

NAAC Accredited A++ Grade

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

MINUTES OF THE 1st MEETING OF THE CENTRE FOR INTERNAL QUALITY ASSURANCE COMMITTEE HELD ON 28th JANUARY 2021 AT 11.00 AM AT DR S. RADHAKRISHNAN BLOCK, IGNOU, MAIDAN GARHI, NEW DELHI-110 068.

Following attended the meeting on 28th January 2021:

1.	Prof Nageshwar Rao, Vice Chancellor , IGNOU	Chairperson
2.	Prof Manimala Das, Former VC of NSOU	External Members
3.	Prof Ashok Sharma, Former VC of VMOU	External Members
4.	Prof Santosh Panda, STRIDE	Member
5.	Prof BB Khanna, SOMS	Member
6.	Prof Swaraj Basu, SOSS	Member
7.	Prof Uma Kanjilal, Director, COE	Member
8.	Prof Sujatha Verma, Director, SOS	Member
9.	Dr Jitendra Gangawar, Finance Officer, IGNOU	Member
10.	Dr Shanmugam, Registrar (I/C) (Administration) IGNOU and in the capacity of Director, RSD as a special invitee)	Member
11.	Prof. Manjulika Srivastava, Director CIQA	Member Secretary
12.	Prof RP Das, PVC	Special invitee
13.	Prof Satyakam, PVC	Special invitee
14.	Prof Ravi Shankar, Director, SOMS	Special invitee
15.	Prof Malati Mathur, Director, SOH	Special invitee
16.	Prof Rashmi Sinha, Director, SOSS	Special invitee
17.	Prof RP Singh, SOCE	Special invitee
18.	Dr Pankaj Khare, Director P&DD	Special invitee
19.	Dr Devkant Rao, Director ACD	Special invitee
20.	Prof. Vijayshree (SOS)	Special invitee
21.	Prof. SR Jha (SOS)	Special invitee
22.	Dr S Mohapatra Senior Regional Director	Special invitee

Prof Manimala Das, former Vice Chancellor NSOU, external member of the committee and Prof Sujatha Verma, Director, SOS attended the meeting in virtual mode on ZOOM platform. Prof VV Subrahmanyam (Director, SOCIS) could not

attend the meeting due to his pre-occupation.

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

Prof Manjulika Srivastava, Member Secretary welcomed the chairperson, members of the committee and the special invitees. She mentioned that it was a matter of pride that we were the first Open University to be accredited by NAAC. She also informed that the University had achieved the highest grade A++, under the able guidance of the Honorable Vice Chancellor. She further informed that as per the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020 and mandatory requirement of NAAC, the "Centre for Internal Quality Assurance Committee of CIQA" has been constituted and this was its first meeting. The role and responsibilities of the CIQA Committee in the ODL Regulations were clearly spelt out which are also mentioned in the notification of the Committee.

Thereafter, she invited the Chairperson of the Committee, Prof Nageshwar Rao, Vice-Chancellor, IGNOU to welcome the members of the newly constituted committee and give his opening remarks.

The Chairperson of the Committee welcomed all the members and special invitees. He specially introduced the external members, Prof. Ashok Sharma, former VC of VMOU and Prof. Manimala Das former VC of NSOU mentioning that they have great concern for quality issues in ODL education. He mentioned that for the next two years, the University would be fortunate to have the expertise of their vast experience and guidance. He apprised the committee about the assessment and accreditation process in IGNOU that had started in May, 2019. During the process, IGNOU submitted its IIQA in October, 2019 and subsequently SSR in March, 2020. He said that Learner Satisfaction Survey (LSS) was conducted by NAAC during the pandemic, hence we had to make special efforts to complete it. He also mentioned that the DVV process was completed successfully during the pandemic period and finally for evaluation of qualitative metrics, the NAAC peer team visited IGNOU HQs from 05.01.2021 to 07.01.2021. During their visit, the Peer Team interacted with all the Schools- Faculty members, one RC located at Delhi and two Learner Support Centres. They also interacted with the stakeholders of IGNOU i.e. Teachers, Academics, Non-Teaching staff, Alumni and Overseas Study Centres. He further apprised that Governing Council meeting of NAAC was conducted on 08.01.2021 and result was declared on the same day; and IGNOU achieved A++ Grade of NAAC.

He mentioned that the spirit of the entire IGNOU community was elevated since 08th January after achieving the highest grade. He mentioned that this achievement

of IGNOU demonstrated the collective effort of one and all. He specially thanked CIQA Team members and appreciated the zeal and efforts made by Director, CIQA during the past one and half years. The CIQA Committee was re-constituted and the role of the Committee would be to provide a road map for the next accreditation process and guide the University in maintaining high quality and standards in its operations.

He also welcomed Dr. S.K. Mohapatra, Senior Regional Director and former VC of OSOU and mentioned that his experience would benefit the University in its endeavour of maintaining quality.

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

ITEM NO. 1	To apprise and note the major activities undertaken by CIQA (2018-2020)
CIQAC 1.1.1	The Director, CIQA presented the agenda before the Committee. She informed the Committee about the establishment of CIQA at IGNOU. She also highlighted the major activities performed by CIQA since its inception till date, that were documented in the CIQA Annual Reports, placed before the Committee as Annexure – 1.1, 1.2 and 1.3.
CIQAC 1.1.2	Decision: The Committee noted the activities of CIQA since its inception and lauded the qualitative and quantitative efforts of the Director, CIQA.
ITEM NO. 2	To open and present the NAAC Peer Team Report of the Indira Gandhi National Open University
CIQAC 2.1.1	<p>The Director, CIQA presented the agenda before the Committee. She informed the Committee that the NAAC Peer Team Report was handed over in a sealed envelope to the Vice Chancellor by the Chairperson of the Peer Team in the Exit meeting held on 7th January 2021.</p> <p>On the request of the Hon'ble VC, she opened the Report before the Committee. The contents of the Report were shared with the members to suggest further action for improvement in second cycle of NAAC Assessment and Accreditation of IGNOU. The Peer Team Criterion- wise Report was also placed before the Committee.</p> <p>The Chairperson of the Committee informed that the Peer Team members in their recommendations had given due recognition to IGNOU's status as a national Open University with an international</p>

	<p>presence; the largest University in terms of student enrolment; and the only university under directly functioning under the Ministry of Education. In the above context, the Peer Team had given a much bigger canvas to IGNOU and a sense of responsibility to play a lead role in the ODL system of the country and raise the bar to the next level.</p> <p>The Committee discussed the Peer Team Report in detail and the points that emerged during the discussion were related to the enhancement of consultancy; incentivizing research for improving the quality and number of publications; undertaking new research projects and facilitating their implementation; alumni engagement and involvement; and development of new programmes and revision of existing programmes at the UG and PG levels.</p>
CIQAC 2.1.2	<p>Decision: The Committee noted the observations/recommendations given in the Peer Team Report and suggested that the concerned Divisions namely Academic Coordination Division (consultancy; research and publications); Planning and Development Division (research projects); Schools of Studies (new programmes and revision of existing programmes); and Campus Placement Cell (alumni engagement and involvement) are advised to take appropriate action.</p>
ITEM NO. 3	<p>To apprise the Committee on the NAAC Grade Sheet on Institutional Accreditation of the Indira Gandhi National Open University (1st Cycle) – CIQA</p>
CIQAC 3.1.1	<p>The Director, CIQA presented the agenda before the committee. She informed the Committee about the sequence of actions taken by NAAC on the submission of IGNOU’s application for assessment and accreditation.</p> <p>She further apprised the Committee that the NAAC Peer Team visited the University on 5th -7th January 2021 at HQs and one Regional Centre (Delhi-03) and its Learner Support Centres; and 02 Regional Centres (Cochin and Lucknow) and its two Learner Support Centres each on 02nd January 2021 prior to their Visit to the HQs. The result was declared by the NAAC on its portal on 8th January 2021 and issued the Grade Sheet. The Institution scored CGPA 3.56 with a grade: A++.</p> <p>The NAAC Grade Sheet on Institutional Accreditation of the Indira Gandhi National Open University (1st Cycle) was placed before the Committee for its perusal. The Member Secretary apprised the Committee about the Grades awarded criterion-wise for all the 7</p>

	<p>criteria.</p> <p>The Committee discussed the NAAC Grade Sheet on Institutional Accreditation of the Indira Gandhi National Open University (1st Cycle) Criterion- wise and analysed the grade sheet.</p>
CIQAC 3.1.2	<p>Decision: The Committee congratulated the University for achieving the highest grade (A++) and noted the Scores/Grades criterion- wise.</p>
ITEM NO. 4	<p>To review the Metric-wise report of NAAC Accreditation including opted out Metrics – CIQA</p>
CIQAC 4.1.1	<p>The Director, CIQA presented the agenda before the Committee. She informed the Committee about the NAAC document on “Graphical Representation Based on Quantitative and Qualitative Metrics”, which provided the details of the performance of the institution in all the key indicators under three categories: viz. high performance key indicators, average performance key indicators and low performance key indicators. Metric-wise performance in all the seven criteria was shared with the members.</p> <p>The Member Secretary briefed the Committee about the opted out 9 metrics totaling 47 weightage. The metrics where the institution had scored less than 4 points 20 metrics (16 QnM and 04 QIM) were shared with the members to suggest further course of action by the University.</p> <p>The Committee discussed the agenda in detail and during the discussion, it emerged that in the context of 3 metrics, the formula given in the Manual for Open Universities was formulated appropriately and the matter was also reported to NAAC and hopefully it would be rectified. The external member, Prof. Ashok Sharma mentioned that the development of NAAC Manual was done in consultation with the ODL experts mainly comprising the Vice Chancellors of Open Universities. This being the first run of the ICT based scheme of Assessment and Accreditation of Open Universities, hence there were possibilities of some glitches.</p> <p>The Committee reviewed the metric-wise report of NAAC Accreditation including opted out metrics.</p>
CIQAC 4.1.2	<p>Decision: The Committee suggested the following:</p> <ol style="list-style-type: none"> 1. Documentation: Databases and documentations at each School/ Division/ Centre/ Unit/ Cell should be done

	<p>systematically (year-wise) as the data had to be collated and submitted for NAAC accreditation and had to be evidence based.</p> <ol style="list-style-type: none"> 2. UG and PG Degree Programmes: The purview of NAAC and UGC is only the UG and PG Degree programmes of the University. The Schools of Studies need to develop 12 to 13 UG and PG Degree programmes in total and revise at least 12-13 programmes of study during the next 5 years. The Directors of the Schools were requested to design and offer more UG and PG degree programmes as per the National Education Policy (NEP) 2020 and need of the learners. 3. Consultancy: Consultancy policy needs to be revisited. Database needs to be maintained and strengthened by ACD. 4. Alumni Network: Alumni Association needs to be registered on priority basis. Activities related to Alumni Association needs to be taken up every year. 5. Research and Publications: Teachers and academics should be motivated to publish in high impact factor journals listed in UGC CARE/Peer reviewed Journals. All teachers and academics should provide the details of their publications every year in the dedicated portal developed by CIQA and NCIDE. 6. The manuals have to be developed on automation, adoption of OER, evaluation system and examination management system. 7. CIQA should prepare an action plan for the University in consideration of the activities to be performed for the next assessment cycle taking cue from the NAAC Assessment Report.
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The formal vote of thanks was proposed by Dr. Shekhar Suman, Assistant Director, CIQA. The meeting ended on a positive note with thanks to chair and all.

Manjulika Srivastava
Director, CIQA