LOVELY PROFESSIONAL UNIVERSITY

Jalandhar-Delhi G.T. Road, Phagwara, Punjab

CENTRE FOR DISTANCE & ONLINE EDUCATION

CENTRE FOR INTERNAL QUALITY ASSURANCE

INTERNAL AUDIT REPORT
2023-24

Internal Audit Report

Overview: To maintain the quality of programs offered through Open & Distance Learning and Online Learning modes, Lovely Professional University has established the Centre for Internal Quality Assurance (CIQA). The Centre is responsible for conducting institutional compliance checks, quality audits, and promoting top-tier quality standards. One of CIQA's key functions is to implement measures that ensure the internalization and institutionalization of quality enhancement practices, achieved through regular reviews and audits. The internal audit coordinated by CIQA is an integral part of this process.

Composition of Internal Audit Committee: As per the initiative of the Centre for Internal Quality Assurance, the Internal Audit Committee was constituted with the following composition to audit the programmes offered by the University in Open & Distance Learning (ODL) and Online Learning (OL) modes in the session 2023-24:

Dr. Manish Gupta (Registrar Admin.) Lovely Professional University	Chairperson
Dr. Amit Dutt (Professor) Lovely Professional University	Member
Dr. Harminder Singh (Professor) Lovely Professional University	Member
Dr. Varun Kumar (Professor) Lovely Professional University	Member
Mr. Navdeep Dhaliwal (Controller of Examination) Lovely Professional University	Member

Report of the Internal Audit Committee

(i) Governance, Leadership and Management

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Governance, Leadership and Management	This relates to the policies and practices of Higher Educational Institution in the matter of planning, human resources, recruitment, training, performance appraisal, financial management and the overall role of leadership, with a focus on the following key aspects:	The Division of Human Resource has well-developed policies and practices in place related to the planning, recruitment, training, and performance appraisal of the human resources for the Centre for Distance and Online Education.
(a) Organization Structure	The Higher Educational Institution shall fill all sanctioned/required positions as prescribed by the Commission and establish a credible governance system.	All the sanctioned academic and administrative positions have been filled as per norms and an e-Governance system based on Outcome Based Planner (OBP) has been implemented to ensure effective governance.
(b) Management	The leadership and management of the Institution shall strive to assess and review the organisational culture to achieve its vision, mission and goals.	The review and assessment of the division is done by the management based on the attainments objectively verified through online Outcome Based Planner.
(c) Strategic Planning	The Higher Educational Institution shall undertake strategic planning of its activities and implement the same by aligning those with academic and administrative aspects to improve the overall quality.	A comprehensive strategic planning system consisting of the Outcome-Based Planner is in place covering the quantity as well as the quality parameters related to various academic and administrative aspects.
(d) Operational Plans, Goals and Policies	The Higher Educational Institution shall have well defined goals which are realistic and measurable, well defined policies that are in sync with its strategic plan and are realistic and achievable, clearly stated guidelines for the implementation of its policies and plans,	A comprehensive system of target-based metrics attributed to various Key Indicators and Criteria of the Outcome Based Planner of the Division ensures transparency and

		and transparent and accountable system for its policies and planning that are well communicated to its stakeholders.	accountability in academic as well as administrative processes.

Area of Improvement: Operational plans and goals can be made more realistic by aligning them closely with available resources, current capabilities, and real-world constraints.

Overall Remarks: A robust Outcome Based Planning system is in place.

(ii) Articulation of Higher Educational Institution Objectives

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Articulation of Higher Educational Institution Objectives	The Higher Educational Institution shall articulate a clear vision, mission, ethos and broad strategy consistent with the goals for offering programmes in Open and Distance Learning mode.	The University's Vision and Mission are reflected in the vision and mission statements for Open and Distance Learning (ODL) and Online Learning (OL) programmes.

Area of Improvement: The vision and mission statements for ODL and OL Programmes can be further enhanced to align them with current industry and employment trends.

Overall Remarks: HEIs objectives are in sync with that of the Centre for Distance and Online Education.

(iii) Programme Development and Approval Processes

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Programme Development and Approval Processes	This area of concern relates to programme development and approval mechanism for the programme(s) to be launched, covering the following key aspects, namely:-	The due approval mechanism followed for the launch of the Bachelor of Business Administration (BBA) and Master of Science (Economics) programmes in OL mode under the Entitled Category for the session 2024-25. Go ahead from UGC-DEB is awaited in this regard.
(a) Curriculum Planning, Design and Development	The curriculum planning, design and development of academic programmes is a major academic activity of the Higher Educational Institutions. Therefore, it shall	Curriculum Design, Development, and Review process as per the conventional mode programmes being

	have processes, systems and structures in place to carry out these responsibilities.	followed.
(b) Curriculum Implementation	The Higher Educational Institution shall have specific implementation plans for identifying the time to be spent on specific components of the implementation phase. It is the basis for the effectiveness of the programme(s) and their usefulness as a whole.	Curriculum implementation plans are executed as per the academic calendar.
(c) Academic Flexibility	The Higher Educational Institution shall adopt proper strategies for imparting academic flexibility, which refers to freedom in the use of the time-frame of courses, vertical mobility, and inter-disciplinary options facilitated by curricular transactions for learners	Option of Single Specialization in addition to the existing Dual Specialization provision in ODL and OL mode MBA programme planned from session 2024-25 to provide more flexibility to the learners. Also, more specializations in ODL and OL mode MCA programme planned for session 2014-25.
(d) Learning Resource	The Higher Educational Institution shall ensure quality learning resources in the form of Self Learning Materials (SLMs) for Open and Distance Learning mode of education as defined in these regulations. While deciding on the instructional packages, the Higher Educational Institution shall take into consideration various factors – the media and technology utilised matches the course content in order to enhance and expand learning, and to match to the learners' needs; that these are accessible, practical and equitable, and cost effective to the learners.	Self-Learning/ e-Learning Material developed as per well-defined guidelines stipulated in the related policy document.
(e) Feedback System:	The process of revision and re-design of curricula shall be based on feedback from all stakeholders in terms of its relevance and appropriateness in	Provision of taking feedback from various stakeholders available on the ODL and OL mode websites.

	catering to the needs of the society, economy and environment	

Area of Improvement: The provision of giving more academic flexibility to learners as per National Education Policy 2020 to be explored.

Overall Remarks: The Programme Development and Approval process is as per conventional mode programmes.

(iv) Programme Monitoring and Review.

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Programme Monitoring and Review	The Higher Educational Institution shall plan and execute programme monitoring and review system to conduct periodic internal reviews and maintain the quality of academic programmes. For such reviews, the Institution shall also consider the attainments of learning outcomes that are assessed through the various tools for direct and indirect assessment.	The Centre for Internal Quality Assurance (CIQA) is ensuring periodic reviews and audits to maintain the quality of the Programmes.

Area of Improvement: Assessment tools can be further optimized to assess the desired programme learning outcomes.

Overall Remarks: Satisfactory.

(v) Infrastructure Resources

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Infrastructure Resources	The Higher Educational Institution shall have a system to elicit data on the adequacy and optimal use of the facilities - physical facilities, library (or e-library), Information and Communication Technology infrastructure, etc. - available in a Higher Educational Institution to maintain the quality of academic programmes and ensure	Adequate physical and ICT Infrastructure available for running ODL and OL mode programmes. e-Library has abundant academic resources and is integrated with the Learning Management System (LMS).

	qualitative support to each of the stakeholders.	

Area of Improvement: Infrastructure planning to be done as per the expected growth.

Overall Remarks: The University infrastructure being optimally used for running ODL and OL programmes.

(vi) Learning Environment and Learner Support

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Learning Environment and Learner Support	The learner support services including academic counselling and library services shall be a major pre-occupation of Higher Educational Institution for its Open and Distance and Online Learning mode learners. Additionally, Higher Educational Institution shall establish Information and Communication Technology facilities as component of the learning environment which is focused around the pedagogical use of modern educational practices to support blended learning. Learner Support Services shall be provided through the campus-wide portal and e-Learning platform. The Higher Educational Institution shall take a more sophisticated approach to the use of Information and Communication Technology and expertise in e-learning. The approach shall provide a seamless learner-centred environment.	Conducive learning environment with a plethora of learner support services available strengthened with in-house developed state-of-the-art Learning Management System and Mobile Apps (developed based on a four-quadrant approach prescribed by the UGC).

Area of Improvement: Gamification can be further utilized to enhance learners' learning

experience.

Overall Remarks: The usage of ICT is commendable in providing learner support services.

(vii) Assessment and Evaluation

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Assessment and Evaluation	All the stated Learning Outcomes of a Programme must be part of its evaluation protocol. The Higher Educational Institution shall execute the evaluation through varied assessment tools including multiple choice questions, projects, reports, case-studies, presentations, and term-end examinations, to suit the different learning outcomes expected of the course elements. The Higher Educational Institution shall have proper assessment and moderation system for assessing the learning outcomes of learners.	The assessment and evaluation system is as per the prescribed norms of the UGC-DEB. Students have the option to scrutinize their evaluated answer sheets. Sophisticated software used for the development of question banks.

Area of Improvement: Remedial classes can be planned based on the result analysis.

Overall Remarks: Measures enhancing the credibility of examinations are appreciable.

(viii) Teaching Quality and Staff Development

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Teaching Quality and Staff Development	The Higher Educational Institutions shall have a well-established structure for promoting quality counselling, capacity building workshops, programmes, interactive teaching-learning and provide staff development programmes and activities to encourage academic staff to improve teaching and learning on continuous basis	Due emphasis is given to the Faculty and Staff Development Programmes in coordination with the Human Resource Development Centre of the University.

Area of Improvement: Faculty and Staff excelling in the professional development programmes can be incentivized further.
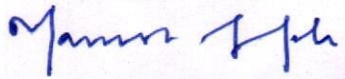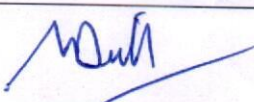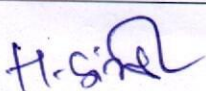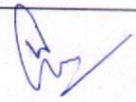
Overall Remarks: Satisfactory.
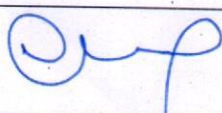
Process of Quality Audit

Parameter	Provision in the UGC DEB Regulations 2020	Auditors' Observations/ Remarks
Academic Planning	The Higher Educational Institutions shall have robust and appropriate academic planning procedures to ensure that the programmes offered by it are relevant to national economy, reflects the Institution's strategic direction and offers a high quality _value-added' learner experience. The Institution shall have adequate and appropriate teaching and other support staff along with infrastructure and technology support to ensure that the curriculum remains up to date and the institutional goals are achieved.	Academic planning processes are as per conventional mode programmes and in sync with the University's vision and mission.
Validation	The Higher Educational Institution shall have a mechanism in place for validation to ensure that its programmes are academically viable, that academic standards have been appropriately defined and that these offer learners the best opportunity to learn.	Prominent external experts have been made part of statutory and other important bodies of the University for value add-ons and validation.
Monitoring, Evaluation and Enhancement Plans	Quality deliverance of the Open and Distance Learning programmes and Online programmes and the outcomes attainment and continual quality improvements shall be ensured by the Higher Educational Institution, shall be broadly as follows, namely:- a. Reports from Learner Support Centres (for Open and Distance Learning programmes) b. Reports from Examination Centres c. External Auditor or other External Agencies report d. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels	Centre for Internal Quality Assurance (CIQA) maintains the various reports related to the Centre for Distance and Online Education and is thoroughly involved in the monitoring of the implementation of various quality enhancement measures.

	e. Reporting and Analytics by the Higher Educational Institution f. Periodic Review	

Area of Improvement: The introduction of some short-term and certificate courses can be explored based on stakeholders' feedback and industry demands.

Overall Remarks: The Centre for Distance and Online Education of the University is offering UGC Recognised/ Entitled ODL and OL programmes catering to the educational aspirations of thousands of Higher Education seekers who along with their other life commitments not only upgrading their qualifications but also getting placed and promoted in various Government and Private sector organizations. More accreditations and rankings in the field of Distance and Online Learning would further enhance the credibility of these programmes.

Name	Designation	Signature
Dr. Manish Gupta (Registrar Admin.)	Chairperson	
Dr. Amit Dutt (Professor)	Member	
Dr. Harminder Singh (Professor)	Member	
Dr. Varun Kumar (Professor)	Member	
Mr. Navdeep Dhaliwal (Controller of Examination)	Member	

Date: 09-08-2024

Place: Lovely Professional University, Phagwara