

**HEI ID: HEI-U-0642**

**Name of HEI: Shiv Nadar (Institution of Eminence Deemed to be University) Delhi NCR**

**Type of HEI: Institution of Eminence Deemed to be University**

# **Annual Report**

**OF**

**CENTRE FOR INTERNAL QUALITY ASSURANCE  
(CIQA)**

**PROGRAMMES UNDER**

**ONLINE MODE**

**<2022-23>**

**HEI ID:**

**Name of HEI:**

**Type of HEI:**

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**HEI ID:****Name of HEI:****Type of HEI:****Part – I: General Information****1.1 Date of notification of the Centre (attach a copy of the notification):***Upload PDF***1.2 Details of Director, CIQA**

- Name : Dr Rashmi Aggarwal
- Qualification: Ph.D. Panjab University, Chandigarh, LL.M. (International Law) Panjab University, LLB Panjab University
- Appointment Letter and Joining Report: Upload (PDF)

**1.3 Details of CIQA Committee:****a. Composition as per Regulations**

<b>S. No</b>	<b>Designation</b>	<b>as Nomination</b>	<b>Name and Qualification</b>	<b>Specialization</b>	<b>Date of Nomination in CIQA Committee</b>
a.	Vice Chancellor of the University	Chairperson	Prof Ananya Mukherjee, PhD	Economics	4 April 2022
b.	Three Senior teachers of HEI	Member 1	Prof Sundar Venkatesh, PhD	Finance	4 April 2022
		Member 2	Pradeep Mehra (Professor of Practice, PGDM, IIM Calculatta)	Strategy	4 April 2022
		Member 3	Prof Subir Bandyopadhyay (Indiana University, USA)	Marketing	4 April 2022
c.	Head of three Department or School for Studies from which programme is being offered in ODL and Online Mode	Member 4	Prof Simanti Bandyopadhyay, PhD	Economics	4 April 2022
		Member 5	Prof Paromita Goswami, PhD	Marketing	4 April 2022
		Member 6	Dr Kaushik Chaudhuri, PhD	Human Resources & Ethics	4 April 2022

<b>HEI ID:</b>		<b>Name of HEI:</b>		<b>Type of HEI:</b>	
		Member 7	Dr Ankur Mehra, PhD	Finance	8 May 2023
		Member 8	Prof Kumar Bijoy (Associate Director, Campus of Open Learning, Delhi University)		8 May 2023
		Member 9	Prof Piyush Kumar (University of Georgia, USA)	Marketing	4 April 2022
e.	Officials from Department of HEI	Member 10: Administration	Prof Tulika Chandra, PhD	Dean of Students Affairs	8 May 2023
		Member 11: Finance	Ms Pooja Bindal	Senior Executive, Finance Department	4 April 2022
f.	Director, CIQA	Member Secretary	Prof Rashmi Aggarwal (Director, Center for Online Learning)	Business Law	

**Special Invitee:**

1.	Special Invitee	Special Invitee	Prof Bikramjit Rishi	Professor of Marketing	4 April 2022
2.	Special Invitee	Special Invitee	Prof Jaideep Ghosh	Professor of Operations Management	4 April 2022

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b. Whether members mentioned at 'b' to 'e' changed every 2 years? (Y/N)

If No, reason thereof

No, the committee is yet to complete two years.

#### 1.4 Number of meetings held and its approval:

a. No. of meetings held every year: 2

b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	15 September 2022	0	upload	upload
Meeting 2	30 March 2023	0	upload	upload

#### 1.5 Number of programmes started at Certificate level as per Regulation 24 of UGC(ODL Programmes and Online Programmes) Regulations, 2020: None

From <Month, Year> academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans-gender)				
								M	F	TG	Total	
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Note: Mention details separately for <Month, Year>academic session, as applicable, as above.**

#### 1.6 Number of programmes started at Diploma level as per Regulation 24 of UGC(ODL Programmes and Online Programmes) Regulations, 2020: None

From <Month, Year> academic session:

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans-gender)				
								M	F	TG	Total	
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Note: Mention details separately for <Month, Year>academic session, as applicable, as above.**

**HEI ID:****Name of HEI:****Type of HEI:****1.7 Number of programmes started at Post Graduate Diploma level as per Commission Order: **None****

From &lt;Month, Year&gt;academic session:

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Note: Mention details separately for <Month, Year>academic session, as applicable, as above.****1.8 Number of programmes started at Undergraduate Degree Programmes as per Commission Order: **None****

From &lt;Month, Year&gt;academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Note: Mention details separately for <Month, Year>academic session, as applicable, as above.****1.9 Number of programmes started at Post-graduate Degree Programmes as per Commission Order:**

From &lt;Month, Year&gt;academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
July 2021 Intake	Master of Business Administration	Two Years	64 Credits	Bachelor's Degree with 50% marks	INR 400,000		36	108	0	144
Jan 2022 Intake	Master of Business Administration	Two Years	64 Credits	Bachelor's Degree with 50% marks	INR 400,000		66	27	0	93
July 2023 Intake	Master of Business Administration	Two Years	64 Credits	Bachelor's Degree with 50% marks	INR 400,000		61	54	0	115
Jan 2023 Intake	Master of Business Administration	Two Years	64 Credits	Bachelor's Degree with 50% marks	INR 400,000		13	14	0	27

**Note: Mention details separately for <Month, Year>academic session, as applicable, as above.**

**HEI ID:****Name of HEI:****Type of HEI:****1.10 Number of programmes started at Certificate level as per Regulation 24 of UGC(ODL Programmes and Online Programmes) Regulations, 2020: None**

From &lt;Month, Year&gt; academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Note: Mention details separately for <Month, Year>academic session, as applicable, as above.****1.11 Number of programmes started at Diploma level as per Regulation 24 of UGC(ODL Programmes and Online Programmes) Regulations, 2020: None**

From &lt;Month, Year&gt; academic session:

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Note: Mention details separately for <Month, Year>academic session, as applicable, as above.****1.12 Number of programmes started at Post Graduate Diploma level as per Commission Order: None**

From &lt;Month, Year&gt;academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Note: Mention details separately for <Month, Year>academic session, as applicable, as above.****1.13 Number of programmes started at Undergraduate Degree Programmes as per Commission Order: None**

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From &lt;Month, Year&gt;academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Note: Mention details separately for <Month, Year>academic session, as applicable, as above.**

**1.14 Number of programmes started at Post-graduate Degree Programmes as per Commission Order:**

From &lt;Month, Year&gt;academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
July 2021 Intake	Master of Business Administration	Two Years	64 Credits	Bachelor's Degree with 50% marks	INR 400,000		36	108	0	144
Jan 2022 Intake	Master of Business Administration	Two Years	64 Credits	Bachelor's Degree with 50% marks	INR 400,000		66	27	0	93
July 2023 Intake	Master of Business Administration	Two Years	64 Credits	Bachelor's Degree with 50% marks	INR 400,000		61	54	0	115
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**Note: Mention details separately for <Month, Year>academic session, as applicable, as above.**



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## Part – II: Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning

### 2.1 Action taken on the functions of CIQA:-

<b>S.No.</b>	<b>Provisions in Regulations</b>	<b>Details of Action taken by CIQA and Outcomethere of (Not more than 500 words)</b>	<b>Uploa d Relevant Docum ent</b>
1.	Quality maintained in the services provided to the learners	The committee reviewed the quality of the asynchronous content including the recorded content and found them to be satisfactory. The session level faculty feedback was also reviewed by the committee.	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Periodic meetings of the Program Committee comprising of four faculty members and one staff member are also held. Various quality indicators such as attendance, average faculty feedback, student performance, retention rate, etc are tracked and reviewed on a weekly basis by the Program Director. A detailed feedback at the end of each semester is also collected from students.	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	The HEI has identified the faculty quality as the key focus area. 100% of the faculty teaching in program have PhD from reputed institution. The current focus of the HEI is on management education. However, in the future, the HEI may expand into other disciplines.	
4.	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	The faculty teaching in the online and conventional mode are same. Moreover, the same curriculum is covered in both modes of the program. Program architecture ensures the same learning outcomes as the programs offered in the conventional mode.	

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5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	<p>Feedback is divided into two parts. Direct feedback is collected from faculty and learners. Indirect feedback is collected from staff, parents, society, employers and Government.</p> <p>Feedback is collected from learners after each session. Learners are asked to provide feedback. Feedback parameters are concepts covered, concepts explanation, teaching methods used, quality of hand-on work, reading and course material, and on clearing doubts and interaction. A detailed feedback is collected at the end of each semester.</p> <p>The program director frequently interacts with the faculty members and take feedback from them. The program director also interacts with students in a periodic manner and undertake Open House to note down the issues and concerns of the enrolled students. Weekly review meetings help in getting the feedback from the program coordinators and program managers.</p> <p>360 degree feedback mechanism is being devised to collate information from the stakeholders.</p>	
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	<p>Overall, the CIQA is satisfied with the quality maintained by the Director of the Center of Online Learning.</p> <p>The CIQA recommends to the center to offer more variety of program rather than being restricted to only management education.</p> <p>The CIQA also recommended to the center to use Swayam courses wherever applicable</p>	
7.	Implementation of its recommendations through periodic reviews	Action taken report (APR) is prepared after every CIQA meeting and review of APR is taken up in the subsequent meeting.	

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8.	Workshops/ seminars/ symposium organized on quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	<p>Invitations to attend workshops, seminars, lecture series organized on campus via online medium are sent to all enrolled students via email.</p> <p>Exclusive sessions by industry experts for Online MBA students are also held.</p> <p>The list of sessions held:</p> <ol style="list-style-type: none"> <li>1. Mr. K. Srikumar, Vice President &amp; Co-Group Head, Corporate Ratings ICRA Limited</li> <li>2. Ms. Siji Varghese, CEO, Leaders in Lipstick</li> <li>3. Mr. Prabhakaran Balasubramanian, Vice President, Avian WE</li> </ol>	
9.	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	<p>Yes, the HEI has reviewed the best practices across different programs and adopted the current model.</p> <p>Timely sharing of academic calendar along with Program Handbook containing details of program architecture and course outlines.</p> <p>Weekly synchronous and asynchronous content delivered for continuous learning. Periodic feedback. Timely declaration of results for all evaluation</p>	
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Yes, the program statistics and various parameters of quality are collected and reported on weekly basis. These parameters are discussed in weekly program level meetings, periodic program committee meeting and biannual Advisory Council meetings as well as CIQA meeting.	
11.	Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme	<ol style="list-style-type: none"> <li>1. The program project report was reviewed and found to be appropriate</li> <li>2. All courses are taught and administered by faculty members giving the HEI full control over the program</li> </ol>	

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12.	Mechanism to ensure the proper implementation of Programme Project Reports	The Program Director along with the Program Managers and other staff members complies with all the required norms.	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The program is biannually reviewed by the Advisory Council of the University	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	<p>The content was designed by consulting with the industry and academic experts. The curriculum was also reviewed by the Advisory Council Members comprising of:</p> <ol style="list-style-type: none"> <li>1. <b>Dr. Raghu Sundaram</b> - Dean, NYU Stern School of Business</li> <li>2. <b>Dr. Rishiksha Krishnan</b> - Director, IIM Bangalore</li> <li>3. <b>Dr. Pradeep K Chintagunta</b> - Joseph T. and Bernice S. Lewis Distinguished Service Professor of Marketing, University of Chicago</li> </ol> <p>The committee is satisfied with the current contemporary curriculum of the MBA Online program.</p>	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	<p>SNIOE is committed to create a robust student centric environment and regularly bring qualitative changes.</p> <p>A ticketing system has been established on the LMS through which a student can raise a ticket whenever they have any doubt/questions. These are tracked by dedicated Program Managers who do their best to resolve it at the earliest.</p>	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	SNIOE is NAAC accredited and all information sought by the NAAC committee is shared by the Center for Online Learning office on a timely basis.	

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17.	Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit	SNIoE has applied for AACSB accreditation. The eligibility application was accepted in October 2022 and the first mentor visit is scheduled for July 2023.	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	Dedicated resources has been allocated to coordinate between various departments of SNIoE and UGC to provide timely and updated information and data related to the quality led initiatives and regulatory guidelines. Dedicated Assisatnt (Ms Ayushi Arya) is the SPOC for this.	
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	The Center of Online Learning has benchmarked the peer institutions and adopted best practices. Parameters included: Criteria for student enrolment, faculty quality, curriculum designed, learner engagement, audio-visual aid, contemporary curriculum	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	The report is submitted to UGC and is publically available on the website	
21.	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	CIQA 2021-22 annual report was submitted as per the deadline. CIQA 2022-23 annual report will be submitted within the timeline.	

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	(b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	CIQA 2021-22 annual report was submitted as per the deadline. CIQA 2022-23 annual report will be submitted within the timeline.	
22.	Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes	Yes	
23.	Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes	Yes	

**HEI ID:****Name of HEI:****Type of HEI:**

24.	Promoted automation of learner support services of the Higher Educational Institution	Yes	
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	Yes, SNIOE has an Advisory Council of external subject experts who validate and annually review the in-house processes. The current members of the Advisory Council members are: a) Dr. Raghu Sundaram, Dean, NYU Stern School of Business b) Dr. Rishiksha Krishnan, Director, IIM Bangalore c) Dr. Pradeep K Chintagunta, Joseph T. and Bernice S. Lewis Distinguished Service Professor of Marketing, University of Chicago Link: <a href="https://sme.snu.edu.in/advisory-council">https://sme.snu.edu.in/advisory-council</a>	
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	To be initiated in 2025	
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	The self-appraisal report will be filed after the completion of the first batch.	
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	SNIOE is committed to promoting collaboration and association for quality enhancement of education and research. Monthly online research seminar is held. Reputed academicians present their work and interact with SNIOE faculty members and research students.	

**HEI ID:****Name of HEI:****Type of HEI:**

29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	Yes, Industry sessions are organized on periodic basis. The list of sessions held: 1. Mr. K. Srikumar, Vice President & Co-Group Head, Corporate Ratings ICRA Limited 2. Ms. Siji Varghese, CEO, Leaders in Lipstick 3. Mr. Prabhakaran Balasubramanian, Vice President, Avian WE	
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**2.2 Compliance of Quality Monitoring Mechanism – As per Annexure-I (Part V (2)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :**

<b>Sr.No.</b>	<b>Provisions in Regulations</b>	<b>Action taken in respect of online programmes</b>	<b>Upload relevant document</b>
1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	Quality Monitoring Mechanism and the process of internal quality control report contains the required details	
2.	Articulation of Higher Educational Institution Objectives	Quality Monitoring Mechanism and the process of internal quality control report contains the required details	
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	The programme development and approval process comprises of curriculum planning, design and development, and curriculum implementation. The curriculum is approved by the Board of Studies of the School, the Academic Council of the University and the Board	



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		of Management. Curriculum implementation is led by the program director. Academic flexibility and learning resources are available and robust feedback system is in place	
4.	Programme Monitoring and Review	The program monitoring is done by the Program Director, Program Committee, Director of COL. The program review is done by the Advisory Council in consultation by the Program Chair and the Director, COL	
5.	Infrastructure Resources	Physical Infrastructure: Recording room, editing room, staff room, Live Lecture Room,  Digital Infrastructure: LMS, e-proctoring software, E-library, Databases, Journals	
6.	Learning Environment and Learner Support	Virtual Resources: 1. Learning Management System 2. Ticketing System 3. Program Support 4. E-proctoring software 5. E-library  A dedicated LMS is used for content delivery and an automated ticketing system is available.	
7.	Assessment and Evaluation	The SNIoE has e-proctored online examination. The assessment and evaluation is conducted and is duly monitored by	

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		the Program Chair. Declaration of results is done by the Controller of Examination as per the defined deadlines	
8.	Teaching Quality and Staff Development	100% of the faculty have PhD from reputed institutions of higher learning. The staff is qualified and well trained.	

**2.3 Compliance of Process of Internal Quality Audit – As per Annexure-I (Part V (3)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :**

<b>Sr.No.</b>	<b>Provisions in Regulations</b>	<b>Action taken in respect of online programmes</b>	<b>Upload relevant document</b>
1.	Academic Planning	Academic planning comprises of scheduling of courses as per the program architecture, numbers of engagement hours as per the course credits, outside class engagement, and examination. Accordingly, the academic calendar is rolled out and shared with the learners.	
2.	Validation	The validation and viability of the program is presented to the Academic Council for approval	

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3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Examination Centres b. External Auditor or other External Agencies report c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d. Reporting and Analytics by the Higher Educational Institution e. Periodic Review	SNioE is committed to monitoring, evaluation and continuous improvements in online program delivery through enhancement plans.  Automated reports are generated for online E-proctored exams and any misconduct are red flagged for necessary actions.  External Audit will be carried out in 2026  The feedback is taken on periodic basis and the same is shared with stakeholders for necessary action.  This will commence in 2024 after the completion of the first batch on Online MBA  Periodic review is held on biannual basis.	
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### **Part – III: Human Resources and Infrastructural Requirements**

**3.1 Name and details of Director of Centre for Distance and Online Education(Dual Mode University) - Regular, full time, at least Associate Professor – Or**

**Name and details of Head for each school (for Open University) - Full time dedicated, not below the rank of an Associate Professor**

Prof Rashmi Aggarwal - Full Professor, Regular Employee

Qualification: Ph.D. Panjab University, Chandigarh, LL.M. (International Law) Panjab University, LLB Panjab University

-(Attach appointment letters and joining report)

**3.2 Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University) - Full time or contractual basis, atleast Associate Professor Or**

**Name and details of Deputy Director of Centre of Online Education - Full time or contractual basis, not below the rank of an Associate Professor**

*Not Appointed*

*(Attach appointment letter and joining report)*

**3.3 Name and details of Assistant Director of Centre for Distance and Online Education (Dual Mode University) - Full time or contractual basis, not below the rank of an Assistant Professor**

Or

**Name and details of Assistant Director of Centre of Online Education - Full time or contractual basis, not below the rank of an Assistant Professor**

*Not Appointed*

*(Attach appointment letter and joining report)*

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**3.4 Compliance status in respect of Human Resource – As per Annexure – IV ofUGC (ODL Programmes and Online Programmes) Regulations, 2020**

*HEI shall mention compliance details against the requirements in terms of Staffing norms, as mentioned in the Annexure-IV of the Regulations. In addition, the faculty details shall be provided in the following format:*

*Insert box*

**i. Programme name:**

**a. Programme Coordinator**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1	Dr Ankur Mehra, Program Chair, MBA Online	PhD, IIM Calcutta	Five Years	Regular	March 2021
2	Dr Vamsi, Program Director, Data Science & Analytics for Business	PhD, IIM Calcutta	Five Years	Regular	July 2021

**b. Course Coordinator**

Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
Financial Reporting & Analysis	Dr Ankur Mehra – Assistant Professor, Department of Finance, Accounting & Control	PhD, IIM Calcutta	5 Years	Regular	Mar-21
Business Leadership and Organizational Behaviour	Dr Arvind Shatdal - Associate Professor, Department of Organization Behaviour and Human Resource Management	PhD, IIM Ahmedabad	9 Years	Regular	Mar-21
Data for Decision Making	Dr Jaideep Ghosh - Professor, Department of Decision Sciences, Operations Management and Information System	PhD, University of Pittsburgh, USA	8 Years 3 Months	Regular	Mar-21

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Information System for Managers	Dr Vallurupalli Vamsi - Assistant Professor, Department of Decision Sciences, Operations Management and Information System	PhD, IIM Calcutta	1 Year 9 Months	Regular	Mar-21
Data, Technology & Analytics for Business	Dr Utsav Pandey - Assistant Professor, Department of Decision Sciences, Operations Management and Information System	PhD, IIM Calcutta	11 Months	Regular	Mar-21
Executing Marketing Plans	Dr Bikramjit Rishi - Professor, Department of Marketing Management	PhD, Punjab University, Patiala	1 Year 7 Months	Regular	Mar-21
Managerial Communication	Dr Paroma Roy Chowdhury - Professor of Practice (Visiting), Dean's Office – SME	Fellowship in Cambridge University, UK	4 Months	Contract - Part Time	Mar-21
Managerial Economics	Dr Souvik Datta, Visiting Faculty	PhD, Pennsylvania State University		Contract - Part Time	Mar-21
Marketing Strategy & Planning	Dr Subir K Bandyopadhyay - Honorary Professor, Dean's Office- SME	PhD, University of Cincinnati	1 Year 10 Months	Contract - Part Time	Mar-21
Macroeconomics	Dr Subhasankar Chattopadhyay, Visiting Faculty	PhD, IIM Calcutta		Contract - Part Time	Mar-21
Managing People	Dr Kaushik Chaudhuri - Associate Professor, Department of Organization Behaviour and Human Resource Management	PhD, Reitaku University, Japan	9 Years	Regular	Mar-21
Managerial Accounting	Dr Sundaravaradhan Venkatesh - Professor, Department of Finance, Accounting and Control	PhD, IIM Ahmedabad	1 Year	Regular	Mar-21
Operations Management	Dr Vijayta Fulzele - Assistant Professor, Department of Decision Sciences, Operations Management and Information System	PhD, IIT Delhi	3 Years 9 Months	Regular	Mar-21
Indian Economy & Geopolitics	Dr Charan Singh, Visiting Faculty	PhD, University of New South Wales		Contract - Part Time	Mar-21
Corporate Finance	Dr Shalu Kalra - Associate Professor, Department of Finance, Accounting and Control	PhD, IIM Bangalore	9 Years 7 Months	Regular	Mar-21
Design Thinking & Innovation	Dr Partha Sarathi Roy - Associate Professor, Department of Strategic Management, Entrepreneurship and	FPM, Institute of Rural Management Anand	9 Years 7 Months	Regular	Mar-21

HEI ID:	Name of HEI:	Type of HEI:			
	International Business				
Marketing Research	Dr Bikramjit Rishi - Professor, Department of Marketing Management	PhD, Punjab University, Patiala	1 Year 7 Months	Regular	Mar-21
Project Management	Dr Sandeep Kumar Gupta - Assistant Professor, Department of Decision Sciences, Operations Management and Information System	PhD, IIT Kanpur	3 Years 7 Months	Regular	Mar-21
Strategic Management & Competition	Dr Sundaravaradhan Venkatesh - Professor, Department of Finance, Accounting and Control	PhD, IIM Ahmedabad	1 Year	Regular	Mar-21
Data Visualization and Business Intelligence	Dr Vallurupalli Vamsi - Assistant Professor, Department of Decision Sciences, Operations Management and Information System	PhD, IIM Calcutta	1 Year 9 Months	Regular	Mar-21
Creating & Launching Entrepreneurial Ventures	Dr Gaurav Gupta, Visiting Faculty	PhD, IIM Calcutta		Contract - Part Time	Mar-21
Entrepreneurial Finance	Dr M B Ragupathy - Associate Professor, Department of Finance, Accounting and Control	PhD, IIT Madras	9 Years 7 Months	Regular	Mar-21
Strategic Leadership	Dr Kaushik Chaudhuri - Associate Professor, Department of Organization Behaviour and Human Resource Management	PhD, Reitaku University, Japan	9 Years	Regular	Mar-21
FinTech	Dr Ankur Mehra - Assistant Professor, Department of Finance, Accounting & Control	PhD, IIM Calcutta	5 Years	Regular	Mar-21
Business Model Innovation & Digital Transformation	Dr Shilpi Jain, Visiting Faculty	FPM, MDI Gurgaon		Contract - Part Time	Mar-21

**c. Course mentor:** Respective faculty takes care of mentorship

Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
Financial Reporting & Analysis	Dr Ankur Mehra - Assistant Professor, Department of Finance, Accounting & Control	PhD, IIM Calcutta	5 Years	Regular	Mar-21
Business Leadership and Organizational	Dr Arvind Shatdal - Associate Professor, Department of	PhD, IIM Ahmedabad	9 Years	Regular	Mar-21

<b>HEI ID:</b>	<b>Name of HEI:</b>	<b>Type of HEI:</b>			
Behaviour	Organization Behaviour and Human Resource Management				
Data for Decision Making	Dr Jaideep Ghosh - Professor, Department of Decision Sciences, Operations Management and Information System	PhD, University of Pittsburgh, USA	8 Years 3 Months	Regular	Mar-21
Information System for Managers	Dr Vallurupalli Vamsi - Assistant Professor, Department of Decision Sciences, Operations Management and Information System	PhD, IIM Calcutta	1 Year 9 Months	Regular	Mar-21
Data, Technology & Analytics for Business	Dr Utsav Pandey - Assistant Professor, Department of Decision Sciences, Operations Management and Information System	PhD, IIM Calcutta	11 Months	Regular	Mar-21
Executing Marketing Plans	Dr Bikramjit Rishi - Professor, Department of Marketing Management	PhD, Punjab University, Patiala	1 Year 7 Months	Regular	Mar-21
Managerial Communication	Dr Paroma Roy Chowdhury - Professor of Practice (Visiting), Dean's Office - SME	Fellowship in Cambridge University, UK	4 Months	Contract - Part Time	Mar-21
Managerial Economics	Dr Souvik Datta, Visiting Faculty	PhD, Pennsylvania State University		Contract - Part Time	Mar-21
Marketing Strategy & Planning	Dr Subir K Bandyopadhyay - Honorary Professor, Dean's Office- SME	PhD, University of Cincinnati	1 Year 10 Months	Contract - Part Time	Mar-21
Macroeconomics	Dr Subhasankar Chattopadhyay, Visiting Faculty	PhD, IIM Calcutta		Contract - Part Time	Mar-21
Managing People	Dr Kaushik Chaudhuri - Associate Professor, Department of Organization Behaviour and Human Resource Management	PhD, Reitaku University, Japan	9 Years	Regular	Mar-21
Managerial Accounting	Dr Sundaravaradhan Venkatesh - Professor, Department of Finance, Accounting and Control	PhD, IIM Ahmedabad	1 Year	Regular	Mar-21
Operations Management	Dr Vijayta Fulzele - Assistant Professor, Department of Decision Sciences, Operations Management and Information System	PhD, IIT Delhi	3 Years 9 Months	Regular	Mar-21
Indian Economy & Geopolitics	Dr Charan Singh, Visiting Faculty	PhD, University of New South Wales		Contract - Part Time	Mar-21



<b>HEI ID:</b>	<b>Name of HEI:</b>	<b>Type of HEI:</b>			
Corporate Finance	Dr Shalu Kalra - Associate Professor, Department of Finance, Accounting and Control	PhD, IIM Bangalore	9 Years 7 Months	Regular	Mar-21
Design Thinking & Innovation	Dr Partha Sarathi Roy - Associate Professor, Department of Strategic Management, Entrepreneurship and International Business	FPM, Institute of Rural Management Anand	9 Years 7 Months	Regular	Mar-21
Marketing Research	Dr Bikramjit Rishi - Professor, Department of Marketing Management	PhD, Punjab University, Patiala	1 Year 7 Months	Regular	Mar-21
Project Management	Dr Sandeep Kumar Gupta - Assistant Professor, Department of Decision Sciences, Operations Management and Information System	PhD, IIT Kanpur	3 Years 7 Months	Regular	Mar-21
Strategic Management & Competition	Dr Sundaravaradhan Venkatesh - Professor, Department of Finance, Accounting and Control	PhD, IIM Ahmedabad	1 Year	Regular	Mar-21
Data Visualization and Business Intelligence	Dr Vallurupalli Vamsi - Assistant Professor, Department of Decision Sciences, Operations Management and Information System	PhD, IIM Calcutta	1 Year 9 Months	Regular	Mar-21
Creating & Launching Entrepreneurial Ventures	Dr Gaurav Gupta, Visiting Faculty	PhD, IIM Calcutta		Contract - Part Time	Mar-21
Entrepreneurial Finance	Dr M B Ragupathy - Associate Professor, Department of Finance, Accounting and Control	PhD, IIT Madras	9 Years 7 Months	Regular	Mar-21
Strategic Leadership	Dr Kaushik Chaudhuri - Associate Professor, Department of Organization Behaviour and Human Resource Management	PhD, Reitaku University, Japan	9 Years	Regular	Mar-21
FinTech	Dr Ankur Mehra - Assistant Professor, Department of Finance, Accounting & Control	PhD, IIM Calcutta	5 Years	Regular	Mar-21
Business Model Innovation & Digital Transformation	Dr Shilpi Jain, Visiting Faculty	FPM, MDI Gurgaon		Contract - Part Time	Mar-21

**HEI ID:**

**Name of HEI:**

**Type of HEI:**

Any other details

**3.5 Details of Administrative staff**

**a. Number of Administrative staff available exclusively for Online programmes**

<b>Admin Staff</b>	<b>Required</b>	<b>Available</b>
Deputy Registrar	1	Not Appointed
Assistant Registrar	1	Mr Amit Kumar Agarwal
Section Officer	1	Mr Arun Kumar Gupta
Assistants	3 (2 for DM Universities)	Ms Ayushi Arya, and Ms Vyshnavi Ravuri, Monika Bansal
Computer Operator	2	Sandeep Guha & Prashant Shishodia
Multi-Tasking Staff	2	Two: Sundar and Amit (Third party staff)

(Attach duly attested photocopy of appointment letter with salary details)

**b. Number and details of Technical Support for Online Programmes as per Annexure -IV:**

**i. Technical Team for Development of e-Content as Self-Learning e- Modules:**

<b>Post</b>	<b>Required</b>	<b>Available</b>
Technical Manager (Production)	1	Mr Sumel Brar
Technical Associate (Audio-Video recording and editing)	1	Mr Kumar Mohan
Technical Assistant (Audio-Video recording)	1	Not Appointed
Technical Assistant (Audio-	1	Not Appointed

**HEI ID:****Name of HEI:****Type of HEI:**

Video editing)		
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**ii. For Delivery of Online Programmes:**

Post	Required	Available
Technical Manager (LMS and Data Management)	1 (per Centre)	Preeti Gaur
Technical Assistant (LMS and Data Management)	2	One - Ashraf Saeed

**iii. For Admission and Examination for Online mode:**

Post	Required	Available
Technical Manager (Admission, Examination and Result)	1 (per Centre)	Handled by Technical Manager (LMS and Data Management)
Technical Assistant (Admission, Examination and Result)	2	Handled by Technical Assistant (LMS and Data Management)

(Attach duly attested photocopy of appointment letter with salary details)

**HEI ID:****Name of HEI:****Type of HEI:****Part – IV: Examinations****4.1 Information of formative and summative assessments/examinations conducted with the actions taken to ensure sanctity of examinations:**

<b>S.No.</b>	<b>Provisions in Regulations</b>	<b>Whether complied Yes/No</b>	<b>If No, Reason thereof</b>
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be Outsourced	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes	
3.	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes. All exams are conducted online through technology mediated proctoring.	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	Not Applicable	
5.	The number of examination centres in a city or		

**HEI ID:****Name of HEI:****Type of HEI:**

<b>S.No.</b>	<b>Provisions in Regulations</b>	<b>Whether complied Yes/No</b>	<b>If No, Reason thereof</b>
	State must be proportionate to the student enrolment from the region	Not Applicable	
6.	Building and grounds of the examination centre must be clean and in good condition.	Not Applicable	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	Not Applicable	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Not Applicable	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Not Applicable	
10.	Safety and security of the examination centre must be ensured	Not Applicable	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	Not Applicable	
12.	Provision of drinking water must be made for learners	Not Applicable	
13.	Adequate parking must be available near the examination centre	Not Applicable	
14.	Facilities for Persons with Disabilities should be available	Not Applicable	

#### **4.2 Compliance of facilities required for the conduct of Online examination for online programmes**

<b>S.</b>	<b>Provisions in Regulations</b>	<b>Whether</b>	<b>If No,</b>
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**HEI ID:****Name of HEI:****Type of HEI:**

<b>No.</b>		<b>being complied Yes/No</b>  <b>If yes, please provide details and upload relevant documents</b>	<b>Reason thereof</b>
1.	Requirements at Test Centres  (as mentioned in provision II (B)(13)(i) of Annexure II)	Not Applicable	All exams are conducted online through technology mediated proctoring.
2.	Requirement of proctors  (as mentioned in provision II (B)(13)(ii) of Annexure II)	Not Applicable.	All exams are conducted online through technology mediated proctoring.
3.	Security arrangements in the testing centre  (as mentioned in provision II (B)(13)(iii) of Annexure II)	Not Applicable	All exams are conducted online through technology mediated proctoring.
4.	Remote Proctoring  (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes	

**4.3 Compliance status of 'Evaluation' and 'Certification' - As per Regulations 15 and 16 of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

<b>S.No.</b>	<b>Provisions in Regulations</b>	<b>Whether complied Yes/No</b> <b>If Yes, Upload relevant Document</b>	<b>If No, Reason thereof</b>

**HEI ID:**

**Name of HEI:**

**Type of HEI:**

1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	<b>Yes</b>	
2.	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of	<b>Yes</b>	

	learners enrolled through Online mode and their certification.	Yes.	
3.	<p>The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination:</p> <p>Provided that no semester or year-end examination shall be held unless:</p> <p>i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted;</p> <p>ii) For Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.</p>	Yes	

**HEI ID:**

**Name of HEI:**

**Type of HEI:**

4.	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through online mode shall be evolved by adopting same standards as being followed in conventional	Yes	
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**HEI ID:****Name of HEI:****Type of HEI:**

<b>S.No.</b>	<b>Provisions in Regulations</b>	<b>Whether complied Yes/No If Yes, Upload relevant document</b>	<b>If No, Reason thereof</b>
	mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities		
5.	The weightage for different components of assessments for Online mode shall be as under:  (i) continuous or formative assessment (in semester): Maximum 30 per cent.  (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Yes	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	<b>Upload sample</b>	
8.	A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure	<b>Upload Process - Yes</b>	

**HEI ID:****Name of HEI:****Type of HEI:**

<b>S.No.</b>	<b>Provisions in Regulations</b>	<b>Whether complied Yes/No If Yes, Upload relevant document</b>	<b>If No, Reason thereof</b>
	that no part of the syllabus is left out of study by a learner.		
9.	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Upload list Not Applicable	All exams are conducted online through technology mediated proctoring.
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Not Applicable	
	(b) Availability of biometric system	Not Applicable	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International Learners	Not Applicable	
	(d) In case of non-availability of the Closed-Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination	Not Applicable	

**HEI ID:****Name of HEI:****Type of HEI:**

<b>S.No.</b>	<b>Provisions in Regulations</b>	<b>Whether complied Yes/No If Yes, Upload relevant document</b>	<b>If No, Reason thereof</b>
	centre to the Higher Educational Institution		
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	<b>Upload Sample and list</b> Not Applicable	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	<b>Upload details of Observer assigned</b> Not Applicable	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	<b>Upload Observer Report</b> Not Applicable	
13.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission	Yes	
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavour to conduct proctored	Yes	

**HEI ID:****Name of HEI:****Type of HEI:**

<b>S.No.</b>	<b>Provisions in Regulations</b>	<b>Whether complied Yes/No If Yes, Upload relevant document</b>	<b>If No, Reason thereof</b>
	examinations for such learners		
15.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have <ol style="list-style-type: none"> <li>i. Photograph</li> <li>ii. Aadhaar number or other government recognised identifier or Passport number, as applicable,</li> <li>iii. Other relevant details of the learner along with the Programme name.</li> </ol>	<b>Upload samples - Yes</b>	
	(b) Each award shall also be uploaded on the National Academic Depository	Will be done when the first batch graduates	
16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres	<b>Upload samples - Implemented</b>	

**HEI ID:****Name of HEI:****Type of HEI:****4.1 Result and Student****Progression For UG, PG and**

<b>Batch</b>	<b>Semester</b>	<b>Semester beginning (Month/Year)</b>	<b>Semester end (Month/Year)</b>	<b>Program name</b>	<b>No. of students Admitted</b>	<b>No. of students appeared in exam</b>	<b>No. of students progressed to next year</b>	<b>% of student passed</b>	<b>% of students passed in first class</b>
AY 2021-22-1	1	October 2021	June 2022	MBA Online	143	135	128	94.81	NA
	2	June 2022	December 2022	MBA Online	128	128	125	97.66 %	NA
	3	December 2022	June 2023	MBA Online	125	122	116	92.8 %	NA
AY 2021-22-2	1	April 2022	September 2022	MBA Online	98	97	81	83.51 %	NA
	2	Sep 2022	March 2023	MBA Online	84	84	81	91.80 %	NA
	3	April 2023	Sep 2023	MBA Online	81	79	Semester On-going	NA	NA
AY 2022-23-1	1	Aug 2022	Feb 2023	MBA Online	115	104	102	88.40 %	NA
	2	Feb 2023	Aug 2023	MBA	102	95	Results	NA	NA

**HEI ID:****Name of HEI:****Type of HEI:**

				Online			Awaited		
AY 2022- 23-2	1	Feb 2023	August 2023	MBA Online	28	28	Results Awaited	NA	NA

**HEI ID:**

**Name of HEI:**

**Type of HEI:**

## **Part – V: Programme Project Report (PPR) and e-Learning Material (e-LM)**

### **5.1 Compliance status of ‘Guidelines on Programme Project Report’ – As per Annexure - V of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

*HEI shall mention the process followed to ensure that PPRs are prepared as per the guidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.*

The Programme Project Report was submitted to the CIQA committee before the launch of the program. The Programme Project Report was found to be in line with the annexure V of UGC (ODL Programmes and Online Programmes) Regulations, 2020. The minutes of the meeting as well as the Programme Project Report for MBA Online program is attached for reference.

### **5.2 Compliance status of ‘Quality Assurance Guidelines of Learning Material In Multiple Media And Curriculum And Pedagogy’ – As per Annexure - VI of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

*HEI shall mention compliance details against the requirements in terms of learning material (Print Media), Audio-Video Material, Online Material, Computer-based material and Curriculum and Pedagogy, as mentioned in the Annexure-VI of the Regulations for ODL programmes.*

In the CIQA meeting held on the 6 Sept 2021, the agenda on learning material (Print Media), Audio-Video Material, Online Material, Computer-based material and Curriculum and Pedagogy was taken up and the University’s LMS was presented to all committee members. The presentation was made by the Program Chair. The committee members found the curriculum and pedagogy to be in line with four quadrant approach. The committee found the norms for delivery of courses in online mode in terms of credit value of the course, number of weeks, mix of synchronous and asynchronous, and study hours to be in compliance with the Annexure - VI of UGC (ODL Programmes and Online Programmes) Regulations, 2020.

The minutes of the meeting, snapshot of the LMS depicting the four quadrant approach for a course delivery is attached for reference.

**Upload samples and authority approval**

### **5.3 Compliance status in respect of e-Learning Material- As per Annexure - VII of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

*HEI shall mention the process followed to ensure that SLMs are prepared as per the*

**HEI ID:**

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**Type of HEI:**

*guidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.*

In the CIQA meeting held on the 6 Sept 2021, a presentation on the University's LMS was given to all attending committee members. The presentation was made by the Program Chair. The committee members found the curriculum and pedagogy to be in line with four quadrant approach. The e-learning material for the first semester of the MBA program as per four quadrant approach was ready and the Program Chair communicated that the remaining courses for the first year will be completed by 15<sup>th</sup> December 2021. The committee found the program progress in compliance with the Annexure - VII of UGC (ODL Programmes and Online Programmes) Regulations, 2020. The minutes of the meeting as well as the snapshot of the LMS depicting the four quadrant approach for a course is attached for reference.



**HEI ID:**

**Name of HEI:**

**Type of HEI:**

## **Part – VI: Programme Delivery through Learning Platform**

### **6.1 Details of Learning Platform**

*Please provide link and details of Learning Platform opted by HEI.*

- In case of SWAYAM Learning Platform, In case of SWAYAM Learning Platform, details of HEI having access to SWAYAM for the proposed programmes of study (with respective link), duly approved by the statutory bodies of the Higher Educational Institution empowered to decide on academic matters, for - Learner Authentication, Learner Registration, Payment Gateway and Learning Management System*

*INSERT TEXT BOX*

- In case of Non-SWAYAM Learning Platform, evidence to ensure that it is not used in any franchise arrangement with a private service provider and HEI has the ownership of offering Online programmes including all the required components of Online education and compliance to all the provisions of the regulations*

*The program is offered via an LMS managed and controlled by the Shiv Nadar IoE. The snapshot of the Learning Management System is attached for reference.*

### **6.2 Compliance status in respect of the Programme delivery**

*HEI shall mention mechanism followed to ensure the learner's participation at least for two hours every fortnight as per provision 13 (C) (5) of the Regulations, 2020. Further, details of the norms followed by HEI for delivery of courses in Online mode in Teaching- Learning scheme (as per table 3, Annexure – VII)*

*Each course of two credits course comprises 30 hours of learner engagement. Out of which at least 10 hours are covered via live online sessions. All live sessions are held online on weekends. Remaining 20 hours are covered via asynchronous material such as pre-recorded video, external links, case study, discussion forums, practice problems, tutorial videos, e-books, etc. A minimum of 75% attendance is mandatory to be eligible to take final assessment. The attendance is monitored via the integrated LMS attendance monitoring system. Two courses are offered at a go over six weeks and the total number of engagement hours per fortnight is at least 8 hours.*

**HEI ID:**

**Name of HEI:**

**Type of HEI:**

**6.3 Whether e-learning material of any course in a particular programme was sourced through OER/ Massive Open Online Courses: No**

a. Provide details as under:

S. No.	Programme Name	Courses allowed through OER/ MOOC	Name of Platform	Name of HEI offering The course (if any)	Duration of the Course	No. of Credits assigned to the Course	Percentage of total courses in a particular programme in a semester (Semester wise - programmes wise)
NA	NA	NA	NA	NA	NA	NA	NA

b. Upload approval of statutory authorities of the Higher Educational Institution:

*Upload*

**HEI ID:****Name of HEI:****Type of HEI:**

## Part – VII: Self Regulation through disclosures, declarations and reports

### 7.1 Compliance status of Regulations 9 of UGC (ODL Programmes and Online Programmes) Regulations, 2020 – Self-regulation through disclosures, declarations and reports

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes	
Uploading of the following on HEI website <b>(Mention link)</b>			
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Online mode	<a href="https://snu.edu.in/mandatory-disclosure">https://snu.edu.in/mandatory-disclosure</a>	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	<a href="https://snu.edu.in/mandatory-disclosure">https://snu.edu.in/mandatory-disclosure</a>	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	<a href="https://ace.snu.edu.in/mba-online">https://ace.snu.edu.in/mba-online</a> Fill the personal information to download the MBA Online Brochure. All details are also available on the home page	
5.	Programme-wise information on syllabus, suggested readings, contact points for	<a href="https://ace.snu.edu.in/mba-online">https://ace.snu.edu.in/mba-online</a>	

**HEI ID:****Name of HEI:****Type of HEI:**

<b>S.No.</b>	<b>Provision</b>	<b>Complied Yes/No with explicit link address</b>	<b>If no. Reasons, thereof</b>
	counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule	Details can be downloaded from the program page	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	<a href="https://snu-aceonline.olympuslms.com/dashboard">https://snu-aceonline.olympuslms.com/dashboard</a> All details are shared via the LMS. All enrolled learners can access it via their SNU Net ID and password	
7.	Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes	<a href="https://ace.snu.edu.in/mba-online">https://ace.snu.edu.in/mba-online</a> Details can be downloaded from the program page	
8.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	<a href="https://ace.snu.edu.in/mba-online">https://ace.snu.edu.in/mba-online</a> Details can be downloaded from the program page	

**HEI ID:**

**Name of HEI:**

**Type of HEI:**

9.	Information regarding all the programmes recognised by the Commission	<a href="https://snu.edu.in/mandatory-disclosure">https://snu.edu.in/mandatory-disclosure</a>	
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**HEI ID:****Name of HEI:****Type of HEI:**

<b>S.No.</b>	<b>Provision</b>	<b>Complied Yes/No with explicit link address</b>	<b>If no. Reasons, thereof</b>
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	No award of degrees yet	
11.	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes;	<a href="https://ace.snu.edu.in/mba-online">https://ace.snu.edu.in/mba-online</a>  Details can be downloaded from the program page.	
12.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Online Programmes	<a href="https://ace.snu.edu.in/mba-online">https://ace.snu.edu.in/mba-online</a>  FAQ section at the bottom of the page	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	Not Applicable	
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	<a href="https://ace.snu.edu.in/mba-online">https://ace.snu.edu.in/mba-online</a>  Given under FAQ	
15.	Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc	<a href="https://ace.snu.edu.in/mba-online">https://ace.snu.edu.in/mba-online</a>  Details can be downloaded from the program page  Alternatively, <a href="https://snu-aceonline.olympuslms.com/dashboard">https://snu-aceonline.olympuslms.com/dashboard</a>	

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		All details are shared via the LMS. All enrolled learners can access it via their SNU Net ID and password	
16.	Reports of the third party academic audit to be undertaken every five years and internal	Will be done in 2026	
	academic audit every year by Centre for Internal Quality Assurance		

**HEI ID:****Name of HEI:****Type of HEI:****Part – VIII: Admission and Fees****8.1 Compliance status of ‘Admissions and Fees’ – As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

<b>S.No.</b>	<b>Provision</b>	<b>Whether being complied Yes/No</b>
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid	YES
2.	A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	YES
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	YES
4.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with	Not Applicable (The university is not-for-profit)



**HEI ID:****Name of HEI:****Type of HEI:**

	<p>the instructions or orders issued by Central Government or State Government:</p> <p>Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners</p>	
5.	Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners	Yes
6.	<p>Every Higher Educational Institution shall–</p> <p>(a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;</p> <p>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;</p> <p>(c) exhibit such records as permissible under law on its website; and</p> <p>(d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.</p>	Yes
7.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to	

**HEI ID:****Name of HEI:****Type of HEI:**

	such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment	Yes
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes
8. (c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	Yes
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for	Yes

**HEI ID:****Name of HEI:****Type of HEI:**

	admission to each programme of study and the amount of fee to be paid for the admission test	
8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	No
8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	Yes
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes
9.	Higher Educational Institution shall publish information at <b>sr. no. '8'</b> above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned	Yes

**HEI ID:**

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**Type of HEI:**

	in the Commission Order	
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher	Yes

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	Educational Institution	
14.	No Higher Educational Institution shall, issue or publish-  (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised;  (b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading	Yes

**8.2 Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission: Yes/No - YES**

**If No, reason thereof:**

**HEI ID:**

**Name of HEI:**

**Type of HEI:**

## **Part – IX: Grievance Redressal Mechanism**

### **9.1 Compliance status of ‘Grievance Redressal Mechanism’ – As per Annexure - X of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

*HEI shall mention the mechanism put into place along with brief details of grievances received and actions taken thereof. Also mention that how the learners have been made aware about this mechanism.*

All student’s grievances are received through the online portal which are unresolved by the Program Office in consultation with the Program Chair are referred to the Student Grievances Redressal Committee. The same is discussed and resolved by the Student Grievances Redressal Committee (SGRC).

The objective of the Students Grievances Redressal Committee is to:

- Provide a fair and impartial mechanism for students to voice their grievances
- Facilitate the timely resolution of grievances to maintain a harmonious academic atmosphere
- Promote transparency, accountability, and effective communication between students and the administration
- Ensure that students' rights and interests are safeguarded within the institution

All course related grievances are resolved in consultation with the faculty teaching the program. All program operations related grievances are resolved in consultation with the Dean of the university. The committee uses their best judgement to resolve all grievances received. All learners will be informed about the constitution of this committee via notification by the Director, Center of Online Learning

### **9.2 Details of Grievance received**

<b>Numbers of Grievance Received</b>	<b>Numbers of Grievance Resolved</b>
789	761

### **9.3 Complaint Handling Mechanism**

*HEI shall mention the mechanism adopted for Complaint Handling Mechanism as per Regulations. Also, mention details of Nodal Officers.*

All learners are coached to raise their grievances through the LMS. Any ticket raised by the learner is given a first response by the Program Manager within 15 hrs. If the grievance can be resolved by the Program Manager post internal team discussion, the ticket is resolved and closed by 48 hrs. If the grievance addressed by the learner depends on the academic or technical team, the ticket is resolved & closed by 96 hrs. If any ticket is more than the required TAT, the learner is made fully aware of the delay through calls, messages or emails.

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**9.4 Details of Complaints received from UGC (DEB)**

<b>Numbers of Complaint Received</b>	<b>Numbers of Complaint Resolved</b>	<b>Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)</b>
1	1	Yes

**HEI ID:**

**Name of HEI:**

**Type of HEI:**

## **Part – X: Innovative and Best Practices**

### **10.1 Innovations introduced during academic year**

1. The recordings of the live online sessions are shared with learners. This helped the learners to review the concepts covered
2. Automated attendance collection from Zoom and reporting implemented
3. Mandatory watch condition added to the recorded content for unlocking weekly graded quizzes

### **10.2 Best Practices of the HEI**

1. The MBA program is largely perused by learners with substantive work experience. The focus of the HEI is to provide a flexible learning experience to the learners and at the same time meet the learning outcomes by maintaining high quality. Hence, all live online sessions are held only on weekends. The mix of live online sessions on weekends and asynchronous content on weekdays ensures that a learner can progress towards a MBA degree by making 10-12 hours of weekly effort on an ongoing basis.
2. Feedbacks are taken regularly, and the Program Director meets students every semester for an Open House to take cognizance of any concerns raised by the students

### **10.3 Details of Job Fairs conducted by the HEI**

No student has graduated so far.

### **10.4 Success Stories of students of Online mode of the HEI**

Nivedita Experience(Roll No: 2210120041): I am thoroughly enjoying the program, and I am finding each course to be a source of in-depth learning. The professors in this program are not only knowledgeable but also dedicated and sincere in their teaching. The subjects covered in the program are progressively becoming more interesting and valuable. Comparatively, this program stands out among other MBA programs offered by different universities. The projects assigned in the program have been particularly beneficial as they provide practical insights that I can directly apply to real-time projects in my company. The application of survey methods, which I have learned in this program, has been particularly helpful in enhancing the effectiveness of our company projects. Additionally, the subject of Macroeconomics has proven to be exceptionally valuable in understanding and analyzing the broader economic factors affecting businesses. In summary, this program has been a rewarding experience, offering in-depth learning, excellent professors, practical project opportunities, and valuable subjects. I look forward to continuing my journey in this program.



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**Type of HEI:**

**Sakthi Experience (Roll No: 2210120050):** I am satisfied with the program and find myself engaged in deep learning every day. One of the best aspects of this program is its flexibility, allowing me to manage my schedule effectively. Even the end-term exams are conveniently scheduled, which is a great advantage. The learning approach adopted in this program is exceptional and keeps me motivated to learn and explore new concepts. The program is well-aligned with the requirements of the professional world, providing me with valuable insights into how work is done in real-life scenarios. I have gained numerous ideas and practical knowledge that can be directly applied to my professional life. Specifically, the course on Tableau has been immensely helpful in learning how to present reports in a more appropriate and effective manner. The learning platform, Olympus, has been a great resource, providing a user-friendly interface and access to high-quality content. The faculty members have done an excellent job in delivering valuable and up-to-date course content. In summary, this program has been a source of enjoyment and deep learning for me. Its flexibility, convenient exam schedule, effective learning approach, alignment with professional requirements, and the valuable insights gained from projects have all contributed to my satisfaction.

**Ruchi Experience (Roll No: 2210120072):** My overall MBA program experience has provided me with the opportunity to learn many new things. The faculty members have played a crucial role in this experience by being both good and helpful. They have been instrumental in guiding and supporting my learning journey. One of the best aspects of this program is that it allows me to utilize my time in the best way possible. I feel highly motivated to learn new things every day and make the most out of this program. The program's alignment with industry standards and practices is evident, which is highly beneficial in preparing me for a successful career. The assessment and project methods implemented in the program have proven to be effective for me. This approach ensures that I am constantly engaged with the subjects and have a solid grasp of the concepts. The pre-content provided and the instructional videos have been especially valuable in helping me understand each concept in the course. In summary, the overall MBA program experience has been quite positive for me. I am constantly learning new things, benefiting from the expertise of the faculty, and effectively managing my time.

**Avijit Experience (Roll No: 2210120007):** I am extremely satisfied with my overall program experience. The program has provided me with a rich and rewarding learning journey. The program is well-aligned with its objectives, and I believe that specializing in a particular area will play a crucial role in deepening my understanding of the concepts. The learning platform, SNIoE's Olympus, has been user-friendly and reliable, enabling easy access to course materials. The course content itself has been comprehensive and up to date, contributing to a rich and fulfilling learning experience. One aspect that stands out for me is the way projects are conducted. The project-based approach has allowed me to apply the knowledge and skills gained from the program to real-world scenarios. The practice of maintaining PowerPoint presentations and delivering presentations, along with the project work, has significantly enhanced my understanding of the concepts. These methods have provided me with practical and real-time learning experiences, which have been invaluable to my growth and development. I look forward to receiving more guidance in choosing my specialization and continuing my journey with the support of the faculty, Olympus, and the excellent course content provided.

**Rangnathan Experience (Roll No: 2210120046):** I have had a highly positive overall experience with the MBA program. It has provided me with numerous opportunities to learn and acquire new knowledge and skills. The faculty members have been exceptional in their expertise and willingness to assist and support students throughout the program. Their guidance has been invaluable to my learning journey. One aspect that stands out for me is the effective utilization of time in the program. I have been able to make the most of my time by immersing myself in the learning process and being motivated to explore and absorb new information each day. This program has fostered a strong sense of motivation within me to continuously learn and grow. The alignment of the MBA program with industry standards and practices is evident. The projects assigned as part of the program have been particularly helpful in understanding the current market trends. They have provided practical insights into real-world scenarios and have equipped me with a better understanding of the dynamic business landscape.

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The assessment and project methods employed in the program have proven to be highly effective for me. The quizzes have been especially helpful as they encourage regular revision of course materials, ensuring that I stay engaged with the subject matter. This approach has been instrumental in solidifying my understanding of the courses. I thoroughly enjoyed and actively participated in the immersion program. It was a valuable opportunity to be present at the university and engage with faculty members. Interacting with the faculty members was one of the highlights of my experience, as it provided me with unique insights and perspectives.

**10.5 Initiatives taken towards conversion of e-LM into Regional Languages**

None taken so far

**10.6 Number of students placed through Campus Placements**

No student graduated so far

**10.7 Details of Alumni Cell and its activity**

Under development

**10.8 Any other Information**

All required details have been provided.