JAMIA HAMDARD
Centre for Internal Quality Assurance
CIQA

MINUTES OF THE MEETING

Online Meeting of the Internal Quality Assurance Committee (CIQA) for the ODL Programmes of Jamia Hamdard
August, 25, 2021

In pursuance of the Gazette Notification dated 04/09/2020 of the University Grants Commission (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020, the Vice Chancellor, Jamia Hamdard has constituted an Internal Quality Assurance Committee for the ODL Programmes of Jamia Hamdard, consisting of the following members.

S No	Members of the Committee	Names
1	Chairman	Vice Chancellor, Jamia Hamdard
2	Three Senior Teachers of the University as Members	1. Prof. S Raisuddin, Director, IQAC, Jamia Hamdard 2. Prof. Manju Chhugani, SNSAH, Jamia Hamdard 3. Prof. M Z Abidin, SCLS, Jamia Hamdard
3	Deans of three Schools of Studies of Jamia Hamdard offering ODL Programmes, as Members	1. Dean, SEST, Jamia Hamdard 2. Dean, SMBS, Jamia Hamdard 3. Dean, SPER, Jamia Hamdard
4	Two External Experts of ODL / Online Learning, as Members	1. Prof. Uma Kanjilal, Pro Vice Chancellor IGNOU, New Delhi 2. Prof. B S Saraswat, Former Director, Academic Coordination Division, IGNOU, New Delhi
5.	Officials from the Administration and Finance Departments of Jamia Hamdard, as Members	1. Registrar, Jamia Hamdard 2. Finance Officer, Jamia Hamdard
6	Director, CIQA, as Member Secretary	Prof. S H Ansari, SPER, Jamia Hamdard

Functions of the Internal Quality Assurance Committee are mentioned at Annexure – I of the Gazette Notification dated 04/09/2020, the University Grants Commission (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020. The same are placed as Annexure – I.

The ODL Programmes of Jamia Hamdard are offered through the Centre for Distance and Online Education (CDOE), Jamia Hamdard.

An Online Meeting of the Internal Quality Assurance Committee (CIQA Committee) of the ODL Programmes of Jamia Hamdard was conducted 25ᵗʰ August, 2021 at 11:30 AM to discuss the following:

1. Status of admissions in the ODL Programmes in the Sessions 2019 – 2020 and 2020 – 21,
2. The status of development of the Self Learning Material,
3. The academic support provided to the learners enrolled in the Sessions 2019 – 20 and 2020 – 21,
4. Conduct of annual and end semester examinations,
5. Student feedback survey on the quality of the Programmes and the Programme delivery,
6. To consider renaming and restructuring of a few ODL Programmes,
7. To consider development of new ODL / Online Programmes,
8. To consider conduct of Academic Audit of the ODL Programmes,
9. Vision 2025 of the Centre for Distance and Online Education, Jamia Hamdard, and
10. Any other matter with the permission of the Chair.

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All members of the CIQA Committee participated in the online meeting. Dr Tabrez Nafis, Programme Coordinator, ODL - PG Diploma Programmes in Computer Science, Dr Babita Singh, Assistant Professor, CDOE, Mr Ajmal Abbasi, Section Officer, CDOE, were also present in the meeting to assist the Director, CDOE in presenting the agenda. Mr Mohammad Rashid (DPA) of the CDOE was providing technical support for conducting the online meeting.

At the outset, Prof. S H Ansari, Director, CIQA and Member Secretary of the CIQA Committee welcomed Prof. Afshar Alam, the Hon'ble Vice Chancellor, Jamia Hamdard and Chairman of the CIQA Committee. He subsequently welcomed all the external members and internal members of the CIQA Committee by name. Further, Prof. Ansari invited Prof. Masood Parveez, Director, CDOE, Jamia Hamdard for presenting the agenda items.

Prof. Masood Parveez presented in brief the status of the CDOE with regard to the approvals received from the University Grants Commission (UGC) for offering the ODL Programmes. He reported that the UGC has recently granted permission to Jamia Hamdard to offer Bachelor of Business Administration (BBA), Bachelor of Computer Applications (BCA) and Bachelor of Commerce (BCOM) Programmes through ODL mode for a period of five years commencing February – March 2021 to January, 2025.

Prof. Masood Parveez has also reported that Jamia Hamdard has submitted its application to the UGC recently for offering BBA, BCA, BCOM, MA (Human Rights) and MA (Islamic Studies) Programmes through online mode, from the session commencing October / November, 2021. He further informed that arrangements are being made to develop the LMS, e – learning material, audio – video programmes, conduct of proctored online examinations, assessment of online conducted examinations, required for offering the online programmes, with the help of an outsourced agency, following the UGC guidelines. Subsequently, Prof. Masood Parveez presented the following items of agenda:

CIQA – 1/8/2021: STATUS OF ADMISSIONS IN THE ODL PROGRAMMES IN THE SESSIONS 2019 – 2020 AND 2020 – 21

Prof. Masood Parveez reported that the Centre for Distance and Online Education (CDOE) the erstwhile School of Open and Distance Learning (SODL) has been offering the Bachelor of Business Administration (BBA), Bachelors of Computer Applications (BCA), PG Diploma in Bioinformatics (PGDB), PG Diploma in Chemo Informatics (PGDC), PG Diploma in Dietetics and Therapeutics Nutrition (PGDDTN), PG Diploma in Pharmaceutical Regulatory Affairs (PGDPRA), PG Diploma in Environmental Monitoring and Impact Assessment (PGDEMIA), PG Diploma in Intellectual Property Rights (PGDIPR), PG Diploma in Human Rights (PGDHR), PG Diploma in Medical Record Techniques (PGDMRT) Programmes since 2004. Status of enrollment in these Programmes in the year 2019 – 20 and 2020 – 21 was presented through Annexure - II.

He further reported that, in addition to the above - listed Programmes, the CDOE has developed and offered PG Diploma in Computer Applications (PGDCA), PG Diploma in Artificial Intelligence (PGDAI), PG Diploma in Machine Learning (PGDML), PG Diploma in Big Data Analytics (PGDBDA), PG Diploma in Cloud Computing (PGDCC), PG Diploma in Cyber Security and Digital Forensics (PGDCSDF), the need – based Programmes from the session 2019 - 20. The new Computer Science Programmes were developed with the help of the Dean and Faculty of the School of Engineering Science and Technology (SEST), Jamia Hamdard, and external experts from Indira Gandhi National Open University, Delhi University, Jamia Millia Islamia, and Guru Gobind Singh Indraprastha University.

He further informed that Diploma in Professional Arabic (DPA) Programme was also developed and offered from July 2019. The Programme was developed with the help of the senior faculty from Jawaharlal Nehru University, Jamia Millia Islamia, Aligarh Muslim University, Allahabad University, Indira Gandhi National Open University and the Department of Islamic Studies, Jamia Hamdard. Diploma in Persian Language (DPL), and Certificate in Modern Persian Language (CMPL) Programmes which were on offered by the Department of Islamic Studies, Jamia Hamdard were offered through ODL mode also from the session 2019 - 20.

Prof. Masood Parveez reported that due to the pandemic situation there could not be a viable number of admissions in these newly offered Programmes in the first year of their launch. Therefore, the competent

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authority of Jamia Hamdard had decided to withhold the Programmes for the session 2019 – 20 where enrollment in them is less than 12. The fees paid by the learners of the low - enrolled Programmes were refund. The Programmes are on offer in the session 2021 – 22.

It is reported that the BBA and the BCA Programmes are approved by the University Grants Commission (UGC) and the PG Diploma, Diploma and the Certificate Programmes are approved by the Academic Council of Jamia Hamdard.

The CIQA Committee noted the status of the admissions in the ODL Programmes with the following observations:

1. The enrollment in some of the PG Programmes are not encouraging, in fact, not viable to offer them. Jamia Hamdard may need to undertake promotion and publicity activities rigorously to generate enrollment for the ODL Programmes.
2. In the absence of study centres to represent Jamia Hamdard in the cities and towns of the country, at the NCR of Delhi in particular, help and assistance of marketing agencies / admission facilitators may be sought for generating students.
3. The marketing agencies / admission facilitators may be paid suitably for generating students for the ODL Programmes.
4. Programme Specific Evaluation Committees may be constituted under the Chairpersonship of the Programme Coordinator to examine the reason of low enrollment in the Programmes.
5. The Programme Evaluation Committees may suggest strategies for increasing the enrollment, revision, updating and upgradation of the Programmes.
6. The proposals of the Programme Evaluation Committees may be placed before the competent authority for consideration and further directions.
7. The CDOE may offer the Programmes which have viable enrollment, and generate good revenue.
8. Collaboration with the institutions may be explored for developing programmes as per the market demand, for developing network for the promotion and publicity of the Programmes, and to generate enrollment and the revenue.
9. Every new Programme may be given a period of at least three admissions cycles for getting it stabilized.
10. Prof. Dr. Manju Chhugani, Dean, School of Nursing Science and Allied Health, Jamia Hamdard suggested for upgrading the PG Diploma in Dietetics and Therapeutic Nutrition (PGDDTN) Programme to MSc in Dietetics and Therapeutic Nutrition.
11. It was informed that Jamia Hamdard has submitted an application to the Indian Nursing Council (INC) for granting permission to offer Post Basic B Sc Nursing Programme through ODL mode on the pattern of the PB BSc Nursing Programme of Indira Gandhi National Open University. Help of Prof. Manju Chhugani was requested for getting the approval from the Indian Nursing Council to offer the Post Basic B Sc Nursing Programme through ODL mode at Jamia Hamdard.
12. It was also suggested to design and develop certificate and diploma programmes in Allied Health to be offered in ODL mode. Help and support of the faculty of the School of Nursing Science and Allied Health, Jamia Hamdard may be sought for developing the programmes in Allied Health.

CIQA – 2/8/2021: THE STATUS DEVELOPMENT OF THE SELF LEARNING MATERIAL

Prof. Masood Parveez reported that the Centre for Distance and Online Education (CDOE) had stock of study material of the pre - revised BBA, BCA and all the PG Diploma Programmes published a few years ago. Publishing of the revised study material of the BBA, BCA and BCOM Programmes has been assigned to M/s Shiksha Bharti Prakashan, WZ – 6, Lajwanti Garden, Jail Road, New Delhi – 110 046 following the procedures mentioned in GFR 2017. The Purchase Order dated 11/03/2021 issued to the Publisher was presented as Annexure - III.

Prof. Masood Parveez further informed that the Publisher has not provided the printed revised study material yet. The learners are therefore given copies of the pre revised study material. The Academic Counsellors are providing notes of the updated information to the learners during the counselling sessions. The printed study material shall be issued to the learners as soon as the same is received from the publisher. The CDOE is following up with publisher for the supply of the printed study material.

obtained through a questionnaire (Annexure – V) and feedback from the academic counsellors through a questionnaire (Annexure – VI). He reported that the feedback reports were analyzed and remedial actions taken in order to maintain quality of the academic programmes and the student support services, as prescribed by the University Grants Commission. Analysis of the student feedback survey report of the year 2019 – 20 was presented through Annexure – VII.

The Committee noted the feedback survey report of the year 2019 – 20, and observed the following:

1. The learners of the ODL Programmes are satisfied with the academic and the administrative support services being provided to them by the CDOE.
2. Since the learners prefer online counselling sessions as against the face to face counselling sessions organized at the campus, Jamia Hamdard may arrange online counselling sessions for the ODL learners also, even after the pandemic situation gets normalized.
3. The in - service learners are not in a position to avail the University library services extended to the ODL learners. They may be given access to digital library services of the University through the INFLIBNET.
4. Provision of online submission of the assignments and project reports may be made for the ODL learners also.
5. Feedback to the learners on their assignment responses may be given before they appear in the annual / end semester examination,
6. Emails of the learners seeking clarification on their academic and administrative doubts may be responded immediately by the concerned Academic Counsellor / Programme Coordinator / the Officials concerned by the CDOE without much delay,
7. Telephonic queries of the learners may be attended and their queries resolved timely.
8. Student feedback survey for the year 2021 – 22 may also be conducted using Google Form.
9. Meetings with the Programme Coordinators and the Academic Counsellors may be conducted periodically to obtain their feedback on the quality of academic programmes, the academic support services and their grievances related delay in payment of their remuneration, and
10. The self learning material may be revised / updated periodically following the guidelines of the UGC.

CIQA – 5/8/2021: TO CONSIDER RENAMING AND RESTRUCTURING OF A FEW ODL PROGRAMMES

Prof. Masood Parveez informed the Committee that the UGC Regulations 2020 and the AICTE Regulations 2021 mention that the PG Diploma Programmes in the disciplines of Computer Science, Engineering, Management and Hospitality Management should be of two years duration, and approval of the AICTE needs to be taken following the prescribed procedure, prior to obtaining approval of the UGC to offer these Programmes through ODL / Online mode of programme delivery.

Jamia Hamdard has been offering PG Diploma in Computer Applications (PGDCA), PG Diploma in Artificial Intelligence (PGDAI), PG Diploma in Machine Learning (PGDML), PG Diploma in Big Data Analytics (PGDBDA), PG Diploma in Cloud Computing (PGDCC), PG Diploma in Cyber Security and Digital Forensics (PGDCSDF) of one year duration since July 2020 session.

In order to review the above, a meeting of the Programme Coordinators and the Academic Counsellors of the PG Diploma Programmes was held on 19ᵗʰ January, 2021. The Minutes of the Meeting are placed at Annexure – VIII.

Prof. Masood Parveez submitted that in view of the UGC Regulations 2020 and the AICTE Regulations 2021, where, the PG Diploma Programmes in the disciplines of Computer Science, Engineering, Management and Hospitality Management should be of two years duration, and approval of the AICTE needs to be taken following the prescribed procedure, prior to obtaining approval of the UGC to offer these Programmes through ODL / Online mode of programme delivery, the CDOE proposes to rename and restructure the one year PG Diploma Programmes in Computer Applications (PGDCA), Artificial Intelligence (PGDAI), Machine Learning (PGDML), Big Data Analytics (PGDBDA), Cloud Computing (PGDCC), Cyber Security and Digital Forensics (PGDCSDF) and offer them as Advance Diploma Programmes and upgrade them as MSc in Computer Science with specialization in the above subjects / disciplines, following the guidelines of the AICTE and the UGC, and after seeking due approval of the AICTE and the UGC. This was recommended the Programme Coordinators and the Academic Counsellors.

After detailed discussion on the above, the CIQA Committee has resolved the following:

1. It is feasible to upgrade the already developed one – year PG Diploma Programmes to a two – year MSc in Computer Science Programme with specialization in Computer Applications, Artificial Intelligence, Machine Learning, Big Data Analytics, Cloud Computing, Cyber Security and Digital Forensics.

2. The M Sc Programme may have common courses in its first year and specialization courses in Computer Applications, Artificial Intelligence, Machine Learning, Big Data Analytics, Cloud Computing, Cyber Security and Digital Forensics in the second year of the M Sc Programme.

3. The proposed MSc Programme in Computer Science with the above - mentioned specialization may be developed in the modular form, giving an option for the learners for an exit from the MSc Programme after one year, with a Advance Diploma in Computer Science, as advocated by the National Education Policy 2020.

4. Provision for admission to the MSc in Computer Science Programme through lateral entry scheme may also be built in as per the suggestions given in the National Education Policy 2020.

5. The proposal for developing MSc in Computer Science may be examined by the discipline specific Expert Committees consisting of internal faculty from the SEST and the External Experts drawn from IGNOU, JNU, Jamia Millia Islamia, Delhi University, Aligarh Muslim University, Guru Gobind Singh Indraprastha University etc.

6. The proposal for offering MSc in Computer Science may be placed before the Academic Council for consideration through the Board of Studies of the CDOE.
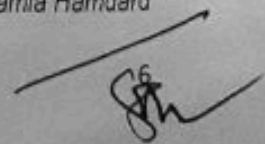
CIQA – 7/8/2021: TO CONSIDER DEVELOPMENT OF NEW ODL / ONLINE PROGRAMMES

Prof. Masood Parveez reported that the Vice Chancellor, Jamia Hamdard has constituted a Core Committee to examine the feasibility of offering online Programmes at Jamia Hamdard. The Core Committee after detailed deliberations has recommended for offering BBA, BCA and BCOM Programmes through online mode. The recommendations of the Core Committee and Detailed Project Report (DPR) of the CDOE for offering online Programmes have been approved by the Academic Council at its 41st meeting. The CDOE has submitted its proposal to the UGC recently for offering BBA, BCA, BCOM, MA (Human Rights) and MA (Islamic Studies) through online mode.

Prof. Masood Parveez has further informed that in addition to offering of the BBA, BCA and the BCOM Programmes, the Core Committee has recommended for offering BA (English), BA (Islamic Studies), BA (Political Science), BA (Economics), BA (Social Work), BA (Human Rights), MA (English), MA (Political Science), MA (Economics), MA (Social Work - MSW), MA (Islamic Studies), and MA (Human Rights). He proposed for development of the above - mentioned Programmes as per recommendations of the Core Committee.

After detailed discussion the committee has resolved the following:

1. Need survey may be conducted following the established practice of Jamia Hamdard for developing and offering the programmes and courses.

2. Guidance of Prof. S Raisuddin, the Director, IQAC, Jamia Hamdard may be obtained for undertaking the need surveys on the pattern of the need surveys being conducted by the Schools and Departments of Jamia Hamdard.

3. Availability and consent of the faculty in the respective Schools / Departments may be ensured / obtained for designing, development and delivery of the Programmes proposed.

4. Viability of offering the programmes in Social Sciences through ODL and Online mode may be examined,

5. Placement of the academic and administrative staff at the CDOE as per norms of the UGC for managing the development and delivery of the Programmes may be ensured,

6. Budget allocation for the development of new academic programmes may be ensured,

7. The proposals to develop the above - proposed Programmes may be examined by the Expert Committees consisting of the senior faculty in the respective Departments / Schools of Jamia Hamdard and the External Experts, and

8. The recommendations of the Expert Committees may be examined by the Board of Studies of the CDOE, before the same are placed before the Academic Council for consideration.

CIQA – 8/8/2021: TO CONSIDER CONDUCT OF ACADEMIC AUDIT OF THE ODL PROGRAMMES

Prof. Masood Parveez submitted that Jamia Hamdard has notified for conducting academic audit of the Programmes / Courses of Jamia Hamdard. In compliance to the above - mentioned notification, the CDOE proposes to conduct academic audit of the ODL Programmes following the guidelines mentioned in the above – referred notification.

The Committee resolved that the CDOE may submit its proposal to Director, IQAC, Jamia Hamdard for conducting academic audit of the ODL Programmes.

CIQA – 08/08/2021: VISION 2025 OF THE CENTRE FOR DISTANCE AND ONLINE EDUCATION, JAMIA HAMDRD

Prof. Masood Parveez presented the VISION 2025 Document of the Centre for Distance and Online Education (CDOE) through Annexure – IX and submitted year - wise activities proposed to be undertaken in the coming five years.

Year 2021 – 22

1. Offer BBA, BCA, BCOM and various Advance Diploma Programmes through Distance mode,
2. Apply to the UGC to offer BBA, BCA and BCOM Programmes through online mode,
3. Develop Portal with LMS Platform and other infrastructure,
4. Setup e - content creation infrastructure – curriculum content delivery, video pre and post production and capability to shoot module videos with the faculty members,
5. Develop / Outsource online learning platform,
6. Setup student support services for online learners,
7. Develop infrastructure for online examination,
8. Appoint academic, technical and administrative staff as per the UGC norms,
9. Setup grader and teaching assistant network for online learners' support, and
10. Develop framework to drive success and outcome for learners in the online mode of learning, the student feedback mechanism.
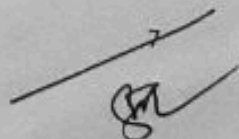
Year 2022 – 23

1. Collaboration with the National and International Institutions as Academic Partners for the development of academic content, offering of joint degree programmes, student exchange programmes,
2. Undertake Government of India Projects for taking education to the hitherto unreached and promote community participation for local development through life-coping skills, and
3. Revision and upgradation of the PG Diploma in Drug Regulatory Affairs, PG Diploma in Human Rights, PG Diploma in Intellectual Property Rights, PG Diploma in Dietetics and Therapeutic Nutrition.

Year 2023 - 24

Providing of specific need - based education and training opportunities for continuous professional development and skill upgradation to in - service professionals.

May institutions are offering PG Advanced Certificate / Diploma Programmes after the UGC has notified that a PG Diploma Programme has to be of two years duration and approval of the AICTE is required for offering PG Diploma Programmes in Engineering, Computer Science, Management Studies and the Tourism and Hospitality management. It is proposed to design and development of the following Advanced Certificate / Diploma Programmes, which may not require prior of the AICTE and the UGC.

1. Advanced Diploma in Management (ADM),
2. Advanced Diploma in Modern Office Management (ADMOM),

3. Advanced Diploma in Digital Business / E – Business (ADDB),
4. Advanced Diploma in Social Media Marketing (ADSMM),
5. Advanced Diploma in Rural Management (ADRM),
6. Advanced Diploma in Social Entrepreneurship (ADSE),
7. Advanced Diploma in Family Business Management (ADFBM),
8. Advanced Diploma in Retail Management (ADRM),
9. Advanced Diploma in Corporate Social Responsibility (ADCSR),
10. Advanced Diploma in Supply Chain Management (ADSCM),
11. Advanced Diploma in Banking and Finance (ADBF),
12. Advanced Diploma in Financial Markets (ADFM),
13. Advanced Diploma in Export Import Management (ADEIM),
14. Advanced Diploma in International Business (ADIB),
15. Advanced Diploma in Leadership (ADL),
16. Advanced Diploma in Human Resource Management (ADHRM),
17. Advanced Diploma in Negotiation and Conflict Resolution (ADNCR),
18. Advanced Diploma in Research Methodology and Data Analytics (ADRMDA,
19. Advanced Diploma in Sports Management (ADSM),
20. Advanced Diploma in Event Management (ADEM),
21. Advanced Diploma in Hotel Management (ADHM),
22. Advanced Diploma in Hospital & Health Management (ADHHM,
23. Advanced Diploma in Pharmaceutical Management (ADPM)

Year 2024 – 25

1. Development of BA (Islamic Studies), BA (English), BA (Political Science), BA (Economics), BA (Social Work), BA (Human Rights), MA (English), MA (Political Science), MA (Economics), MA (Social Work - MSW), MA (Islamic Studies), MA (Human Rights), MSc (Drug Regulatory Affairs, and MSc Computer Science with specialization in Artificial Intelligence, Machine Learning, Big Data Analytics, Cloud Computing, Cyber Security and Digital Forensics and a few need based PG Certificate Programmes to be offered through Distance / Online mode,
2. Development of methods and strategies for research and development for generation of knowledge in frontier areas, including Distance and Online Education.

The Committee approved in principle the action plan proposed by the Director, CDOE, with a direction that individual proposals for the activities proposed may need to be submitted for the consideration of the competent authority, following the prescribed procedures.

CIQA – 10/8/2021: ANY OTHER MATTER WITH THE PERMISSION OF THE CHAIR

With the permission of the Chairman, CIQA Committee, Prof. Masood Parveez, Director, CDOE requested that the CDOE has proposed and undertaking lot many activities in the coming years. The same are submitted above through various agenda items. He requested the Committee to consider and recommend posting of academic, administrative and technical staff at the CDOE, as per the guidelines of the UGC for undertaking the activities proposed and for the smooth functioning of the CDOE.

The Committee considered the request, and requested the Hon'ble Vice Chancellor, Jamia Hamdard to consider posting of academic, administrative and technical staff at the CDOE, as per the UGC guidelines for undertaking the activities proposed by the Director, CDOE.

The meeting ended with vote of thanks to the Chair.

31/8/2021

(Prof. S H Ansari)
Director, CIQA
Member Secretary, CIQA Committee

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