

SRM INSTITUTE OF SCIENCE AND TECHNOLOGY
(Established under section 3 of UGC Act, 1956)

MINUTES

of the

8th MEETING OF THE CENTRE FOR INTERNAL QUALITY ASSURANCE

(CIQA)



04.02.2025 (Tuesday) at 11.00 AM
(Online Mode)

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



Dr. S. Ponnusamy, Ph.D.
Registrar

No. SRMIST/Reg./CIR - tap. 1525 - Estt/2025/591

Date: 21/02/2025

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

Ref: Letter dated 18.02.2025 from the Director [DODE]

The minutes of eighth meeting of Centre for Internal Quality Assurance [CIQA] for Online
and Distance Education held on 04.02.2025 is approved.


Registrar

Registrar

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

To
✓ The Director [DODE]

24/2/25

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The Eight Meeting of Centre of internal Quality Assurance (CIQA) of Directorate of Online and Distance Education, Kattankulathur, Chennai, Tamilnadu held on 04.02.2025 (Tuesday) at 11.00 AM

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

1. Dr. S. Aravindhann

Professor Cum Director,
Institute of Distance Education,
University of Madras.

2. Dr. S. Subramanian

Professor & Director
School of Management Studies,
Tamil Nadu Open University,
Chennai.

3. Mr.Nick Hutton

CEO, Ixara Consulting,
Singapore.

d) SENIOR PROFESSORS

- 1. Dean Faculty of Science and Humanities,
SRMIST
- 2. Dean Faculty of Management,
SRMIST
- 3. Professor & Head,
Department of Data Science & Business Systems
Faculty of Engineering & Technology, SRMIST.

e) HEAD OF THE DEPARTMENT

- 1. Head of Department
Department of Commerce,
Faculty of Science Humanities.

2. Head of Department
Department of Business Administration,
Faculty of Management.

f) ADMINISTRATION & FINANCE

- Deputy Registrar,
KTR, SRMIST.

g) MEMBER SECRETARY

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

h) ADDITIONAL MEMBERS

- Dean (IQAC),
SRMIST.

Leave of Absence granted to:

1. Head of Department, Department of Computer Application, Faculty of Science and Humanities
2. The Assistant Registrar, Accounts, SRM IST.

The Director (Online Education) and Member- Secretary of the CIQA welcomed the members of the Committee to the 8th meeting of CIQA. The Vice chancellor & 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 Seventh meeting held on 06.06.2024 - Confirmed.

Agenda: 2 Action Taken Report of Seventh Meeting:

Agenda Number	Agenda Details	Resolution	Resolution
07 CIQA 2.1.10	<p>Online Education: Tech Stack. Student Support: AI based Helpdesk AI based helpdesk is a simple, easy-to-use the system <i>empowering learner support teams with better context and collaboration.</i></p> <p>Freshdesk is a cloud-based help desk software that helps learner service teams resolve learners issue. It's a product of Freshworks, a cloud-based software-as-a-service company.</p>	AI based support system has been successfully implemented and operational.	Appreciated
07 CIQA 2.1.13	It is proposed to award degree for DODE students - Programme - wise and Session-wise (Graduation day).	Awaiting for approval.	Approved to allow interested candidates to take photographs in the DOE studio for the passed-out students of 2024. Graduation day for 2025 may be approved by honorable VC in due course.

Minutes of 8 th CIQA Meeting																																												
Agenda Number	Agenda Details	Resolution																																										
The Director, Directorate of online and Distance Education shall move																																												
08 CIQA 2.1.1	Project Guidelines (Revised) - For PG and UG Programmes.	Approved, The discussion focused on the challenges of conducting project evaluations in offline mode and highlighted the methods & introduction of rubrics that are used to conduct them effectively in online mode. The efforts and strategies implemented for online evaluations were appreciated.																																										
08 CIQA 2.1.2	<p>1. Admission Details – July 2024 OL</p> <table border="1"> <thead> <tr> <th>Sl.No</th><th>Name of Course</th><th>OL Count</th></tr> </thead> <tbody> <tr> <td>01</td><td>MBA</td><td>2416</td></tr> <tr> <td>02</td><td>MCA</td><td>684</td></tr> <tr> <td>03</td><td>BBA (Digital Marketing)</td><td>481</td></tr> <tr> <td>04</td><td>BCA (Data Science)</td><td>409</td></tr> <tr> <td colspan="2">Total</td><td>3990</td></tr> </tbody> </table> <p>ODL</p> <table border="1"> <thead> <tr> <th>Sl.No</th><th>Name of Course</th><th>ODL Count</th></tr> </thead> <tbody> <tr> <td>01</td><td>MBA</td><td>292</td></tr> <tr> <td>02</td><td>MCA</td><td>73</td></tr> <tr> <td>03</td><td>M.Com</td><td>35</td></tr> <tr> <td>04</td><td>BBA</td><td>33</td></tr> <tr> <td>05</td><td>BCA</td><td>40</td></tr> <tr> <td>06</td><td>B.Com</td><td>22</td></tr> <tr> <td colspan="2">Total</td><td>495</td></tr> </tbody> </table> <p>1. Launch of Certificate Courses from January 2025 onwards. (Approved in FSH - BOS held on 07.11.24 / MGT –BOS held on 08.11.24 and in 57th ACM held on 30.11.24).</p> <ol style="list-style-type: none"> Python Programming – 3 months – INR 5500 - \$99 Green Supply Chain Management – 3 months – INR 5500 - \$99 Data Analytics using R – 3 months – INR 7000 - \$125 <p>2. New Certificate course (list approved by Registrar) launch from July 2025 onwards</p> <ol style="list-style-type: none"> Yoga for Human Excellence – 3 months – INR 5500 - \$125 Business Analytics using Power BI – 3 months – INR 7000 - \$125 	Sl.No	Name of Course	OL Count	01	MBA	2416	02	MCA	684	03	BBA (Digital Marketing)	481	04	BCA (Data Science)	409	Total		3990	Sl.No	Name of Course	ODL Count	01	MBA	292	02	MCA	73	03	M.Com	35	04	BBA	33	05	BCA	40	06	B.Com	22	Total		495	<p>1. Noted.</p> <p>2. The expert have recommended to introduce six months certificate courses also.</p>
Sl.No	Name of Course	OL Count																																										
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	<ul style="list-style-type: none"> 3. AIML – 3 months – INR 7000 - \$125 4. ChatGPT with AI – 3 months – INR 7500 - \$135 5. Smart Waste Management – 3 months – INR 5500 - \$99. 6. Soft skills & Personality development – 3 months – INR 4500 - \$80 	
08 CIQA 2.1.3	Online Career Service Track (OCST) Placement training has been conducted for 39 hours, involving 84 students. Job descriptions have been shared with the students, and they are actively engaging with them. Each student will be provided with three interview scheduling opportunities as part of the placement process. This entire initiative is planned to be completed by the end of March 2025. Eleven companies, along with their respective job roles, have been shared the job descriptions with the registered students.	Noted

08 CIQA 2.1.4	Placement and Virtual Job fair- Report- 2024						Noted																				
	Sl.No	Particulars	Interested	Applied	-	-																					
	1	Students	341	196	-	-																					
	2	On the day of Virtual Job Drive – 20.12.2024.	No of Companies participated	Registered	Appeared for interview	Shortlisted																					
08			113	49	9																						
08 CIQA 2.1.5	Industry Institute Linkages: For information to the members. Corporate Guest Lectures: 1. <i>“Incubation of Technology Start-Ups”</i> , by Mr. Hemanth Manda., B.Tech., (IIT)., MBA (Univ. of Texas), Founder & CEO, Infigos LLC, USA., Former ED, IBM Data & AI. Dallas, Texas, USA, on 23.09.2024 (Monday) @ 08.00 p to 09.00 pm. 2. <i>“Unveiling Secure Software Design and Advancements in Cyber Security Trends”</i> by Mr.A.Thiru Angaiyan M.E, Cert.Adv.Cyber Security, Engineering Manager, Texas Instruments, Dallas, Texas, USA, - on 05.11.2024 (Tuesday) @ 08.00 pm to 09.00 pm. 3. <i>“Concepts and Career Prospects in Investment Banking”</i> by Mr. Srikanth Lakshmikanthan, MBA., M.Sc Finance – Manchester Business School, UK, Vice President- Stat street India Pvt. Ltd, India Head – Custody and Settlement, on 09.11.2024 (Saturday), @ 11.00 am to 12.00 pm.						Noted																				
08 CIQA 2.1.6	Empanelment of External Experts <table><tr><td>S.No</td><td>Category (SME)</td><td>No of Experts OL</td><td>No of Experts ODL</td></tr><tr><td>1.</td><td>Academia</td><td>150</td><td>35</td></tr><tr><td>2.</td><td>Corporate</td><td>75</td><td>-</td></tr><tr><td>3.</td><td>International Experts</td><td>23</td><td>-</td></tr><tr><td colspan="2">Total</td><td>248</td><td>35</td></tr></table>						S.No	Category (SME)	No of Experts OL	No of Experts ODL	1.	Academia	150	35	2.	Corporate	75	-	3.	International Experts	23	-	Total		248	35	Noted
S.No	Category (SME)	No of Experts OL	No of Experts ODL																								
1.	Academia	150	35																								
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3.	International Experts	23	-																								
Total		248	35																								
08 CIQA 2.1.7	Student Support: Academic session – January 2024 <table><tr><td>S.No</td><td>Support System</td><td>No of queries raised in terms of ticket</td><td>No of queries resolved in terms of ticket</td></tr><tr><td>1</td><td>Student dashboard</td><td>12781</td><td>12781</td></tr></table> Nature of queries (Frequently): <div>1. SRMIST Domain Email ID login 2. Assignments 3. ID Card download 4. Fee related 5. Support in refund 6. Specialization change request 7. Bonafide / Scholarship request 8. Error in assessment questions 9. Placement 10. Examinations, hall tickets, and not registered</div>						S.No	Support System	No of queries raised in terms of ticket	No of queries resolved in terms of ticket	1	Student dashboard	12781	12781	Noted												
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08 CIQA 2.1.8	<div>SLM:</div> <div>The following subjects have been reviewed with necessary corrections/updates and recommended for final review and reprint accordingly (July 2025 session onwards).</div> <div><div>1. Marketing Analytics.</div><div>2. Services Marketing.</div><div>3. Data science using R.</div><div>4. Quantitative Techniques.</div><div>5. Human resource management.</div><div>6. Marketing management.</div></div>	Noted																				
08 CIQA 2.1.9	<div>Tech Stack</div> <div>1. IVR cloud telephony</div> <div>Interactive Voice Response (IVR) cloud telephony is a technology that allows institutions to automate learner’s service interactions over the phone. It uses pre-recorded prompts to help learners quickly find the right person or department. Based on callers' input, it routes calls to the right departments. Callers can also leave a voicemail after office hours.</div> <div>2. Learning portal Bright space Performance</div> <div>This package can be added to Bright space Core and helps boost learner performance at every stage. An adaptive engine personalizes the content for each learner. Instructors have the data to identify who would benefit from early intervention to help them get on the right track. A robust set of data can be used to find out what is working and what isn’t, which can be used to make improvements anywhere from the learner level to the program level.</div>	Appreciated and pointed out the necessity of IT enhancement for a better student service.																				

	<p>3. Grammarly</p> <p>Grammarly software allows us to check PowerPoint files and Word documents for grammar checking and rephrasing suggestions, ensuring polished and professional presentations. Its AI-powered tools directly enhance sentence clarity, tone, and overall readability within the slides or documents.</p> <p>4. Camtasia Audiate</p> <p>Camtasia Audiate is an AI-powered tool for simplifying audio and video editing through text-based editing. It enables direct modifications to transcripts that update audio automatically. Key features include AI script generation, text-to-speech, audio enhancement, automatic translation, and seamless integration with Camtasia for efficient editing and localization.</p>										
<p>08 CIQA 2.1.10</p>	<p>1. Student Feedback – July 2024 session Student feedback was conducted once every semester.</p> <table border="1"> <thead> <tr> <th rowspan="2">S.No</th><th colspan="2">Feedback - Conducted during</th></tr> <tr> <th>Start Date</th><th>End Date</th></tr> </thead> <tbody> <tr> <td>01</td><td>30th September 2024</td><td>30th November 2024</td></tr> </tbody> </table> <p>Counselling and Query Sessions:</p> <ul style="list-style-type: none"> Organized and conducted sessions to address student doubts and provide clarity. <p>Student Portal Enhancements:</p> <ul style="list-style-type: none"> Loan/Yearly Paid Candidates: <ul style="list-style-type: none"> Raised tickets with the ERP team to resolve issues regarding the result publication process. Fee Dues and Course List: <ul style="list-style-type: none"> Raised tickets to include a provision for displaying tuition/exam fee dues and semester-wise course lists on the student portal. Dashboard Updates: <ul style="list-style-type: none"> Worked on updating the student dashboard to provide a clear academic progress overview by displaying: <ul style="list-style-type: none"> Total subjects. Subjects appeared. Standing arrears. 	S.No	Feedback - Conducted during		Start Date	End Date	01	30th September 2024	30th November 2024	Noted	
S.No	Feedback - Conducted during										
	Start Date	End Date									
01	30th September 2024	30th November 2024									
<p>08 CIQA 2.1.11</p>	<p>DEB ID Generation</p> <table border="1"> <thead> <tr> <th>SLNO</th><th>Department</th><th>DEB ID Generated</th></tr> </thead> <tbody> <tr> <td>1</td><td>OL</td><td>3990</td></tr> <tr> <td>2</td><td>ODL</td><td>493</td></tr> </tbody> </table> <p>NOTE: We have integrated UGC DEB with our ERP system, allowing for seamless data Management. Data entered into our ERP system is automatically pushed directly to the UGC portal, ensuring accurate and timely reporting. This integration streamlines the compliance process and enhances communication between our institution and UGC.</p>	SLNO	Department	DEB ID Generated	1	OL	3990	2	ODL	493	<p>The external members have raised questions regarding the process SRMIST follow for generating [DEB ID]. Additionally, they appreciated the DODE efforts in this regard.</p>
SLNO	Department	DEB ID Generated									
1	OL	3990									
2	ODL	493									

08 CIQA 2.1.12	Virtual lab <ul style="list-style-type: none"> The virtual lab has been approved & deployed from January 2025 for the students belonging to the July 2024 session onwards. Neo COLAB CODING PLATFORM will be implemented for following Programming courses of MCA & BCA which are customized as per the DODE curriculum with practice problems on industry grade problem statements for each course. 	Noted
	MCA Sem 1	
	1) V24PCA101 - Programming using Java	
	2) V24PCA102 - Operating System	
	3) V24PCA103 - Database Technology	
	4) V24PCA104 - Advanced Web Application Development, V24PCA105 - Cyber Security & V24PCA106 - Software Engineering	
	MCA Sem 2	
	1) V24PCA201 - Python Programming	
	2) V24PCA202 - Computer Networks	
	3) V24PCA204 - Android Applications Development & V24PCA206 -Software Testing	
	4) V24PCA207 - Data Analysis Using R	
	BCA Sem 1	
	1) V24UDS103 - Programming for Problem Solving	
	BCA Sem 2	
	1) V24UDS201 - Programming in Java	
	2) V24UDS202 - Data Structures and Algorithms	
	3) V24UDS203 - Data base Systems	

<p>08 CIQA 2.1.13</p>	<p>Membership:</p> <p><u>AMDISA:</u> AMDISA (Association of Management Development Institutions in South Asia) is a regional body of management development institutions in South Asia. Membership in AMDISA provides various benefits to organizations and individuals in the field of management education and development. AMDISA membership is linked to SAQS accreditation only. SAQS (South Asian Quality Standards) is the International Quality Assurance Program run by AMDISA as a service to the management education profession worldwide. SAQS emerged in an EFMD - AMDISA cooperation through a European Union funded Asia - Link project in 2003-04. The Three-year Membership will be valid up to March 2028. (January 2025 to March 2028)</p> <p><u>ICDE:</u> The International Council for Open and Distance Education (ICDE) is a global organization dedicated to promoting open, flexible, and distance education. Founded in 1938, the International Council for Open and Distance Education (ICDE) has its permanent secretariat in Oslo, Norway. It is currently partly funded by a grant from the Government of Norway and has been hosted in Oslo since 1988. ICDE works to foster collaboration among institutions, governments, and individuals worldwide to enhance access to quality education. It provides a platform for sharing best practices, advocating for policies that support inclusive education, and advancing research and innovation in open and distance learning. ICDE's membership includes universities, educational institutions, and organizations across the world, helping to shape the future of education through global cooperation. The fee for institutional annual membership in 2025 is €1425. (Approximate cost: 1,27,469 INR) All new institutional member applicants will also be required to pay a one-time application processing fee of €75. (Approximate cost: 6,757 INR).</p>	<p>AMDISA and ICDE are indeed reputable organizations in the field of management education and open/distance learning, respectively. Their initiatives in online education are commendable, as they contribute to making quality education more accessible and recognized globally. This initiation was appreciated by external experts.</p>
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<p>08 CIQA 3.1.1</p>	<p>ANY OTHER ITEMS</p> <p>Reporting Items:</p> <ol style="list-style-type: none"> 1. Increase in intake from 3600 to 5000 for MBA Online degree Programme. 2. DODE entered into a MoU with SRM GLOBAL HOSPITALS PVT LIMITED to deliver MBA specialization electives in health care and hospital management. 3. Introduction of elective COURSE BYTE for MCA degree Programme to help the learners to opt for their concerned elective courses. 4. The BBA, B.Com, BCA, and M.Com degree programs in distance learning have been placed in abeyance due to a lack of leads (Approved in 57th ACM held on 30.11.24). 	<p>Noted</p>
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VOTE OF THANKS

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

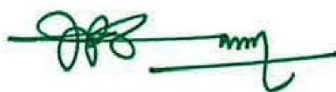


DIRECTOR

(Online and Distance
Education)

DIRECTOR

DIRECTORATE OF ONLINE AND DISTANCE EDUCATION
SRM Institute of Science and Technology
SRM Nagar, Kattankulathur - 603 203
Chengalpattu Dist, Tamilnadu, India.



REGISTRAR

Registrar

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



VICE-CHANCELLOR

VICE CHANCELLOR

SRM Institute of Science and Technology
SRM Nagar, Kattankulathur - 603203
Chengalpattu Dist. Tamilnadu, India.