NETAJI SUBHAS OPEN UNIVERSITY

**Centre for Internal Quality Assurance
(CIQA)**

Quality Assurance System

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NETAJI SUBHAS OPEN UNIVERSITY
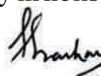Quality Assurance System
(NSOU-QAS)

CONTENT

PREFACE

Open and Distance Learning (ODL) could be an alternative path for resolving issues of limited access to education, particularly for those who are out of the traditional education system. The marginalized and disadvantaged persons of our society may avail the opportunity to pursue the higher education through ODL, at a minimal cost.

For ODL to be successful and credible, it must be recognized as a system capable of delivering consistently high quality teaching-learning materials and services. In order to enhance access with success, flexible forms of provisions need to be supported by a well designed Quality Assurance System (QAS) or policy. Quality assurance is a process through which a higher education institute guarantees to itself and its stakeholders that its teaching, learning and other services consistently reach a level of excellence. The systematic monitoring of activities cannot be ascertained without having a quality assurance system/ policy. The NSOU-QAS aims at providing comprehensive guidelines for monitoring and maintaining quality in all the academic and administrative activities of the university.

This comprehensive Quality Assurance System (QAS)/ policy of the university has been developed to incorporate the qualitative and quantitative aspects of both academic and administrative activities of Netaji Subhas Open University (NSOU). This system is divided into seven components/ criteria as prescribed by National Assessment and Accreditation Council (NAAC) for assessment and accreditation of Open Universities in India. These seven components are i) Curricular Aspects ii) Teaching-Learning and Evaluation, iii) Research, Innovations and Extension, iv) Infrastructure and Learning Resources, v) Learner Support and Progression, vi) Governance, Leadership and Management, vii) Institutional Values and Best Practices.

The NSOU-QAS may be used for the preparation of Academic-Administrative Audit (AAA) report of the University in each academic year for the purpose of review of different activities as well as for self-assessment. We hope that the NSOU-QAS will help us improve the overall academic and administrative set-up of the university in holistic manner.

Kolkata

December 2019

Subha S. Sarkar

Vice-chancellor

QUALITY ASSURANCE SYSTEM

Introduction

In order to improve the quality of distance education as implemented by Netaji Subhas Open University (NSOU), the University has developed and implemented comprehensive Quality Assurance System, called NSOU-QAS. This system has been adopted from the University Grants Commission (ODL) Regulations 2017, Asian Association of Open Universities' Quality Assurance Framework (AAOU-QA Framework) and Commonwealth Educational Media Centre for Asia's Quality Assurance Toolkit-ODLI. The adoption of this good practice is implemented by NSOU through a number of stages, from filling out forms to identify priority needs to developing guidelines for each process of activities.

In line with the increasing demand for quality improvement it is an attempt to meet the requirements of existing regulations and the requirements of both national and international accreditation (NAAC etc.), NSOU has accommodated the demand for improvement by integrating all requirements into the quality assurance policy called NSOU-QAS.

The content in NSOU-QAS is used as a policy of quality to be implemented in all aspects of activities and processes at NSOU in accordance with the vision and missions as well as purposes to be achieved by NSOU.

A. NSOU's Vision and Mission

  Vision

The NSOU, the only State Open University in West Bengal, delivers a quality human resource base of the State, and along with other Open Universities of the country moves towards the improvement of the quality of open distance education. It also intends to promote and develop appropriate ambience to develop a distance education system of international standard in our country, keeping in view the demands for

education of the learners in conformity with the international standard requirements of the twenty-first century.

Mission

- To propagate quality education in flexible mode all over the State and to provide access to different skills-enhancing educational programmes
- To collaborate with other Higher Education Institutions (HEIs) for academic and research endeavours
- To provide education in the vernacular language, i.e., Bengali and make it available at low cost to the underprivileged people
- To provide facility of Lifelong education to the intending learners
- To integrate technological tools in the pedagogy for facilitating the learning experiences
- To contribute to the existing body of knowledge through research and extension activities
- To render services for the development of the State, in particular, and the Nation in general, in order to sensitize the learners towards a humanistic and democratic ecosystem.

Core Values

- Expanding learning opportunity through Technology
- Inculcating Social Values
- Preservation & Promotion of Human resource
- Employability through Skill Development
- Pursuit Excellence in Open Education

The principle in developing and implementing all aspects of NSOU's services is based on the values which are not only mutually developed but also mutually understood, believed, and applied. The above core values can be explained as:

1. Accessibility: All programs of the University can be accessed by all levels of society regardless of place and time.
2. Integrity: Each staff of NSOU is to uphold ethics and standard of professionalism.
3. Quality: High quality academic content and services to meet the expectation of stakeholders.
4. Relevance: The development of all programs of the University is done to meet the needs of the society.
5. Accountability: The implementation of all NSOU's program is to be done effectively and efficiently so it can be made accountable in a transparent way.

B. NSOU's Quality Policies/ Best Practices

Though the OU is a service provider in the education sector, some of its activities involve industrial activities like mass production of course materials both print and non-print medium, mass printing of result sheets etc. Below are the quality policies in the form of best practices out of different components of NSOU-QAS.

1. Programme/ Course Design and Development
Programme Design and Development:

NSOU guarantees the quality of education programs through program design and development which take into account the needs of students and community, promoting access to quality education with assessment method which is suitable to the purposes of the program.

1. Programs are developed based on the needs of students, government policies, the needs of stakeholders, and the demand of job opportunities, which are obtained through research and/or consultation with related parties.
2. The institution considers the capability of individual students in the curriculum development.
3. Description of each program is written completely and clearly.
4. Entry requirements are open and flexible and as per UGC norms.

5. Academic program review is done periodically and consistently by involving all related partied to improve learning system.
6. Supervision for students' final assignment is done by taking into consideration academic aspects.
7. Curriculum is developed based on the consideration about prospective students' ability and is in line with the vision, missions, and cultural values.
8. Academic culture is maintained by prioritize academic freedom, and upholding scientific facts, objectivity, openness, and academic autonomy.

Course Design and Development:

NSOU guarantees the quality of courses so as to meet the needs of students effectively by carefully studying syllabuses and course contents through development and review of course materials so that the materials will have goals, contents, and learning methods, along with clear methods of assessment.

1. Course design is developed in accordance with the objectives of the study programs and the needs of students which includes methods of learning support. It prepares the PPR as prescribed by the UGC (ODL) Regulations 2017.
2. The institution ensures that the course objectives are clear and informative to the learners.
3. Course contents are in line with the course design, which are accurate, up to date, comprehensive, free from bias of gender, race and ethnic groups, social classes and religion.
4. Exercises in the learning materials are in line with course materials.
5. Material development is based on a systematic plan and is implemented consistently.
6. Learning materials for the courses are available on LMS / website.
7. Course materials are developed in a variety of media in accordance with the characteristics and objectives of the course,

as well as students' need and are used integrated with learning support service.

8. Practicum, filed work, and projects are developed as needed and in line with the characteristics of the courses.

9. The learning approaches used in the materials are interactive, student-centered, and promote students to learn independently.

10. Evaluation of learning materials is done regularly and systematically in each stage of development for the purpose of accountability.

11. The institution provides appropriate training for staff members to ensure that they possess the knowledge and skills to design, develop, deliver, evaluate and assure quality in courses and materials

12. The university takes appropriate steps to train/ orient the faculty members for development of MOOCs/ online courses.

Materials Development:

NSOU guarantees the quality of course materials so as to meet the needs of learners effectively by carefully studying course contents so that the materials will have goals, contents, and learning methods, along with clear methods of assessment.

1. Self Learning Materials(SLM) is developed in accordance with the objectives of the study programs and the needs of learners which includes methods of learning support.

2. Each SLM is divided into modules and units to describe the subject in a lucid manner.

3. The SLM is developed as per guidelines of the UGC (ODL) Regulations 2017.

4. University develops both printed SLMs and e-Content.

5. The e-Content includes digitized course materials and audio-video lectures.

6. The e-Content is made available on the LMS and university portal.

2. Learner Admission and Enrolment
Learner Admission:

NSOU guarantees the quality of learners which includes aspects related to database, background and economic needs and learners' special strength, feedback, used as inputs for all aspects of policy and planning, program and course development, support service, and the whole learning process.

1. The institution ensures that potential learners and the wider community are aware of its courses and programs on offer, its operational systems and the advantages of ODL.
2. Student database is managed efficiently and its confidentiality is secured.
3. Information about students is used to design programs, courses, support service, and other supports.
4. Faculties are provided with access to obtain information about students as needed.
5. The institution provides face-to-face or mediated tutorial support to all learners to minimize stress, frustration, failure and dropout
6. Guidance and counseling service is provided to maintain close relationship with students to help with their successful studies.
7. Students are encouraged to give feedback regularly in order to improve the quality of learning.
8. Feedback is analyzed regularly from stakeholders to support student, learning process.

Learner Evaluation:

NSOU guarantees the quality of assessment and evaluation in accordance to the characteristics of courses and programs using a standardized system and making use of appropriate information and communication technology accessible to the students.

1. Formative (Assignment) and Summative assessment (Term-end examination) are integrated in learning materials and learning support services and are formulated in the form of feedback and achievement grade.

2. Assessment of student achievement is done as needed periodically in the form of assignment according to their level of education.
3. Information on assessment is given to students through various media.
4. Students can independently assess their learning progress of a course or all programs through assignment.
5. Data on student assessment is recorded, stored, and managed in a system that ensures data accuracy for effectiveness of learning process.
6. A system of complaints about exam results is done effectively so students can check out the results of assessment and the feedback provided.
7. A standard procedure of examination, administration guarantees timely and proper implementation of assessment in accordance with the requirements of institution's policy.
8. Accountability and quality of preparation and administration of term-end examination is guaranteed through the agreed mechanism and instruments to meet the requirements of institution policy.
9. Assessment instrument is ensured to be valid and reliable and is developed in accordance with a standard procedure and format.
10. Assessment instrument is developed by taking into account the characteristics of courses, students, and assessment as well as by considering the availability of learning media.
11. Examinations are administered in a comprehensive, sustainable, and flexible way by making use of up to date, accountable, effective and efficient technology.
12. The procedure for systematic assessment includes mechanism of recruitment and training for staff who are responsible for the assessment.
13. A guideline for standardized assessment which explains test specifications in details is distributed to all the staff who are involved in the examination process. .
14. The results of assessment are given to students in time.

3. Research and Community Services

NSOU guarantees the quality of research and community services by improving the capacity of human resources in the field of science, distance education, and institution whose results are utilized for the purpose of institutional development.

1. The institution has clearly defined policies for research.
2. Research in needs, expectation, and satisfaction of stakeholders about NSOU services is done regularly, systematically, and accurately in order to obtain inputs for all aspects of NSOU policy.
3. Research and development is done systematically and is integrated into academic and administrative services for students.
4. Facilities to support research and community services are provided and their utility and quality are monitored.
5. Research results are disseminated regularly through a number of media and are applied in work and/or activities in the community.
6. Agenda and areas of community services refer to NSOU's vision and missions.
7. Community service activities are geared toward the provision of certificate programs or sustainable educational programs, community empowerment, and consultation.
8. Community members are involved actively in community service activities.

4. Facilities, Media, and Learning Resources

NSOU guarantees the quality of various media used to facilitate students' learning process to meet their learning needs effectively by utilizing facilities' media, and learning resources based on students' background, knowledge, material requirements, students' access to technology, pedagogic design of courses, and media limitation.

1. The institution utilizes media and technologies that are accessible, equitable and practical.
2. Various media and technology for learning purposes which are in line with course materials are used to improve and promote learning opportunities

3. The institution considers the costs and benefits to the institution and the learners when selecting the media and technologies to use.
4. Various media and technology which are in line with learners' needs and condition is utilized for easy access.
5. Technical assistance to use media is provided for faculties and students.

Human Resources:

NSOU has a system of human resources management which is capable of making competent and quality human resources and qualified for providing education and other services offered by NSOU.

1. The institution has clear guidelines and standard criteria for selecting, recruiting, and retaining qualified staff members, who are expected to perform the tasks in pursuit of the vision, mission, and goals of the institution.
2. Faculty members' tasks and workload are clearly defined as per UGC (ODL) Regulations 2017 so as to support their professional performance and they can transform, develop, and disseminate desired level of knowledge.
3. Human resources management system is geared toward the achievement of university's vision and missions.
4. The institution employs a sufficient number of qualified administrators and supporting administrative staff to handle all functional and educational support services.
5. System of selection and promotion is made based on UGC and /or State Government orders.
6. Career advancement of employees is based on UGC and /or State Government Orders/ Guidelines.
7. Faculty members are given an opportunity to get involved in professional organizations.

5. Learner Support

NSOU guarantees the quality of learning support services to ensure that the learning process is facilitated in accordance with the students' needs by making use of information and communication technology in its various form accessible to students.

1. The institution provides clear guidelines of counselling to faculty/ academic counsellors and learners.
2. Various forms of learning support services are available so that students have the freedom to make use of learning support in line with their capacity and condition.
3. Various forms of learning support services are designed and provide for easy access through a number of media.
4. Learning support services are designed in accordance with the principle of openness and higher education at a distance.
5. Learning support services are implemented with a standard in accordance with the agreed guidelines.
6. The institution selects academic counsellors who meet the particular criteria for counselling the courses.
7. The institution has procedures to ensure that a sufficient number of qualified academic counsellors are engaged for the courses.
8. The institution provides appropriate training to academic counsellors for counselling.
9. The institution ensures that the counselors are aware of their roles in providing counseling.
10. Student progress is monitored with a clear and consistent mechanism including ways to get the feedback of their studies in timely manner.
11. Counseling service is provided during the learning process through a variety of methods and media easily accessible to students.
12. Monitoring and evaluation about all services of learning support for students is done by using a clear mechanism.

6. Leadership & Governance
Policy and Planning:

NSOU assesses the quality of planning and policy by looking at variables related to vision, missions, policy and strategy planning and monitoring of policy and planning process, and participation of all stakeholders.

1. Vision and missions are formulated on the basis of a mandate to provide access for community members to get world-class distance education services.
2. Visions and missions are disseminated to all academic and non-academic staff.
3. Policy and strategic plan are formulated for each action in order to accomplish the missions of the institution.
4. Primary service is provided in the form of institution's commitment to stakeholders.
5. Operational plan is used as the basis for annual activities and evaluation of institution's level of achievement
6. Monitoring is done to ensure that policy and work plan are truly implemented in accordance with the target.
7. The institution has an accountable and transparent system for its policies and planning that are well communicated to its stakeholders.
8. The institution has a clear policy statement of non-discrimination in genders and geographical/regional distributions for all the affairs and activities of the institution, including admissions, registration, and length of study
9. Policy is made based on the interest of stakeholders.

Internal Management:

NSOU has an integrated system of internal management that effectively and efficiently supports the implementation of policies using standard guidelines with strong leadership, supported by good

communication and administrative system and healthy financial management to provide trustworthy education services.

1. The overall process is done by referring to standardized, clear, and measurable guidelines, procedure of university Statutes, Laws etc.
2. Decision making process is done by taking into account the interests and needs of students and staff.
3. Financial management is done in an accountable and transparent way.
4. Communication and information technology based facilities are provided and are managed effectively and efficiently to provide services to stakeholders.
5. Cooperation with both domestic and international institutions is established in the fields which are relevant to NSOU's vision and missions.
6. The institution has a system to ensure that the assessment and feedbacks on the assignments are promptly and fairly administered.
7. Registration system is designed to be user-friendly and efficient.
8. Evaluation of education programs is done systematically.
9. Education programs and learning materials are guaranteed to be accessible to all learners.
10. Information and complaints are responded immediately and appropriately with a variety of methods and media accessible to students.
11. The institution handles inquiries, applications for admissions, and complaints from potential and current students promptly
12. LMS/ OER Repository is accessible through a number of communication devices provided for all students.
13. Quality assurance system is integrated into national standard which adopts best practices of world's distance education institutions.
14. The institution continuously improves its infrastructure and

facilities. The institution has guidelines for the identification and procurement of its facilities.

15. The institution ensures that staff members are trained to develop and deliver its programs, use the facilities and technologies, and continuously improve their performance.

16. The institution has an effective system for managing and maintaining its equipment and facilities.

17. Self-evaluation is done periodically and the results are used for sustainable improvement.

18. The institution has an effective system for soliciting feedbacks from the stakeholders regularly to improve its programs.

19. The institution has an integrated quality assurance system for its programs and implementation units.

C. NSOU's Quality Assurance System

In line with the paradigm change in managing distance education in the country and at state level, NSOU needs to employ a system of quality assurance (QA). The application of this system will be beneficial in four areas: improved readiness for accreditation, accountability, competitiveness, and effectiveness. QA is not only an effort to produce quality but also to improve quality comprehensively and systematically. QA is not a way to set goals nor a procedure to reach the goals but is an effort for systematic and sustainable improvement. QA emphasizes more on the notion that quality can always be developed and improved. The procedure to be developed should ensure that staff would continuously look into the quality of process and services and should continuously make an effort to improve it.

By using a QA system, NSOU needs to periodically assess some elements individually and comprehensively to find out whether the preliminary assumption still applies, whether the practice is still effective, or whether job rolls are still developing. Critical, honest, and open assessment, both internally and externally, is the key for successful implementation of QA system.

NSOU-QAS contains various Quality policies in the form of statements of best practice, and it is used as the basis for implementation of all planning at academic and administrative levels of activities at NSOU.

D. Structure and Components of NSOU-QAS

NSOU-QAS is a continuous step for NSOU to implement a QA system in a systematic and comprehensive way. This framework is divided into seven components which at the same time inspire NSOU as an Open and Distance Learning Institution. The seven criteria as prescribed by National Assessment and Accreditation Council (NAAC) for assessment of quality have been taken into consideration in the following seven components for the purpose of Academic-Administrative Audit (AAA) of the University:

I. Curricular Aspects
II. Teaching-Learning and Evaluation
III. Research, Innovations and Extension
IV. Infrastructure and Learning Resources
V. Learner Support and Progression
VI. Governance, Leadership and Management
VII. Institutional Values and Best Practices

This classification is based on the idea that reflects the need for comprehensive implementation of distance education. Management is an important element in the implementation of distance education due to its logistic implication and its mass characteristic. A distance education institution requires high quality human resources with a variety of competence and different functions such as curriculum designers, course writers/ editors, media developers, academic counsellors, administrative staff, and other supporting staff. Programs, courses and academic contents are NSOU's products whose quality should be guaranteed with adequate assistance, media utilization, and consistent application of students assessment and academic transparency. In addition, the quality of research should also be improved so the results can be used to improve the quality of education offered.

E. Implementation of NSOU-QAS

The NSOU-QAS involves all levels of the institution. Therefore, all employees and resource should be involved through guidance, leadership, genuine commitment to reach the quality as has been targeted by NSOU. All these efforts are done to reach the vision and missions of NSOU. However, the effort to improve quality still requires commitment of time and effort at all levels.

The NSOU-QAS will help assess the academic- administrative activities to prepare the audit report for a particular period. For the purpose of assessment of seven factors have been identified which contain performance indicators relevant to them. Thus a total of 75 performance indicators have been included in the questionnaire which comprehensively cover numerous aspects of quality and its assurance in an ODL institution. Both factors and Performance Indicators (PIs) for the purpose of questionnaire have been finalized based on the NAAC-SSR, AAOU-QA framework and CEMCA QA Toolkit.

As all the Performance Indicators are in the form of positive statements about quality parameters, it can be construed that higher the score of an ODL institution on this scale better the quality of its service operations, delivery etc.

Following scale may be used to rate the Quality Parameters of the Institution:

(A)lways =3, (S)ometimes=2, (R)arely=1, (N)ever =0

Appropriate option in the box are to be marked for specific parameters.

Questionnaire

1. Curricula Aspects

(A)lways =3, (S)ometimes=2, (R)arely=1, (N)ever =0

Please tick mark in appropriate options in the box.

Sl.No.	Performance Indicator	A	S	R	N
1.	Need identification and assessment exercise has taken place before launch any new programme.				
2.	The programme is capable of meeting the needs of learners to gain knowledge, develop skills and make them better citizens.				
3.	Services of external experts are utilized for Material Development				
4.	Programme/Course objectives, outcome, activities and assignments are properly articulated and well aligned with each other.				
5.	The programme/ courses are periodically updated to keep pace with dynamically changing environment				
6.	The material development guideline is strictly followed by the experts.				
7.	Quality of SLMs is properly reviewed before delivering it to the learner by the content, format and language editor.				
8.	Anti-Plagiarism test on the material is carried out before printing the SLM				
9.	The Institution has digitized the course material which is available on its website				

Sl.No.	Performance Indicator	A	S	R	N
10.	OER and/ or MOOC are properly integrated in Courseware/ SLMs and learners are encouraged to use the same.				

2. Teaching-Learning and Evaluation

(A)lways =3, (S)ometimes=2, (R)arely=1, (N)ever =0
Please tick mark in appropriate options in the box.

Sl.No.	Performance Indicator	A	S	R	N
1.	Promotional activities are undertaken by the institution to reach the target groups.				
2.	Information about the programmes off ered is provided to the prospective group of learners.				
3.	Full objectivity and transparency in students' admission which is guided by Quality Policy				
4.	The Institution has provision for Online admission/ Lateral Entry/ Vertical mobility/ Flexibility in choice of courses.				
5.	The Institution reaches out to the diversified learner groups viz. Women/Disabled/Disadvantaged/ Minority/Jail inmates				
6.	The institute has telecast/ web cast facilities				

Sl.No.	Performance Indicator	A	S	R	N
7.	The recruitment and selection procedures ensure that the most qualified, experienced academic and support staff members are recruited.				
8.	The staff members are recruited who are having qualification/ exposure in the field of distance education and as per qualification of UGC/ Go WB				
9.	The promotion criteria for academic staff are based on aperformance appraisal system, as prescribed in UGC and/or GO				
10.	There is a proper mix of continuous assessment and Term End Exam (TEE) in the evaluation with appropriate weight age.				
11.	A systematic pre examination process is followed for preparation of question papers and evaluation of answer books.				
12.	The evaluation mechanism is properly developed to test the student knowledge and skills as per the programme/course objective and intended learning outcomes.				
13.	Institution uses anti plagiarism software for project reports, dissertations etc.				
14.	The evaluation is done in a timely manner and is error free i.e. the result is published within the time frame through website				

Sl.No.	Performance Indicator	A	S	R	N
15.	Moderation of all forms of assessment is done by the institution with the approval of competent authority.				
16.	Learner is given proper feedback in terms of their internalassignments paper.				
17.	Model question papers are made available through institutional website.				
18.	The examination process is automated				

3. Research, Innovations and Extension

(A)lways =3, (S)ometimes=2, (R)arely=1, (N)ever =0
Please tick mark in appropriate options in the box.

Sl.No.	Performance Indicator	A	S	R	N
1.	The institution collaborates with national and international institutions for promoting research and faculty exchange programme				
2.	The institution organizes seminars / conferences on contemporary issues like OER, MOOCs, MOODLE etc.				
3.	Sufficient resources are made available for faculty members to carry out research activities.				
4.	Faculty members are encouraged to mobilize the resources for research through participation in sponsored research projects.				

Sl.No.	Performance Indicator	A	S	R	N
5.	Faculty members are encouraged to publish research papers and books having ISSN and ISBN respectively.				
6.	Faculty members are encouraged to undertake consultancy projects				
7.	The university conducts extension activities at grass root levels through skill development programme regularly				

4. Infrastructure and Learning Resources

(A)lways =3, (S)ometimes=2, (R)arely=1, (N)ever =0
Please tick mark in appropriate options in the box.

Sl.No.	Performance Indicator	A	S	R	N
1.	The Institution has adequate and appropriate infrastructural facilities to conduct academic programme				
2.	The institution uses appropriate technology for effective institutional functioning like learner support, examination processing and student records.				
3.	The institution has state of art infrastructure for developinge-Contents such as recording studios, photography equipment, editing facilities etc. to enable the LMS of the Institute				

Sl.No.	Performance Indicator	A	S	R	N
4.	There is a provision of tele-conferencing and videoconferencing facilities				
5.	There are proper infrastructure facilities for counseling rooms, library etc. at LSC and RCs				
6.	LSCs have capacity to coordinate and monitor the rolling out of academic programmes.				
7.	The institution has an effective system for the management and maintenance of equipment				
8.	There is an efficient communication system between head office and LSCs/Rcs				
9.	The institution has virtual library with adequate learning resource to offer access toe-Journals and e-Resources through different repositories.				
10.	University updates IT facilities as per need				

5. Learner Support and Progression

(A)lways =3, (S)ometimes=2, (R)arely=1, (N)ever =0
Please tick mark in appropriate options in the box.

Sl.No.	Performance Indicator	A	S	R	N
1.	LSCs organize Induction Programme for its new learners.				

Sl.No.	Performance Indicator	A	S	R	N
2.	The registration system is efficient and convenient for learners located in different geographic locations				
3.	The Institution has provisions for informing, advising & counseling for its dispersed learners				
4.	Database of learners and their profile has been prepared which is used to provide appropriate support and facilitate his/herprogression in the programme.				
5.	Proper communication takes place with learners regarding, academic calendar, time table, exam schedule well in time.				
6.	Student Hand Book/ Programme Guide is made available to all the enrolled learners.				
7.	Does the library provide open access facility?				
8.	Learner satisfaction survey is conducted on a regular basis and amendments in the system are made based on unanimous recommendations of learner /community.				
9.	Digital tools and techniques are used to connect with learners (MOODLE/ MOOC) and to offer helpline services to them.				

Sl.No.	Performance Indicator	A	S	R	N
10.	Learner tracking system is in place to help the learner complete the course in time and also to reduce dropout rate.				
11.	LSC staff is given proper training to make them more proficient in learner support.				
12.	Learners feedback is analyzed and reported				
13.	Quality of Graduates of the institute is assessed in terms of accomplishment of expected learning outcomes.				
14.	Job Fairs are organized to sensitize those learners who want to establish their start up projects.				
15.	The graduates of the institution are employable &capable of meeting the expectations of the industry, society and their country.				

6. Governance, Leadership and Management

(A)lways =3, (S)ometimes=2, (R)arely=1, (N)ever =0
Please tick mark in appropriate options in the box.

Sl.No.	Performance Indicator	A	S	R	N
1.	Top Management and Academic Bodies of the university own responsibility for quality assurance and quality improvement				

Sl.No.	Performance Indicator	A	S	R	N
2.	Institutional goals are specifically delineated and are in conformance with vision and mission of Organization.				
3.	Quality issues are integrated with the overall strategic planning of the institution.				
4.	Quality manual with checklist, Standard Operating Procedures (SOP) is developed and properly communicated to internals stakeholders.				
5.	Adequate resources (Physical and Financial) are made available for Quality Assurance and Improvement				
6.	Centre for Internal Quality Assurance (CIQA) exists in the university which monitors the overall quality of operations.				
7.	Top management promotes quality culture in the institution and takes appropriate steps on the basis of feedback received from its stakeholders				
8.	Welfare Schemes for academic and Non-academic staff are in place				
9.	Statutory Meetings are held regularly				
10.	Annual accounts are audited regularly				

7. Institutional Values and Best Practices

(A)lways =3, (S)ometimes=2, (R)arely=1, (N)ever =0
Please tick mark in appropriate options in the box.

Sl.No.	Performance Indicator	A	S	R	N
1.	The Institution has disabled friendly amenities in the campus				
2.	The Institution takes adequate measure for GREEN practices				
3.	The Institution promotes universal values through seminar/ workshop				
4.	Code of Conduct for different stakeholders exists in the institution				
5.	There is an optimal mix of youth and experience in both academic and non-academic staff.				