LOVELY PROFESSIONAL UNIVERSITY

CENTRE FOR DISTANCE & ONLINE EDUCATION

Best Practices for Online Programmes

S. No.	Domain Area/Type	Best Practices
I	**Curriculum /e-LM**	1. Choice Based Credit System is followed to give flexibility to the learners. 2. e-Learning Material, Recorded video content and other learning resources are made available to learners through the Learning management system and mobile App for easy accessibility.
II	**Virtual LIVE Classes**	1. Virtual LIVE Classes are conducted by University Faculty on weekends through the Learning Management system. Students can clear their doubts during these LIVE interactions. 2. Recording of these lectures are also made available in students' dashboard for later access.
III	**Masterclasses and Guest Lectures**	Masterclasses and Guest Lectures by industry experts are conducted to provide the latest industry insights to the students. These sessions expose students to real-world scenarios, challenges, and solutions and provide students with up-to-date information about the latest trends, technologies, and practices.
IV	**Online Induction for freshly enrolled students**	The freshly enrolled Online learning students are inducted into the system through an online induction session organized before the commencement of each academic session wherein the authorities and officials of the Centre for Distance and Online Education orient the learners and clarify their doubts about the various aspects of their study programmes like Academics, Evaluation System, LMS, Student Support Services etc. The event is also LIVE streamed on the official YouTube channel.
V	**Draw your Datesheet Provision**	To provide flexibility to Online learners, LPU Online gives them the provision to draw their own date sheet wherein students can choose from the multiple slots and given exams at their own convenience.
VI	**Placement Support**	1. Suitable opportunities are provided for freshers as well as experienced students to appear in placement drives of reputed companies/ organizations. 2. LPU Online aims to prepare students with versatile skills that are in line with the employability needs of the Public and Private sectors and thus offers a carefully crafted Professional Enhancement Programme to cater to learners of different profiles. To equip learners with the latest knowledge and skills, various workshops are conducted by the University faculty and industry experts.

		3. A dedicated email ID is in place for handling the placement-related queries of the Online students: placements@lpuonline.com
VII	**Quality Assurance**	1. The Centre for Internal Quality Assurance (CIQA) has been set up at the university to look into the various qualitative aspects of Online Learning programmes.
		2. The Curriculum Development & Review Process involving the Board of Studies, ensures suitable measures for quality enhancement in academics. There is a suitable representation of students, academia, and industry experts in the curriculum development process.
		3. A section is created on the website to gather feedback from various stakeholders regarding various services provided by the University. This helps the University get real and valuable input to make the system better by putting good suggestions into action.

https://www.lpuonline.com/ciqa-feedback.php |
		4. Feedback is also taken after various scholastic and co-scholastic activities like Induction, LIVE Classes, Workshops, Masterclasses, Guest Lectures, etc. Suitable remedial measures are taken based on the feedback received.
VIII	**Faculty centric**	1. **Academic Extension Leaves (AEL):** Research Academic Extension Leaves (RAEL) are provided to the faculty members for carrying out the research and academic enrichment activities.
		2. **Faculty Laptop Allowance:** As faculty members need to carry laptop for carrying out academic and allied activities, they are given a laptop maintenance allowance as per the University policy.
		3. **Fee waiver- 50% for self & 25% for dependents**

- **Employee Fee Waiver:** A waiver of 50% on programme fee is given to the faculty and staff members of the university seeking admission in various **Distance and Online Education** Programmes of the University.

- **Dependant fee Waiver:** A waiver of 25% on programme fee is given to the dependents of faculty and staff members of the university seeking admission in various **Distance and Online Education** Programmes of the University. |
| | | 4. **Faculty Development Programmes:** FDPs are conducted by reputed experts in various fields for the Professional Enhancement of faculty members. Faculty members get the certificates after the successful completion of FDP. |

		5. **Research Appreciation Award**: Research appreciation awards are presented to the faculty members every year based on the bonus points earned by them through various research activities. 6. **University Scholarly Communication Grant (USCG):** The University Scholarly Communication Grant provides financial support to the LPU community for publishing in journals. 7. **University Multidisciplinary Research Project Grant (UMRPG):** The Grant is provided to the faculty members for carrying out the interdisciplinary project with the objective of extending the benefit of serendipity to more people keeping the focus of "multidisciplinary" intact.
IX	**Student-centric**	1. **Effective Communication System:** The university shares all the important communications with students through its strong communication channel involving the Online Learning Management System and interactive mobile app - LPU Online. Important information is also shared with students through SMS and Emailers. In addition, LPU Online is available on all major social media platforms like Facebook, Instagram, LinkedIn, Twitter, YouTube etc. to make students aware of various news and updates. 2. **Grievance Redressal Channels:** Multiple communication channels are available for students to report their issues/ grievances/ requests including the following: • **Walk-ins at the University Campus:** A dedicated window has been set up separately to handle the requests of Online Students. Requests pertaining to grade cards and various types of certificates are processed within a reasonable time • **Dedicated Call Centre to handle grievances/queries telephonically**: A dedicated PRI line is in place to provide required information to Online students on the spot. Grievances reported are forwarded to the concerned for resolution promptly. • **Dedicated E-mail IDs to handle student grievances/queries:** Requests/ Grievances reported through different Email IDs are promptly forwarded to the concerned for processing/ resolution. • Besides, queries are also processed through the Contact-Us form and web-chat option available on the LPU Online website www.lpuonline.com. • Queries are also catered to through official social media handles 3. **Scholarships to Online Students:** LPU Online provides Scholarships up to full fee waivers to the following categories

		of students for pursuing their Higher Education programmes from LPU Online: • National and International level achievers in diverse fields • Persons with disability. 4. **LPU Online Newsletter**: All the important news, events and students' achievements pertaining to LPU Online programmes are covered in 'LPU Online Newsletter' which is shared digitally with the students.
X	**Technology support**	LPU Online has taken various measures to blend automation & Communication Technologies for the facilitation of learners, and to enhance the effectiveness of the learning process and administrative functioning. 1. **Online Learning Management System (LMS):** LPU Online provides exceptional and user-friendly online LMS to learners that establishes ANY TIME ANYWHERE strong and secure online connection linking learners with the university. LMS is a boon for learners as they can access all services from the comfort of their homes and learn at their convenience along with their other commitments. 2. **Mobile App:** Students can access various interactive and dynamic features of LMS through the LPU Online Mobile App.
XI	**Equal Opportunities to Online Learners**	Online Learners are given opportunities at par with regular students, to attend/ participate and compete in various curricular and co-curricular university events like Placement drives, sports meet, inter-school cultural competitions, etc. They are also eligible to attend national and international level conferences, seminars, exhibitions, youth fests, guest lectures, etc. Online Learners are also welcome to visit. Exclusive online competitive events are also conducted for the holistic development of Online Learners.