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UNIVERSITY

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NAAC

CIQA ANNUAL REPORT

2023

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1. AQAR (AY 2020-21) Submission to NAAC

Submission of the Annual Quality Assurance Report (AQAR) to NAAC is mandatory for all Higher Education Institutions annually post-accreditation. Even though IGNOU was accredited in the first cycle in January 2021, IGNOU has to submit AQAR for both the years 2020-2021 and 2021-2022. The NAAC portal required the University to also submit the AQAR for the previous year 2020-2021. This decision of NAAC was based on their notification to all HEIs issued on 17th October 2022. In compliance, with this notification, CIQA started preparing the AQAR for the year 2020-2021 in January 2023. The completed AQAR was approved in the 154th Meeting of the BOM held on 27th February, 2023 vide Agenda Item No.19, wherein the minutes of the meeting of the Centre for Internal Quality Assurance Committee, held on 06.02.2023, were submitted for approval. The AQAR was approved by NAAC vide their email dates 26th March 2023.

DATA FOR FILLING UP AQAR

- **86 QUANTITATIVE METRICS** (QnM)

  With Documentary proof : Uploads of scanned documents / Weblinks/ Geotagged photos/ etc

- **42 QUALITATIVE METRICS** (QlM)

  For **QlM** descriptions are required as per word limits indicated.

ASSESSMENT PROCESS

- AQAR- 2021-2022
- AQAR- 2022-2023
- AQAR 2023-2024
- AQAR- 2024-2025
- 2nd CYCLE- SSR Submission in 2025 & Peer Team Visit
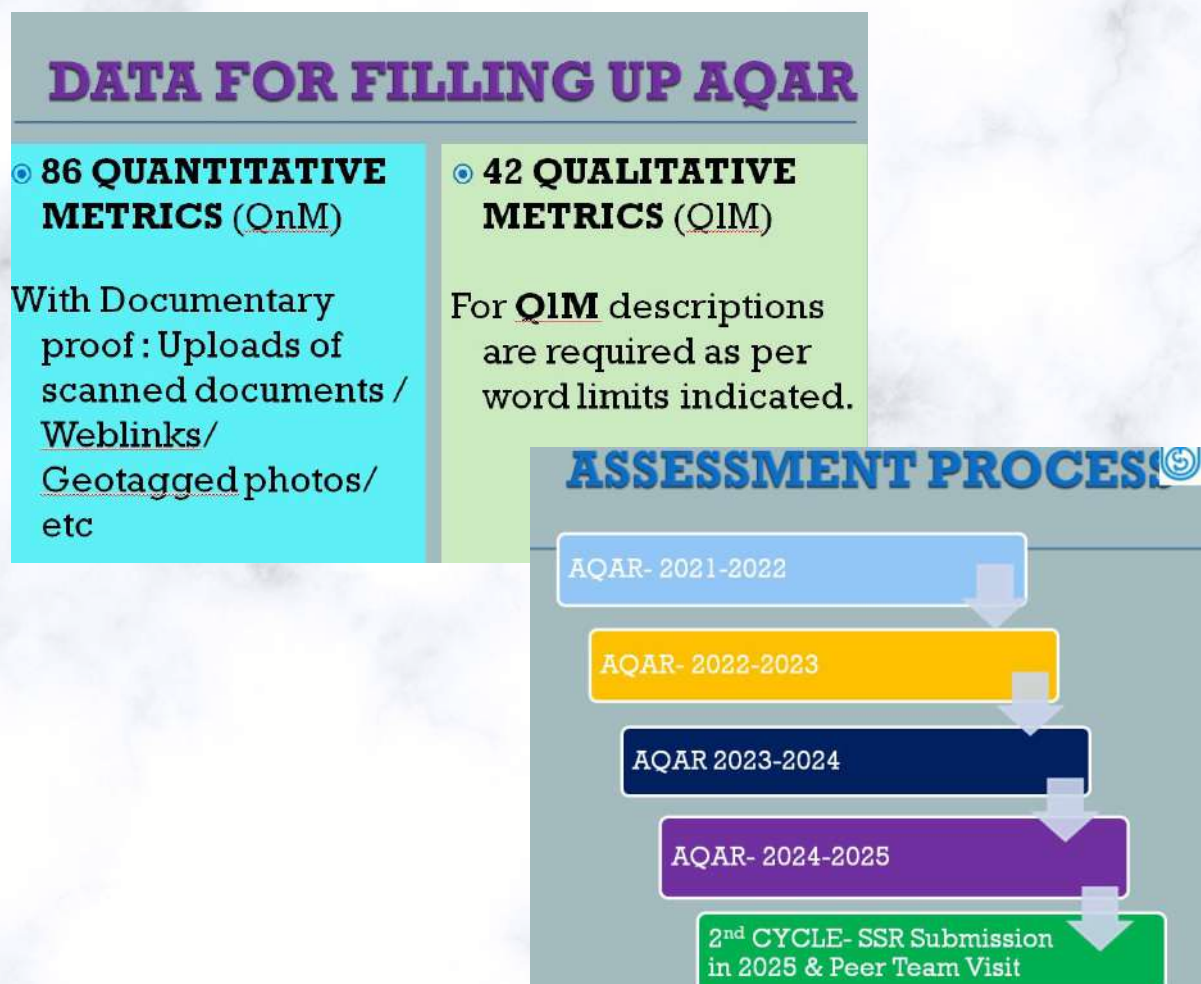
2. Conduct of CIQA Committee Meeting

Centre for Internal Quality Assurance Committee (CIQAC) of CIQA was constituted within the University as per the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020; as a mandatory requirement of NAAC. The third meeting of the CIQA Committee was held on 06th February 2023 at 11.00 am at IGNOU HQs New Delhi. The CIQA Committee members were apprised of the approval of the minutes of the Second meeting of the Centre for Internal Quality Assurance Committee (CIQAC) held on 15th February, 2022 in the 57th meeting of the Academic Council Standing Committee held on 9th June 2022; and whose minutes were confirmed in the 78th meeting of the Academic Council held on 13th June 2022.

The committee was apprised of quality enhancement measures undertaken by the university as an action taken report on the Minutes of the Second Meeting of the CIQA Committee.

The committee was also informed that an Internal Committee under the Chairpersonship of Dr. Srikant Mohapatra, PVC has been constituted on 19th January, 2023 for the conduct of Internal audits of the University, viz.: 1) Green 2) Energy and 3) Environment.

CIQA Committee was notified as the Task Force for IGNOU's Accreditation related activities.

Two workshops were conducted: 1) With the Nodal Officers and 2) With CIQA Working Group Members For filling up the AQAR.

Committee was also informed that the AQAR was reviewed, revised and resubmitted by CIQA on the NAAC portal on 17-1-2023. It was also presented before the committee that in order to encourage an environment of research in the University and to give due recognition to quality research. CIQA has drafted the Research Promotion and Incentive Policy, to incentivize research activities undertaken by the teachers and academics of the University.

New Delhi, Delhi, India

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Lat 28.493352°

Long 77.202166°

06/02/23 11:27 AM GMT +05:30

3. Preparation of CIQA Action Plan- 2023-2024

The CIQA Action Plan for 2023-24 was prepared for the activities to be undertaken in the next academic year commencing from July 2023 till June 2024. The major broad areas have been listed In the Action Plan as given below.

Sl.No.	PLAN OF ACTION
	CIQA PLAN OF ACTION FOR THE ACADEMIC YEAR 2023-2024
1.	Development of Feedback Tools of Stakeholders and Preparation of Feedback Analysis Reports of all Stakeholders.
2.	Preparation of Action taken Report on Feedback Analysis.
3.	Quality enhancement measures.
4.	Guiding Schools of Studies in preparation of PPRs.
5.	Initiative for System-based Research.
6.	Development of LOCF document for new/revised UG and PG Degree programmes in collaboration with Schools of Studies.
7.	Uploading the revised and updated Dossiers on the IGNOU website.
8.	Implementation of NEP 2020 at IGNOU: Drafting of Policies & SOPs.
9.	Review of content on IGNOU websites and updating of websites.
10.	Organization and conduct of Workshops.
11.	Preparation and Submission of AQAR.
12.	Preparation of QlMs and QnMs as per revised manual for open university.

4.Conducted Workshop for BRAOU

At the request of the Vice-Chancellor of Dr B.R. Ambedkar Open University (BRAOU), Hyderabad, Telangana, CIQA organized a two-day workshop on 7th and 8th February 2023 for the senior faculty members of BRAOU. The following Hosted BRAOU Workshop were discussed and deliberated upon in the Workshop: Academic programmes, structure and pattern, fee structure and award of credits; Curriculum design and development of SLM and remuneration details; and the status of semesterization of PG programmes; Remuneration details of Expert committees, Members of the course team which includes Editors, Writers, Translators, Proofreaders, etc.; Information related to Learner Support Services such as number of counselling sessions for UG/PG, Tutor marked assignments and remuneration details; Remuneration details for Audio-Video radio and interactive sessions; Preparation of online courses through MOOCs; Remuneration for Examination related activities such as paper setting, moderation and evaluation of answer sheets, etc. The Report of the Workshop is uploaded on the CIQA webpage.

An onsite visit was conducted to orient the participants and provide them with an opportunity to understand the design and delivery of MOOCs and Online programmes, initiatives towards digital learning with world-class technology-enabled learning experiences, and support services. It was demonstrated to the participants how IGNOU was aligning with the nation's digital initiatives to provide affordable access to quality education through a virtual learning environment for anyone, anytime and anywhere.

An onsite visit was conducted to orient the participants and provide them with an opportunity to visit the state-of-the-art Electronic Media Production Centre (EMPC) equipped with high-end electronic equipment for the production of audio/ video programmes and transmission facilities through radio and TV. It was demonstrated to the participants how IGNOU was using electronic media to provide academic support to its learners.

An onsite visit was conducted to orient the participants and provide them with an opportunity to visit the Staff Training and Research Institute of Distance Education (STRIDE) whose training programmes are recognized as equivalent to those of HRDC of UGC.

5. Feedback from Stakeholders: Preparation of Tools; Compilation of Reports; & ATR

The CIQA developed new tools for obtaining feedback from all stakeholders namely: teachers, academic counsellors, subject experts, learners, alumni, and employers (http://ignou.ac.in/ignou/aboutignou/icc/ciqa/forms). The focus was on G-20 Goals and LiFE . The feedback was obtained keeping the G-20 Agenda of the Government of India in mind. India sees its G20 presidency as a catalyst of change and global transformation that will impact the educational processes of the University system.

The UGC has prepared 'G20- A Primer-Background Note Prepared for G20 University Connect' for fast-tracking Sustainable Development Goals (SDGs) and leading the HEIs and its stakeholders to adopt eco-friendly sustainable lifestyles through LiFE (Life for Environment) as a major priority today.

Against this backdrop, the feedback tools were prepared to obtain stakeholders' views on the issues flagged above. One of the major objectives of obtaining feedback from stakeholders was to identify gaps and initiate the steps to be taken by the University for the attainment of SDGs by adopting eco-friendly practices through LiFE and replacing the prevalent 'use and dispose' economy with a circular economy, characterized by responsible consumption, under the motto: "One Earth, One Family, One Future".

The revised feedback analysis tools were administered to the stakeholders, who were requested to respond to the survey online within a stipulated time frame. The data collected was analyzed and reports were prepared. The finalized Reports (2022-2023) were subsequently placed in the statutory body for their approval and thereafter uploaded on the CIQA webpage (http://ignou.ac.in/ignou/aboutignou/icc/ciqa/forms).

The Feedback Analysis Report of the Teachers' was approved in the 60th meeting of the Academic Council's Standing Committee (Item No.15) and the Reports of the Academic Counsellors and Learners in the 80th meeting of the Academic Council (Item No. 18). The Feedback Analysis Reports of the Subject Experts were approved in the respective School Boards by the Schools of Studies namely School of Health Sciences (Item No. 76.13); School of Continuing Education (Item No. 66.39); and School of Translation Studies and Training (Item No.39.2). All of these reports are based on the G-20 Agenda of the Government of India and have been approved by the University's statutory bodies.

Suggestions were received from all the stakeholders regarding how to make the IGNOU Campus Clean and Green and implement LiFE. A report on the "Action To Be Taken" was compiled based on the views expressed by the above mentioned stakeholders for consideration by the University authorities and its systematic implementation in the future. The title of the Report is:

"Report of Impact Analysis based on the Feedback from Stakeholders (2022-23) Mission LiFE.)"

6. Curriculum and Credit Framework For Undergraduate Programmes (CCFUP)

The University Grants Commission vide its notification dated 12.12.2022 had notified the "Curriculum and Credit Framework for Undergraduate Programmes" (CCFUP) for implementation in Higher Education Institutions (HEIs) and requested HEIs to take necessary measures to adopt the Curriculum and Credit Framework for Undergraduate programmes. This document was adopted by the University in the 79th meeting of the Academic Council held on 28th December 2022 (Agenda No. 79.5). CIQA was entrusted with the task of developing a draft Curriculum and Credit Framework for IGNOU's Undergraduate Programmes in compliance with the UGC document. A committee was constituted at CIQA by the Vice-Chancellor for developing the document. The Committee referred to the following documents: UGC Curriculum and Credit Framework for UG Programmes, December 2022; National Credit Framework (NCrF), April, 2023; National Higher Education Qualifications Framework (NHEQF), May, 2023; and UGC (ODL Programmes & OL Programmes) Regulations, 2020. The draft document prepared by the Committee, integrated the salient points outlined in the UGC documents into the draft IGNOU document. The Committee suggested a Broad Framework for making its curriculum in tune with the broad philosophy of NEP and the framework provided by the UGC; as well as the meaningful utilization of the existing resources in redrawing and developing UG/PG programmes. This Framework was referred to the University's CBCS Committee for further deliberations with the Schools concerned and other stakeholders for maintaining continuity, facilitating credit transfer and ensuring smooth transition from CBCS to FYUP of CCFUP. In the 80th meeting of the Academic Council (Item no. 80.22) the Framework for implementing FYUP programme from January 2024 session was approved.

7.Preparation of Learning Outcome-based Curriculum Framework (LOCF)

In April 2023 UGC notified the National Higher Education Qualifications Framework (NHEQF) in which the Learning Outcome-based Curriculum Framework (LOCF) was outlined. CIQA helped the Programme Coordinators of all the UG and PG degree programmes of the University to develop the Programme Learning Outcomes (PLOs) document pertaining to their programme. The documents prepared were finalized by CIQA and uploaded on the CIQA webpage. Further, the PLOs of all the degree programmes have been defined according to the NHEQF document of UGC: based on the six parameters viz. Knowledge, Skills, Application of Knowledge and Skills, Generic Learning Outcomes, Constitutional, Humanistic, Ethical, and Moral Values, and Employability and Entrepreneurship Skills. This exercise was undertaken keeping in mind the focus of NEP on 'conceptual understanding rather than rote learning; critical thinking to encourage logical decision-making and innovation; ethics and human and constitutional values, and life skills such as communication, teamwork, leadership, and resilience; equity and inclusion.

8. Revision of Phase Forms

In July 2022 CIQA undertook the task of revising the existing phase forms for the design and development of new programmes/courses and revision of existing programmes/ courses in line with the foundational principles of NEP 2020. This activity for revisiting the existing phase forms was undertaken to ensure that the programmes to be offered in future would include the following: development of the desired knowledge in multidisciplinary areas, Indian knowledge system, holistic education, and required skills and their application for enhancement of employability and entrepreneurship among the learners. The revised phase forms were submitted to the Planning and Development Division in August 2022, after obtaining feedback from the stakeholders, to be placed in the Planning Board for its consideration and approval.

9. Compilation of Database of Academic Counsellors & IGNOU Learner Support Centres

CIQA took the initiative to systematically compile a database of the academic counsellors empanelled by IGNOU, Learner Support Centre-wise and also the list of IGNOU Learner Support Centres, Regional Centre-wise. This exercise was undertaken for filling up the AQAR for 2022-2023.

10. Feedback on the Radhakrishnan Report on Accreditation

A D.O. letter No.12-11/2022-U1 dated 19th May, 2023, was received from Ministry of Education, Department of Higher Education which had the reference to the report of a High Level Committee, under the Chairmanship of Dr. K. Radhakrishnan. This Committee considered the introduction of strategic reforms consistent with the vision of the National Education Policy, 2020 and the need for adopting a simple, trust-based, objective and rationalized system for approval, accreditation and ranking of Higher Educational Institutions with a verifiable and secured centralised database through technology-driven modern systems. Methodologies for facilitating Ease of Doing Business for the stakeholders, duly facilitating students in making more informed choices for selection of institutions/ programmes were also considered by the Committee.

The draft Report of the Committee on 'Transformative Reforms for Strengthening Periodic Assessment and Accreditation of All Higher Educational Institutions in India' was placed in the public domain from 19th May, 2023 to 22nd June, 2023 to seek feedback/suggestions from all the stakeholders for finalization of the Report.

The report was discussed with the working group of CIQA, and a consolidated feedback/ suggestions were sent to Ministry within the stipulated timeframe.

11. Third Anniversary of NEP 2020

Since the NEP Cell of the University is housed in CIQA, CIQA circulates the latest policy documents/ guidelines issued by the UGC from time to time towards the implementation of NEP 2020 by all HEIs. The details of the UGC documents circulated in 2023 are as follows:

10th April 2023	National Credit Framework (NCrF)	Document shared with the Committee entrusted with the responsibility to draft the document for IGNOU's UG programmes.
12th April 2023	Draft Guidelines for incorporating Indian Knowledge System in Higher Education Curricula	Circulated to all Schools of Studies for information for submitting their comments and feedback to UGC.
11th May 2023	National Higher Education Qualifications Framework (NHEQF)	Document shared with the Committee entrusted with the responsibility to draft the document for IGNOU's UG programmes. Draft document discussed in meeting chaired by Vice-Chancellor. Draft Curricular Framework and Credit System for the IGNOU's Undergraduate programmes prepared and submitted by the committee.
12th May 2023	Guidelines on Mulya Pravah 2.0 –inculcation of Human Values and Professional Ethics in Higher Education Institutions	Document shared with the Committee entrusted with the responsibility to draft the document for IGNOU's UG programmes. Circulated to all Schools of Studies for implementation.
13th June 2023	Guidelines for Incorporating Indian Knowledge System in Higher Education Curricula.	Circulated to all Schools of Studies for implementation.
13th July 2023	Draft Guidelines on Sustainable and Vibrant University-Industry Linkage for Indian Universities	Circulated to all Schools of Studies, Divisions, Centres for information for submitting their comments and feedback to UGC
10th August 2023	Draft UGC Guidelines for Institutional Development Plan for Higher Education Institutions	Circulated to all teachers and academics for information for submitting their comments and feedback to UGC and CIQA
17th November 2023	Draft Curriculum and Credit Framework for Postgraduate Programmes	Document shared with the Committee entrusted with the responsibility to implement Curriculum and Credit Framework For Undergraduate Programmes

CIQA also compiled the list of publications and documents on NEP 2020 prepared by IGNOU which were displayed in the exhibition held at the National Level to commemorate the 3rd Anniversary of the implementation of NEP 2020.

12. Uploading PPRs of New Programmes

The CIQA guided the Schools in the preparation of the Programme Project Reports (PPRs) of PPRs of 6 UG and 15 PG Degree Programmes in 2022-2023. The list of the degree programmes launched in 2021-2022 is given below:

Sl. No.	Name of the Programmes newly introduced	Year of introduction
1.	MA (Arabic)	Jul-22
2.	MA (Vedic Studies)	Jul-22
3.	MA (Vyavsayik Lekhan)	Jul-22
4.	MBA (Operations Management)	Jul-22
5.	MSc (Food Safety and Quality Management)	Jul-22
6.	MBA (Financial Management)	Jul-22
7.	MBA (Human Resource Management)	Jul-22
8.	MBA (Marketing Management)	Jul-22
9.	BA (Facility and Services Management)	Jul-22
10	BA (VS) (Micro Small & Medium Enterprise)	Jul-22
11	MA (French)	Jan-23
12	MA (Russian)	Jan-23
13	MA (Migration Diaspora)	Jan-23
14	MA (Development Journalism)	Jan-23
15	MA (Environmental Studies)	Jan-23
16	MA (Journalism and Digital Media)	Jan-23
17	MA (Journalism and Electronic Media)	Jan-23
18	BA (Gender Studies)	Jan-23
19	BA in Applied Hindi	Jan-23
20	BA in Applied Sanskirt	Jan-23
21	BA in Applied Urdu	Jan-23

13. Policy for Incentivizing Research

To encourage an environment of research in the University and to give due recognition to quality research, the Research Promotion and Incentive Policy, CIQA drafted a policy to incentivize research activities undertaken by the teachers and academics of the University.

The policy envisaged to encourage an environment of research in the University and to give due recognition to quality of research undertaken by the teachers and the academics of the University only through incentivizing research papers published in peer-reviewed and high-impact factor journals (only journals listed in UGC-CARE/ Scopus/ Web of Science/ Indian Citation Index) and Authored/ Edited books/Chapters written in books published by reputed national and international publishing houses w.e.f. 1st January 2021 (for calculation of incentives the start and end dates will be defined by the calendar year and only the publications with the affiliation of IGNOU will be considered).

The Draft of Research Promotion and Incentive Policy was approved in the 3rd meeting of the Centre for Internal Quality Assurance Committee held on 6th February 2023. The extract of the minutes of the 3rd meeting of the Centre for Internal Quality Assurance Committee. The Board of Management in its 154th meeting held on 27th February 2023 vide BOM 154.19.1 noted the minutes of the 3rd meeting of the Centre for Internal Quality Assurance Committee.

The draft 'Research Promotion and Incentive Policy' of the University was placed as a separate agenda item in the 156th BOM for discussion and approval. The comments of the BOM were adhered to by CIQA and the draft policy was circulated to the stakeholders. The feedback and comments received were compiled and placed before the BOM in its 156th meeting. The comments received from the BOM in its 157th meeting were noted by CIQA.

14. Finalization and Upload of FAQs on IGNOU website

A Committee was constituted by the Vice-Chancellor to prepare the FAQs of the University. The Committee members comprised Director of Student Service Centre, Director of International Division, Director of Regional Services Division, Director Campus Placement Cell, Registrar of Student Evaluation Division, Registrar of Student Registration Division and Registrar Material Production & Distribution Division which was Chaired by the Director CIQA and convened by Assistant Director CIQA. During the reporting period, the inputs received from the above-mentioned Divisions and Centre were compiled and finalized. The same was uploaded on the IGNOU website.

15. Transparency Audit (RTI Disclosures)

Consultancy Committee under the chairpersonship of Prof. Manjulika Srivastava was constituted for advising and overseeing IGNOU's 'suo-moto' disclosure for the purpose of Transparency Audit under the RTI Act. The Committee had three meetings on 29th September, 04th October, 9th October, 2023.

As per the resolution of the said Consultancy Committee, relevant information was sought from all the Schools of Studies, Divisions, Centres, Institute, Cells, and Units of the University. The data was compiled and wherever required were created and uploaded on the newly created links on the IGNOU web page. Finally a third party audit was conducted and University got an excellent audit report.

16. Preparation of AQAR 2022-2023

CIQA has gone through the revised manual and did a comparative study of all metrics (QlM and QnM) given in the old Manual with the latest Manual. The AQAR have been also studied and suggestions/ feedback were sent to NAAC. The AQAR format has also been modified.

The process of uploading the data for the AQAR A.Y. 2022-2023 is going on, the final AQAR 2022-23 would be placed before the Statutory Body for its approval.

17. Workshop for Preparation of QlMs

IGNOU has to submit AQAR every year to NAAC after its first cycle of accreditation on 7th Jan 2021. To accomplish the task in a systematic and time-bound manner the CIQA organized a seven-day workshop with the aim to prepare the Qualitative Metrics (QlMs) and upload the same on the NAAC portal.

The objectives of the workshop were: preparation of QlMs; drafting the matter for part A of the AQAR 2022-23; and uploading the QlMs on the NAAC portal.

A workshop was conducted at CIQA from 28th November till 6th December. The workshop was held as per the schedule given below:

Morning Session : 11.30 AM- 1.30 PM

Afternoon Session: 02.03 PM- 04.30 PM

The Report of the workshop was submitted to the Vice Chancellor and is uploaded on the CIQA webpage.

18. Participation of Director CIQA as an Expert

Prof Manjulika Srivastava, Director CIQA attended the following meetings as an expert:

1. Tamil Nadu Open University- External Expert of the Academic & Administrative Audit of TNOU (February 2023)

2. Netaji Subhas Open University: Review of Institutional Development Plan of NSOU (March 2023)

3. Jagat Guru Nanak Dev Punjab State Open University: Prepared the draft Mission & Vision Statement of the University (May 2023); Meeting of CIQA Committee (August 2023)

4. NAAC: Meeting of National Task Force (June 2023)

5. BAOU: Meeting of the CIQA Committee (June 2023)

6. NIEPA: Meeting to Review the Report of the Ministry (June 2023)

19. Publications

S No.	Title	Author(s)	Details of Publication
1.	Women in Research Degree Programmes: An Exploratory Study of IGNOU Learners	Manjulika Srivastava, Navita Abrol, & Shekhar Suman	Global Journal of Enterprise Information System (GJEIS) 14 (3) Jul-Sep 2022 (published in 2023) (ISSN : 0975-153X)
2.	Learner support services at distance higher education institutions in the union territory of Jammu and Kashmir	Shabir Ahmed Wani (PhD scholar), Ali Asgar & Manjulika Srivastava	Asian Association of Open Universities Journal (e-ISSN: 2414-6994 p-ISSN: 1858-3431)
3.	Achievement Motivation In Relation To Self Confidence Of Distance And Regular Undergraduates	Kumari Yogesh Chaudhury (PhD Scholar) & Manjulika Srivastava	International Journal of Creative Re Thoughts, (IJCRT)11 (12), Decem 2023 (ISSN: 2320-2882)

20. FDPs Attended by CIQA Academics

During the period, the academic staff of CIQA attended the following FDP/ Workshops/ Webinars:

S No.	Type of Programme	Programme Details	Date	Organizer	Name of the Participant
1.	STP	STP on NEP-2020: 'Programme Evaluation in Distance and Online Learning' (Online Mode)	10-17 May, 2023	STRIDE	Dr Navita Abrol
2.	Workshop	Right to Information-Management Information System Online Portal for Central Public Information Officers of IGNOU	September 12, 2023	STRIDE	Dr Navita Abrol
3.	STP	STP on NEP-2020: 'Programme Evaluation in Distance and Online Learning' (Online Mode)	10-17 May, 2023	STRIDE	Dr Shekhar Suman

21. Preparation of Parameters for NIRF of Open Universities

NIRF 2023 document of the Ministry of Education, Govt. of India has prescribed the methodology for ranking of academic institutions in India. The Ministry of Education (MOE) and the National Board of Accreditation (NBA) have formed a committee to consider adding two new categories to the rankings for institutions that offer online or distance learning programmes.

The task of preparing of draft parameters for Open Universities was entrusted to IGNOU. Based on the discussion with the NBA officials CIQA of IGNOU prepared the draft parameters for NIRF of Open Universities, which have been submitted to NBA for necessary action at their end. A list of Open universities which may be eligible for ranking were also shared with the NBA.

OVERALL RANKING PARAMETERS AND WEIGHTAGE

S. No.	Parameters	Marks	Weightage
1.	Teaching, Learning &Resources (TLR)	100	0.30
2.	Research and Professional Practice (RP)	100	0.20
3.	Graduation Outcomes (GO)	100	0.10
4.	Outreach and Inclusivity (OI)	100	0.30
5.	Perception (PR)	100	0.10

CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)

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Director

Dr Navita Abrol
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