

SRM INSTITUTE OF SCIENCE AND TECHNOLOGY

(Established under section 3 of UGC Act, 1956)

MINUTES

FOR THE 4th MEETING OF THE CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA) HELD ON



23.05.2022 (Monday) at 2:00 PM

SRM Institute of Science and Technology, Kattankulathur -603203

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051

DATE: 14.06.2022



006128



The Registrar,
SRMIST,
Kattankulathur -603203

Dear Sir,

Sub: CIQA – Online & Distance education -- Fourth Meeting - Minutes approval reg.

I am to enclose the minutes of the fourth meeting of CIQA for Online & Distance education held on 23.05.2022 at 2:00 PM for your kind perusal & approval.

Thanking you.

**Member – Secretary – CIQA
& Director (Online Education)**



May be Approved

Approved

4th Centre for Internal Quality Assurance Meeting

3

The fourth Meeting of Centre for Internal Quality Assurance (CIQA) of Directorate Online & Distance Education, SRMIST Kattankulathur, Chennai ,Tamil Nadu held on 23.05.2022 (Monday) 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.K.Ravichandran
Professor Department of Analytical Chemistry and
Director , Institute of Distance Education
University Of Madras

(d) **SENIOR PROFESSORS**

- Dr. A. Duraisamy , Dean
Faculty Of Science and Humanities , SRMIST
- Dr. P.Subhashree natarajan,,Dean
Faculty Of Management, SRMIST
- DR. C.Lakshmi, Professor,CINTEL
Faculty Of Engineering & Technology , SRMIST
- Dr.R.Rajagopal,Advisor
Director Distance Education , SRMIST

(e) HEAD OF THE DEPARTMENT

- Dr.S.Chitra , HOD
Department of Commerce, SRMIST
- Dr.S.Albert Antony Raj, Associate Dean
Department of Computer Application, SRMIST
- Dr. Jayanthi , HOD
Department Of Business Administration, SRMIST

(f) ADMINISTRATION & FINANCE

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

(g) MEMBER SECRETARY

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

(h) ADDITIONAL MEMBER

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

The Director (Online Education) and Member – Secretary of the CIQA welcomed the members of the Committee.

The Vice –Chancellor delivered a brief address and welcomed the members of the Committee.


Thereafter, the Agenda items were presented by the Director - Online Education, SRMIST, Kattankulathur.

Agenda No	Agenda Detail(s)	Resolution
Agenda 1	Confirmation of the minutes of the third meeting held on 27/09/2021	Confirmed
Agenda 2	Action Taken Report of the third meeting:	
03 CIQA 2.1	Improving the quality of SLMs by following certain benchmarks suggested by the UGC. The course writers have been advised to make the SLMs more learner-centric. Arrangements have been made to review the existing SLMs by subject matter experts for quality enhancement.	An expert committee for each subject will be formed within a month to review and suggest improvements in SLMs – Reported that the relevant point will be completed in a couple of months.
03 CIQA 2.2	Looking for external resources for content preparation has been initiated.	Approval of panel of external Subject Matter Experts has been obtained. – Reported that Vice chancellor has approved and will utilize the experts in forthcoming session.
03 CIQA 2.3	Creation of Learner Support Centres for ODL in other SRM IST campuses, originally contemplated from 2020-21 has been deferred.	Efforts are on to make Learner Support Centres functional in all SRM IST campuses from June 2022. Reported that learner support system will be operated from 15 th June.
03 CIQA 2.4	Personal Contact Programmes for ODL were conducted online due to COVID situation and there was a good participation by learners.	We continue to conduct PCPs online.
Agenda 3	Agenda Points for the 4th CIQA meeting	
04 CIQA 3.1	Distance Education	
04 CIQA 3.1.1	BCA and MCA for the Academic year 2022-2023	Approved by Academic council of SRMIST. MCA –NOC received from AICTE .
04 CIQA 3.1.2	Student support services and academic delivery	Improved the website to enhance the student support & introduced feedback mechanism to rectify the issues & support on time.

04 CIQA 3.1.3	Admissions in the DDE for the calendar year 2022	Reported that three hundred and fifteen admissions during 2022 & two hundred and eighty two during 2021. When compared with the last year admissions of 2022, count is not having drastic improvement. Assured that this year admission will be improved.										
04 CIQA 3.1.4	Dual degree for the forthcoming academic year	It is being prepared and will be placed during the next meeting										
04 CIQA 3.1.5	Introduction of three new programmes and approval of the PPRs	Approved.										
	B.Com. (Corporate Secretary ship)											
	B.Com. (Accounting and Finance)											
	B.Com (Information and System Management)											
04 CIQA 3.1.6	Approval of the Academic Calendar for 2021-22 for ODL	Approved										
04 CIQA 3.1.7	Preparation of the Faculty and staff for the ensuing NAAC team visit in 2023 under the category of dual mode institution.	NAAC preparation work is under process.										
04 CIQA 3.1.8	Establishment of an effective feed-back system as per the UGC norms.	Noted										
04 CIQA 3.1.9	The CIQA report for 2019-20 was submitted to the UGC in March 2021.	Reported that 319/400 points scored during 2018-2019.										
04 CIQA 3.2	Online Education											
04 CIQA 3.2.1	<p>Quality Audit of Online Courses</p> <p>I. Internal Audit – For information</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>PROGRAMME</th> <th>NO. OF COURSES AUDITED</th> </tr> </thead> <tbody> <tr> <td>MBA</td> <td>12</td> </tr> <tr> <td>MCA</td> <td>6</td> </tr> <tr> <td>BBA</td> <td>5</td> </tr> <tr> <td>BCA</td> <td>5</td> </tr> </tbody> </table>	PROGRAMME	NO. OF COURSES AUDITED	MBA	12	MCA	6	BBA	5	BCA	5	<p>Four Quadrants Content compliance</p> <p>The assessment were designed to measure the learning outcomes defined in the curriculum.</p> <p>The internal auditors recommended 186 topics out of 2522 topics for minor modifications / corrections.</p> <p>The suggested corrections / modifications have been rectified and uploaded in the SRM Online Learning Platform.</p> <p>Twelve internal faculty members</p>
PROGRAMME	NO. OF COURSES AUDITED											
MBA	12											
MCA	6											
BBA	5											
BCA	5											

	<p>II.External Auditors – Request for approval to nominate the experts to conduct quality audit.</p> <ol style="list-style-type: none"> 1. Dr. K.VIVEKANANDAN , Professor & Dean, Pondicherry Engineering College. 2. Dr. Sanjay Dhingra, Professor, University School of Management Studies, Guru Gobind Singh Indraprastha University, Delhi. 3. Dr Asha Alexander , Ex. Associate Professor, Jubail University College, Germany. 4. Dr. V. Prasanna Kumari, Professor & Head, Rajalakshmi Engineering College. 5. Dr. Lucas Edward, Principal Member , Ex-Verizon. 6. Mr. A. Thirunavukkarasu, Principal Member, ORACLE, Bangalore. 	<p>were involved to audit the courses & discussed the feedback during the year end meeting on 31st Dec 2021. Members appreciated the effort of taking steps towards the quality approach.</p> <p>Approved.</p> <p>Members have recommended to add more auditors from the higher institutions during the next academic session, when the no. of courses for auditing increases.</p>
04 CIQA 3.2.2	<p>Industry Institute Linkages</p> <ol style="list-style-type: none"> I. Corporate Guest Lectures II. Alumni Talk (SRMIST) 	<p>Members appreciated the effort of conducting corporate guest lectures during evening sessions and effort taken to keep it at par with regular.</p> <p>The online students were provided with the opportunity of interacting with Alumni through online interactive session organized by Directorate of Alumni affairs</p>

	<p>III. Empanelment of External Experts</p> <p>IV. Lateral placement support</p> <p>V. Sharing knowledge with peers</p>	<p>Industry Experts Empaneled -21 Academic Experts Empaneled -61. Validity : 2years.</p> <p>In accordance to the UGC Commission's 555th meeting held on 12.02.2022 & email advisory circulated on 3rd March 2022,it is to report that the placement drive activities have been started for Jan 2021 batch.</p> <p>To facilitate quality Peer – to –Peer interaction, programme coordinators are identifying experienced online students to share their experience among peers. Reported that this initiative will enhance the overall interaction among peers and group cohesiveness . Members have appreciated this new initiative.</p>
04 CIQA 3.2.3	Periodic Review: Student Feedback	<p>Feed back surveys were conducted through LMS regularly. Feedbacks are taken before & after exam as a policy . Students are preferring to have end term exam during weekend in order to avoid taking more leaves from the working organization. No. of live classes for numerical & programming papers have been increased based on feedback.</p>

04 CIQA 3.2.4	<p>Student Support : Academic session - July 2021 - 22</p> <table border="1" data-bbox="472 353 1050 958"> <thead> <tr> <th>S.No</th> <th>Support System</th> <th>No of queries raised</th> <th>No of queries resolved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>App based support - Whatsapp</td> <td>862</td> <td>862</td> </tr> <tr> <td>2</td> <td>Mail support</td> <td>356</td> <td>356</td> </tr> <tr> <td>3</td> <td>Call support</td> <td>462</td> <td>462</td> </tr> <tr> <td>4</td> <td>LMS chat box</td> <td>267</td> <td>267</td> </tr> <tr> <td colspan="2"></td> <td>Total:1947</td> <td>Total:1947</td> </tr> </tbody> </table>	S.No	Support System	No of queries raised	No of queries resolved	1	App based support - Whatsapp	862	862	2	Mail support	356	356	3	Call support	462	462	4	LMS chat box	267	267			Total:1947	Total:1947	<p>Mail & Chat support are provided through SRM Online learning platform.</p> <p>TAT period is 48 Hrs. But most are resolved within one working day.</p> <p>Nature of Student support queries has been explained to members.</p>
S.No	Support System	No of queries raised	No of queries resolved																							
1	App based support - Whatsapp	862	862																							
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		Total:1947	Total:1947																							
04 CIQA 3.2.5	<p>Academic schedule Calendar Session January 2022 & Academic Session July 2022</p>	Approved																								
04 CIQA 3.2.6	<p>One on One virtual Session – Proposed to be introduced from July 2023 session.</p>	<p>Noted. Members have appreciated and recommended to proceed further in this regard.</p>																								
04 CIQA 3.2.7	<p>Manual:</p> <ol style="list-style-type: none"> 1. AV learning content Editing Manual (attached) 2. Learning Content Designing operational Manual for SME (attached) 	Presented & approved.																								
04 CIQA 3.2.8	Faculty & Student training on LMS	Noted.																								
04 CIQA 3.2.9	Certificate course -Programming in Python	Approved																								
04 CIQA 3.2.10	<p>Enhancing Learning Experience - e-LAB</p>  <p>SRM KTR ET - 2020 - 24 (srmist.edu.in) e-Lab Manual PPT</p>	<p>Enhancing Learning Experience (e Lab)- MCA,BCA.</p> <p>Noted.</p>																								

04 CIQA 3.2.11	Pursue two degrees simultaneously (Guidelines for Pursuing Two Academic Programmes Simultaneously, University Grants Commission, Bahadur Shah Zafar Marg, New Delhi April,2022)	Members have approved the current announcement for all SRMIST & others.
	<p>ANY OTHER ITEM:</p> <p>Fee Concession for transgender & physically challenged students.</p>	<p>1) The panel members have suggested to offer the fee concession for transgender & dyslexia students in ODL & Online education programmes.</p> <p>2) Director Online Education has reported that in the current July session 2022, DOE has received it's first application from the transgender & dyslexia for MBA Programme . Both candidates were there in the stage of eligibility clearance.</p>

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.