

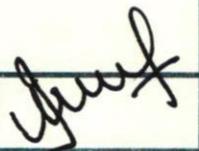
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ACTION TAKEN REPORT**Second Meeting of the Centre for Internal Quality Assurance (CIQA)
For the Academic Year 2024-25 held on 15th October 2024****As approved in Meeting of the Centre for Internal Quality Assurance (CIQA)****dated 20.02.2025**

Sr. No.	Agenda Item	Action Taken Report
1.	Granting leave of absence, if any.	All members attended the meeting; hence, no leave of absence was requested or granted. The quorum was confirmed to be complete.
2.	To present and approve the Action Taken Report of the previous meeting.	Action Taken Report was approved.
3.	To present and consider Content Compliance Standards and Evaluation Parameters for Online Programmes as per UGC Regulations, 2020 and as recommended by the Content Review Committee.	The Content Compliance Standards and Evaluation Parameters prepared in line with the UGC's Quality Assurance Framework were presented and deliberated upon. The CIQA approved the parameters covering Regulatory Alignment, Content Accuracy, Instructional Design, Accessibility, Plagiarism Compliance, Interactivity, Assessment Integrity, Periodic Review, and Record-Keeping.
4.	To discuss and consider the draft of the Policy on Content Development for Online Programs (based on Four-Quadrant Approach) prepared in accordance with the University Grants Commission (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020.	The draft of policy was approved and forwarded to Academic Council for further consideration.
5.	To discuss and finalize first phase of Content Development for Online Programmes and as recommended by the Content Review Committee.	The timelines for e-content development for the first two semesters of the MBA programme and the first three semesters of the BBA programme were approved by CIQA. The schedule (with milestone dates up to July 2025) was communicated to all programme coordinators and faculty members involved in content creation.
6.	To plan the Capacity-Building Workshop on Content Development for faculty members.	The Capacity-Building Workshop on Content Development for faculty members was conducted on 21 st & 23 rd of December 2024. The report of the same is as annexed in Annexure 1.

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7.	To discuss and consider identification of Learning Management System Platform for offering the Online Programs through Centre for Distance and Online Education (CDOE).	The CIQA approved the use of Inffibnet-SWAYAM as the Learning Management System (LMS) for offering Online Programmes through CDOE. The committee also approved exploration of in-house LMS development in line with Annexure IX of the UGC Regulations, 2020. The resolution was forwarded to the Academic Council for consideration. The technical team-initiated feasibility analysis for in-house development.
8.	To discuss and define the roles and responsibilities of CDOE and CIQA for the identification and operationalization of the Learning Platform.	The roles and responsibilities of CDOE, its Technical Team, and CIQA were approved as per the recommendations of the joint meeting held on 27 th September 2024. The approved framework for collaboration was formally adopted and shared with both centres on 25 th October 2024 for implementation during LMS setup and operation.

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Annexure 1Capacity-Building Workshop on Content Development for Online Programmes

Organized by: Centre for Internal Quality Assurance (CIQA)

In collaboration with: Centre for Distance and Online Education (CDOE)

Dates: 21st and 23rd December 2024

Venue: Classroom 704, Tower 1, Equinox Business Park, Off. Bandra Kurla Complex (BKC), L.B.S. Marg, Kurla (West), Mumbai – 400070

In pursuance of the University Grants Commission (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020 and the Content Development Policy for Online Programmes recently adopted by the University, the Centre for Internal Quality Assurance (CIQA) organized a *two-day Capacity-Building Workshop on Content Development for Online Programmes* on 21st and 23rd December 2024.

The workshop was conceptualized as a key quality initiative under CIQA's mandate to ensure that all instructional materials developed for online programmes adhere to the Four-Quadrant Approach, Outcome-Based Education (OBE) principles, plagiarism and copyright compliance, and accessibility standards prescribed by UGC.

This initiative was also aligned with the University's objective to institutionalize a robust internal mechanism for quality assurance in online content creation and delivery through the Centre for Distance and Online Education (CDOE).

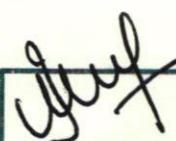
Objectives of the Workshop:

The workshop aimed to operationalize the *Content Development Policy* and to build institutional capacity for designing and developing quality digital learning resources in compliance with UGC's regulatory framework. The specific objectives were:

- To familiarize faculty with the UGC (ODL and Online Programmes) Regulations, 2020 and their implications for online content development.
- To build faculty competencies in developing e-content, e-tutorials, web resources, and self-assessment tools under the Four-Quadrant Model.
- To enhance understanding of instructional design principles, learner-centric pedagogy, accessibility standards, and inclusive digital learning practices.
- To promote awareness of copyright, open educational resources (OER), and plagiarism policy compliance.
- To provide hands-on exposure to the Learning Management System (LMS) for uploading, organizing, and delivering course content.

Participants:

The workshop was attended by program coordinator, faculty members, course coordinators, course mentors and technical staff involved in the development and delivery of online courses under CDOE. Representatives from CIQA and the Technical Team participated to ensure regulatory compliance and standardization of content development processes.

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Workshop Proceedings:**Day 1 – 21st December 2024****Theme: Framework and Compliance for Online Content Development**

- Inaugural Session: Address by Dr. Rajan Welukar, Chairperson, CIQA, on the significance of implementing the Content Development Policy in alignment with UGC's Quality Assurance Framework.
- Session 1: Regulatory Overview and Content Development Process
Facilitator: Dr. Deepak Gupta, Director, CDOE
- Session 2: Mapping learning Outcomes to the Four-Quadrant Approach
Facilitator: Dr. Hemal Thakker, Controller of Examination
- Session 3: Institutional Policy Implementation and Quality Audit Mechanisms for Online Content
Facilitator: Dr. Anand Kopare

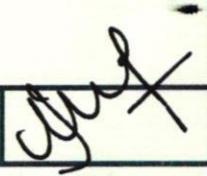
Day 2 – 23rd December 2024

Theme: Practical Implementation and Hands-on LMS Training

- Session 1: Developing and Reviewing e-Content under the University's Content Development Policy
Facilitator: Dr. Naresh Kaushik
- Session 2: Copyright, Accessibility, and Plagiarism Compliance – Institutional Standards and Tools
Facilitator: Dr. Poonam Singh

Key Outcomes:

- Faculty gained a detailed understanding of the Content Development Policy and its operational linkage with UGC's quality standards.
- The Technical Team demonstrated the integration of the Four-Quadrant Approach on the proposed LMS.
- Participants expressed increased confidence in developing digital course materials that meet regulatory and pedagogical standards.

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Geotagged Photographs of Workshop



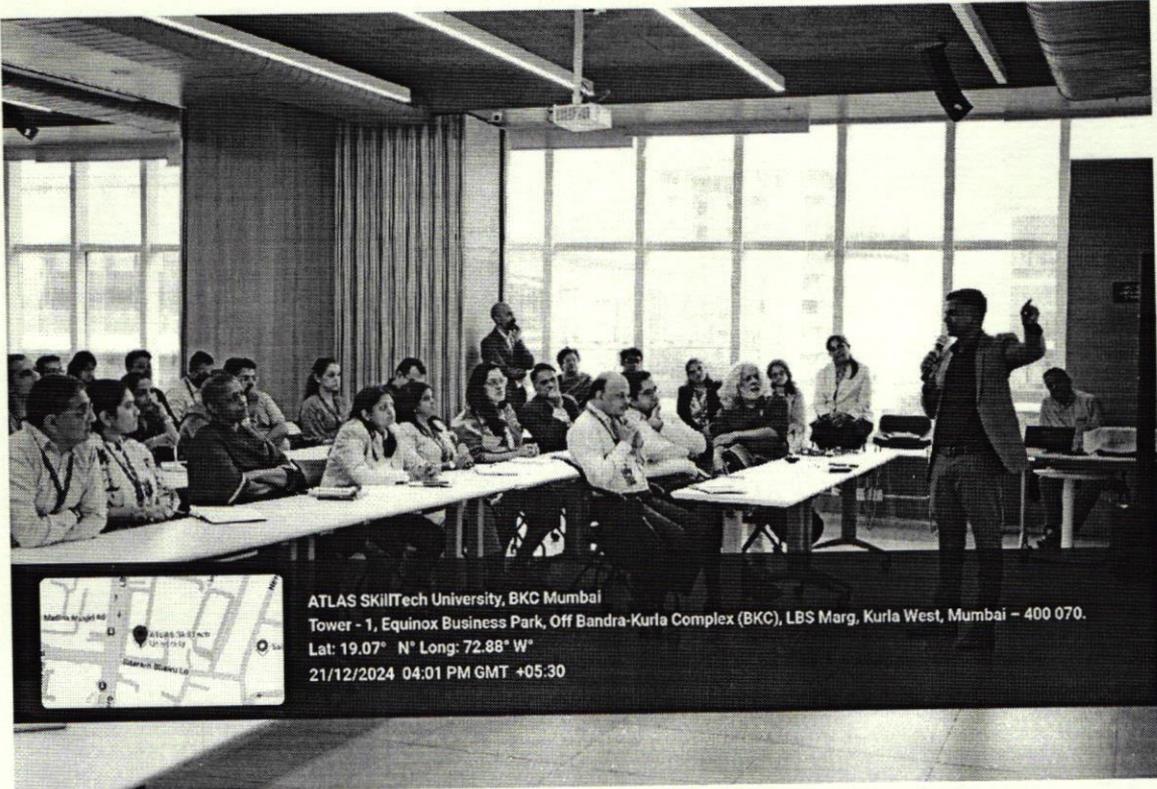
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