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NAAC Accredited A++ Grade

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)
MAIDAN GARHI, NEW DELHI-110 068

MINUTES OF THE 2nd MEETING OF THE CENTRE FOR INTERNAL QUALITY ASSURANCE COMMITTEE HELD ON 15th FEBRUARY 2022 AT 11.30 AM AT DR S. RADHAKRISHNAN BLOCK, IGNOU, MAIDAN GARHI, NEW DELHI-110 068.

Following attended the meeting on 15th February 2022:

1.	Prof Nageshwar Rao Vice Chancellor , IGNOU	Chairperson
2.	Prof Manimala Das Former VC of NSOU	External Members (Attended Online)
3.	Prof Ashok Sharma Former VC of VMOU	External Members (Attended Online)
4.	Prof Swaraj Basu SOSS	Member
5.	Prof Sunita Malhotra SOS	Member
6.	Prof Sujatha Varma Director, SOS	Member
7.	Prof Rashmi Sinha Director, SOSS	Member
8.	Prof P V Suresh Director, SOCIS	Member
9.	Dr Jitendra Gangawar Finance Officer, IGNOU	Member (Attended Online)
10.	Prof Manjulika Srivastava Director CIQA	Member Secretary

Prof Manimala Das, former Vice Chancellor NSOU; Prof Ashok Sharma, Former VC of VMOU external member of the committee and Dr Jitendra Gangawar, Finance Officer, IGNOU attended the meeting in virtual mode on ZOOM platform. Prof Santosh Panda, STRIDE and Registrar (I/C) (Adminstration) IGNOU could not attend the meeting due to their pre-occupation.

Dr Navita Abrol, Asstt Director, CIQA and Dr Shekhar Suman, Asstt Director, CIQA were present to provide the academic inputs to Member Secretary.

Prof Manjulika Srivastava, Member Secretary welcomed the Chairperson and members of the Committee.

Thereafter, she invited the Chairperson of the Committee, Prof Nageshwar Rao, Vice-Chancellor, IGNOU give his opening remarks.

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The Chairperson of the Committee welcomed all the members and acknowledged the contributions made by the outgoing members and welcomed the newly appointed members.

While, appreciating the contribution of the Director CIQA Prof Manjulika Srivastava and her team, in his remarks, he also mentioned that the University has made significant progress towards implementing the National Education Policy 2020. The University has developed its Institutional Development Plan (IDP) that will serve as vision documents to guide the institutional transformation in align with NEP 2020. Additionally, he referred to the draft Institutional Development Plan document recently circulated by the UGC. IGNOU's IDP was also shared with UGC, which expressed satisfaction with it.

He also informed the committee that during the pandemic period IGNOU continued all its operations and support services through online mode. The University has migrated from face to face counselling to online counselling using various digital platforms, transmission channels and social media. IGNOU has recently started online academic counselling in the 13 Regional languages namely: Tamil, Telugu, Malayalam, Assamese, Punjabi etc for UG degree programmes through its SWAYAMPRABHA Channels. Its only the term- end examinations (TEE) that were conducted offline after the first and second waves and now also after third wave of pandemic IGNOU is going to conduct offline examinations from 4th March 2022 onwards. The decision of IGNOU conducting examinations offline was also supported by its learners as total 7 lakh learners had registered for the December 2021 TEE. Prof Nageshwar Rao also mentioned that the conduct of TEE has been possible only because of the support of the faculty and academics of the University.

He also apprised the committee members that IGNOU has been ranked number one in the Atal Ranking of Institutions on Innovation Achievements (ARIIA) ranking 2021 by the Ministry of Education under the category of Institutes of National Importance, Central Universities and Centrally Funded Institutes (Non-technical) for promoting innovation and start-ups in the universities.

Thereafter, following Agenda Items were discussed in the meeting and the decisions taken thereof:

ITEM NO. 2.1.	To appraise the Committee on the approval of the minutes of the first meeting of the Centre for Internal Quality Assurance Committee (CIQAC) held on 28th January 2021 in 141st meeting of the BOM held on 24th March 2021 and action taken therein.
CIQAC 2.1.1	The committee was apprised of the approval of the minutes of the first meeting of the Centre for Internal Quality Assurance Committee (CIQAC) held on 28th January 2021 in 141st meeting of the BOM. An Action Plan was prepared by CIQA and circulated to all Schools of Studies, Divisions, Centres, Institute, Units and Cells on 10th June 2021 for necessary implementation as per suggestion of the CIQA Committee and

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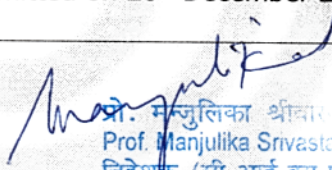|	
	approved in the 141st meeting of Board of Management. As per the decision was taken in the 141st BOM, the Vice-Chancellor constituted a Task Force and this responsibility has been entrusted to CIQAC. Hence CIQAC is also acting as a Task force for monitoring the activities to be undertaken during the 2nd Cycle for NAAC Accreditation. The same was notified on 26th July 2021.
CIQAC 21.2	**Decision:** The committee noted the action initiated by the University.
ITEM NO. 2.2	**To apprise the Committee on Quality enhancement measures taken by CIQA viz. revision of feedback tools, preparation of feedback analysis reports of teachers and academics, preparation of learner charter, drafting of policies and sops, updating of IGNOU website and documentation of best practices.**
CIQAC 2.2.1	The Director, CIQA presented the agenda before the Committee. She apprised the Committee on quality enhancement measures undertaken by CIQA during the year 2021. She informed the committee that Feedback Tools for obtaining feedback from stakeholders namely: learners, academic counsellors; subject experts, alumni, employers, teachers, and academics; had been revised in view of the changed teaching- learning methods that emerged during the pandemic. The CIQA administered the tool on teachers and academics of the University. The two feedback analysis reports viz. Teachers' Feedback Analysis Report (2020-2021) and Academics' Feedback Analysis Report (2020-2021) were prepared and were placed and approved in the 54th meeting of Academic Council Standing Committee (ACSC) held on 10th December 2021. The CIQA prepared a well-defined Learner Charter, outlining the privileges entitled to a learner and also the duties and responsibilities of a learner towards the University. The "Learner Charter" of the Indira Gandhi National Open University; was placed and approved in the 51st meeting of the Student Services Committee of the Board of Management held on 27th January 2022. The UGC had notified the UGC (Establishment and Operation of Academic Bank of Credits in Higher Education) Regulations, 2021; Guidelines for Internationalization of Higher Education in India; and Guidelines for Multiple Entry and Exit in Academic Programmes offered in Higher Education Institutions on 29th July 2021. The CIQA developed through a committee the standard operating procedures for implementing these policies at the University which were placed and approved in the 77th meeting of the Academic Council held on 28th December 2021. Updating the information/ data on the IGNOU websites is mandatory for maintaining the quality of the University. CIQA undertook this task by randomly checking the web pages of the IGNOU websites, anomalies noted by the academic staff of CIQA and were sent to various Schools/ Divisions/Centres/Units of the university to take necessary action by

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	updating the information and data.
	The CIQA documented the initiatives and activities undertaken by the University during the COVID-19 lockdown. This was documented as Initiatives of IGNOU during COVID 19 Pandemic. The Best Practices of IGNOU in implementing NEP 2020 was also complied and submitted to UGC on 29th October 2021.
CIQAC 2.2.2	**Decision:** The committee appreciated and noted quality enhancement measures undertaken by the CIQA of IGNOU. External members while appreciating the efforts made also mentioned that these documents will serve as guiding documents for CIQA of the other Universities. It was decided that School of Studies should have their own websites similar to the Regional Centers. As this will enhance the quality of the learner support services.
ITEM NO. 2.3	**To apprise the Committee on Implementation of NEP at IGNOU: 1) Preparation of Institutional Development Plan 2030; 2) Monitoring of IDP 2030; and 3) NEP Cell at CIQA.**
CIQAC 2.3.1	The Director, CIQA presented the agenda before the Committee. She apprised the Committee on major activities undertaken by CIQA with regard to the implementation of NEP 2020, during the year 2021.
	She informed the committee that the Board of Management in its 142nd meeting resolved for evolving an Institutional Development Plan (IDP) viz., Action Plan, Strategic, and Vision Plan, which may be developed by the CIQA of the University in consultation with Planning Board. In compliance of the resolution the Institutional Development Plan of the Indira Gandhi National Open University 2030 was developed by the CIQA through a committee; which was approved by the BOM in its 145th meeting held on 25th October 2021. Further, on the suggestion of one of the BOM members the IDP of IGNOU 2030 was printed in book form for academic purpose.
	In compliance to the decision taken in the 145th meeting of the BOM, the Vice-Chancellor constituted the Monitoring Committee within the University for monitoring the implementation of IDP at IGNOU. The outcomes of interactions with Monitoring Committee the and the data submitted by the Directors of the Schools of Studies, Divisions, Centres and Institute have been compiled into Plan 1 and Plan 2 as Plans of Schools of Studies and Plans of Divisions, Centres and Institute respectively for the implementation of the IDP of IGNOU 2030.
	In order to translate the vision of NEP-2020 into reality, the UGC has desired that all HEIs set up a 'NEP Cell' within the institution to make the initiatives operational as well monitor their progress on timely basis. Accordingly the NEP Cell was notified and is housed at CIQA.

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CIQAC 2.3.2	**Decision:** The members lauded the proactive steps taken by IGNOU in implementing NEP 2020 and developing an Institutional Development Plan as a major step taken in this direction. The IDP of IGNOU is one of its kind and will serve as a guiding document for other Universities. The IDP document of IGNOU shall be circulated to the external CIQA Committee members for their comments. The Plan 1 and Plan 2 placed before the committee, namely Plans of Schools of Studies and Plans of Divisions, Centres and Institute respectively for the implementation of the IDP of IGNOU 2030, which were submitted by the IDP Monitoring Committee, were approved by the CIQA Committee.
ITEM NO. 2.4	**To apprise the Committee on Activities related to NAAC Accreditation: 1) Revised NAAC Manual on Open University; 2) Submission of AQAR after 1st Cycle.**
CIQAC 2.4.1	The Director, CIQA presented the agenda before the Committee. She informed the committee that NAAC has come out with a revised Manual for Open Universities (OUs) which would take care of the specific requirements of Open Universities and NEP 2020. CIQA has gone through the revised manual and did a comparative study of all metrics (QlM and QnM) given in the old Manual with the latest Manual. The AQAR have been also studied and suggestions/ feedback were sent to NAAC. The AQAR format has also been modified. As per the RAF, NAAC-accredited institutions need to submit the AQAR online. The data for AQAR to be submitted for Academic year July 2021-June 2022 on the NAAC portal before December 2022..
CIQAC 2.4.2	**Decision:** The university should facilitate CIQA to take necessary steps for filling up the AQAR in time. It was also decided that the under the chairpersonship of the Vice-Chancellor the CIQA should organize a meeting with all the Directors/ Registrar/ Head of the Schools/ Divisions/ Centres/ institute/ Units/ Cells on the gaps identified by the CIQA. It was also decided that not only Directors but programme coordinators of the Schools should also be involved in the process.
ITEM NO. 2.5	**To appraise the Task Force (CIQA committee) on the implementation of recommendations of NAAC Peer Team for quality enhancement.**
CIQAC 2.5.1	The Director, CIQA presented the agenda before the Committee. She apprised the members on the action taken by the University in the last one year post accreditation on the suggestions given by the NAAC Peer Team for quality enhancement. The actions initiated by the University on the ten recommendations of the NAAC peer team were detailed out by the Director CIQA.
CIQAC 2.5.2	**Decision:** The steps taken by the University were noted by the committee and found satisfactory.
ITEM NO. 2.6	**To constitute a committee for conduct of Academic and Administrative Audit of the University and develop Guidelines for conduct of Audits.**
CIQAC 2.6.1	The Director, CIQA presented the agenda before the Committee. She

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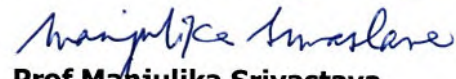Director (C.I.Q.A.)

	apprised the members on NAAC requirements for improving quality of Open Universities and for its sustenance and which requires periodical conduct of Academic and Administrative Audits (AAA) along with their follow-up activities. The NAAC expects the Institutions to undertake periodic AAA. Besides NAAC also requires Green Audit; Access Audit and Energy Audit as well. It also requires Reports of Audits submitted by the auditing agency 2) Certification by the auditing agency 3) Certificates of any awards received, etc.
CIQAC 2.6.2	**Decision:** The committee while mentioning the fact that it is mandatory as well as fruitful for a university·to conduct audit of their activities, the committee authorized the Vice- Chancellor to get all types of audits as listed in the agenda, by external members/bodies.
ITEM NO. 2.7	**Approval of CIQA Annual Report 2021.**
CIQAC 2.7.1	The Director, CIQA presented the agenda before the Committee. She apprised the members that CIQA has made a practice of documenting its major activities performed during the year. The activities undertaken in the previous year 2021 were compiled and presented in the CIQA Annual Report- 2021. Some of the major activities listed were: • Coordination of NAAC Peer Team Visit • Constitution of CIQA Committee & Conduct of Meeting • Organization of Workshop for YCMOU on NAAC Accreditation Process • Preparation and submission of UGC Annual Report of CIQA-2019-20 • Development of an Action Plan for the University post- Accreditation • Preparation of Revised Feedback Tools • Preparation of Feedback Analysis Reports • Preparation of Learner Charter • Preparation of Institutional Development Plan • Monitoring of IDP of IGNOU 2030 • Documentation of Best Practices • Implementation of NEP 2020 at IGNOU • NEP Cell @ CIQA • Drafting of Policies & SOPs • Updating of IGNOU Website • FDP/ Workshops/ Webinars Attended by Academic Staff of CIQA • Research Publications of Academic Staff of CIQA
CIQAC 2.7.2	**Decision:** The Committee noted the activities of CIQA and lauded the qualitative and quantitative efforts of the Director, CIQA.
ITEM NO. 2.8	**To apprise the Committee (CIQAC) on the UGC-DEB Grade Sheet on CIQA Annual Report of the Indira Gandhi National Open University (2018-19).**
CIQAC 2.8.1	The Director, CIQA presented the agenda before the Committee. She apprised the members that CIQA was entrusted with the task of compiling the CIQA Annual Report to be submitted to the UGC DEB on its online portal for which a collaborative exercise was done with the Schools, Divisions, Centres, Units, and Cells of the University. The Report for the year 2018-19 was submitted on 20th December 2019.

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	The Centre for Internal Quality Assurance Assessment (2018-19) of the University was declared by the UGC DEB in January 2022 on its portal and issued the Grade Sheet. The Institution scored 348.9 out of 400 with 87.22%. According to the grade correlation on the portal, the grade translates to 'Excellent'.
CIQAC 2.8.2	**Decision:** The Committee congratulated the University for achieving the excellent score awarded to the University and noted the Scores/Grades criterion- wise.

The meeting ended on a positive note with thanks to chair and all present.

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