Minutes of the Fourth Meeting of Centre for Internal Quality Assurance (CIQA) of Odisha State Open University, Sambalpur scheduled held on 1ˢᵗ November 2019 at 11:30 AM at OSOU Head Office, Sambalpur.

The fourth meeting of Centre for Internal Quality Assurance Committee was held on 1ˢᵗ November 2019 at 12:00 Noon at OSOU Head Office, Sambalpur The meeting was chaired by Dr. Srikant Mohapatra , Honorable Vice-Chancellor, Odisha State Open University. Following members were present in the meeting:

1.	Dr. Ashish Kumar Dwiwedy	Member	
2.	Dr. Ashish Dash	Member	
3.	Dr. Subrat Kumar Prusty	Member	
4.	Dr. Ansuman Jena	Member	
5.	Dr. ST Rehman	Member	
6.	Mr Prithviraj Mishra	Member	
7.	Mr Aseem Kumar Patel	Member	
8.	Ms Prashansa Das	Member	
9.	Dr Manas Ranjan Pujari, Registrar	Member	Convener

Special Invitees:

1. Dr. Dillip Kumar Nayak
2. Dr Sambu Dayal Agrawal
3. Mr. Sambit Mishra
4. Mr Bhabesh Mohanty
5. Ms Sheetal Purnima
6. Mr Samanta Biswabhushan Dhir
7. Dr Bilash Chandra Montry
8. Mr Pratap Kumar Meher
9. Mr Shrimoy Parichha
10. Mr Bigneswar Rout
11. Ms Sushree Sangeeta Sarap
12. Ms Nakhat Shaheen
13. Ms Sunita Mishra
14. Ms Ananya Sabath

In his opening remarks the Vice-Chancellor apprised the members about the terms of reference of the CIQA. He emphasized that quality maintenance is an integral part of the CIQA. It is very essential to identify the key areas where the quality is to be maintained to improve overall institutional performance. He added that feedback is an integral part of the Open and Distance Learning and it is very important that it should be collected from all the stakeholders for the University. He explained the importance of Programme Project Report. He advised that the Action Taken Report of each meeting should be monitored efficiently by the Committee such that all the actions pertaining to various agenda can be completed in stipulated time.

With the above remarks the Chairman requested the Convener to place the Agenda items before the members for meaningful discussion and decision.

CQ 4.1 Confirmation of the minutes of the third CIQA Meeting.

The third meeting of the Centre for Internal quality Assurance Cell (CIQA), Odisha State Open University (OSOU), Sambalpur was held on 4th October 2019 at 12:00 Noon at OSOU Headquarters, GM University campus, Sambalpur .The minutes of the meeting were circulated among the members of the CIQA Committee with a request to give their comments. Since no comments were received the minutes got confirmed.

CQ 4.2 Action Taken Report of the third CIQA Meeting.

The Action Taken Report of the third Meeting of Centre for Internal Quality Assurance (CIQA) of Odisha State Open University, Sambalpur held on 4th October 2019 at 12:00 Noon at OSOU Head Office, Sambalpur was placed before the Committee for consideration and approval

ACTION TAKEN REPORT

Item No	Description	Action Taken
1	Confirmation of the minutes of the second CIQA Meeting	The minutes were confirmed by the Committe
2	New Programmes to be launched from the academic session in July 2020.	The Programme Project Report of the 11proposed programmes is awaited. It is scheduled to be placed in the next consecutive CIQA meeting. It was further suggested that Expert Committee Meetings should be organized for design, development and delivery of the proposed programmes.
3	Approval of Syllabus/SLM of following programs:	The revised syllabus for MAPP, MAEC, BBA, BJMC, PGCRM, CFS was approved.

4	Installation of CCTV and Biometric Device at Study Centres for monitoring of Counselling and conduct of Examination	The Registrar, OSOU is monitoring the progress of the installation of CCTV and the report is being prepared to be presented in the the subsequent CIQA meeting.
5	Report on conduct of Induction Meeting at Study Centres for the session July 2019:	The Committee suggested that the study centers may be advised to submit the induction meeting reports that shall be placed in the next CIQA meeting.
6	Offer of Modular Programme:	It was proposed that the syllabus for all the proposed programmes should be submitted along with need-assessment report for consideration of CIQA in its next meeting
7	Developing online feedback Mechanism for Improving the Quality of SLM specially those developed by OSOU.	The Academic Counsellors are to be advised by the Programme Coordinators to provide online feedback using Mobile App.
8	Developing a Feedback Mechanism for Monitoring the Progress in Counselling Sessions.	Creation of a dedicated online portal for monitoring and conduct of counselling sessions at study centers on weekly basis is under process. The Committee for monitoring the counselling related activities of the University is to be formed.
9	Developing a Mechanism for Updating the FAQ.	The updated revised FAQ is to be prepared and uploaded in the official website of the University before the next CIQA meeting. A database of the phone calls should be prepared for record and future reference.
10	Introduction of Village Immersion Program as an add-on non-credit modular program for all the learners of OSOU.	It was decided to charge a fee for the learners seeking to join the programme. The village immersion programme shall be opened to the learners of all the disciplines. The proposed fees and mode of operation of the programme are being prepared by the concerned

		Programme Coordinators and it is to be placed before the Vice-Chancellor for approval.
11	Credit Transfer Scheme for Journalism and Mass Communication Programme	Action already taken
12	Introduction of PG Diploma in Tribal Studies	Syllabus is already approved, by an Expert Committee and content writing is under process. The Expert Committee shall revise the fees of the programme.
13	Study Centre Report	The staff members assigned with the study centres shall submit a report in the upcoming CIQA meeting.
14	Examination process Streamlining	The Agenda item was placed before the Board of Management for consideration and approval. It was approved by the Board.
15	e-Gyanjyoti platform to be opened for all	The detail plan of action and mode of operation shall be submitted to the Vice-Chancellor, OSOU by Prof. KR Srivathsan, Dr. Ansuman Jena, Mr. Aseem Kumar Patel in the upcoming CIQA meeting.
16	Eligibility Criteria for appointment of Academic Counsellors in different programmes	Preparation of course wise eligibility criteria for the appointment of the Counsellors by the Programme. Coordinators in the Master Degree Level is to be done and presented in the next CIQA meeting. Programmewise Counsellors orientation programme to be planned and conducted by the Programme Coordinators.
17	Resolution to hold CIQA meeting on the 1st working day of every month	Action already taken.
18	OER repository redesign and restructuring	The indexing and searching options of the repository is to be strengthened. The work is under process.
19	Constitution of Center for Online Education"	The existing cell named as " Cell for Offering Online Courses" shall be upgraded in to Center for Online Education". The notification regarding the same shall be issued soon.

20	Preparation of SOP and Guidelines for different important activities of the University	It was decided that OSOU Regional Center at Bhubaneswar shall take the responsibility and shall submit the required SOPs and guidelines in the next CIQA meeting for consideration. The SOPs shall be submitted in the next meeting.
21	Simplification of New Programme / New Course launch proposal format	Yet to be prepared
22	Uniform assignment and term end question pattern/structure	Action already taken
23	Option to change Generic Elective in second semester for the learners of Bachelor degree programmes	Last date for choosing the GE was intimated to the learners.
24	Constitution of Sub-Groups to monitor the CIQA activities:	Each member is to be assigned with one responsibility
25	Any Other Item with the permission of the Committee	Greivance Redressal Portal was developed. Placement portal and alumni portal is to be outsourced.

CQ 4.3 Revision of Syllabus for Masters of Arts in English:

The syllabus of Masters of Arts in English is revised based on the present curriculum design and requirement of the learners and it has been thoroughly reviewed by the Expert Committee in English. In fourth semester the course MEG 4 Australian Literature shall be replaced by Comparative Literature.
The revised syllabus of MA English was approved by the Committee.

CQ 4.4 Finalization of syllabus of Masters of Commerce :

The syllabus of Masters in Commerce is revised for fourth semester. The same was placed before the Committee for consideration and approval. The Corporate Legal Framework, Managerial Economics, Principles and Functions of management of Management were the modified courses.

The Committee approved the proposed syllabus.

CQ 4.5 Finalization of syllabus of M A. Economics:

The revised syllabus of Masters of Arts in Economics was placed before the Committee. A minor modification was done in the syllabus. The revision is specific to MEC-06 i.e. Statistical Methods for Economic Analysis (4-credit course) under semester -II. The details of the revision are given below:

- Unit 2: Correlation and Regression (block 1) is deleted as the content was overlapping with Block-4 which covers the same content in detail.
- Incorporated one additional unit (i.e. unit-8) on Hypothesis Testing-I under block-3. This unit covers Mean, one and two tail test, p values, which was not included earlier.
- In MEC-06 Unit 2 is deleted as it was overlapping.

The Committee approved the syllabus.

CQ4.6 Offer of Online Training Programme in National Disaster Management in collaboration with National Disaster Management Authority (NDMA), New Delhi.:

An Expert Committee has been constituted to offer Programs through Online mode in consultation with Odisha State Disaster Management Authority (OSDMA). Experts from OSDMA, State Relief Commission (SRC), Universities and members from Civil Society have recommended following academic programs to be offered through online mode in collaboration with National Disaster Management Authority (NDMA), New Delhi. The Programmes are as follows:

1. P G Diploma in Disaster Management (through modification of the existing offline programme of the University into Online based Course).
2. Certificate Programme on Search and Rescue in Disaster Management
3. Certificate Programme on Relief Centre Management for Disaster victims.

Details of the Programmes and proposal was placed before the Committee. The Committee approved the syllabus and advised that preparations should be made for the proper launch of the programme and report should be submitted at the upcoming CIQA meetings.

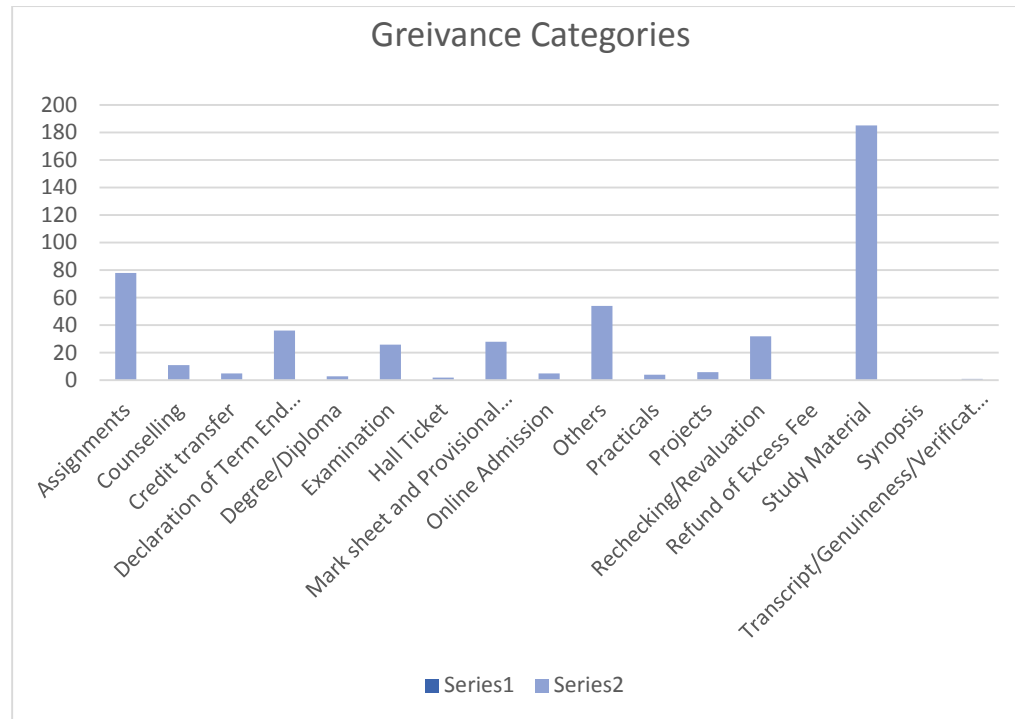**CQ 4.7 Report on visit of adopted villages under UBA-02.**

Unnat Bharat Abhiyan is inspired by the vision of transformational change in rural development processes by leveraging knowledge institutions to help build the architecture of an Inclusive India. Under the Unnat Bharat Abhiyan Scheme Odisha State Open University has adopted five villages namely Badasinghari, Sanasinghari, Kardola, Sahajbahl and Chaurpur. The team of OSOU prepared a plan to work with the people of villages in identifying development Challenges and evolving appropriate solutions for accelerating sustainable growth.

The Committee appreciated the efforts for Unnat Bharat Abhiyan, and reviewed the Concept Note and plan of action for the implementation of UBA. It was suggested to add some more parameters in the existing format related to the health care services from which the villages are deprived of. It was also advised to conduct orientation programme for the educated youth of the villagers at two

*venues of the adopted villages. **The faculty should come out with the research articles based on the various surveys conducted in the adopted villages.***

CQ 4.8 Report on use of Online Grievance Redressal Portal by the learners and University Staff

The Grievance Redressal Portal was launched on 14th October 2019. Till date 476 Grievances are received. The highest grievance is confined to Study Material Dispatch and Assignments. Out of 476 grievances 37 grievances are unattended. Strategies should be suggested by the Committee such that the grievances can be addressed in stipulated time. The list of grievances as per the category are displayed below:

The following changes are suggested on the basis of the interest of the learners received in the Grievance Redressal Portal:

- ***Opening of Lateral Entry Programme for Management Studies (student grievance). Credit transfer is available in all the programmes of the University across the discipline, so the Diploma programmes subjects can be transferred to PG Diploma Levels***

- ***Study Centre Change options to be made open for the learners, it is allowed to change and it will be reflected in our database, provided the programme is activate to there.***

- ***Change of mobile number and mail address options also should be made open for the learners, it is approved.***

- ***It was also advised to address the Grievance immediately***

CQ 4.9 Proposal on Online Counselling Management System

Counselling is one of the most important link in Open and Distance Learning. Counselling makes a direct interface with its learners. Effective counselling may create immense satisfaction among the learners and strengthens their confidence towards open and distance learning. Hence it is proposed to develop a dedicated and fully functional Web-Portal SCCRM Portal - Study Centre and Counsellor Relationship Management Portal for the University.

NIC will be requested to identify an empanelled firm to carry out the project as per the specific requirements of the University.

CQ 4.10 Status of Multimedia studio established at SUIIT Sambalpur and proposal for set up of Acoustic studio at OSOU RC, Bhubaneswar

The Multimedia studio is in its finalization stage, all the interior work is completed, the equipment furnishing stage is under process.

SRSG Broadcast India Pvt. Ltd. have submitted a letter of interest to set-up an Acoustic Studio at OSOU RC, Bhubaneswar. A team of SRSG Broadcast visited OSOU, RC, Bhubaneswar on 11th October 2019. After consultation with the members of the Regional Centre they have submitted a proposal for development of Acoustic Studio at the Regional Centre of Odisha State Open University at Bhubaneswar. They propose to provide complete and customized solution starting from the project design, configuration, testing and procurement of equipment, installation, integration of AV (audio & video) systems, production system, and provide post warranty support as per AMC agreement, including supply of spare parts etc. as per availability.

The Committee suggested to develop such a facility with minimum cost as it has been done while setting up a multimedia studio of OSOU at SUIIT Sambalpur University.

CQ 4.11 Launch of Winter Programmes for one month at Sambalpur

It is proposed to offer the winter training prorammes for a duration of one month with an aim to provide skill based training to the learners. The winter programme shall be organized at Sambalpur. Contact classes shall be organized in the morning hours in between 8.00 AM to 10:00 AM. Following courses shall be offered for the said programme:

- Communicative English and Soft Skills
- IT Skills
- Photoshop Basics
- Autocad

The Committee approved the proposal.

Q 4.12: Any other item with the permission of the chair

- It was proposed to submit proposals from programmes on Banking Correspondent and Banking Facilitators.

- It is also proposed to introduce a common course of Research Methodology for each and every Master Degree Programme consisting of Dissertation. The proposal shall be submitted in the next CIQA meeting.

- It was pointed out that for the first batch of Postgraduate Programmes no electives are provided but from the next batch electives will be offered for all the Master Degree Programmes (July 2019 batch). So all the Programme Coordinators are advised to prepare the list of proposed electives along with the syllabus duly approved by the Expert Committee and Honorable Vice-Chancellor to be placed in the next CIQA meeting.