

CDOE – CIQA Governance

Vision

To be a centre of excellence in internal quality assurance Online Learning, ensuring that all programmes offered through the CDOE of Bangalore University are accessible, credible, learner-centric, technologically robust, and globally recognized, in alignment with UGC–DEB standards.

Mission

1. Institutionalize a quality assurance culture within CDOE that ensures compliance with UGC–DEB regulations OL education.
2. Design, monitor and enhance academic programmes with rigorous standards in curriculum, instructional design, self-learning materials (SLM), learner support, and assessments.
3. Provide transparent, equitable, and efficient learner support services, including counselling, mentoring, ICT-enabled resources, and grievance redressal.
4. Ensure faculty and staff development through continuous training in OL pedagogy, technology integration, and quality assurance practices.
5. Maintain accountability through periodic internal reviews, annual quality audits, and third-party evaluations as mandated by UGC–DEB.
6. Uphold transparency through public disclosure of recognition details, programme structures, fees, faculty, learner support centres, and quality audit reports.
7. Continuously improve teaching-learning processes and learner outcomes through systematic feedback from stakeholders and benchmarking with best practices.

Objectives of CIQA

- Ensure institutional quality assurance culture in OL education.
- Achieve compliance with UGC–DEB regulations and maintain transparency.
- Develop, review, and update learner-centric curriculum and SLMs.
- Provide equitable learner support services and ICT-enabled access.
- Promote continuous faculty and staff development.
- Maintain transparent, valid, and reliable assessment mechanisms.
- Collect and analyze feedback from stakeholders for continuous improvement.
- Conduct regular internal reviews, audits, and evaluations.

- Benchmark institutional practices with national and international standards.
- Suggest measures to the HEI authorities for qualitative improvement
- Suggesting restructuring programmes to enhance skills and employability
- Maintain the record of annual plans and reports, review them periodically and generate actionable reports

Functions of CIQA

- Programme Development & Approval: Review and prepare PPRs, curriculum design, and integration of ICT.
- Quality Monitoring & Review: Establish benchmarks, conduct internal reviews, and publish annual reports.
- Learner Support & Services: Ensure effective counselling, LMS support, and timely distribution of resources.
- Teaching Quality & Staff Development: Organize faculty training and ensure adequate student–teacher ratios.
- Assessment & Evaluation: Implement transparent and reliable assessment mechanisms.
- Transparency & Public Disclosure: Upload all mandatory information onto the website.
- Feedback & Continuous Improvement: Use stakeholder feedback to improve academic delivery.
- Facilitate industry institution linkage for providing exposure to the learners and enhancing their employability
- Oversee the preparation of Self- Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of University

Centre for Internal Quality Assurance (CIQA) members

S. No.	As Advised by The Gazette	The Member	Designation
1.	Vice-Chancellor	Prof. Dr. Jayakara S M	Chairperson
2.	Three Senior Teachers of Higher Education Institution (To be nominated by the Hon'ble Vice-Chancellor)	1. Prof. Muralidhara BL, Department of Computer Science, Bangalore University 2. Prof. Nagabhushana C, Department of Kannada, Bangalore University 3. Dr R Sarvamangala, Department of Commerce, Bangalore University	Member
3.	Head of Three Departments Offering recognized programmes in Open and Distance Learning and Online Mode	1. Chairperson, Department of History, Bangalore University 2. Chairperson, Department of Economics, Bangalore University 3. Chairperson, Department of Political Science, Bangalore University	Member

S. No.	As Advised by The Gazette	The Member	Designation
4.	Two External Experts of Open and Distance Learning and/or Online Education. (To be nominated by the Hon'ble Vice-Chancellor)	1. Prof Chambi Puranik, Former Dean KSOU, Mysore, Karnataka 2. Dr GH Imprapur, Former Regional Director, IGNOU	Member
5.	Officials from the Administration and Finance	Registrar, Bangalore University	Member
		Finance Officer, Bangalore University	Member
6.	Director, CIQA	Prof. Mahesh HM	Member Secretary

Quality Monitoring Mechanism of CIQA – CDOE

1. Planning Stage

- Preparation of Programme Project Reports (PPRs) for all new/revised programmes.
- Curriculum Planning, Design and Development
- Mapping of learning outcomes with UGC/NAAC/NEP guidelines.
- Defining measurable Quality Indicators.
- Organization structure and Governance

2. Implementation Stage

- Delivery of approved programmes via ICT-enabled platforms and SLMs.
- Orientation/training for faculty and staff on OL pedagogy.
- Establishment of Support Services to Learners and counselling mechanisms
- Optimum use of tech, human and other physical infrastructures

3. Monitoring Stage

- Track learner participation in LMS/e-content and faculty responsiveness.
- Periodic reviews of academic and administrative services.
- Monitor student progression, completion rates, and dropout analysis.

4. Evaluation Stage

- Internal quality reviews at semester/annual intervals.
- Formative and summative assessment audits.
- Annual CIQA Quality Report published and submitted.
- Achievement of the Learning outcomes of the programme

5. Teaching Quality and Staff Development

- Promote quality counselling, capacity building workshops, programmes for continuous improvement in teaching

6. Feedback Mechanism

- Collect structured feedback from learners, alumni, faculty, and employers.
- Use feedback for curriculum and support system improvements.

7. Continuous Improvement

- Implement recommendations from reviews and audits.
- Adopt innovative practices and benchmark with global standards.
- Prepare Action Taken Reports (ATRs) for each cycle.

8. Audit & Reporting

- Annual Internal Quality Audit by CIQA.
- Third-party audit every five years per UGC–DEB.
- Public disclosure of audit findings and action plans.

CIQA's Quality Monitoring Mechanism will follow a PDCA cycle (*Plan* → *Do* → *Check* → *Act*) ensuring that all Online programmes are relevant, credible, transparent, and continuously improving.
