of Centre of Internal Quality Assurance (CIQA) of Directorate Online & Distance Education, SRMIST, Kattankulathur, Chennai, Tamil Nadu held on 12.12.2023 (Tuesday) at 2:00 PM.

The meeting was chaired by Dr.C.Muthamizhchelvan, Vice Chancellor, SRMIST.

CENTRE FOR INTERNAL QUALITY ASSURANCE COMMITTEE

- a) Dr. C. Muthamizhchelvan, Vice Chancellor, SRMIST
- b) Dr. S.Ponnusamy , Registrar , SRMIST

c) EXTERNAL EXPERTS

- Dr.S.N.Geetha
Professor in Management Director,
Centre for Distance Education
Anna University
- Dr. S. Aravindhnan,
Professor Cum Director of Distance Education,
University of Madras, Chennai, TamilNadu

d) SENIOR PROFESSORS

- Dr. A. Duraisamy,
Dean Faculty of Science and Humanities,
SRMIST
- Dr. V.M.Shenbagaraman,
Dean(i/c), Faculty of Management,
SRMIST
- Dr.M.Lakshmi,
Professor & Head,
Department of Data Science & Business Systems
Faculty of Engineering & Technology, SRMIST
- Dr.R.Rajagopal,
Advisor,
Directorate of Online and Distance Education,
SRMIST

E) HEAD OF THE DEPARTMENT

- Dr.S.Albert Antony Raj,
Deputy Dean,
Associate Professor and Head,
Department of Computer Applications,
College of Science and Humanities.

- Dr.S.Tamilarasi,
Head of the Department,
Department of Commerce, SRMIST
- Dr.Jayanthi,
Head of the Department,
Department of Business Administration, SRMIST

f) ADMINISTRATION & FINANCE

- Dr.D.Antony Ashok Kumar,
Deputy Registrar,
KTR, SRMIST
- Mr.P.Ponnusamy ,
Assistant Registrar (Accounts)
SRMIST.

g) MEMBER SECRETARY

Dr.Manoranjan Pon Ram
Director (Online and Distance Education),
SRMIST

h) ADDITIONAL MEMBERS

Prof.G.Augustine Maniraj Pandian,
Dean (IQAC),
SRMIST

Leave of Absence granted to: Dr. Jayanthi, HOD, Department of Business Administration,
Faculty of Management, SRM IST Kattankulathur.

The Director (Online Education) and Member-secretary of the CIQA welcomed the members of the Committee to the 6th meeting of CIQA. The Vice-chancellor and the registrar delivered a brief address and welcomed the members of the Committee. Thereafter, the Agenda items were presented by the Director –Online and Distance Education, SRMIST, Kattankulathur.

Agenda 1:

Confirmation of the minutes of the fifth meeting held on 07.03.2023 – Confirmed.

Agenda 2: Action Taken Report of the Fifth meeting:

Item No.	Agenda	Resolution
05 CIQA 3.1.7	Preparation of the Faculty and Staff for the ensuing NAAC Peer team visit in 2023 under the category of dual-mode institution.	SRM IST has revised and submitted the SSR report on the Health Science Manual. We have prepared the general PPT for the ODL/OL.
05 CIQA 3.1.8	Establishment of an effective feedback system for ODL, as per the UGC norms.	Implemented the Feedback mechanism as per the UGC guidelines and is conducted twice a year post-PCP classes on the following parameters: 1. Academic Counselling Process 2. Student Support Process 3. Examination evaluation Process 4. Programme outcome 5. Overall Evaluation

Agenda	Agenda Points for the 6th CIQA meeting	Resolution															
06 CIQA 2	Online Education																
Reporting Items'																	
06 CIQA 2.1.1	A merger of DDE & DOE into DODE came into effect on 1st June 2023.	Noted															
06 CIQA 2.1.2	Academic Calendar for 2023 - 2024 (OL & ODL) was approved by the Registrar and Vice-Chancellor.	Noted															
06 CIQA 2.1.3	Course Audit - Internal Course audit for the year 2023 was done.	External members appreciated and noted. Necessary corrective actions were initiated by the online design and development team.															
06 CIQA 2.1.4	<p>Industry Institute Linkages: For information to the members.</p> <p>I. Corporate Guest Lectures Management</p> <ol style="list-style-type: none"> Mr. Isaac Patturaja, Manager-HR, Head Global IT and Global Design Centre, MEPZ, Chennai, "Opportunity and Challenges in H.R.Domain". Ms. Radhika Sapra, Founder Peace, OMR, Chennai, "Social Entrepreneurship". <p>Information Technology</p> <ol style="list-style-type: none"> Dr. Karthiya Banu, Head- Inspire Solutions, Chennai, "New Technology Trends Emerging in 2023". <p>Management and Information Technology</p> <ol style="list-style-type: none"> Mr. Harrison Albert, Vice-President D-link, Middle East and Africa. "Live Interview". 	External members appreciated and noted.															
06 CIQA 2.1.5	<p>Empanelment of External Experts</p> <table border="1"> <thead> <tr> <th>S.No</th> <th>Category (SME)</th> <th>No of Expert</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Academia</td> <td>108</td> </tr> <tr> <td>2.</td> <td>Corporate</td> <td>60</td> </tr> <tr> <td>3.</td> <td>International Experts</td> <td>05</td> </tr> <tr> <td colspan="2">Total</td> <td>173</td> </tr> </tbody> </table>	S.No	Category (SME)	No of Expert	1.	Academia	108	2.	Corporate	60	3.	International Experts	05	Total		173	Noted
S.No	Category (SME)	No of Expert															
1.	Academia	108															
2.	Corporate	60															
3.	International Experts	05															
Total		173															
06 CIQA 2.1.6	<p>Alumni Talk (SRMIST)</p> <p>1.Ms. Kalavani.P, "4F- Fabulous Fridays For Future, Topic: "Mental Health".</p> <p>Alumni Details</p> <p>Ms. Kalaivani. P M.Phil., Clinical Psychology' 2016 Assistant Professor at NIEPMD</p>	Noted															

Agenda	Agenda Points for the 6th CIQA meeting	Resolution				
06 CIQA 2.1.7	<p>Student Support: Academic session - July 2023</p> <p>A new initiative of Telegram support has been introduced from the July 2023 session onwards to provide notification regarding Fees, Academics, and Examinations.</p>	Nature of student support services has been explained to members and noted.				
	<table border="1"> <thead> <tr> <th data-bbox="336 434 443 573">S.No</th> <th data-bbox="443 434 815 573">Support System</th> <th data-bbox="815 434 970 573">No of queries raised</th> <th data-bbox="970 434 1114 573">No of queries resolved</th> </tr> </thead> </table>		S.No	Support System	No of queries raised	No of queries resolved
	S.No		Support System	No of queries raised	No of queries resolved	
	1		App-based support - WhatsApp - For International Learners	45	45	
	2		App-based support - Telegram	231	231	
	3		Mail support	100	100	
	4		Call support	19062	19062	
5	Student dashboard	3667	3667			
<p>Nature of queries (Frequently):</p> <ol style="list-style-type: none"> 1.SRMIST Domain Email ID login issues. 2.Assignments. 3.ID Card download. 4.Fee related. 5.Refund support. 6.ABC ID generation. 7.Specialization change request. 8.Bonafide / Scholarship request. 9.Error in assessment question. 						
06 CIQA 2.1.8	<p>Student Feedback – January 2023 session</p> <p>Student feedback was conducted once every semester.</p>	Noted				
	<table border="1" data-bbox="387 1429 1062 1599"> <thead> <tr> <th data-bbox="387 1429 587 1487">Feedback</th> <th data-bbox="587 1429 1062 1487">Conducted during</th> </tr> </thead> <tbody> <tr> <td data-bbox="387 1487 587 1543">1</td> <td data-bbox="587 1487 1062 1543">June – July 2023</td> </tr> <tr> <td data-bbox="387 1543 587 1599">2</td> <td data-bbox="587 1543 1062 1599">September & November 2023</td> </tr> </tbody> </table> <p>The following actions were taken after the analysis of the feedback report:</p> <ol style="list-style-type: none"> 1. The instructors were replaced for better student engagement where the issues were reported. 2. The counseling and query sessions were organized and conducted to clarify their doubts. 3. The grievance redressal mechanism is addressed effectively. 4. Results were declared on time. 		Feedback	Conducted during	1	June – July 2023
Feedback	Conducted during					
1	June – July 2023					
2	September & November 2023					

Agenda	Agenda Points for the 6th CIQA meeting	Resolution																
06 CIQA 2.1.9	Admissions Details: <ol style="list-style-type: none"> Overall Admissions for the Academic session 2023-24 (OE) were up by 112% over the previous year. Overall Admissions for the Academic session 2023-24 (ODL) were up by 14% over the previous year. 	The External members have appreciated the increase percentage in admissions.																
06 CIQA 2.1.10	ABC ID Generation OL <table border="1" data-bbox="347 568 1106 719"> <thead> <tr> <th data-bbox="347 568 421 674">Si.No</th> <th data-bbox="421 568 695 674">Total Strength (Batch - 2021 to 2023)</th> <th data-bbox="695 568 884 674">ABC ID Generated</th> <th data-bbox="884 568 1106 674">ABC ID Not-Generated</th> </tr> </thead> <tbody> <tr> <td data-bbox="347 674 421 719">01</td> <td data-bbox="421 674 695 719">7128</td> <td data-bbox="695 674 884 719">6099</td> <td data-bbox="884 674 1106 719">1029</td> </tr> </tbody> </table> ODL <table border="1" data-bbox="347 797 1106 976"> <thead> <tr> <th data-bbox="347 797 421 938">Si . No</th> <th data-bbox="421 797 695 938">Total Strength (Batch - 2021 to 2023)</th> <th data-bbox="695 797 884 938">ABC ID Generated</th> <th data-bbox="884 797 1106 938">ABC ID Not - Generated</th> </tr> </thead> <tbody> <tr> <td data-bbox="347 938 421 976">01</td> <td data-bbox="421 938 695 976">5762</td> <td data-bbox="695 938 884 976">3292</td> <td data-bbox="884 938 1106 976">2470</td> </tr> </tbody> </table>	Si.No	Total Strength (Batch - 2021 to 2023)	ABC ID Generated	ABC ID Not-Generated	01	7128	6099	1029	Si . No	Total Strength (Batch - 2021 to 2023)	ABC ID Generated	ABC ID Not - Generated	01	5762	3292	2470	Noted
Si.No	Total Strength (Batch - 2021 to 2023)	ABC ID Generated	ABC ID Not-Generated															
01	7128	6099	1029															
Si . No	Total Strength (Batch - 2021 to 2023)	ABC ID Generated	ABC ID Not - Generated															
01	5762	3292	2470															

Proposals'		
Agenda	Agenda Points for the 6th CIQA meeting	Resolution
06 CIQA 2.1.11	<p>Revision of Regulations (2020), Curriculum, and Syllabi for the following degree courses for the Academic year 2024-2025 onwards following the regular mode & NEP 2020.</p> <ol style="list-style-type: none"> 1. Master of Business Administration. 2. Bachelor of Business Administration (Digital marketing - Hons). 3. Bachelor of Computer Applications (Data Science-Hons). 4. Bachelor of Computer Applications (Hons). 5. M.Com (General). 	<p>The members have suggested continuing with the three-year degree and also recommended waiting and offering the Hons degree later revision of regulation shall be done in accordance with the regular programme.</p>
06 CIQA 2.1.12	<p>New electives/ Specializations to be introduced for MBA degree programme – July 2024 session.</p> <p>Logistics and Supply Chain Management:</p> <ol style="list-style-type: none"> 1. Fundamentals of Logistics and Supply Chain Management. 2. International Marketing for Logistics and SCM. 3. Inventory and Warehousing Management. 4. Domestic and International Logistics Management. 5. E – Logistics. 6. Supply Chain Analytics. 7. Multimodal Transport Operations. 8. Green Supply Chain Management. <p>Health Care and Hospital Management:</p> <ol style="list-style-type: none"> 1. Healthcare Operations Management. 2. Risk Adjustment, Risk Sharing and Premium Regulation in Health Insurance Markets. 3. Healthcare Tourism Management. 4. Ethical Practices Healthcare and Hospital Core Services. 5. Hospital Information Management Systems. 6. Legal Environment & Ethical Practices for Healthcare Industry. 7. Patient Engagement: A Consumer-centered Model. 8. Global Healthcare and Non-Profit Organizations. 	<p>Members appreciated the new specializations and also approved it to be passed in the upcoming BOS & ACM.</p>

Agenda	Agenda Points for the 6th CIQA meeting	Resolution
	<p>AI and Data Science:</p> <ol style="list-style-type: none"> 1. Analytics toolkit for Decision Sciences. 2. Introduction to Machine Learning & Advanced Machine Learning. 3. Natural Language Processing. 4. Data Visualization. 5. Artificial Intelligence and its Applications. 6. Deep Learning. 7. Big Data Management and Security. 8. Business Intelligence. 	
06 CIQA 2.1.13	<p>Proposal for Certificates/Diploma courses</p> <ol style="list-style-type: none"> 1. Diploma in Certified - Financial Management (1 Year) (Eligibility: +2 or any degree) 	<p>The VC, external experts and the Registrar has recommended to offer more Certificate and Diploma Programme from the specialization of MBA programme. Further, VC Sir has suggested to offer more courses in skill development and advised to put it in the next CIQA meeting.</p>
	<ol style="list-style-type: none"> 2. Diploma in Data Science and Machine Learning using Python (Duration: 1 Year) with a provision of pre-exit after 6 months (Certificate course on Python.) 	<p>Approved.</p> <p>External members have asked to change the title by removing the word python.</p>

Agenda	Agenda Points for the 6th CIQA meeting	Resolution
06 CIQA 2.1.14	<p>Directorate of Online Education has taken the necessary approval to sign a MOU with Harvard Business Publishing Education to offer Two Harvard Management mentor courses for MBA Learners which is an Asynchronous online certification course from Harvard Business Publishing where the learners would receive a most coveted digital certificate from Harvard after the successful completion of the course.</p> <p>Course:</p> <ol style="list-style-type: none"> 1. Strategic Thinking 2. Leading People 3. Change Management 4. Project Management 	External members discussed the Courses offered and also about the certification. Noted & appreciated.
06 CIQA 2.1.15	<p>Alumni (SRMIST)</p> <p>As we have two passed out batch students of MBA and MCA, we have proposed an alumni registration for Online Learners in the Alumni Portal on the SRM website, especially for Online learners and the link will be shared with them through the SRM Online portal</p>	Noted
06 CIQA 2.1.16	<p>Lateral placement support</p> <p>We have made an initiative to collect the data through the ERP system from students for Placements. This will be an opening for online learners to avail themselves of placement opportunities like regular students.</p>	Noted

Reporting Items - Open and Distance Learning		
Agenda	Agenda Points for the 6th CIQA Meeting	Resolution
06 CIQA 2.2.1	CIQA Report for 2020-2021, 2021-2022, 2022-2023 was submitted to the UGC in August 2023.	Noted
06 CIQA 2.2.2	Offering of only 6 programs 1. MBA 2. BBA 3. MCA 4. BCA 5. M.COM 6. B.COM Keeping the other 7 programs in abeyance 1. MA (ENG) 2. BA (ENG) 3. MA (JMC) 4. BA (JMC) 5. B.COM (ISM) 6. B.COM (CS) 7. B.COM (A&F)	Noted
06 CIQA 2.3.1	ANY OTHER ITEMS: 1. Annual Report – UGC. (March 2024 for DODE) 2. Campus Connect 3. African students	Annual Report to be prepared in the same format. The Open Biology talk has been recorded and shared to students. Director has shared the experience of nominating a student representative to understand the issue /and also for better communication.

VOTE OF THANKS

The meeting was closed with the vote of thanks proposed by Dr. Manoranjan. Pon. Ram, Member – Secretary, CIQA thanking all the members of the committee for their valuable contributions.