



Jalandhar-Delhi G.T. Road, Phagwara, Punjab

CENTRE FOR DISTANCE & ONLINE EDUCATION

CENTRE FOR INTERNAL QUALITY ASSURANCE

INTERNAL AUDIT REPORT

2021-22

Internal Audit Report

Overview: To ensure the quality of programmes being offered in Open & Distance Learning and Online Learning modes, Lovely Professional University has established the Centre for Internal Quality Assurance (CIQA) to conduct institutional compliances & quality audits and to promote best-in-class quality measures. One of the functions of the CIQA is to adopt measures to ensure the internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit. The internal audit coordinated by CIQA is a step in this direction.

Composition of Internal Audit Committee: As per the initiative of the Centre for Internal Quality Assurance, the Internal Audit Committee was constituted with the following composition to audit the programmes offered by the University in Open & Distance Learning (ODL) and Online Learning (OL) modes in the session 2021-22:

Dr. Manish Gupta (Registrar Admin.) Lovely Professional University	Chairperson
Dr. Amit Dutt (Professor) Lovely Professional University	Member
Dr. Harminder Singh (Professor) Lovely Professional University	Member
Dr. Vishal Sarin (Professor) Lovely Professional University	Member
Mr. Navdeep Dhaliwal (Controller of Examination) Lovely Professional University	Member

Report of the Internal Audit Committee**(i) Governance, Leadership and Management**

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/Remarks
Governance, Leadership and Management	This relates to the policies and practices of Higher Educational Institution in the matter of planning, human resources, recruitment, training, performance appraisal, financial management and the overall role of leadership, with a focus on the following key aspects:	Key positions like Deputy Registrar, Deputy Director, Asst. Registrar, Asst. Director sufficiently filled.
(a) Organization Structure	The Higher Educational Institution shall fill all sanctioned/required positions as prescribed by the Commission and establish a credible governance system.	Required positions as per Organizational Structure and norms suitably filled. The outcome-based planner is being followed in the CDOE.
(b) Management	The leadership and management of the Institution shall strive to assess and review the organisational culture to achieve its vision, mission and goals.	The vision and mission for offering ODL and Online Learning programmes are in sync with University's goals.
(c) Strategic Planning	The Higher Educational Institution shall undertake strategic planning of its activities and implement the same by aligning those with academic and administrative aspects to improve the overall quality.	Academic and Administrative activities of the CDOE are reflective of the Strategic plan envisaged by the University.
(d) Operational Plans, Goals and Policies	The Higher Educational Institution shall have well defined goals which are realistic and measurable, well defined policies that are in sync with its strategic plan and are realistic and achievable, clearly stated guidelines for the implementation of its policies and plans, and transparent and accountable system for its policies and planning that are well communicated to its stakeholders.	SOPs and guidelines available for various functions. e-Governance system being followed is ensuring transparency and accountability.

Area of Improvement: Human Resource Planning can be further made efficient with optimum utilization of the available resources.

Overall Remarks: The various aspects related to Governance, Leadership and Management are functioning satisfactorily.

(ii) Articulation of Higher Educational Institution Objectives

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/Remarks
Articulation of Higher Educational Institution Objectives	The Higher Educational Institution shall articulate a clear vision, mission, ethos and broad strategy consistent with the goals for offering programmes in Open and Distance Learning mode.	Vision and mission with respect to ODL and OL programmes well-articulated.

Area of Improvement: None

Overall Remarks: The vision and mission are well articulated.

(iii) Programme Development and Approval Processes

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/Remarks
Programme Development and Approval Processes	This area of concern relates to programme development and approval mechanism for the programme(s) to be launched, covering the following key aspects, namely:-	Due processes for Programme Development and Approval being followed for ODL and OL study modes.
(a) Curriculum Planning, Design and Development	The curriculum planning, design and development of academic programmes is a major academic activity of the Higher Educational Institution. Therefore, it shall have processes, systems and structures in place to carry out these responsibilities.	The curriculum planning, design and development process in place ensuring the equivalency of conventional, ODL and OL mode programmes.
(b) Curriculum Implementation	The Higher Educational Institution shall have specific implementation plans for identifying the time to be spent on specific components of the implementation phase. It is the basis for the effectiveness of the programme(s) and their usefulness as a whole.	Curriculum delivery done strictly adhering to the Academic Calendar.
(c) Academic Flexibility	The Higher Educational Institution shall adopt proper strategies for imparting academic flexibility, which refers to freedom in the use of the time-frame of courses, vertical mobility, and inter-disciplinary options facilitated by curricular transactions for learners	Sufficient flexibility available to learners in terms of the duration of study programmes, and choice of various types of electives.
(d) Learning Resource	The Higher Educational Institution shall ensure quality learning resources in the form of Self Learning Materials (SLMs) for Open and Distance Learning mode of education as	Study Materials have features facilitating Self Learning. Hindi and Punjabi study materials also available for

	defined in these regulations. While deciding on the instructional packages, the Higher Educational Institution shall take into consideration various factors – the media and technology utilised matches the course content in order to enhance and expand learning, and to match to the learners' needs; that these are accessible, practical and equitable, and cost effective to the learners.	certain courses in ODL mode. Well-developed recorded lectures available for all OL courses covering the entire syllabi.
(e) Feedback System:	The process of revision and re-design of curricula shall be based on feedback from all stakeholders in terms of its relevance and appropriateness in catering to the needs of the society, economy and environment	Planning being done for introducing new MBA specializations as per feedback from the stakeholders.

Area of Improvement: The provision of developing learning resources in regional languages can be explored in OL mode in future based on the enrollment data analysis.

Overall Remarks: A sound Programme development and approval process being followed for ODL and OL programmes.

(iv) Programme Monitoring and Review.

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Programme Monitoring and Review	The Higher Educational Institution shall plan and execute programme monitoring and review system to conduct periodic internal reviews and maintain the quality of academic programmes. For such reviews, the Institution shall also consider the attainments of learning outcomes that are assessed through the various tools for direct and indirect assessment.	Programme monitoring and review being done before the beginning of each academic year.

Area of Improvement: More involvement of students/ alumni can be made in programme monitoring and review process.

Overall Remarks: Programme Monitoring and Review process being followed for ODL and OL programmes is in line with that for conventional mode programmes.

(v) Infrastructure Resources

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Infrastructure Resources	The Higher Educational Institution shall have a system to elicit data on the adequacy and optimal use of the facilities -	IT infrastructure strengthened during COVID period ensuring the smooth

	physical facilities, library (or e-library), Information and Communication Technology infrastructure, etc. - available in a Higher Educational Institution to maintain the quality of academic programmes and ensure qualitative support to each of the stakeholders.	conduct of PCP Classes and Online Exams for ODL Students. LPU e-Connect equipped with a plethora of resources. LMS developed for OL programmes as per the 4-Quadrant approach suggested by UGC.
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Area of Improvement: More LMS features can be integrated into the Mobile App.

Overall Remarks: Impressive usage of ICT facilities for catering to the requirements of ODL and OL students.

(vi) Learning Environment and Learner Support

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Learning Environment and Learner Support	The learner support services including academic counselling and library services shall be a major pre-occupation of Higher Educational Institution for its Open and Distance Learning mode mode learners. Additionally, Higher Educational Institution shall establish Information and Communication Technology facilities as component of the learning environment which is focused around the pedagogical use of modern educational practices to support blended learning. Learner Support Services shall be provided through the campus-wide portal and e-Learning platform. The Higher Educational Institution shall take a more sophisticated approach to the use of Information and Communication Technology and expertise in e-learning. The approach shall provide a seamless learner-centred environment.	e-Library facility integrated in LPU e-Connect and LMS for ODL and OL students. Virtual LIVE Classes held on weekends for OL students as per their requirements. OL students being oriented about the availability of various features and services for their learning support through Online Induction sessions and welcome calls. Professional Development Workshops/ Master Classes/ Guest Lectures conducted for OL and ODL students. Dedicated teams available in Relationship Management Cell for handling ODL and OL learners' queries through various modes.

Area of Improvement: LMS Analytics can be further strengthened to analyse the usage of various learning resources.

Overall Remarks: Good emphasis on learner-centeredness.

(vii) Assessment and Evaluation

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Assessment and Evaluation	All the stated Learning Outcomes of a Programme must be part of its evaluation protocol. The Higher Educational Institution shall execute the evaluation through varied assessment tools including multiple choice questions, projects, reports, case-studies, presentations, and term-end examinations, to suit the different learning outcomes expected of the course elements. The Higher Educational Institution shall have proper assessment and moderation system for assessing the learning outcomes of learners.	<p>Assessment and Evaluation system being followed for ODL and OL programmes as per norms.</p> <p>Quick result declaration after the End Term Exams.</p> <p>Marks and grades immediately updated in LPU e-Connect/ LMS portal of the students after the result declaration.</p> <p>Degree/ DMC as per specifications suggested by the UGC.</p> <p>Provision is there to apply various types of certificates through the online portal.</p>

Area of Improvement: Students can be further encouraged to appear for mock online exams for getting familiar with all the features and tools of Online Exam interface.

Overall Remarks: MyClass interface with all security features was efficiently used for the assessment of students during COVID period.

(viii) Teaching Quality and Staff Development

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Teaching Quality and Staff Development	The Higher Educational Institutions shall have a well-established structure for promoting quality counselling, capacity building workshops, programmes, interactive teaching-learning and provide staff development programmes and activities to encourage academic staff to improve teaching and learning on continuous basis	<p>Qualified and experienced faculty and Staff available as per norms.</p> <p>12 Faculty/ Staff Development Programmes conducted in 2021-22 on various quality-related themes.</p>

Area of Improvement: The training calendar can be prepared by more keenly observing the FDB/training themes suggested by accreditation/ ranking bodies.

Overall Remarks: Qualified faculty and staff available.

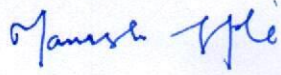
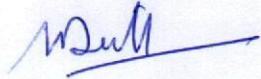

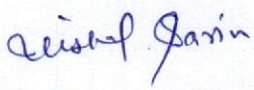
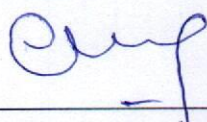
Process of Quality Audit

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Academic Planning	The Higher Educational Institutions shall have robust and appropriate academic planning procedures to ensure that the programmes offered by it are relevant to national economy, reflects the Institution's strategic direction and offers a high quality 'value-added' learner experience. The Institution shall have adequate and appropriate teaching and other support staff along with infrastructure and technology support to ensure that the curriculum remains up to date and the institutional goals are achieved.	Academic planning procedures have provisions to ensure sufficient human resources and infrastructure for offering ODL and OL programmes as per the requirements of the contemporary world.
Validation	The Higher Educational Institution shall have a mechanism in place for validation to ensure that its programmes are academically viable, that academic standards have been appropriately defined and that these offer learners the best opportunity to learn.	Validation of ODL and OL programmes done through external members involved in various committees and statutory bodies. Validation also done by the regulatory bodies in terms of recognition/ entitlement received from them.
Monitoring, Evaluation and Enhancement Plans	Quality deliverance of the Open and Distance Learning programmes and Online programmes and the outcomes attainment and continual quality improvements shall be ensured by the Higher Educational Institution, shall be broadly as follows, namely:- a. Reports from Learner Support Centres (for Open and Distance Learning programmes) b. Reports from Examination Centres c. External Auditor or other External Agencies report d. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels e. Reporting and Analytics by the Higher Educational Institution f. Periodic Review	The following reports checked and found satisfactory: <ul style="list-style-type: none"> • LIVE classes attendance and feedback reports • Proctors' Report • Students' Feedback Report on various aspects

Area of Improvement: Feasibility of offering more one-year Diploma/ Certificate Programmes through ODL mode to be explored with the focus of enhancing learners' employability skills.

Overall Remarks: The ODL and OL programmes of the University are being offered after meeting stringent regulatory norms and getting nods from regulatory bodies like UGC and AICTE. OL programmes launched in 2021-22 also getting good response from national as well as international learners.

Signature

Dr. Manish Gupta (Registrar Admin.)	Chairperson	
Dr. Amit Dutt (Professor)	Member	
Dr. Harminder Singh (Professor)	Member	
Dr. Vishal Sarin (Professor)	Member	
Mr. Navdeep Dhaliwal (Controller of Examination)	Member	

Date: 06-09-2022

Place: Lovely Professional University, Phagwara