

***PARUL UNIVERSITY***  
***CENTRE FOR DISTANCE AND ONLINE EDUCATION***  
***CENTRE FOR INTERNAL QUALITY ASSURANCE***

*Internal Quality Audit Report*  
*Academic Year 2023 – 24*

## OVERVIEW

The Center for Internal Quality Assurance (CIQA) at Parul University serves as the cornerstone for ensuring excellence and continuous improvement in all facets of online education, research, and service within our institution. Our mission is to uphold the highest standards of quality, foster innovation, and promote a culture of excellence that empowers our students, faculty, and staff to achieve their full potential and contribute meaningfully to society. The formation of the CIQA ensures the adoption of quality online education throughout all processes. The OL programs offered by the Centre for Distance and Online Education, Parul University, aims to create a dynamic model that is technology-assisted and learner-oriented. This model is designed to be broad-based and aims to enhance the quality of online education.

The primary focus of the CIQA is to generate and promote awareness for quality assurance and to develop procedural details. Specifically, the CIQA works to improve and maintain the quality of education, identify and suggest new teaching aids, develop suitable infrastructure, and offer suggestions for curriculum revision and enhancement.

Centre for Internal Quality Assurance Committee (CIQAC) of CIQA was constituted within the University as per the UGC (Open and Distance Learning Programs and Online Programs) Regulations, 2020; as a mandatory requirement of NAAC. The first meeting of the CIQA Committee was held on 9<sup>th</sup> May 2024 at 10.00 am at Parul University.

COMPOSITION OF INTERNAL AUDIT FOR INTERNAL QUALITY AUDIT FOR CIQA, PARUL UNIVERSITY

Category	Name and Designation	Position
Vice Chancellor	Dr. Amit Ganatra, Vice Chancellor	Chairperson
Senior teachers of Higher Education Institution	Dr. Priya Swaminarayan, Dean, Faculty of Computer Application	Member
	Dr. Hetal Thakar, Deputy Director, Centre for Distance and Online Education	Member
	Dr. Falguni Acharya, Director, IQAC	Member
Head of three Departments or School of Studies offering recognized programmes in Open and Distance Learning and Online mode	Dr. Ashish Bhatt, Program Coordinator, Management Studies – Online Mode	Member
	Dr. Pratik Patel, Program Coordinator, Computer Application – Online Mode	Member
Officials from the Administration and Finance Departments of the Higher Educational Institution	Prof. Manish Pandya, Registrar	Member
Director – Centre for Internal Quality Assurance	Dr. Kunjal Sinha, Director, CIQA & Centre for Continuing Education and Online Learning	Member Secretary

## REPORT OF THE INTERNAL AUDIT COMMITTEE

### 1. Governance, Leadership and Management

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Observations/Remarks
Governance, Leadership and Management	This relates to the operational protocols and policies of the institution of higher education regarding human resource management, recruitment processes, strategic planning, performance evaluation frameworks, and staff training initiatives, financial management protocols, and the leadership's overarching influence.	Essential positions such as Director, Deputy Director, are adequately staffed.
1.1 Organizational Structure	The institution of higher education shall appoint individuals to all authorized/mandated positions in accordance with the commission's guidelines and establish a system of credible governance.	Appropriately staffed position required by organizational structure and standards
1.2 Management	The institution's leadership and management shall endeavor to evaluate and measure the organizational culture in order to accomplish its mission, vision, and objectives.	The Vision and Mission for offering online learning programs are in sync with universities goals.
1.3 Strategic Planning	To enhance the overall quality, the institution of higher education shall engage in strategic planning and implementation of its activities, ensuring that such planning is in harmony with academic and administrative facets.	The academic and administrative operations of the CDOE are in accordance with the strategic plan that the university employs in consideration.
1.4 Operational Plans, Goals and Policies	The higher education institution must possess precisely articulated objectives that are both attainable and quantifiable, policies that are coherent with its strategic plan and also realistic and achievable, guidelines for the execution of its policies and plans that are unambiguous and transparent, and an accountability system for its policies and	There are available standard operating procedures and guidelines for a variety of functions at CDOE.



	planning that is effectively communicated to its stakeholders.	
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## 2. Articulation of Higher Education Institutions Objectives

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Articulation of higher educational institution objectives	The higher education institution must establish a comprehensive Mission, Vision and strategy that align with its objectives for providing online learning programs.	The Vision and Mission of the university are similar with the objectives of providing online learning programs	

## 3. Program development and approval process

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Program development and approval process	This area of concern pertained to the program development and launch approval mechanism, with particular emphasis on the subsequent critical aspects:	Guidelines for online learning study modes adhere to the proper program development approval procedure.	
Curriculum planning, design and development	Curriculum planning, design, and development of academic programs are significant academic endeavors undertaken by higher educational institutions. Therefore, it is necessary to establish process mechanisms and organizations to effectively carry out these obligations.	The curriculum planning design and development process in place ensuring the equivalency of conventional and online learning programs	
Curriculum implementation	In order to determine the amount of time to be devoted to each component of the implementation phase, the institution of higher education must develop detailed implementation plans. The overall efficacy of the programs is predicated on this factor.	Curriculum delivery is conducted in precise observance of the academic calendar.	

Academic flexibility	The higher education institution must implement effective strategies to provide academic flexibility to its students. Academic flexibility encompasses the ability to choose the duration of courses, move verticals, and pursue interdisciplinary options through curricular transactions.	Sufficient flexibility available to learners in terms of duration of study programs and choice of various types of electives
Learning resources	The institution of higher education shall ensure that its online education resources are of sufficient quality through the use of a learning management system, as specified in this regulation. When making decisions regarding instructional packages, higher education institutions must consider a range of factors. These include the compatibility of the technology and media utilized with the courses, which serves to expand and improve learning. Additionally, the packages should be accessible, practical, equitable, and cost-effective for the students.	Complete syllabi-covering recorded lectures are accessible for all online learning courses.
Feedback system	The curriculum shall be revised and redesigned in accordance with the input of all relevant stakeholders regarding its applicability and relevance in addressing the demands of society, the economy, and the environment.	Curriculum revisions suggested by stakeholder feedback will be initially presented to the Board of Studies, subsequently reviewed by the Faculty Board, and ultimately sanctioned by the Academic Council.

#### 4. Program monitoring and review

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Observations/Remarks
Program monitoring and review	The higher educational institution must establish and implement a program monitoring and review system to regularly assess and uphold the quality of academic programs. In addition to	Program monitoring and review are conducted prior to the commencement of each academic year. Students will get smester

	these reviews, the institution must also take into account the attainment of learning outcomes that are evaluated using a variety of direct and indirect assessment methods.	wise information booklet at the beginning of the semester.
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## 5. Infrastructure Resources

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Infrastructure Resources	The higher educational institution must possess an e-library, Information and Communication Technology infrastructure, an AI system, and a proctor-based examination portal. These resources are necessary to uphold the quality of academic programs and provide high-quality support to all stakeholders involved.	The PU - LMS is provided with a wide range of materials such as electronic material, open educational resources (OER), and self-assessment tools.  PU LMS was built specifically for online learning programs, using the 4-Quadrants strategy recommended by UGC.	

## 6. Learning Environment and Learner Support

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Remarks	Observations/
Learning Environment and Learner Support	Learner support services, such as library and academic counselling, shall be a primary precaution taken by institutions of higher education for their online learning mode students. Furthermore, in order to facilitate blended learning, a higher education institution has integrated Information and Communication Technology facilities into the learning environment through the pedagogical application of contemporary educational practices. Learner support services shall be delivered via the e-Learning platform and the campus white portal. The higher	E library facilities available with remote Access, which allows faculty and students to access databases from off-campus (Knimbus), SOUL 2.0 a library based software.  Paraspar' - Industry Academia Partnership Series/ Expert Talks was conducted regularly for holistic development of Online Learners.	



	education institute shall take a more sophisticated approach to the use of ICT and expertise in e learning. The approach shall provide a seamless learner centered environment.	12 Live Sessions, 24 Doubts solving sessions of each subject arranged on regular basis. On Saturdays, hybrid sessions are also arranged.  Dedicated Mentors and LMS support team available for solving learners queries.
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## 7. Assessment and Evaluation

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Observations/Remarks
Assessment and Evaluation	Each program's learning outcomes must be incorporated into its evaluation process. A variety of assessment instruments, such as term-end examinations, presentations, multiple-choice questions, projects, reports, case studies, and presentations, shall be utilized by the higher education institution to carry out the evaluation in accordance with the various learning outcomes anticipated of the course components. A suitable moderation and assessment system shall be in place at the institution of higher education to evaluate the learning outcomes of students.	AI and Proctored Based Assessment.  Quick result declaration and reflected on PU LMS.

## 8. Teaching Quality and Staff Development

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Observations/Remarks
Teaching Quality and Staff Development	It is mandatory for higher education institutions to establish a robust framework to facilitate interactive teaching and learning, capacity building workshops and programs, and quality counseling. Additionally, these	Qualified and Experienced Teaching faculties are available as per norms  14 Pedagogy sessions conducted in 2023 -24



	institutions should offer staff development programs and activities to inspire academy staff to consistently enhance their teaching and learning abilities.	
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## 9. Process of Quality Audit

Parameter	Provision in UGC DEB Regulations 2020	Auditor's Observations/ Remarks
Academic Planning	A higher education institution must implement appropriate academic planning procedures to ensure that its programs are pertinent to the national economy, align with the institution's strategic directives, and provide a superior value-added learner experience. The institution must maintain a proficient teaching staff, in addition to providing necessary infrastructure and technology support, in order to ensure that the curriculum remains current and that the objectives of the institution are fulfilled.	Academic Planning Procedure at CDOE have Provisions to ensure sufficient HR and Infrastructure for Offering OL Programs as per the requirements.
Validation	A validation mechanism shall be established by the institution of higher education to ascertain that its programs are academically viable, that academic standards are adequately defined, and that they provide the greatest opportunity for students to learn.	Proper validation of OL programs is through external experts involved in various committees and statutory bodies such as Board of Studies. Faculty Board and Academic Council
Monitoring, Evaluation and Enhancement Plans	Effective implementation of online programs and desired results Achievement and ongoing quality enhancement shall be guaranteed by the institution of higher education.	Following reports checked and found satisfactory <ol style="list-style-type: none"> <li>1. PU LMS Report such as attendance, discussion forum usage</li> <li>2. Proctors and Examination report</li> <li>3. Students feedback</li> </ol>

## 10. Internal Quality Audit Report



Name and Designation	Position	Signature
Dr. Amit Ganatra, Vice Chancellor	Chairperson	 9.5.2024
Prof. Manish Pandya, Registrar	Member	 9/5/24
Dr. Priya Swaminarayan, Dean, Faculty of Computer Application	Member	 9/5/24
Dr. Hetal Thakar, Deputy Director, Centre for Distance and Online Education	Member	 9/5/24
Dr. Falguni Acharya, Director, IQAC	Member	 9/5/24
Dr. Ashish Bhatt, Program Coordinator, Management Studies – Online Mode	Member	 9/5/24
Dr. Pratik Patel, Program Coordinator, Computer Application – Online Mode	Member	 9/5/24.
Dr. Kunjal Sinha, Director, Centre for Internal Quality Assurance (CIQA)	Member Secretary	 9/5/24