



12-B Status from UGC

HEI ID: HEI-P-U-0513

Name of HEI: GLA University

Type of HEI: Private

Annual Report

OF

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

PROGRAMMES UNDER

ONLINE MODE

2023-2024



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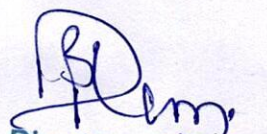
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GLA University



Ashok Kumar Singh
Registrar
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Part – I: General Information

1.1 Date of notification of the Centre (attach a copy of the notification): 1.1

Upload PDF

1.2 Details of Director, CIQA 1.2

- Name: Prof. Diwakar Bhardwaj
- Qualification: Ph.D.
- Appointment Letter and Joining Report: Upload (PDF)

1.3 Details of CIQA Committee:

a. Composition as per Regulations

S. No.	Designation	Nominations	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Prof. Phalguni Gupta Ph.D.	Computer Engineering & Applications	01.11.2022
b.	Three Senior Teachers of HEI	Member 1	Prof. Anurag Singh Ph.D.	Management	01.11.2022
		Member 2	Prof. Vishal Goyal Ph.D.	Electronics and Communication	23.11.2023
		Member 3	Dr. Neeraj Varshney Ph.D.	Computer Engineering & Applications	01.11.2022




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c.	Head of three Departments or School of Studies from which Programme is being offered in ODL and Online mode	Member 4	Prof. Utkal Khandelwal Ph.D.	Management	01.11.2022
		Member 5	Prof. Ashok Bhansali Ph.D.	Computer Engineering & Applications	01.11.2022
		Member 6	Prof. Kushagra Kulshreshtha Ph.D.	Commerce	01.11.2022
d.	Two External Experts of ODL and/or Online Education	Member 7	Dr. Deeksha Dave Associate Professor, Environmental Studies, SITS, IGNOU Ph.D.	Management	01.11.2023
		Member 8	Dr. Suresh Varma Assistant Director- CDOE, Jamia Milia Islamia, Delhj, Ph.D.	Management	01.11.2023
e.	Officials from departments of HEI Administration	Member 9	Prof. Anoop Kumar Gupta Pro-VC Ph.D	English	01.11.2022
	Administration	Member 10	Mr. Ashok Kumar Singh Registrar LLM	LAW	10.10.2022



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Finance	Member 11	Shri Krishna Sharma, Finance Officer	Accounts	10.10.2022
Director, CIQA	Member Secretary	Prof. Diwakar Bhardwaj	Computer Engineering & Applications	09.10.2023

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

If No, reason thereof

YES

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

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	06-01-2024	2	Upload	Upload
Meeting 2	20-04-2024	2	Upload	Upload



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1.5 Number of programmes started at Certificate level as per Regulation 24 of UGC (ODL Programmes and Online Programmes) Regulations, 2020:

NONE

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	
1.		NOT APPLICABLE										
N.												

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

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.		Not Applicable										
N.												

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



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1.7 Number of programmes started at Post Graduate Diploma level as per Commission Order:

NONE

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.	NOT APPLICABLE									
N.										

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:

JULY 2023 Session

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.	B.COM	3yrs	142	10+2	36000	F.NO.31-2/2021(DE B-IV)	144	54		198
2.	BBA	3Yrs	123	10+2	51000	F.NO.31-2/2021(DE B-IV)	192	58		250
3.	BCA	3Yrs.	128	10+2	62000	F.NO. 39-2/2023(DE B-I)	338	66		404

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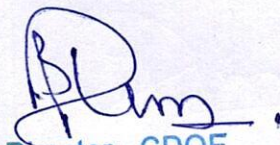
JAN 2024 Session

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.	B.COM	3yrs	142	10+2	36000	F.NO.31-2/2021(DE B-IV)	53	19		72
2.	BBA	3Yrs	123	10+2	51000	F.NO.31-2/2021(DE B-IV)	61	17		78
3.	BCA	3Yrs.	128	10+2	62000	F.NO. 39-2/2023(DE B-I)	152	24		176

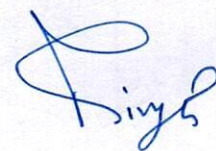
1.9 Number of programmes started at Postgraduate Degree Programmes as per Commission Order:

July 2023

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
1.	MBA	2 Yrs.	110	Graduation with 50% Marks	60000	F.NO.31-2/2021(DE B-IV)	937	320		1257
2.	MCA	2yrs.	104	Graduation	58000	F.No. 39-2/2023(DEB-I)	401	99		500


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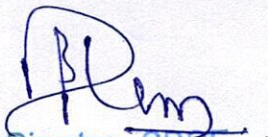
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Jan 2024

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/T rans- gender)			
							M	F	TG	Total
1.	MBA	2 Yrs.	110	Graduation with 50% Marks	60000	F.NO.31-2/2021(DEB-IV)	371	120		491
2.	MCA	2yrs.	104	Graduation	58000	F.NO.39-2/2023(DEB-I)	145	29		174




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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: -

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
	Quality maintained in the services provided to the learners	<p>Internal quality assurance refers to the systems, practices, and procedures implemented to guarantee that the services we offer satisfy defined benchmarks and progressively get better over time. The CIQA Cell of GLA university assure the fulfilling of quality benchmark for the programs offered through online mode</p> <p>The following are the results of these quality assurance measures:</p> <ol style="list-style-type: none"> 1. The committed team of counselors and student support managers provides assistance to the students and strong academic assistance provided by faculty through mentorship programs. 2. The Director-CDOE office follows and monitors the asynchronous and synchronous schedules notified by the CDOE, as well as the academic calendar notified by the Dean (Academic) 3. The content development division monitored content as it was developed quadrant-wise. The Director's Office of the Center for Distance and Online Education (CDOE) monitored the academic services provided by the academic operation team. 4. The conduct of End Semester examinations is monitored by University 	2.1.1.1 – 2.1.1.6

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		central examination Cell. 5. University Grievance redressal committee also supervised the grievance redressal mechanism of CDOE.	
		6. Induction programmes were conducted at the beginning of the semester for all newly enrolled learners. Annual meetings were held with all course coordinators. 7. Accreditation and Acknowledgment: Successful accreditation evaluations and acknowledgment from outside organizations are results of effective quality assurance.	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Engagement in Teaching and Learning: By evaluating their understanding at regular intervals, we ensure that they grasp the essence of each subtopic. This assessment method also encourages active engagement, reinforcing the knowledge acquired and fostering a deep comprehension of the subject matter. The internal assessment comprises a series of carefully designed MCQs, categorized into three levels of difficulty: easy, medium, and difficult. Resources for Learning: A soft copy of e-LM provided through easy to navigate LMS for facilitating the remote learning. GLA University -CDOE Online system of assessment provides students with a robust framework for learning and evaluation. It ensures that they comprehend the concepts thoroughly, and prepares them for real-world challenges. Our goal is to develop accomplished people who can contribute significantly to their chosen industries by using this all-encompassing approach.	2.1.2.1- 2.1.2.5

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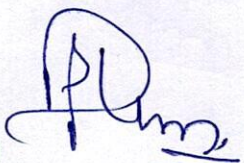
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3.	Contribution in the identification of the key areas in which	1. Preparation of SLM as per guidelines by UGC (ODL Programmes and Online Programmes) Regulations, 2020.	2.1.3.1 2.1.3.2
	Higher Educational Institution should maintain quality	2. Optimum mechanism to create excellence by providing the technology interface with strengthened Examination and Evaluation processes. 3. Mentor – Mentee sessions for new as well as existing learners take place regularly.	




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<p>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)</p>	<p>GLA University has a robust system to ensure quality of the academic Programs. GLA University offers programmes ranging from certificate to doctoral level.</p> <p>The university's academic programmes, like those of any other university, are approved by its various statutory bodies i.e. board of studies, academic advisory Council etc. and, when necessary, by the apex regulatory bodies. Academic programme design and development is governed by the university's enabling legislation and statutes.</p> <p>The procedure for creating academic programmes is outlined in the Standards for Achieving Excellence in the Design, Development, and Delivery of Online for UGC recognition of GLA University programmes in accordance with the UGC (ODL and OL) Regulations 2020. CIQA convened a series of meetings with all department schools of studies to prepare programme project reports for the programmes.</p> <p>The format for obtaining the quadrant-based content development strategy was designed by the center, and data was collected from all schools of studies for all available programmes before being submitted to the Academic Council for approval. The curriculum of ODL and OL programmes is kept at par with the programme offered in conventional mode.</p>	<p>2.1.3.4</p>
	<p>Examination process including Question papers created keeping blooms taxonomy in consideration to ensure the equality and standardization., Evaluation of exam copies evaluated by all the in-house faculties within University Premises.</p>	



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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.	To ensure continuous improvement and relevance, GLA University - CDOE have developed diverse mechanisms for interacting with and obtaining feedback from all stakeholders. These mechanisms serve as essential tools for enhancing educational quality and adapting to evolving needs. Learners, being at the heart of the educational process, are perhaps the most crucial stakeholders Feedback mechanism was created for the following stakeholders for this year's report: 1) Learners' Feedback, 2) Counsellors' Feedback 3) Faculties' Feedback, 4) Mentors' Feedback student surveys and feedback forms allow learners to express their opinions on teaching methodologies, course content, and overall experiences.	2.1.5a/b/c/d
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		<p>These assessments not only provide insight into areas needing improvement but also empower students by making them active participants in shaping their education.</p> <p>Faculties or Course Instructors, as the facilitators of knowledge transfer, play a pivotal role in the education system. Mechanisms for their involvement and feedback are equally vital.</p> <p>Counselors, as they interact the prospective as well as existing learners on day to day basis, contribute to the educational ecosystem. Feedback from staff provide a platform for them to raise their concerns, ideation, and add to institutional improvement.</p> <p>In conclusion, a strong educational system requires real engagement and feedback mechanisms from all stakeholders.</p>	
6.	<p>Measures suggested to the authorities of Higher Educational Institution for qualitative improvement</p>	<p>Every academic and administrative processes are reviewed and measured for improving their quality and effectiveness are taken:</p> <ul style="list-style-type: none"> - CIQA initiated meetings with officers in each department and made it mandatory to monitor quality aspects and provide information for assessment. - Programs, evaluation schemes, syllabus, and other materials are reviewed in accordance with the Academic Council's approval and the suggestions of the BOS. A process for handling concerns has been put in place to provide students with multiple channels of communication to address their grievances and other issues. 	



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7.	Implementation of its recommendations through periodic reviews	GLA University, CDOE make sure that reviews are carried out on a regular basis and suggestions are made for ongoing process improvement. The committees reviews, recommendations, and feedback analyses are distributed to the relevant authorities. An audit been carried out by external resource to check the quality of the programs.	2.1.25
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.	Various activities are organized to ensure that the key stakeholders are upskilled/ reskilled about processes in Higher Educational Institutions A. i. Faculty Orientation ii. Teaching Pedagogy iii. LMS Application software iv. Preparation of effective Self Learning Material v. Preparation of the Programme Project Report etc. B. FDP on 'Mastering the art of Line teaching in Higher education" going to be Held in Oct 2024.	

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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	<ol style="list-style-type: none"> 1. Thought leadership 2. Student Innovation 3. Industry-Academia Connect 4. University has eco-friendly Green and Clean campus by installing solar panel on Roof Top with for e-green practices. Budget for green initiatives / activities is allocated annually. 5. University has strong commitment to differently abled people and provides facilities like ramps, lifts, special washrooms, reserved space to Library etc. 6. i. State of the art Digital Studios are established to develop video lectures, live sessions for the OL learners'. ii. Support is provided to the faculty to develop the reference material. iii. Live Lecture are conducted with seamless interactive sessions 	
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	All new academic able programmes are developed based on a mandatory need assessment survey or study, from which the various programme parameters are derived.	2.1.10
11.	Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines	<p>All the programs are being run at CDOE are in strict to the norms and guidelines prescribed by the UGC And Regulatory authorizes wherever ever necessary. Programme Project Report is prepared as per guidelines of UGC ODL & Online Regulations 2020 and duly approved by the statutory bodies of University for consideration and approval.</p> <p>However, no new program has been introduced in 2023-24.</p>	



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	prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme.		
12.	Mechanism to ensure the proper implementation of Programme Project Reports	Although no New courses been introduced in sessions for the period of Annual Report, all the previous PPR were approved by the statutory authorities of the Universities as per prescribed guideline of the commission as the same of conventional programs.	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The record of activities undertaken on quality assurance is prepared by the Centre for Internal Quality Assurance which is further submitted to the Statutory Authorities or Bodies of the University and also to the Commission and when required.	

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14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	<p>The inputs are taken from various stakeholders such as industry, alumni and academicians from time to time to review and redesign curricula based on recent developments in terms of its relevance and appropriateness.</p> <p>1. All Programs should be more Practically aligning with more practical oriented approach. Collaboration Initiated with Industry experts who will contribute to the curriculum designing, recommendation as per industry standards, as guest Lectures to disseminate the industry knowledge etc.</p> <p>2. Programs should be oriented with Career linked approach and Industry Ready.</p>	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	<p>A continuous monitoring is in place throughout the semester to identify the gaps in the system and rectify the same on time with appropriate action.</p> <p>1. Improve asynchronous learning with prompt responses.</p> <p>2. Synchronous sessions should use Case-study based approach to give more real time experience from Industry.</p>	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	Yes, there is a Nodal Coordinating Unit in place at the University at IQAC center.	

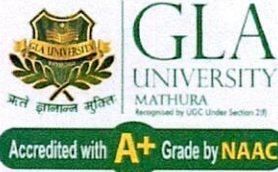
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17.	Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	Initiated the MoU signing with over Foreign universities/ Industries worldwide which provide a global exposure to the learner through classroom teach by the International Faculty also. Industry Experts and Learners feedback are taken at the beginning and end of each semester to identify the gaps in the system and rectify the same on time with appropriate action.	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines.	GLA University, CDOE ensured that the processes and policies are framed and revised in line with the guidelines from DEB commission from time to time.	
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	Current educational research and the depth of institutional expertise are integrated in Best Practices for Teaching and Learning. Assigning tasks and evaluating students in accordance with learning standards will help to establish a student-centered learning environment. Making a deliberate effort to modify instructional strategies to suit the needs of specific Learners.	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of	GLA University CDOE have been undertaken the various activities i.e. expert talk/ Guest Lecture / Skill development sessions etc. to assure the quality assurance:	




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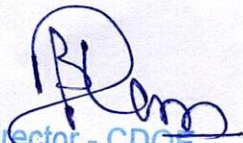



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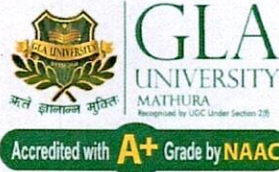
	Centre for Internal Quality Assurance.		
21.	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	The annual reports give a thorough rundown of the institution's operations, successes, difficulties, and future goals. Every semester, an Annual Report is submitted to the relevant statutory authorities.	2.1.21
	(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.	Annually, after being duly approved by the Higher Education institution's statutory authority, compiled program reports are generated and a copy is sent to the Commission in the manner prescribed by the Commission.	




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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.	To oversee the overall functioning of the Centre for Internal Quality Assurance, we follow these measures: - 1) Created a committee of experts to review the academic process and procedures 2) Ensure that the CIQA follows the guidelines set by regulatory and accreditation agencies. 3) Provide regular training sessions to the Centre's staff to keep them updated on the latest quality-enhancement practices. 4) Use student feedback to improve the quality of teaching and learning. All the meeting MOM, Annual reports prepared by CIQA has been submitted and approved by University statutory bodies.	2.1.22
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	GLA University, CDOE taken several actions to facilitate the adoption of instructional design requirements as per the philosophy of online learning for the delivery of our various academic programs. For each academic program, all the necessary arrangements are in place to plan and carry out a learner-centric instructional design, including curriculum design, comprehensive syllabi, program length, faculty and support staff requirements, instructional delivery Mechanism, identification of media (print, audio or video, online, computer aided, and student support service systems), and mapping of the credit hours for each course or module.	2.1.3.2



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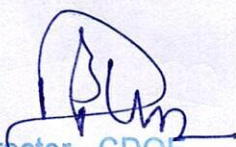
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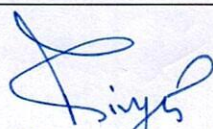
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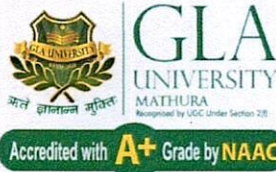
24.	Promoted automation of learner support services of the Higher Educational Institution	The university offers completely automated learner support services, a learning management system, and open access to online resources through our LMS as: myglaonline.com, where Learners can access the all e-content i.e. ppt, Video Lectures, Reading Material etc.	
25.	Coordinated with external subject experts or agencies or organizations, the activities pertaining to validation and annual review of its in-house processes.	Academic committees consist of external subject matter experts, agencies, or organizations to examine internal processes related to validation operations. Third party annual audit Completed and Report attached.	2.1.25
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	A third party audit for quality audit of programme(s) has been introduced and involved for the third party validation of data. Third party annual audit Completed and Report attached.	2.1.25
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution.	Records are kept by CIQA, and adherence to them is upheld.	




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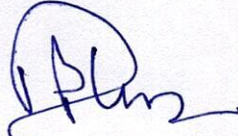


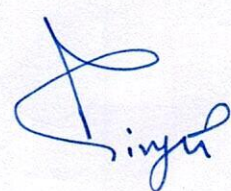
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28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein.	Collaboration Initiated with National and International universities who have presence in Online education for knowledge exchange. To improve quality, one important approach is to encourage inter institutional relationships. Collaborations between other colleges, universities, and organizations that provide programs similar to ours can result in the sharing of resources, expertise, and best practices.	
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	Strong industry-academia links and networks enable the university to give students effective exposure and employability in a variety of fields, such as project work, entrepreneurship, skill development, internships, curriculum design, and research facilities. Expert talks has been arranged on weekly basis to forge linkage between Industry academia.	




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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:

Sr.No.	Provisions Regulations	in Action taken in respect of online programmes	Upload relevant document
1.	Governance, Leadership and Management: a. Organization Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	We have established a clear governance framework that defines roles, responsibilities, and decision-making processes in the department, Appointing the well qualified staff, developing of effective communication channel among all the internal stakeholders are the measures taken for the points mentioned in left.	2.1.3.1 3.4. 2.2.1
2.	Articulation of Higher Educational Institution Objectives	The university has clearly stated its vision, mission, ethos, and overarching strategy in keeping with its objectives to provide programs in online, open, and distance learning i.e. To create and sustain a culture that supports teaching excellence and focus on outcome based education system, Ensure teaching learning environment that is learner centered and holistic Provide high quality education to prepare students for further study, research & wide range of career opportunities etc.	2.2.2

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3.	<p>Programme Development and Approval Processes</p> <p>a. Curriculum Planning, Design and Development</p> <p>b. Curriculum Implementation</p> <p>c. Academic Flexibility</p> <p>d. Learning Resource</p> <p>e. Feedback System</p>	<p>A close relationship exists between the Manual for Dual Mode Universities for Quality and Excellence in Higher Education and the processes of curriculum design and development. The process of defining study units' contents typically involves gathering input from expert groups, stakeholders, and needs assessments. In the event that programs are in operation, program structure modifications are recommended for the corresponding academic session based on thorough discussion with external and internal subject matter experts.</p>	2.2.3
4.	Programme Monitoring and Review	<p>To accommodate the scope and/or significance of the proposed introduction or modification, GLA University Online formulate a number of approval and modification procedures. These procedures range from the formal validation of new provision (including industry professionals, external subject matter experts, and university representatives) to the review of updates and minor adjustments by the Faculty Board of Studies.</p>	2.2.4
5.	Infrastructure Resources	<p>We fulfill infrastructure requirements as stated by UGC & AICTE. In addition, the learners are also provided with the virtual & physical library of the University.</p>	2.2.5


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6.	Learning Environment and Learner Support	<p>With the help of the customized learning platform GLA University Online LMS, students easily access their courses and course materials through a single, unified interface.</p> <p>The institution uses a variety of communication channels, including as emails, telegram, phone calls, and social media handles, to better promote student support. Through the utilization of cutting-edge pedagogical techniques and resources, GLA University Online endeavors to provide an engaging and dynamic learning environment that promotes student growth and development.</p>	
7.	Assessment and Evaluation	<p>GLA University Online adheres to the University Grants Commission's (UGC) recommended norms for the assessment and evaluation procedure. Internal assessment and end-term exams make up the assessment components. Their respective weights are 30% and 70%, adding up to a cumulative total of 100%. Examination System Enclosed for the Reference. The Assessment & Evaluation system have been planned to achieve the learning Outcomes of a Programme as part of its evaluation process through varied assessment tools including multiple choice questions, projects, reports, case-studies,</p>	4.3.b



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		presentations, and term-end examinations etc. based on the different learning outcomes expected of the course elements.	
8.	Teaching Quality and Staff Development	A well-established structure for promoting quality counselling, capacity building workshops, programmes, interactive teaching learning and staff development programmes and activities is in place to encourage academic staff to improve teaching and learning on continuous basis.	



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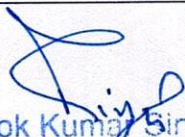
Type of HEI: Private

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:

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1.	Academic Planning	The Academic Calendar is prepared and approved before the initiation of the session and is uploaded on the website for information and compliance. Appropriate academic planning procedures are implemented to ensure high quality value added, learner experience in teaching, infrastructure, and technology support to ensure that the curriculum remains up to date and the institutional goals are achieved.	2.1.1.3
2.	Validation	There is a mechanism in place for validation to ensure that programmes are academically viable, as per academic standards, appropriately defined to offer learners the best opportunity to learn. The external subject and industry experts are involved in all the activities pertaining to validation and annual review.	2.3.2




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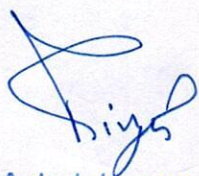
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3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Examination Centres b. External Auditor or other External Agencies report c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d. Reporting and Analytics by the Higher Educational Institution e. Periodic Review	The implementation of monitoring, evaluation, and enhancement plans is critical for the smooth functioning and success of education delivery. Quality being a prime focus is ensured through CIQA from the deliverance Online programmes to outcome attainment and continual quality improvements.	
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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, atleast 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. (Dr.) Diwakar Bharadwaj
Director-CDOE
Regular Employee
Ph.D, M.Tech
Refer Document 1.2

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

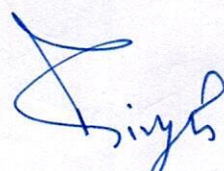
Or

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

Prof. Vivek Agarwal,
Ph.D., MBA
Deputy Director – CDOE
Regular Employee
Refer Document 3.2




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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

Dr. Sushmita Goswami,
Ph.D., MBA
Assistant Director,
Regular Employee
Refer Document 3.3


3.4 Compliance status in respect of Human Resource – As per Annexure – IV of UGC (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:

Annexure 3.4 attached




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a. Programme name:

Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
	List Attached				

Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
	List Attached					

Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
	List Attached				



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Any other details

3.5 Details of Administrative staff

a. Number of Administrative staff available exclusively for Online programmes

Admin Staff	Required	Available
Deputy Registrar	1	1
Assistant Registrar	1	1
Section Officer	1	1
Assistants	3(2forDM Universities)	3
Computer Operator	2	2
Multi-Tasking Staff	2	2

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

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

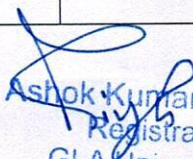
i. Technical Team for Development of e-Content as Self-Learning e- Modules:

Post	Required	Available
Technical Manager (Production)	1	1
Technical Associate (Audio- Video recording and editing)	1	1
Technical Assistant (Audio- Video	1	1

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recording)		
Technical Assistant (Audio- Video editing)	1	1

ii. **For Delivery of Online Programmes:**

Post	Required	Available
Technical Manager (LMS and Data Management)	1 (per Centre)	1
Technical Assistant (LMS and Data Management)	2	2

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

Post	Required	Available
Technical Manager (Admission, Examination and Result)	1 (per Centre)	1
Technical Assistant (Admission, Examination and Result)	2	2

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



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Part – IV: Examinations


4.1 Information of formative and summative assessments/examinations conducted with the actions taken to ensure sanctity of examinations:

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
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 recognized 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	

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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.	Yes	
5	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	Yes	
6.	Building and grounds of the examination center must be clean and in good condition.	Yes	
7.	The examination center must have an examination hall with adequate seating capacity and basic amenities	Yes	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Yes	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Yes	
10.	Safety and security of the examination center must be ensured	Yes	
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	Yes	
12.	Provision of drinking water must be made for learners	Yes	




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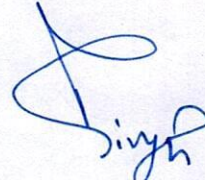
13.	Adequate parking must be available near the examination Centre	Yes	
14.	Facilities for Persons with Disabilities should be available	Yes	

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

S. No.	Provisions in Regulations	Whether being complied Yes/No If yes, please provide details and upload relevant documents	If No, Reason thereof
1.	Requirements at Test Centre's (as mentioned in provision II (B)(13)(i) of Annexure II)	Not Applicable	
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	YES	
3.	Security arrangements in the testing Centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	Not Applicable	
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes	




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

S. No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes, all the guidelines issued by the Commission for the conduct of proctored examinations are adhered.	2.1.1.4
2.	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Yes. The programme offered has a well-defined mechanism in place for evaluation of enrolled learners and their certifications. The assessment comprises of 1. Continuous Evaluation 2. Summative evaluation	4.3b




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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	4.3b
4.	<p>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</p>	Yes	



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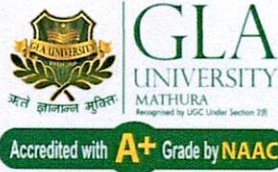
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	mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities		
5.	The weightage for different components of assessments for Online mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Yes	4.3.5
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes	4.3.6
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Yes	4.3.7



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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 that no part of the syllabus is left out of study by a learner	Yes	4.3.8
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.	No	Remote Proctoring Based Examination been adopted by University.
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	No	Remote Proctoring Based Examination been adopted by University.
	(b) Availability of biometric system	No	Remote Proctoring Based Examination been adopted by University.



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	(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	No	Remote Proctoring Based Examination been adopted by University.
	(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 in charge of examination Centre to the Higher Educational Institution	No	Remote Proctoring Based Examination been adopted by University.
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	No	Remote Proctoring Based Examination been adopted by University.
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	No	Remote Proctoring Based Examination been adopted by University.
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	No	



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[Signature]

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12-B Status from UGC

HEI ID: HEI-P-U-0513 Name of HEI: GLA University Type of HEI: Private

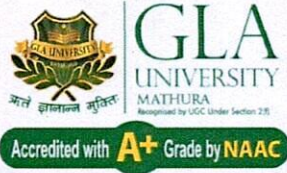
13.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission	Yes	Remote Proctoring Based Examination been adopted by University.
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognized to enroll international learners shall endeavor to conduct proctored examinations for such learners	No	No admission taken of International Students till now.

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HEI ID: HEI-P-U-0513

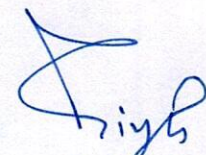
Name of HEI: GLA University

Type of HEI: Private

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 i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	Yes Sample copy of the same attached.	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes	
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	Yes Sample Copy attached.	4.3.16




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Name of HEI: GLA University

Type of HEI: Private

4.4 Result and Student Progression

For UG, PG and PGD programmes

Semester beginning	Programme	No. of students admitted	No. of students appeared in exams	No. of students progressed to next year	% of students passed	% of students passed in first class
July 2023	B.COM (H)	198	196	As per the academic calendar Result to be declared on 15 th Oct 2024.		
	BBA	250	247			
	BCA	404	403			
	MBA	1257	1249			
	MCA	500	496			
Jan 2024	B.COM (H)	491	491	As per the academic calendar Result to be declared on 15 th Oct 2024.		
	BBA	174	174			
	BCA	78	78			
	MBA	176	176			
	MCA	72	72			



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HEI ID: HEI-P-U-0513

Name of HEI: GLA University

Type of HEI: Private

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.

All the PPR are submitted as per the requirement and programmes are duly approved

BBA PPR / BCAPPR/B.COM(H)PPR/BCA PPR / MCA PPR

Annexure 5.1

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.

All the requirements for Self-Learning Materials in the form of e-learning material, Audio Video Material, Online Material, and Curriculum and Pedagogy are met as per the norms and guidelines prescribed by the Commission.

Annexure 2.1.3.2



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HEI ID: HEI-P-U-0513

Name of HEI: GLA University

Type of HEI: Private

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

The policy for Quality Assurance of Self-Learning Material is formulated in line with Annexure - VII of UGC (ODL Programmes and Online Programmes) Regulations, 2020 where the requirements in of Self Learning Material are met as per the norms and guidelines prescribed by the Commission and duly vetted by the various academic committees.

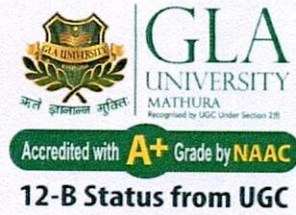
Academic council approval document dated 6th October 2020 been attached for reference.



[Signature]
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GLA-University

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HEI ID: HEI-P-U-0513

Name of HEI: GLA University

Type of HEI: Private

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

NA

- 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

LMS is developed in House. <https://www.myglaonline.com/>

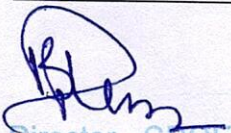
6.2 Compliance status in respect of the Programme delivery


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)

All norms as compliance are followed. The Semester wise – day wise delivery plan is attached.

Annexure 6.2




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6.3 Whether e-learning material of any course in a particular programme was sourced through OER/ Massive Open Online Courses: Y/N

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 programme wise)
N	N	N	N	N	N	N	N

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

Not Applicable



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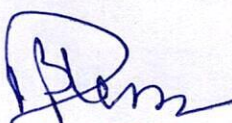
HEI ID: HEI-P-U-0513 Name of HEI: GLA University Type of HEI: Private

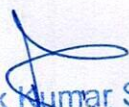
Part – VII: Self-Regulation through disclosures, declarations and reports

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 authorized 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 (https://online.gla.ac.in)			
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	Yes	https://online.gla.ac.in
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes	https://online.gla.ac.in




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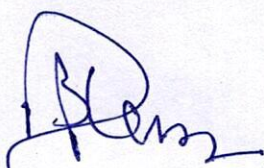


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HEI ID: HEI-P-U-0513 Name of HEI: GLA University Type of HEI: Private

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	Yes	https://online.gla.ac.in
5.	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule	Yes	https://online.gla.ac.in
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes	https://online.gla.ac.in
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	Yes	https://online.gla.ac.in




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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	Yes, feedback mechanism is in place and the thoroughly discussed with the concerned to maintain quality services	
9.	Information regarding all the programmes recognized by the Commission	Yes	https://online.gla.ac.in
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes	
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	Yes	
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	Yes	
13.	List of the 'Examination Centre's along with the number of learners in each Centre, for Online programmes	NA	




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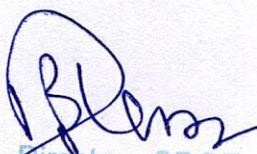
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HEI ID: HEI-P-U-0513 Name of HEI: GLA University Type of HEI: Private

14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Yes	4.3.12
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	Yes	2.1.1
16.	Reports of the third party academic audit to be undertaken every five years and internal academic audit every year by Centre for Internal Quality Assurance	Yes. Third Party audit is conducted in addition to the internal academic audit by CIQA and records are maintained.	2.1.25




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12-B Status from UGC

HEI ID: HEI-P-U-0513

Name of HEI: GLA University

Type of HEI: Private

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

S. No.	Provision	Whether being complied Yes/No
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 favor of the Higher Educational Institution.	Yes




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HEI ID: HEI-P-U-0513 Name of HEI: GLA University Type of HEI: Private

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 the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialization of education in any manner whatsoever, and shall provide for equity and access to all deserving learners	Yes
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

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HEI ID: HEI-P-U-0513

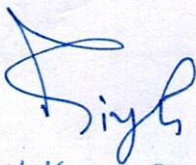
Name of HEI: GLA University

Type of HEI: Private

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.	<p>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 such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below</p>	
8. (a)	<p>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</p>	Yes




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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 admission to each programme of study and the amount of fee to be paid for the admission test	Yes



[Handwritten Signature]
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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	Yes
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



[Signature]
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12-B Status from UGC

HEI ID: HEI-P-U-0513 Name of HEI: GLA University Type of HEI: Private

9.	Higher Educational Institution shall publish information at sr. no. '8' 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 in the Commission Order	Yes
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



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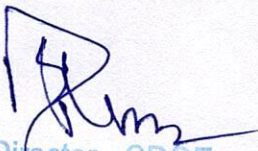



12-B Status from UGC

HEI ID: HEI-P-U-0513 Name of HEI: GLA University Type of HEI: Private

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 Educational Institution	Yes




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Part – IX: Grievance Redressal Mechanism

The University has a streamlined process to provide prompt resolutions to learner queries and complaints regarding admission, examinations, contact classes/practical, assignments etc. at the primary point.

The Grievance Redressal mechanism is followed through notified grievance redressal committee.

Objective of Grievance redressal system is to provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto. Modes through which students may raise their grievances to student support:

1. Email: students can drop an email to support.cdoe@gla.ac.in
2. Phone: Call on the following numbers to reach directly to student support team:
+91-9568536853

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.

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
148	148

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HEI ID: HEI-P-U-0513

Name of HEI: GLA University

Type of HEI: Private

9.3 Complaint Handling Mechanism

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

A Grievance Redressal Cell (GRC) has been established to look into the matters of students' complaints with due approval of the Competent Authority.

As per Regulation three tier complain handling mechanism is in Place

Nodal Officer:

Dr. Neeraj Varshney

Associate Professor

Department of computer Engineering. & Applications

9.4 Details of Complaints received from UGC (DEB)

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

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12-B Status from UGC

HEI ID: HEI-P-U-0513

Name of HEI: GLA University

Type of HEI: Private

Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

- Unique aspects of ICT initiatives:
- Initiated Internalization of Teaching & Learning
 - Innovative Learner Engagement Modules
 - One to one virtual session
 - Academia Corporate Interface Over Online
 - Expert Talk • Webinars

10.2 Best Practices of the HEI

- Thought leadership
- Student Innovation
- Industry-Academia Connect
- University has eco-friendly Green and Clean campus by installing solar panel on Roof Top with for e-green practices. Budget for green initiatives / activities is allocated annually.
- University has strong commitment to differently abled people and provides facilities like ramps, lifts, special washrooms, reserved space to Library etc.
- Strong Learner Support System - Through Ticket System. Strengthened student support services with turnaround Time based resolution mechanism.
- Efficient Mentorship with accessibility to the academic staff for interaction

10.3 Details of Job Fairs conducted by the HEI

The first batch graduated in July 2024. Hence, the planning for the Joint Placement Drives has been done and will be initiated in the upcoming Academic Sessions.

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10.4 Success Stories of students of Online mode of the HEI

"In July 2022, I started my studies at CDOE, GLA University Online Learning student. From the very beginning, I was positively surprised by the college's organization and its resources. The counselors I interact with have been extremely helpful and considerate, and the professors have been doing an incredible job. My experience with the GLA University Online as a student has been awesomely progressive."

Ashish Singh, MBA, July 2022 Batch

"I am glad to study with GLA University Online Learning because it is convenient. All the professors are experts, and I find a lot of helpful information. I appreciate studying at Center for distance and Online education, GLA University."


Priyadharshini K, MCA, July 2023 Batch


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

The National Education Policy 2020 emphasizes the use of regional languages in teaching and learning to ensure that education reaches a broader diaspora. The conversion of online self-reading material into regional languages is a significant step towards achieving this goal.

Following this approach, the conversion of self-learning materials for BBA and MBA courses into regional languages through identification of Faculties process initiated by University for translation in to regional languages. The translated content will be provided in a time-bound fashion and can be accessed seamlessly in the LMS. We are expecting to provide the Regional Language content by Jan 2026 onwards.

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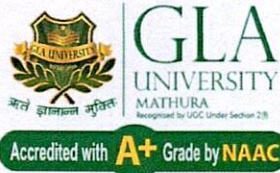

Director - CDOE
GLA University



Ashok Kumar Singh
Registrar
GLA University

17 Km. Stone, NH-2, Mathura-Delhi Road
PO -Chamuhan, Mathura (U P) INDIA





12-B Status from UGC

HEI ID: HEI-P-U-0513 Name of HEI: GLA University Type of HEI: Private

10.6 Number of students placed through Campus Placements

The Campus Placement mechanism is being devised for implementation in graduating batches. As of now Learners not been placed through Campus Placement.

10.7 Details of Alumni Cell and its activity

The GLA Alumni Association aims to connect and build a strong sense of solidarity among Alumni and the University through various Alumni events by which Alumni can contribute their collective knowledge and perspective to the life of the university and work together to make this world a better place for a new era of GLAians. GLA University has collaborative power of 30,000+ successful alumni members across the world.

Key Highlights of GLA Alumni Association will be:

- Regular Virtual Alumni Forums, Meets, Activities etc.
- Internships / Live Projects and Placements
- Career Counselling and Guidance
- Training, Consultancy and EDPs
- Recognition to distinguished Alumni Achievers

10.8 Any other Information

Director - CDOE
GLA University

Ashok Kumar Singh
Registrar
GLA University

17 Km. Stone, NH-2, Mathura-Delhi Road
P.O. - Gaurinagar, Mathura (U.P.) INDIA



HEI ID:

Name of HEI:

Type of HEI:

DECLARATION

I hereby declare that the information given above and in the enclosed documents is true, correct and nothing material has been concealed therein. In case information provided is found to be contrary to the fact, it will result in cancellation of recognition to offer ODL programmes, along with initiation of action as per provision of the UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.

Signature of the Director:

Name: Dr. Diwakar Bhardwaj

Seal:

Date:



Director - CDOE
GLA University

30/08/2024

Signature of the Registrar:

Name: Mr. Ashok Kumar Singh

Seal:

Date:

Ashok Kumar Singh

Registrar
GLA University

30-8-2024

17 Km. Stone, NH-2, Mathura-Delhi Road

PO Mathura (U.P.) INDIA

Note: Kindly take the print out of dully filled CIQA report and submit it to UGC DEB office (after getting it approved by Statutory Authorities of the HEI) and upload the same on HEI's website also. Please refer provisions regarding CIQA mentioned in UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.



Director - CDOE
GLA University