



चौधरी चरण सिंह विश्वविद्यालय, मेरठ
Chaudhary Charan Singh University, Meerut
(FORMERLY, MEERUT UNIVERSITY) | NAAC A⁺⁺ ACCREDITED

**CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)**
**Centre for Distance and Online Education
(CDOE)**

12 COMMITTEE MEMBERS	3 STRATEGIC PILLARS	9 CORE FUNCTIONS	A⁺⁺ NAAC ACCREDITATION
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Constitution

In accordance with the directions of the University Grants Commission (UGC) and the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, the Hon'ble Vice-Chancellor has constituted the Centre for Internal Quality Assurance (CIQA) for the Centre for Distance and Online Education (CDOE), Chaudhary Charan Singh University, Meerut, to institutionalise a robust internal quality assurance mechanism for all programmes offered in Open, Distance and Online (ODL/OL) mode.

Originally constituted vide order dated 24.05.2024.

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02 Scope & Applicability

The jurisdiction of the Centre for Internal Quality Assurance (CIQA) extends to every programme offered by the Centre for Distance and Online Education (CDOE), Chaudhary Charan Singh University, Meerut, in Open, Distance and Online (ODL/OL) mode and recognised by the University Grants Commission — Distance Education Bureau (UGC–DEB). This spans the complete student lifecycle — admission, curriculum delivery, learner support, assessment, and certification — and covers the Self-Learning Materials, digital platforms, and Learner Support Centres through which these programmes are delivered.

03 Vision & Mission

► Vision

To establish CDOE as a nationally recognised centre of excellence in Open, Distance and Online Learning — delivering flexible, technology-enabled, and academically rigorous programmes that are trusted by learners, employers, and regulatory authorities alike.

► Mission

- Embed a culture of continuous quality improvement across every stage of programme design, delivery, and evaluation, in line with UGC–DEB norms.
- Strengthen curriculum, Self-Learning Materials (SLM), and assessment practices through regular academic review and stakeholder consultation.
- Widen equitable access to quality education through robust learner support, ICT-enabled delivery, and responsive grievance redressal.
- Build faculty and staff capability through structured training in ODL/OL pedagogy and digital tools.
- Ensure institutional accountability through periodic internal audits, transparent public disclosure, and independent third-party review.
- Foster a feedback-driven culture that translates learner, alumni, and employer input into measurable programme improvement.

04 Strategic Objectives

CIQA pursues its mandate through three connected pillars of activity:

► **Pillar I — Academic Quality & Curriculum**

- Develop, review, and periodically update learner-centric curricula and Self-Learning Materials.
- Map programme learning outcomes to UGC, NAAC, and NEP-2020 guidelines.
- Maintain transparent, valid, and reliable assessment and evaluation mechanisms.
- Recommend restructuring of programmes to strengthen employability and skill outcomes.

► **Pillar II — Learner Support & Access**

- Provide equitable, ICT-enabled learner support, counselling, and mentoring services.
- Ensure timely distribution of study material and responsive grievance redressal.
- Facilitate industry linkages that widen learner exposure and placement opportunities.

► **Pillar III — Governance, Transparency & Continuous Improvement**

- Ensure full compliance with UGC–DEB regulations governing ODL/OL programmes.
- Conduct regular internal reviews, quality audits, and third-party evaluations.
- Benchmark institutional practice against national and international standards.
- Maintain public disclosure of programme, fee, faculty, and audit information on the University website.
- Maintain records of annual plans and reports, and translate review findings into actionable measures.

05 Core Functions of CIQA

The table below sets out CIQA's core functional areas and the specific responsibilities under each:

Function Area	Key Responsibilities
Programme Development & Approval	Prepare and review Programme Project Reports (PPRs); design curricula; integrate ICT into programme delivery.
Quality Monitoring & Review	Establish quality benchmarks; conduct internal reviews; publish the Annual CIQA Quality Report.
Learner Support Services	Operate effective Learner Support Centres (LSCs); provide counselling and LMS support.
Teaching Quality & Staff Development	Organise faculty training; maintain adequate student–teacher ratios.
Assessment & Evaluation	Implement transparent, valid and reliable assessment mechanisms.
Transparency & Public Disclosure	Upload all mandatory programme information onto the University website.
Feedback & Continuous Improvement	Analyse stakeholder feedback and translate it into improvements in academic delivery.
Industry Linkages	Facilitate industry–institution partnerships that widen learner exposure and employability.
Self-Appraisal & Accreditation	Coordinate preparation of the Self-Appraisal Report (SAR) for submission to accreditation agencies on behalf of the University.

06 Composition of the Committee

The Centre for Internal Quality Assurance (CIQA) for the Centre for Distance and Online Education (CDOE), Chaudhary Charan Singh University, Meerut, is constituted as follows:

S. No.	Category	Member(s)	Designation
1.	Chairperson	Prof. Sangeeta Shukla <i>Hon'ble Vice Chancellor</i>	Chairperson
2.	<i>Senior Teachers of the University (nominated by the Hon'ble Vice-Chancellor)</i>	1. Prof. Beerpal Singh 2. Prof. Jitendra Singh 3. Prof. K. K. Sharma	Member
3.	<i>Heads of Departments offering recognized programmes in Distance and Online Mode</i>	1. Prof. Ravendra Sharma, Economics 2. Dr. Rahul Sharma, BBA & MBA 3. Dr. Vikas Jain, MCA	Member
4.	<i>External Experts in Distance and Online Education</i>	1. Prof. Pramod Mehra, Department of English, IGNOU, New Delhi 2. Prof. Ajendra Malik, Department of Mathematics, Rajarshi Tandon Open University	Member
5.	<i>Officials from Administration and Finance</i>	1. Sri Ajay Krishan Yadav, Registrar 2. Sri Ramesh Chand, Finance Officer	Member
6.	Director, Centre for Distance and Online Education (CDOE)	1. Prof. Rakesh Kumar Sharma	Member Secretary

The Director, CDOE, functions as Member Secretary of the Committee.

07 Quality Assurance Framework

CIQA's quality assurance framework follows a PDCA cycle (Plan → Do → Check → Act), ensuring that all ODL/Online programmes offered by CDOE remain relevant, credible, transparent, and continuously improving.

PLAN <i>Programme design, benchmarks & governance</i>	DO <i>Delivery, training & learner support</i>
ACT <i>Continuous improvement & benchmarking</i>	CHECK <i>Monitoring, evaluation & audit</i>

Stage	Focus	Key Actions
P	Planning	Prepare Programme Project Reports (PPRs); design curricula; map learning outcomes to UGC/NAAC/NEP guidelines; define measurable quality indicators; set governance structure.
D	Implementation	Deliver approved programmes via ICT-enabled platforms and Self-Learning Materials; orient faculty/staff in ODL pedagogy; establish Learner Support Centres and counselling; deploy infrastructure.
C	Monitoring	Track learner participation in LMS/e-content and faculty responsiveness; review academic and administrative services periodically; monitor progression, completion and dropout.
C	Evaluation	Conduct semester/annual internal quality reviews; audit formative and summative assessments; publish the Annual CIQA Quality Report; verify achievement of learning outcomes.
—	Teaching Quality & Staff Development	Promote quality counselling and capacity-building workshops for continuous improvement in teaching.
—	Feedback Mechanism	Collect structured feedback from learners, alumni, faculty and employers; use it to improve curriculum and support systems.
A	Continuous Improvement	Implement recommendations from reviews and audits; adopt innovative practice; benchmark with global standards; prepare Action Taken Reports (ATRs).
A	Audit & Reporting	Conduct the Annual Internal Quality Audit; undergo third-party audit every five years per UGC-DEB; publicly disclose audit findings and action plans.

PDCA Cycle: Plan → Do → Check → Act — ensuring every ODL/Online programme of CDOE remains relevant, credible, transparent, and continuously improving.

08 Meetings & Reporting

- The Committee shall meet at least twice in an academic year, or as convened by the Chairperson, to review implementation of the quality assurance framework.
 - Minutes of each meeting shall be recorded by the Member Secretary and circulated to all members.
 - The Annual CIQA Quality Report shall be submitted to the Hon'ble Vice-Chancellor and made available for inspection by UGC–DEB and NAAC as required.
 - Action Taken Reports (ATRs) arising from each review cycle shall be tabled at the subsequent meeting for follow-up.
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