INTERNAL AUDIT REPORT

CENTRE FOR CONTINUING EDUCATION (UPESON)

Internal Audit of CCE (UPESON) was conducted by the Internal Auditors related to Academic and Administrative activities.

The purpose of the audit was to identify the gaps in the processes and suggestions for the improvement. Audit was conducted in three areas i.e Curriculum, Examinations, Policy & Regulatory aspects.

Date- 05th March 2024

Time- 02:00 PM to 5:00 PM

Venue- SoB, Kandoli Campus

Auditors and Audit Areas:

Auditors	Audit Area
Dr. Sumeet Gupta, SOB Dr. Inder Singh, SOB Mr. Anurag Sati, APO	Curriculum Review
Dr. Mohammed Yaqoot, COE Ms. Himani Gusain, Examination	Examination Review
Ms. Swasti Agarwal, Registrar Office Mr. Subhash Rawat, Student Records	Policies, Regulations and Regulatory Aspects

Auditors give the following observations and suggestions related to the parameters.

Parameters	Observations	Suggestions
Curriculum Development Mechanism	Curriculum Development Mechanism is not available. Only one CCM was conducted till date. BOS, Feedback from stakeholders are not available.	The curriculum planning, design and development process should be in line with the Conventional mode. CCM and BOS to be conducted twice in a year to make process align. Also include the feedback from all the stakeholders.
List of Program offered	Approval of the programs are not will the department. Program name is only available in website.	Department should maintain the approval letters and minutes of Academic Council.

Syllabus Booklets of all programs	No booklet is available till date.	Complete booklet with course outcome, program outcome, mapping matrix is required. Content can be taken from conventional mode syllabus booklet.
List of faculty members	Program wise list is available	Consolidate list should be prepared with program, course is mentioned against faculty teaching
Faculty Loading	Credit Load and teaching hours is missing	Consolidate faculty loading and credit mapping is required
Credit Mapping with conventional mode	Credit of Online and Conventional are not mapped	Mapping is required to get it aligned with Conventional mode
Online Content Review	Online content of BBA and BCA is partially completed	Content development should be on priority
Student Engagement processes	Process of student engagement is not defined. Proper document is not created.	List of Engagement activities and its processes should be defined.
Four Quadrant Approach	Services provided under four quadrant approach is missing.	List of services is required and also it should be the part of curriculum.
Examination Policy	- Passing criteria for courses not mentioned. - Revision of curriculum as per NEP is required - Exemption process need to be defined - Progression policy to be in line with conventional mode - Re-evaluation process has to be included	Examination, curriculum and other related policies need revision and should be align with Conventional mode
Question Paper Development Mechanism	QP development mechanism is not available	Mechanism is to be defined and QP should be developed as mentioned in the UGC guidelines
Question Paper Moderation Process	No QP moderation process is available	Formation of QP Moderation Committee is required and elaborating the moderation process as per University guidelines.
Feedback from students	No feedback is available	Feedback Questionnaire regarding teaching quality, curriculum, LMS is required.
Feedback Mechanism	The process of revision and re-design of curriculum shall be based on feedback from relevant stakeholders in terms of its relevance as per industry norms	Feedback mechanism to be developed and Feedback to be taken from relevant stakeholders

Online Proctoring Mechanism	- Mechanism for Warnings, Repeat Warnings, and Termination of Exam with Video-recording support does exist. - Need to constitute Examination Disciplinary Committee and elaborate the process	Super Proctors (from Academic Team) can be nominated for supervising the proctors
CIQA composition	Available	Need updation as and when required
Programs offered and their approval	No hard copy maintained	Need to keep all the approvals since the inception of CCE
Student List enrolled in ODL/OL mode	Student list is not available with the school	Student data is now handed over to student records. Schools should have the list of students enrolled in ODL/OL mode.
List of services provided to the learners	Conducted seminar, webinar, workshop, masterclass, extra classes, PDP, Doubt clearing session "How can I help", E-Tutorials, Recorded Lectures and others	Discussion forum is not properly used. Mentoring session is not recorded.
List of Initiative taken to develop the quality	FDPs were conducted from last one year	Need Curriculum updation as it is not updated after 2018
List of Teaching and Non-Teaching Staff with Designation, DOJ and experience	Teaching list is available.	Need to have full data related to teaching and non-teaching with D.O.J, designation and experience.
Grievance redressal mechanism	Mechanism is well drafted	No formal Email Id is created to raise grievances
Workshop, Seminar conducted in last one year for faculty and students	Professional development workshops/master classes and guest lectures to be conducted and reports to be prepared	Reports are available. Need the photographs and list of attendees.
Organisation Structure	No formal structure is available.	Roles and responsibilities to be defined in the structure.
Best Practices	No formal document / report has been created	Need to create a proper document for best practices

PPR's of all approved programs	Available	Need updation on annual basis
PPR monitoring mechanism	Available	Monitoring mechanism to be more specific for OL programs
Annual Report	Annual report is available	Need more inputs, criteria to be added in Annual Report
Policy for ELM and SLM development	Available	Need updation on annual basis
Progression Policy	Policy has been created	Implementing from July 2024 batch
Scholarship Policy	In Progress	Scholarship policy document to be prepared. It should be aligned as per the policy offering for regular students
Program Brochures / Prospectus	Not as per the standards	To be aligned with University standards
Offer Letter	Available	It is now aligned as per the regular / conventional mode

Closing Remarks:

CCE (UPESON) have aligned most of the processes. As per the audit conducted, it has been observed that team needs to emphasize more on maintaining the quality in terms of preparation of the policies, reports and other related documents. They should focus on aligning the documents as per the University standards.
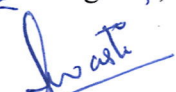

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