

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.



Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER

ONLINE MODE

<2022-23>

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Part – I: General Information

1.1 Date of notification of the Centre (attach a copy of the notification): 23/01/2018.

PDF UPLOADED

1.2 Details of Director, CIQA

- Name: Dr. Madhusudan N Purohit
- Qualification: B Pharma, M Pharma, Ph.D
- Appointment Letter and Joining Report: Upload (PDF)

Appointment letter PDF

1.3 Details of CIQA Committee:

a. Composition as per Regulations

Sl. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Dr.Surinder Singh, MD	Microbiology	15/04/2023
b.	Three Senior teachers of HEI	Member	Dr. Raveesha K A, MSc, Ph.D	Botany	15/04/2023
		Member	Dr. Raman Rajeshkumar, M. Pharma, Ph.D	Pharmaceutical biotechnology	15/04/2023
		Member	Dr. Balamuralidhara V, M. Pharma, Ph.D	Pharmaceutics	15/04/2023
c.	Head of three Departments or School of Studies From which programme is being offered in ODL and Online mode	Member	Dr. Shivraju H P, MSc, Ph.D	Environmental Sciences	15/04/2023
		Member	Dr.Vanitha Reddy P, MSc, Ph.D	Food, Nutrition and Dietetics	15/04/2023
		Member	Dr. Gopenath T S, MSc, Ph.D	Biotechnology	15/04/2023
d.	Two External Experts of ODL	Member	Prof. C R K Murthy	IGNOU - Online and Distance Education	15/04/2023

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	and/or Online Education	Member	Dr. T S Harsha	KSOU - Online and Distance Education	15/04/2023
		Member	Dr. Dattakumar R M.Tech, Ph.D	Head, Operations	15/04/2023
e.	Officials from departments of HEI <ul style="list-style-type: none">• Administration• Finance	Member Administration	Dr. Dhakshaini M R, MDS, Ph.D	Prosthodontics	15/04/2023
f.		Member	Dr.Vishal Kumar Gupta, M. Pharma, Ph.D	Pharmaceutics, Dean Academics	15/04/2023
g.		Member Finance	Sri Hiremath C C	Finance	15/04/2023
h.		Member	Dr. Prashant M Vishwanath, MD, Ph.D	Biochemistry, Dean Research	15/04/2023
i.		Member	Dr. Prashanth S, MDS, Ph.D	Pedodontics, Deputy Dean Academics	15/04/2023
j.		Member	Dr. Ravindra R M.Tech, Ph.D	Information Technology	15/04/2023
k.		Member	Dr. Mamatha H K, MBA, Ph.D	Health System Management Studies, Dean Health System Management Studies	15/04/2023
l.		Member	Dr. Jagadeep Chandra S, MSc, Ph.D	Microbiology	15/04/2023
m.		Member	Dr. Shylaja K C BDS, MBA	Health System Management Studies, CDOE	15/04/2023
n.		Director, CIQA	Member Secretary	Dr. Madhusudan N Purohit	Pharmaceutics

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b. Whether members mentioned at 'b' to 'e' changed every 2 years? (Y/N)

If No, reason thereof

Yes

1.4 Number of meetings held and its approval:

a. No. of meetings held every year: 1

b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
5th Meeting of CIQA	10/03/2023	1. Prof. C R K Murthy 2. Dr. T S Harsha	Minutes PDF	Approved by Vice Chancellor

1.5 Number of programmes started at Certificate level as per Regulation 24 of UGC (ODL Programmes and Online Programmes) Regulations, 2020:

From <Month, Year> **September 2022-23 academic session:**

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs)	Approval of statutory Authority (s) (DD- MM- YYYY) of HEI/ Regulatory authority (if required)	Number of students admitted (Male/Female/Trans gender)			
								M	F	T G	T o t a l
1.	Center for distance and online education	Certificate Program in Dental Ethics and Jurisprudence	6 Months	20	Enrolled in third year BDS and onward, Dental Graduates.	15000 for Indian students and 200 USD for international students.	NA	-	3	-	3

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

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1.6 Number of programmes started at Diploma level as per Regulation 24 of UGC(ODL Programmes and Online Programmes) Regulations, 2020:

From <Month, Year> **September 2022-23 academic session:**

Sr. No	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans gender)			
								M	F	TG	Total
1.	Center for distance and online education	Diploma in Regulatory Affairs	12 Months	40	Any graduates pursuing in the field of Pharmaceutical Sciences, Medical Sciences, Veterinary Sciences, BiotechnologyMicrobiology and Life Sciences from any recognized institution.	40000/- for Indian students and 600 USD for international students	NA	46	46	-	92
2.	Center for distance and online education	Diploma in Bioinformatics	12 Months	40	A candidate who has passed B.Pharm, MBBS, BDS, BAMS and B.Sc. (with Biology as one of the subjects) degree examination of any recognized University	40000/- for Indian students and 600 USD for international students.	NA	2	6	-	8

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3.	Center for distance and online education	Diploma in Pharmacovigilance	12 Months	40	Any graduates pursuing in the field of Pharmaceutical Sciences, Medical Sciences, Veterinary Sciences, Biotechnology, Microbiology and Life Sciences from any recognized institution.	40000/- for Indian students and 600 USD for international students	NA	3	11	-	14
4.	Center for distance and online education	Diploma in Pharmaceutical Quality Control	12 Months	40	Any graduates pursuing in the field of Pharmaceutical Sciences, Medical Sciences, Veterinary Sciences, Biotechnology, Microbiology and Life Sciences from any recognized institution.	40000/- for Indian students and 600 USD for international students	NA	1	-	-	1

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From <Month, Year> **Jan 2022-23 academic session:**

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Transgender)			
								M	F	TG	Total
1.	Center for distance and online education	Diploma in Regulatory Affairs	12 Months	40	Any graduates pursuing in the field of Pharmaceutical Sciences, Medical Sciences, Veterinary Sciences, Biotechnology, Microbiology and Life Sciences from any recognized institution.	40000/- for Indian students and 600 USD for international students	NA	2	2	-	4
2.	Center for distance and online education	Diploma in Bio-Informatics	12 Months	40	A candidate who has passed B.Pharm, MBBS, BDS, BAMS and B.Sc. (with Biology as one of the subjects) degree examination of any recognized University	40000/- for Indian students and 600 USD for international students.	NA	-	1	-	1

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3.	Center for distance and online education	Diploma in Medical Device	12 Months	40	Any graduates pursuing in the field of Pharmaceutical Sciences, Medical Sciences, Veterinary Sciences, Biotechnology, Microbiology and Life Sciences from any recognized institution.	40000/- for Indian students and 600 USD for international students	NA	1	-	-	1
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Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

1.7 Number of programmes started at Post Graduate Diploma level as per Commission

Order: No PG Diploma Programme Started

From <Month, Year>academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fees (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.										

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

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1.8 Number of programmes started at Undergraduate Degree Programmes as per Commission Order:

From <Month, Year> **September 2022-23 academic session:** TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	BSc Psychology	3	140	PUC/10+2 or Any equivalent Course with Biological Science and Arts background from Recognized Colleges / universities.	15000 /- for Indian students and 250 USD for international students	F.No.1-14/2021(DEB1)pt.file 14 th September 2021	160	58	-	218
2.	BBA Health System Management Studies	3	142	PUC/10+2 or any Equivalent course from any recognized institution/ university	30000 /- for Indian students and 500 USD for international students	F.No.1-14/2021(DEB1 pt.file 27th October 2021	119	50	-	169

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

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From <Month, Year> **Jan 2022-23 academic session: TO BE EXTRACTED FROM WEBPORTAL**

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	T G	Total
1.	BSc Psychology	3	140	PUC/10+2 or Any equivalent course with Biological Science and Arts background from recognized colleges / universities.	15000 /- for Indian students and 250 USD for international students	F.No.1-14/2021(DEB1)pt.file 14 th September 2021 	8	6	-	14
2.	BBA Health System Management Studies	3	142	PUC/10+2 or any equivalent course from any recognized institution / university	30000 /- for Indian students and 500 USD for international students	F.No.1-14/2021(DE B1 pt.file 27th October 2021 	1	-	-	1

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

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1.9 Number of programmes started at Postgraduate Degree Programmes as per Commission Order:

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Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1	MBA Hospital Administration	2	88	All health professional graduates or graduates with 3 years' experience of working in a hospital or health care setup/ unit are eligible for admission.	100000/- for Indian students and 1500 USD for international students	F.No.1-14/2021(DE B1)pt.file 27th October 2021 Recognition Letter	86	49	-	135

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

From <Month, Year> **Jan 2022-23 academic session:** TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1	MBA Hospital Administration	2	88	All health professional graduates or graduates with 3 years' experience of working in a hospital or health care setup/ unit are eligible for admission.	100000/- for Indian students and 1500 USD for international students	F.No.1-14/2021(DE B1)pt.file 27th October 2021	3	2	-	5

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

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Part – II: Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning

2.1 Action taken on the functions of CIQA:-

S.No	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	<p>Maintaining quality is essential for ensuring a positive and effective learning experience for learners. JSS AHER ensures quality in these areas:</p> <p>Clear Learning Outcomes: JSS AHER defines clear learning outcomes for each course or program.</p> <p>Qualified Course Coordinators: Course Coordinators possess the necessary qualifications and expertise in the subject matter. Additionally, staff have been trained on online teaching methodologies and tools.</p> <p>Engaging Content: Course Coordinators Develop engaging and interactive learning materials that leverage multimedia, simulations, and other</p>	<p>Part II Complete relevant documents</p>

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		<p>interactive elements to keep learners engaged in the form of Interactive Hotspots in the audio video materials.</p> <p>Structured Curriculum: Curriculum is organized logically and sequentially, making it easy for learners to follow and understand the content progression.</p> <p>Interactive Activities: Learners are engaged in discussion forums, case studies discussions to foster active learning and collaboration among learners.</p> <p>Assessments: JSS AHER uses diverse formative assessment methods which includes quizzes, assignments, exams, and online activity. The semester end summative assessments are conducted through AI based proctoring in a transparent & unbiased manner. Assessments are aligned with learning objectives.</p> <p>Prompt Feedback: Course Coordinators grade and provide</p>	
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		<p>timely and meaningful feedback on assignments and assessments to guide learners' progress and improvement.</p> <p>User-Friendly Platform: Use a well-designed and user-friendly learning management system (LMS) that facilitates easy navigation and access to course materials.</p> <p>Registration and Enrollment: Unambiguous enrollment process and JSS AHER provides clear instructions for registration, payment, and course selection through free career counselling.</p> <p>Technical Support: JSS AHER offer comprehensive technical support to address any issues learners may encounter while accessing the online platform or content.</p> <p>Communication Channels: JSS AHER maintains clear and consistent communication channels between administrators, instructors, and learners. Regular</p>	
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		<p>updates and notifications are shared with all the stake holders.</p> <p>Progress Tracking: The robust Learning Management System of JSS AHER provides learners with tools to track their progress, grades, and completion status throughout the course.</p> <p>Financial Transparency: JSS AHER clearly outlines the program costs, payment methods, and refund policies to avoid confusion and ensure transparency.</p> <p>Student Services: Offer online equivalents of traditional student services, such as Technology driven mentoring to the learners.</p> <p>Feedback Mechanisms: The Learning Management System of JSS AHER gathers feedback from learners about their experiences with both academic and other services and use this feedback to make improvements.</p>	
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2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	<p>Technology Infrastructure Assessment: JSS AHER frequently evaluates the effectiveness of the learning management system (LMS), Mobile app used for online education to assess the user-friendliness, accessibility, and reliability of the technologies for both students and instructors.</p> <p>Course Design and Delivery: Course Coordinators are restructuring the online course design in terms of structure, content organization, multimedia integration, and interactivity by</p> <ul style="list-style-type: none">· Introducing the feature of Interactive hotspots in audio-visual materials.· Reducing the time duration of the audio-visual materials to shorter duration, which contributes to the retention of learners. <p>The audio-visual learning materials are aligned between learning objectives, assessments, and instructional materials.</p> <p>Assessments: Introduction of new pattern in semester end summative examinations.</p>	
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3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	Following key areas in which Higher Educational Institution maintain quality: <ul style="list-style-type: none">● Checklist preparation for evaluating the best practices for the Online programs.● Scrutiny committee to check the unfair practices during the assessments.● Feedback obtained from the subject matter external experts in designing the course content. Well-structured program & course outcomes	
4.	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	Uniformity in the syllabus maintained both in Conventional & Online Programs Faculties are trained in Online teaching through faculty development programs. JSS AHER has implemented proctoring and anti-plagiarism measures for online assessments to uphold academic integrity. Online learning platform is user-friendly, accessible, and capable of delivering a seamless learning experience.	

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5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	<p>Interacting with and obtaining feedback from all stakeholders is essential for quality improvement in online programs offered by JSS AHER.</p> <p>Here are mechanisms that are devised to engage each stakeholder group effectively:</p> <p>1.Learners:</p> <ul style="list-style-type: none">•Feedback Forms: feedback forms are incorporated in the Learning Management System for each course to online learners to gather their insights on course content, delivery methods, assessments, and overall learning experience.• Online Discussion Platforms: JSS AHER Learning Management System has made the provision for online discussion forums or platforms where students can openly share their feedback, concerns, and suggestions.• Focus Groups: JSS AHER is planning to organize focus group discussions	
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		<p>with representative groups of online students to delve deeper into their experiences and suggestions.</p> <p>2. Course Coordinators:</p> <ul style="list-style-type: none">•Faculty Surveys: Regular feedbacks on the effectiveness of online teaching tools, training programs, and support services are collected from course coordinators and program coordinators.•Faculty Meetings and Workshops: JSS AHER conducts regular meetings and workshops where faculty can share their experiences, challenges, and innovative practices in online education.•Peer Reviews: Implement peer review processes where faculty members review each other's online courses and provide constructive feedback.•Staff Meetings: Hold regular meetings with staff members to address their concerns, share	
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		<p>updates, and seek suggestions for improvement.</p> <p>3.Parents: •Parent Feedback Surveys: JSS AHER is planning to reach out to parents of online learners through surveys to gather insights on their perceptions of the quality and support provided to their children.</p> <p>4.Society and Employers: •Surveys and Focus Groups: JSS AHER conducts surveys or focus groups with employers to understand how well-prepared online graduates are for the workforce</p> <p>•Industry Advisory Boards: JSS AHER is planning to establish advisory boards consisting of industry professionals who can provide feedback on the alignment of online program content with industry needs.</p> <p>5.Government: •Compliance and Reporting: JSS AHER ensures that it adheres to regulatory</p>	
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		<p>requirements and reporting mechanisms mandated by government bodies. For example, uploading of learner progress reports to i-learn portal, for the learners who have been admitted under evbab network project, which is an flagship program of Government of India.</p> <p>b. Stakeholder Engagements: Participate in government-led initiatives, consultations, and conferences related to online education to contribute insights and gather feedback.</p>	
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	<p>Improving the quality of online education requires a strategic approach that involves various measures and initiatives. Here are some measures that can be suggested to the authorities of JSS AHER for qualitative improvement in online education:</p> <p>Faculty Training and Development: ·To offer comprehensive training programs for faculty members to</p>	

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		<p>effectively design, deliver, and facilitate online courses.</p> <ul style="list-style-type: none">· Provide guidance on using technology tools, fostering student engagement, and employing effective online teaching strategies. <p>Course Design and Development:</p> <ul style="list-style-type: none">·To implement best practices in online course design to ensure clear learning objectives, organized content, interactive activities, and engaging multimedia elements.· To start new value added certificate and diploma programs. <p>Quality Assurance Framework:</p> <ul style="list-style-type: none">·To develop a well-defined quality assurance framework specific to online education that outlines standards, benchmarks, and evaluation criteria.·To regularly assess online courses against established quality parameters to maintain consistency and improvement.	
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		<p>Technology</p> <ul style="list-style-type: none">· To ensure that online platforms are accessible, responsive, and capable of handling diverse multimedia content. <p>Student Support Services:</p> <ul style="list-style-type: none">·To extend comprehensive support services to online learners: e-library resources <p>Engagement and Interaction:</p> <ul style="list-style-type: none">·To foster student engagement through well-designed discussion forums, virtual group projects, interactive simulations, and collaborative activities.· To encourage faculty to actively participate in discussions and provide timely responses to student queries. <p>Inclusivity and Accessibility:</p> <ul style="list-style-type: none">- To ensure that online courses are designed with accessibility features to accommodate diverse learners, including those with disabilities.- To provide	
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		<p>alternative formats for course materials and prioritize readability, audio descriptions, and closed captions.</p> <p>Continuous Improvement Cycle:</p> <ul style="list-style-type: none">-To establish a feedback loop that involves regular surveys, focus groups, and discussions with students and faculty to gather insights on areas for improvement.-To use feedback to drive continuous enhancements in online courses. <p>Innovative Pedagogical Approaches:</p> <ul style="list-style-type: none">- To encourage faculty to experiment with innovative teaching approaches that leverage technology, such as gamification, flipped classrooms, and virtual simulations. <p>External Collaboration:</p> <ul style="list-style-type: none">- To partner with external experts, industry professionals, and online education specialists for insights and best	
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		<p>practices in online teaching and learning.</p> <p>Data Analytics and Learning Insights:</p> <ul style="list-style-type: none">- To utilize learning analytics to gain insights into student engagement patterns, performance trends, and areas of improvement.- To use data-driven decision-making to refine teaching strategies and content delivery. <p>Faculty Collaboration & Communities of Practice:</p> <ul style="list-style-type: none">- To foster communities of practice where faculty members can share experiences, challenges, and successful practices in online education.- To encourage cross-disciplinary collaboration to promote diverse perspectives on online teaching.	
7.	Implementation of its recommendations through periodic reviews	The Action taken on the recommendations shall be meticulously analyzed and presented with the work done report	

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		showing the alignment to the quality improvement initiatives	
8.	Workshops/ seminars/ symposium organized on quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	Faculty capacity building workshop on Technology Integrated Online Academics was conducted on 20th July 2023.	
9.	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	JSS AHER has developed collated best practices in areas leading to quality enhancement in services to learners and disseminate the same to all the concerned faculties and management.	
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Feedback analysis discussed in the CIQA meeting and the information has been disseminated among stakeholders.	
11.	Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme	JSS AHER adheres to guidelines prescribed by Commission.	
12.	Mechanism to ensure the proper implementation of Programme Project Reports(PPR)	Clear Guidelines and Templates: JSS AHER has developed clear and comprehensive guidelines for creating PPRs. These guidelines outline the	

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		<p>structure, content, objectives, outcomes, methodologies, timelines, and assessment criteria for each PPR. JSS AHER provides a template that facilitate consistency and standardization in reporting.</p> <p>Training and Capacity Building: JSSAHER conducts training sessions for instructors, course designers, and other relevant staff members involved in creating and implementing PPRs.</p> <p>Alignment with Learning Objectives: JSS AHER ensures that PPRs are aligned with the overall learning objectives of the courses or programs. Each PPR reflects the specific goals and outcomes set for the program, and how they contribute to the larger educational objectives.</p> <p>Peer Review and Quality Assurance: JSS AHER is planning to introduce a peer review process where PPRs are reviewed by colleagues or experts within the field. This can provide valuable insights, suggestions,</p>	
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		<p>and ensure the quality of the online programs.</p> <p>Evaluation Metrics and Rubrics: JSS AHER is planning to develop clear evaluation metrics and rubrics to assess the effectiveness and impact of PPRs. These metrics should include both quantitative and qualitative measures to assess learning outcomes, student engagement, and project success.</p> <p>Stakeholder Involvement: JSS AHER is planning to involve relevant stakeholders, such as students, instructional designers, program coordinators, and industry experts, in the review and evaluation of PPRs. Their perspectives can provide well-rounded insights.</p> <p>Documentation and Repository: Maintain a central repository or database to store all PPRs, including their progress reports, assessments, and feedback. This repository can serve as a valuable resource for future reference and sharing best practices.</p>	
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13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	JSS AHER Annual reports are regularly released on an annual frequency and reviewed and published on the web portal of JSS AHER	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	In order to make the learners industry ready and updated with the latest techniques and technologies at the workspace, the higher education institution has initiated the empanelment of Adjunct Faculty who are actively contributing to the relevant state of the art content development through restructuring of the curriculum in a methodical manner. The inclusion of the value-added content is implemented through the Board of Studies, which is approved by the Academic Council and the Board of Management subsequently. The Professor Practice implementation further strengthens the relevant restructuring in alignment to NEP 2020 principles.	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	The advanced teaching and learning methodologies that can accelerate the learner's acquisition of	

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		knowledge through every mode of learning, including distance and online modes have been adopted through suggestions from external experts and subject matter experts. Accordingly, the modules are prepared with trigger points, which are essentially micro-learning concept-based assessment exercises that keeps the learners engaged without fatigue, and at the same time reinforces with recall principle of memorization.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	The 2nd cycle of NAAC accreditation was pursued by the JSS AHER in 2018 with A+ grade. Also, the JSS AHER has been ranked in the rank band 351-400 in the Times Higher Education World University Ranking 2023. The National Institutional Ranking Framework has ranked the deemed to be University at 34th Position in India in the University Category and the institution has been consistently maintained its position in the top 50 rankings in India.	

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17.	Measures adopted to ensure internalisation and institutionalization of quality enhancement practices through periodic accreditation and audit	The 2nd cycle of NAAC accreditation was pursued by the JSS AHER in 2018 with A+ grade. Subsequently, the higher education institution has provided the pathway to adapt and implement measures for internationalization and provided the opportunity to create courses to reach learners across the globe.	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	JSS AHER has updated its regulations and guidelines in alignment with University Grants Commission (UGC) guidelines with amendments made at relevant levels. The All India Council for Technical Education (AICTE) norms have been abided by the institution. The academic program approvals have been obtained from the respective statutory commissions.	
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	JSS AHER has involved experts from various institutions in its statutory bodies like its Boards of Studies, Academic Council, Board of Management and	

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		Planning and Monitoring Boards. The involvement of the experts from other higher education institutions provides us with valuable insights on benchmarks and best practices that are customized to our needs and aligned to the regulatory frameworks and adopted to ensure quality outcomes.	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	All the activities are recorded, and an annual report was prepared and submitted.	
21.	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	Previous report (2019-20, 2020-21 and 2021-22) was Submitted on 31st May 2023	
	(b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	JSS AHER has previously submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission on 31st May 2023	
22.	Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes	Yes, the reports generated by the CIQA was reviewed by the leadership and after the approval the same has been shared with the statutory body	

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23.	Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes	<p>Understand Statutory Requirements: JSS AHER aligns with the online learning philosophy and instructional design guidelines established by the UGC. This understanding is crucial for designing online courses that meet the required standards.</p> <p>Engage Stakeholders: JSS AHER promotes active engagement with faculty members, instructional designers, technology specialists, and other relevant stakeholders to ensure a holistic approach to instructional design.</p> <p>Needs Assessment: JSS AHER conducts a needs assessment to understand the specific requirements of each academic program. Identify the learning outcomes, content, assessment methods, and learner profiles for each course.</p> <p>Alignment with Learning Objectives: JSS AHER ensures that the instructional design aligns with the stated learning objectives of the academic</p>	
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		<p>programs. Every element, from content delivery to assessments, should contribute to achieving these objectives.</p> <p>Course Blueprinting: JSS AHER develops a course blueprint or course outline -that outlines the structure of the course, including modules, topics, learning activities, assessments, and resources.</p> <p>Multimedia Integration: JSS AHER determines the appropriate use of multimedia elements such as videos, interactive simulations, animations, and audio to enhance engagement and learning outcomes.</p> <p>Accessibility Considerations: JSS AHER ensure that the instructional materials and design adhere to accessibility standards, allowing all learners, including those with disabilities, to access and engage with the content.</p> <p>Engagement Strategies: JSS AHER implements active learning strategies, discussion forums and interactive activities to</p>	
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		<p>foster engagement and collaboration among online learners.</p> <p>Assessment Design: JSS AHER design assessments that effectively measure the attainment of learning outcomes and utilize a mix of formative and summative assessments to gauge students' understanding and progress.</p> <p>Technology Integration: JSS AHER integrates appropriate technology tools and platform that align with the online learning philosophy and support interactive learning experiences.</p> <p>Training for Faculty: JSS AHER provide training and workshops for faculty members to familiarize them with the online learning philosophy and the instructional design requirements. Help them adapt their teaching strategies to the online environment.</p> <p>Quality Assurance Checks: JSS AHER conducts regular quality assurance checks to ensure that the instructional design</p>	
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		<p>elements align with the established standards. Review content, interactions, assessments, and overall course structure.</p> <p>Continuous Improvement: JSS AHER establish a feedback loop that encourages ongoing improvement. Gather feedback from students, faculty, and other stakeholders to refine instructional design strategies.</p> <p>Faculty Support and Resources: JSS AHER provides ongoing support to faculty members through resources, guidelines, and a support team to assist with instructional design and technology-related challenges.</p> <p>Monitoring and Evaluation: JSS AHER continuously monitors the effectiveness of instructional design strategies through data analytics, student performance, and feedback to ensure they align with the online learning philosophy.</p>	
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		<p>Feedback Integration: JSS AHER use feedback from students and faculty for quality assurance processes to make iterative improvements to the instructional design of online courses.</p> <p>Communication and Documentation: JSS AHER documents the instructional design process, decisions, and outcomes for each course. Communicate the rationale behind design choices to stakeholders.</p> <p>Regular Review: JSS AHER periodically reviews and update the instructional design strategies in response to changes in the online learning landscape, technological advancements, and emerging best practices.</p>	
24.	Promoted automation of learner support services of the Higher Educational Institution	<p>Online Enrollment: JSS AHER portal enables students to register for programs, select programs, and submit the application online.</p> <p>Fee Payments: JSS AHER has enabled online fee payments to streamline the</p>	

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		<p>administrative tasks for both students and staff.</p> <p>Online Self-Service Portals: JSS AHER has provided the direct link for the learners to avail the services like availing the Academic Transcripts</p> <p>Assignment Submission and Grading: JSS AHER has utilized the LMS to automate the submission and grading of assignments, quizzes, and exams and to Provide timely feedback to students.</p>	
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	Adjunct Faculty of JSS AHER and Guest Faculties are engaged in creating learning modules as well as validating the modules. The regular review meetings and the CIQA meetings undertake the review process	
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	JSS AHER is involved in the ISO certification process through the 3 rd party for its constituent college quality process and the same will ensure the quality of the educational programmes.	

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27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	The IQAC of JSS AHER is involved in the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies	
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	JSS AHER has the Global engagement office that facilitates the collaboration and association with other institutions and industries for enhancing the quality of the academic programmes	
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	JSS AHER has global engagement office and placement office that promote and regulate the access for the industry academia exposure for the learners and also provides them employability possibilities based on merit of performance	

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2.2 Compliance of Quality Monitoring Mechanism - As per Annexure-I (Part V (2)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	JSS AHER abides to the UGC regulations with respect to Organization Structure and Governance, Management, Strategic Planning, Operational Plan, Goals and Policies as prescribed by the commission.	
2.	Articulation of Higher Educational Institution Objectives	The Vision & Mission of the organization is published in the website	
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	JSS AHER meticulously follows the guidelines for curricular planning and implementation as per UGC. The respective Boards of Studies involving the external subject experts is involved in design and preparation of the curriculum and oversees its implementation. The Academic Council oversees the process and regulates the quality outcomes. The learning resources are discussed and provided through Board of Management approvals. The feedback mechanism is regularly taken from the learners	

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		and necessary action is taken for meeting the needed requirements to ensure quality outcomes.	
4.	Programme Monitoring and Review	JSS AHER collects the Feedback from all stake holders	
5.	Infrastructure Resources	JSS AHER possess Well-equipped 3 media center for creating the audio visual materials	
6.	Learning Environment and Learner Support	The Online ecosystem through the Learning Management System (LMS) is designed to support the technology enhanced academic progress for the learner. The automation of the learners' progress follows a sequential process which guides the learner to navigate through all the learning modules including the assessment for each of the modules. The discussion forum thorough the LMS supports the learners with live online connect with the mentors. Many of the user centric analytics provided in the LMS provides a comprehensive report of the learners progress through which he/she can plan well ahead of the schedule to complete the academic requirements as expected.	

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7.	Assessment and Evaluation	All protocols for evaluation and assessment are being followed according to UGC 2020 Regulations. The systematic proctored examination system powered by Pearson Vue provides an effective evaluation protocol-based support for the mentors.	
8.	Teaching Quality and Staff Development	Faculty capacity building programs have been conducted by JSS AHER and faculties also have attended the similar programs conducted by other universities that brings in capacity development in the teaching faculty to provide quality education at JSS AHER	

2.3 Compliance of Process of Internal Quality Audit – As per Annexure–I (Part V (3)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1.	Academic Planning	The Academic calendar is discussed in the Board of Studies and approved in the academic Council. The academic calendar of events is hosted on the website under CDOE	

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		department. The detailed Academic schedule for each programme is made available in the LMS for each semester.	
2.	Validation	The CIQA review academic program implementation and further provides inputs for the quality regulation	
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Examination Centres b. External Auditor or other External Agencies report c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d. Reporting and Analytics by the Higher Educational Institution e. Periodic Review	JSS AHER regularly monitors the progress through the Academic, and Administrative internal audits. The online proctored examination notification is being issued by the controller of examinations. The reports of the examinations are issued through the same office. The performance and reporting of the analytics and the data is presented to the CIQA and in consultation with the academics division suitable evidence based decisions are taken to uphold optimal education delivery mechanisms.	

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Part – III: Human Resources and Infrastructural Requirements

Appointment Letters

- 3.1 Name and details of Director of Centre for Distance and Online Education (Dual Mode University)** - Regular, full time, at least Associate Professor
DR Dhakshaini M R, Professor, Regular, Full time.
- 3.2 Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University)** - Full time or contractual basis, at least Associate Professor
-Dr Ravindra R, Professor, Regular, Full time
- 3.3 Name and details of Assistant Director of Centre for Distance and Online Education (Dual Mode University)** - Full time or contractual basis, not below the rank of an Assistant Professor
- Mr Adarsh.M.S, Professor, Regular, part time
- 3.4 Compliance status in respect of Human Resource – As per Annexure – IV of UGC (ODL Programmes and Online Programmes) Regulations, 2020**
HEI shall mention compliance details against the requirements in terms of Staffing norms, as mentioned in the Annexure-IV of the Regulations. In addition, the faculty details shall be provided in the following format:

i. Programme name: MBA-Hospital Administration

a. Programme Coordinator

Sl . No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr Mamatha H K Programme Coordinator	BDS, MBA, PhD	12	Regular	11-1-2019

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b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Managerial Communication Epidemiology	Dr Mamatha H K, Associate Professor	BDS, MBA, PhD	12	Regular,	11-1-2019
2.	Hospital Planning, Designing & core Services Hospital Operations Management Safety and risk Management Medical ethics and law	Dr Divya Rao, Associate Professor	BDS, MBA- Hospital Administration, Ph.D	12	Regular	12-01-2019
3.	Management Principles and Practice Strategic Management	Dr Shalini N, Assist.Professor	BDS, MBA- Hospital Administration, Ph.D	06	Regular	12-01-2019
4.	Organizational Behaviour Management Information System	Ms Kanakavalli K Kundury, Assist. Professor	BSc, MBA- Hospital Administration, Ph.D	06	Regular	12-01-2019

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	Hospital Support Services Medical Insurance Management					
5	Marketing Management and Services marketing Operation Research & Project Management	Mr Sujay M, Assist. Professor	BE, M.Tech, Ph.D	09	Regular	12-01-2019
6.	Total Quality Management Hospital Planning, Designing & core Services Hospital Operations Management	Dr Shylaja K C Assist. Professor	BDS, MBA- Hospital Administration,	03	Regular,	11-1-2019

ii. Programme name: BBA Hospital and health system management studies

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular / Contract) with gross salary/month	Date of joining programme
1.	Mr.Sujay M R	BE, MBA, Ph.D	09	Regular	01-06-2021

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Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Part I English I Part II English Part I English III Part II English III Part II English IV	Ms. Muktha Sathish Assist. Professor	MA in English	09	Regular	12-01-2019
2.	Financial Accounting-I Financial Accounting-II Cost Accounting Elective -1 Financial Management-Elective -1 Financial Management-I	Ms. Deeksha M Shetty Assist. Professor	MBA in Hospital Administration	01	Regular	17-04-2023
3.	Management Principles Business Communication Strategic Management	Dr Shylaja K C Assist. Professor	BDS, MBA-Hospital Administration	03	Regular	11-1-2019
6.	Environmental Studies Management Information	Ms Namitha T Assist. Professor	BSc, MBA-Hospital Administration	01	Regular	29-09-2022

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	System (MIS) Organizational Behaviour					
7.	Business Economics Business Law	DR Shalini Assist. Professor	BHMS, MBA- Hospital Administration,	01	Regular	17-04-2023

iii. Programme name: BSc Psychology

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Dr.Rita Carral Kotha Asst. Professor	B.A, MSc	03	Regular	01-06-2021

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Part I English I Part II English I Part I English II Part II English II Part I English III Part II English III	Ms. Muktha Sathish Assist. Professor	MA in English	09	Regular	12-01-2019

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2.	Introduction to Psychology Behaviour Technology	Patteswari.D Assist. Professor	BSc, MSc	03	Regular	01-06-2021
3.	Infant and Child Psychology					
4.	Introduction to Food Nutrition & Dietetics	Ms. Sushma Assist. Professor	MSc, Ph.D	15	Regular	26/08/2016
5.	Digital Fluency	Praveen Kumar R	M.E	10	Guest Faculty	09/09/2022
6.	Health and Wellness Infant and Child Psychology (Practical's) Adolescence, Adult and Geriatric Psychology Adolescence, Adult and Geriatric Psychology (Practical's) Personality Psychology Personality Psychology (practical)	Dr.Rita Carral Kotha Assist. Professor	B.A, MSc	03	Regular	1/06/2021
7.	Introduction to Psychology (Practical's) Fundamentals of Psychology	Dr.Deepa L Hungund Assist. Professor	B.A, M.A, Ph.D		Regular	01-06-2021

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	Fundamentals of Psychology (Practical's) Social Psychology Social Psychology (practical)					
8.	Food Processing	Dr. Veena B M Assist.. Professor	BSc, MSc, Ph.D	05	Regular	05-02-2020
9.	Environmental Studies	Dr. Anil Kumar K M	BSc, MSc, Ph.D	05	Regular	16-09-2019
10.	Biochemical Basis of Diseases	Dr.Sathish	M.Sc, M.Phil, Ph.D	15	Guest Faculty	09-09-2022
11.	Indian Constitution (Activity)	Ms. Panchama Assist. Professor	MA, KSET	05	Regular	
12.	Artificial Intelligence	Dr.Vedavathi Assist. Professor	BE, Ph.D	13	Regular	

iv. Programme name: Diploma in Bioinformatics

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Dr Rajesh kumar	M.Pharm., Ph.D., BASM., PGDIB., TNSET.	15	Regular	11-01-2019

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b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Basic cellular and Molecular Biology, Bioinformatics and In Silico Biology	Dr Rajesh Kumar R, Asst Professor	M.Pharm., Ph.D., BASM., PGDIB., TNSET.	15	Regular	11-01-2019

v. Programme name: Diploma in Pharmacovigilance

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr Sri Harsha Chalasani	B.Pharm, M.Pharm., Ph.D	06	Regular	11-01-2019

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Principles of Pharmacovigilance	Dr Sri Harsha Chalasani	B.Pharm, M.Pharm., Ph.D.	06	Regular	11-01-2019
2.	Regulatory Perspectives of Pharmacovigilance	Dr Sri Harsha Chalasani	B.Pharm, M.Pharm., Ph.D	06	Regular	11-01-2019

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Type of HEI: Deemed to be University.

vi. Programme name: Diploma in Regulatory affairs

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Dr GNK Ganesh Associate Professor	M.Pharm., Ph.D	15	Regular	12-01-2019

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Pharmaceutical cGMP and Documentation International Regulatory Requirement	Dr GNK Ganesh Associate Professor	M.Pharm., Ph.D	15	Regular	12-01-2019

Vii. Programme name: Diploma in Pharmaceutical Quality Control

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Dr Anand Kumar Tengli	M.Pharm., Ph.D	15	Regular	12-01-2019

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b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Principles of Quality Control Applied Quality Control	Dr Anand Kumar Tengli	M.Pharm., Ph.D	15	Regular	12-01-2019

Viii. Programme name: Diploma in Medical Device

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Dr Gowrav MP	M.Pharm., Ph.D	08	Regular	12-01-2019

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Introduction and General Concept of Medical Device Medical Devices: Advanced Studies	Dr Gowrav MP	M.Pharm., Ph.D	08	Regular	12-01-2019

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ix. Programme name: Certificate program in Dental Ethics & Jurisprudence

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Dr Swathi Kumareswar	BDS, M.Sc	03	Regular	01-06-2021

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/month	Date of joining programme
1.	Certificate Course in Dental Ethics & Jurisprudence	Dr Swathi Kumareswar	BDS, M.Sc	03	Regular	01-06-2021

3.2 Details of Administrative staff

a. Number of Administrative staff available exclusively for Online programmes

Admin Staff	Required	Available
Deputy Registrar	1	1
Assistant Registrar	1	1
Section Officer	1	1
Assistants	3 (2 for DM Universities)	2
Computer Operator	2	2
Multi Tasking Staff	2	2

(Attach duly attested photocopy of appointment letter with salary details)

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b. Number and details of Technical Support for Online Programmes as per Annexure -IV:

i. Technical Team for Development of e-Content as Self-Learning e- Modules:

Post	Required	Available
Technical Manager (Production)	1	1
Technical Associate (Audio-Video recording and editing)	1	1
Technical Assistant (Audio-Video recording)	1	1
Technical Assistant (Audio-Video editing)	1	1

ii. For Delivery of Online Programmes:

Post	Required	Available
Technical Manager (LMS and Data Management)	1 (per Centre)	1
Technical Assistant (LMS and Data Management)	2	2

iii. For Admission and Examination for Online mode:

Post	Required	Available
Technical Manager (Admission, Examination and Result)	1 (per Centre)	1
Technical Assistant (Admission, Examination and Result)	2	2

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Part – IV: Examinations

4.1 Information of formative and summative assessments/examinations conducted with the actions taken to ensure sanctity of examinations:

S.No	Provisions in Regulations	Whether complied. Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	YES	
3.	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes-JSS AHER conducts online examinations through AI based technology mediated proctoring. Technology enabled Proctored Examination: The Learning Management System has features that would ensure security and credibility of examination. All Summative Assessments are timed assessments. The LMS would disable all the keys on the keyboard during the timed assessment. The LMS does not permit the user to Login into any other system using the user's login credentials during the summative	

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		assessment. Once the user completes the assessment, the scores are automatically tracked.	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	NA	
5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	NA	
6.	Building and grounds of the examination centre must be clean and in good condition.	NA	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	NA	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	NA	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	NA	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	NA	
10.	Safety and security of the examination centre must be ensured	NA	
12.	Provision of drinking water must be made for learners	NA	
13.	Adequate parking must be available near the examination centre	NA	
14.	Facilities for Persons with Disabilities should be available	NA	

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

4.2 Compliance of facilities required for the conduct of Online examination for online programmes

Sl no	Provisions in Regulations	Whether being complied Yes/No If yes, please provide details and upload relevant documents	If No, Reason there of
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	NA	JSS AHER conducts online examinations through technology mediated proctoring
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	NA	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	NA	
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes	

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

4.3 Compliance status of 'Evaluation' and 'Certification' – As per Regulations 15 and 16 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Guidelines	
2	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Mechanism	
3	<p>The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination: Provided that no semester or year-end examination shall be held unless:</p> <p>i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted.</p> <p>ii) For Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.</p>	YES	

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Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

4	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through online mode shall be evolved by adopting same standards as being followed in conventional mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	It has been followed. Design of the curriculum is same as conventional mode. Assessment criteria & student progression is same as conventional mode. Credit framework is same as conventional mode.	
5	The weightage for different components of assessments for Online mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.		
6	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	YES, all the tools are available in the LMS	
7	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card		
8	A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.		

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Type of HEI: Deemed to be University.

9	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Not applicable	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	NA	
	(b) Availability of biometric system	NA	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International learners	NA	
	(d) In case of non-availability of the Closed-Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted, and video recordings are submitted by particular incharge of examination centre to the Higher Educational Institution	NA	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	NA	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	NA	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	NA	

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Type of HEI: Deemed to be University.

13.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission	YES	
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavor to conduct proctored examinations for such learners	YES	
15.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have. i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.		
	(b) Each award shall also be uploaded on the National Academic Depository	YES	
16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres		

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

4.4 Result and Student Progression For

UG, PG and PGD programmes

		No. of students admitted	No. of students appeared in exams	No. of students progressed to next year	Percentage of students passed	Percentage of students passed in first class
<October, 2022>	Diploma in Bioinformatics- Jan 2022 - Session- Sem 1	7	7	7	100	100
	Diploma in pharmacovigilance- Jan 2022 - Session- Sem 1	2	2	2	100	100
	Diploma in Regulatory Affairs- Jan 2022 - Session- Sem 1	5	5	5	100	100
	BSc Psychology - Jan 2022 -Session- Sem 1	8	5	8	100	100
	MBA-HA- Jan 2022 - Session- Sem 1	5	4	4	100	100

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

	Certificate Program in Dental Ethics & Jurisprudence	3	3	-	100	100
<January, 2023>	BBA HHSMS- Nov 2021 Session- Sem 2	4	3	4	100	100
	Diploma in pharmaco vigilance- Nov 2021 Session- Sem 2	2	2	-	100	100
	Diploma in Bioinformatics- Nov 2021 Session- Sem 2	6	4	-	67	67
	MBA-HA- Nov 2021 Session- Sem 2	18	11	18	61	61
	MBA-HA- Jan 2021 Session - Sem 3	91	67	67	100	100
	MBA-HA- July 2020 Session- Sem 4	82	69	-	100	100
	BSc- Psychology - Nov 2021- sem 2	6	4	6	100	100

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

<May, 2023>	BBA HHSMS- Sept 2022 session- Sem 1	167	145	167	43	38
	BSc Psychology -Sept 2022 session- Sem 1	218	187	218	27	24
	MBA-HA- Sept 2022 session- Sem 1	130	127	130	60	20
	Diploma in Bioinform atics-Sept 2022 session- Sem 1	8	7	8	100	100
	Diploma in Pharmacov igilance- Sept 2022 session- Sem 1	14	14	14	100	100
	Diploma in Regulatory Affairs- Sept 2022 session- Sem 1	92	89	90	100	100
	Certificate program in Dental Ethics and Jurisprud ence	3	3	-	100	100

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

Diploma in Bioinformatics- Jan 2022 - Session- Sem 1	7	5	-	100	100
Diploma in pharmaco vigilance- Jan 2022 - Session- Sem 1	2	2	-	100	100
Diploma in Regulatory Affairs- Jan 2022 - Session- Sem 1	5	5	-	100	100
BSc Psychology - Jan 2022 -Session- Sem 1	8	5	8	100	100
MBA-HA- Jan 2022 - Session- Sem 1	5	4	4	100	100

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

Part – V: Programme Project Report (PPR) and e-Learning Material (e-LM)

5.1 Compliance status of ‘Guidelines on Programme Project Report’ – As per Annexure - V of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention the process followed to ensure that PPRs are prepared as per the guidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.

JSS AHER has followed to ensure that PPRs are prepared as per the guidelines mentioned in the Regulations and approved in the Academic council. The relevant is document is uploaded

[Guidelines on PPR](#)

5.2 Compliance status of ‘Quality Assurance Guidelines of Learning Material In Multiple Media And Curriculum And Pedagogy’ – As per Annexure - VI of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention compliance details against the requirements in terms of learning material (Print Media), Audio-Video Material, Online Material, Computer-based material and Curriculum and Pedagogy, as mentioned in the Annexure-VI of the Regulations for ODL programmes.

JSS AHER follows the 4-quadrant approach of SWAYAM in terms of learning material (Print Media), Audio-Video Material, Online Material, Computer-based material and Curriculum and Pedagogy, as mentioned in the Annexure-VI of the Regulation

[4-Quadrant approach](#)

5.3 Compliance status in respect of e-Learning Material– As per Annexure - VII of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention the process followed to ensure that SLMs are prepared as per the guidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.

INSERT TEXT BOX

Upload samples and authority approval

[Sample and Authority Approval](#)

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

Part – VI: Programme Delivery through Learning Platform

6.1 Details of Learning Platform

Please provide link and details of Learning Platform opted by HEI.

- *In case of SWAYAM Learning Platform, In case of SWAYAM Learning Platform, details of HEI having access to SWAYAM for the proposed programmes of study (with respective link), duly approved by the statutory bodies of the Higher Educational Institution empowered to decide on academic matters, for - Learner Authentication, Learner Registration, Payment Gateway and Learning Management System*

JSS AHER does not use SWAYAM platform for programme delivery.

- *In case of Non-SWAYAM Learning Platform, evidence to ensure that it is not used in any franchise arrangement with a private service provider and HEI has the ownership of offering Online programmes including all the required components of Online education and compliance to all the provisions of the regulations*

JSS AHER has developed its own Learning Management system-JSS AHER Online Platform which is approved by the UGC.

LMS Approval

6.2 Compliance status in respect of the Programme delivery

HEI shall mention mechanism followed to ensure the learner's participation at least for two hours every fortnight as per provision 13 (C) (5) of the Regulations, 2020. Further, details of the norms followed by HEI for delivery of courses in Online mode in Teaching- Learning scheme (as per table 3, Annexure – VII)

JSS AHER conducts live interactive classes as prescribed by UGC.

4-Quadrant approach

6.3 Whether e-learning material of any course in a particular programme was sourced through OER/ Massive Open Online Courses: Y/N

No JSS AHER does not source any course from OER/ Massive Open Online Courses

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

a. Provide details as under:

S. No.	Programme Name	Courses allowed through OER/ MOOC	Name of Platform	Name Of HEI Offering the course (if any)	Duration Of the Course	No. of Credits Assigned to the Course	Percentage of total courses in a particular programme in a semester
							wise - programmes wise)

b. Upload approval of statutory authorities of the Higher Educational Institution:

Upload

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

Part – VII: Self Regulation through disclosures, declarations and reports

7.1 Compliance status of Regulations 9 of UGC (ODL Programmes and Online Programmes) Regulations, 2020 – Self-regulation through disclosures, declarations and reports

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reason s, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes	
Uploading of the following on HEI website (Mention link)			
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Online mode	Yes https://jssuni.edu.in/jssaher/jssaher-oep-org/pdf/oep-moa.pdf	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes https://jssuni.edu.in/jssaher/jssaher-oep-org/recognitions-and-approvals.html	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes https://jssuni.edu.in/jssaher/jssaher-oep-org/brochures.html	

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Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

5.	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule	Yes For BSc Psychology- https://jssuni.edu.in/jssaaher/course-finder/CourseDetail.aspx?COLLC=JSS&COURC=BSPSY For BBA-HHSM https://jssuni.edu.in/jssaaher/course-finder/CourseDetail.aspx?COLLC=JSS&COURC=BB For MBA-HA https://jssuni.edu.in/jssaaher/course-finder/CourseDetail.aspx?COLLC=JSS&COURC=MBAH_AOEP For Diploma in Bioinformatics https://jssuni.edu.in/jssaaher/course-finder/CourseDetail.aspx?COLLC=JSS&COURC=PGDB For Diploma in Pharmacovigilance https://jssuni.edu.in/jssaaher/course-finder/CourseDetail.aspx?COLLC=JSS&COURC=DPVO_EP For Diploma in Pharmaceutical Quality Control	
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Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

		<p>https://jssuni.edu.in/jssaaher/course-finder/CourseDetail.aspx?COLLC=JSS&COURC=DP For Diploma in Regulatory affairs</p> <p>https://jssuni.edu.in/jssaaher/course-finder/CourseDetail.aspx?COLLC=JSS&COURC=DRAOEP For Diploma in Medical Devices</p> <p>https://jssuni.edu.in/jssaaher/course-finder/CourseDetail.aspx?COLLC=JSS&COURC=DM For Certificate program in Dental Ethics and Jurisprudence</p> <p>https://jssuni.edu.in/jssaaher/course-finder/CourseDetail.aspx?COLLC=JSS&COURC=CD</p>	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes https://jssuni.edu.in/jssaaher/jssaaher-oep-org/academic-calendar.html	
7.	Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner	Yes https://jssuni.edu.in/jssaaher/jssaaher-oep-org/pdf/stratergic-plan.pdf	

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Type of HEI: Deemed to be University.

	assessment system and quality assurance practices of Online learning programmes		
8.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes https://www.jssaheer.enhanced.com/	
9.	Information regarding all the programmes recognised by the Commission	Yes https://jssuni.edu.in/jssaheer/jssaheer-oep-org/recognitions-and-approvals.html	
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes https://jssuni.edu.in/jssaheer/jssaheer-oep-org/learner-enrollment-details.html	
11.	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes;	Yes https://jssuni.edu.in/jssaheer/jssaheer-oep/oep-home.html	
12.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Online Programmes	Yes https://jssuni.edu.in/jssaheer/jssaheer-oep-org/faq.html	

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13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	NA	
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	https://jssuni.edu.in/jssaheer/jssaheer-oep-org/pdf/proctored-examinations-instructions.pdf	
15.	Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc	Yes https://jssuni.edu.in/jssaheer/jssaheer-oep-org/academic-calendar.html	
16.	Reports of the third party academic audit to be undertaken every five years and internal academic audit every year by Centre for Internal Quality Assurance	Plan to do it in future	

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

Part – VIII: Admission and Fees

8.1 Compliance status of ‘Admissions and Fees’ – As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

S.No.	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid	YES, No learners are enrolled in anticipation of grant of recognition for offering a programme in online mode
2.	A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	YES
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	YES
4.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with	NO

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Type of HEI: Deemed to be University.

	<p>the instructions or orders issued by Central Government or State Government:</p> <p>Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners</p>	
5.	<p>Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners</p>	YES
6.	<p>Every Higher Educational Institution shall-</p> <p>(a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;</p> <p>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;</p> <p>(c) exhibit such records as permissible under law on its website; and</p> <p>(d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.</p>	YES
7.	<p>Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to</p>	

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	such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment	YES
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	YES
8. (c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	YES
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	YES
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	YES
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	YES

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Type of HEI: Deemed to be University.

8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	YES
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	NO
8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	YES
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	YES
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	YES
9	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	YES
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	YES
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	YES

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12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	YES
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	YES
14.	No Higher Educational Institution shall, issue or publish- (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised; (b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading	YES

8.2 Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission: Yes/No If No, reason thereof:

YES, JSS AHER provides the details of all international learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission

Part – IX: Grievance Redressal Mechanism

9.1 Compliance status of 'Grievance Redressal Mechanism' – As per Annexure - X of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention the mechanism put into place along with brief details of grievances received and actions taken thereof. Also mention that how the learners have been made aware about this mechanism.

Grievance Mechanism

1. **Designated Grievance Officer:** JSSA HER has formulated the Grievance Redressal Committee responsible for handling grievances related to online programs. This committee is impartial and equipped to address various types of complaints.
2. **Clear Grievance Policy:** JSS AHER has developed a comprehensive grievance policy that outlines the types of grievances that can be raised, the process for submitting grievances, timelines for response, and steps for resolution.
3. **Online Submission Platform:** JSS AHER has created an online platform within the institution's Learning Management System (LMS) or on the institution's website where students can submit their grievances electronically. This platform provides clear instructions on how to file a grievance.
4. **Confidentiality and Transparency:** JSS AHER assures students that their grievances will be handled confidentially and that the process will be transparent.
5. **Multi-Channel Communication:** JSS AHER allows students to submit grievances through multiple channels, such as email, an online form, or even direct communication with the Grievance Officer. This ensures that students can choose the method that is most comfortable for them.
6. **Prompt Acknowledgment:** JSS AHER ensures that every grievance submitted receives a prompt acknowledgment from the Grievance Officer or Committee. This acknowledgment provides an estimated timeframe for resolution.
7. **Investigation and Resolution:** JSS AHER conducts a thorough investigation of each grievance, involving all relevant parties as needed. The Grievance Officer or Committee assesses the situation, gathers evidence, and proposes appropriate solutions.
8. **Timely Response:** JSS AHER commits to providing timely responses to grievances. This not only shows respect for students' concerns but also prevents issues from escalating.
9. **Communication of Outcomes:** Once a grievance is resolved, JSS AHER communicates the outcome to the student who filed the grievance. If applicable, also share any actions taken to address the issue.

HEI ID: HEI-U-0222

Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
0	0

9.3 Complaint Handling Mechanism

HEI shall mention the mechanism adopted for Complaint Handling Mechanism as per Regulations.

Also, mention details of Nodal Officers.

Sl.No	Name	Position
1	Dr. Vishal Kumar Gupta Dean (Academics) JSS AHER, Mysuru	Chairperson
2	Dr. Chandrashekar B R Vice Principal JSS Dental College and Hospital, Mysuru	Member
3	Dr. Praveen Thaggikuppe Krishnamurthy Professor & HOD of Pharmacology JSS College of Pharmacy, Ooty	Member
4	Dr. Rajalakshmi R Professor Dept of Physiology JSS Medical College, Mysuru	Member
5	A student representing the college where the grievance occurred to be nominated based on academic merit by the concerned college.	Special invitee

9.4 Details of Complaints received from UGC (DEB)

Numbers of Complaint Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)
NIL		

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Name of HEI: JSS Academy of Higher Education & Research

Type of HEI: Deemed to be University.

Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

- 1. Interactive Content:** JSS AHER online programs audio visual materials are moving beyond static videos and text-based materials. Interactive elements such as interactive hotspots, gamified exercises and quizzes engaged students actively, enhancing their understanding and retention of the material.
- 2. Mobile Learning:** As mobile devices became increasingly prevalent; education platforms were optimizing their content for mobile access. This allowed students to learn on-the-go and fit their studies into their busy schedules. JSS AHER has developed its own learning management APP- JSS AHER OEP app.

https://play.google.com/store/apps/details?id=com.jssaHER_oeP

<https://apps.apple.com/in/app/jssaHER-oeP/id1580551924>
- 3. Microlearning and Bite-Sized Content:** JSS AHER has introduced short, focused lessons known as microlearning modules. These bite-sized lessons are designed to cater to shorter attention spans and provide the flexibility to learn in smaller increments.
- 4. High-Quality Video Production:** Video production techniques were improving to create engaging and visually appealing content. High-quality videos, animations, and graphics were being used to explain complex concepts effectively.
- 5. Assessment and Feedback Mechanisms:** JSS AHER Online education platforms uses a variety of assessment methods, including automated quizzes and instructor feedback. This has allowed for ongoing evaluation and timely feedback to enhance the learning process.
- 6. Assessment Variety:** Use a mix of summative assessment methods, including quizzes, drag and drop, match the following, fill in the boxes, essays etc. This ensures a holistic evaluation of students' understanding and skills.
- 7. Continuous Improvement through Data Analysis:** JSS AHER Online education platforms use data analytics to assess the effectiveness of their courses and make data-driven improvements. This involves analyzing student performance, engagement metrics, and feedback to refine course content and delivery methods.

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Name of HEI: JSS Academy of Higher Education & Research

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10.2 Best Practices of the HEI

1. **Dedicated Online Learning Support Team:** JSS AHER has established a team dedicated to supporting online learners and faculty. This team provides technical assistance, instructional design guidance, and student support services tailored to the online environment.
2. **Faculty Training:** JSS AHER provides comprehensive training for faculty members who will be teaching online courses in the form of Faculty Capacity Building Programs. Training covered online pedagogy, technology tools, course design principles, and effective online communication strategies.
3. **Quality Course Design Standards:** JSS AHER has developed clear and comprehensive course design standards that ensure consistency and quality across all online programs.
4. **Regular Course Reviews:** JSS AHER has implemented a process for regular peer reviews and assessments of online courses. This ensures that courses are up to date, effective, and aligned with learning outcomes.
5. **Interactive Content Creation:** JSS AHER encourages instructors to create engaging and interactive content, such as videos, quizzes, simulations, and discussions, to enhance the online learning experience.
6. **Technology Infrastructure:** JSS AHER LMS is a UGC approved learning platform. JSS AHER has invested in a robust learning management system (LMS) and other relevant technologies to support online education. LMS ensures that the platform is user-friendly, reliable, and supports various types of media.

As mobile devices became increasingly prevalent, education platforms were optimizing their content for mobile access. This allowed students to learn on-the-go and fit their studies into their busy schedules. JSS AHER has developed its own learning management APP- JSS AHER OEP app.

7. **Student Orientation:** JSS AHER provides a comprehensive online orientation for new students, acquainting them with the online learning environment, tools, and resources available to them.
8. **Consistent Communication:** JSS AHER has set the expectations for regular communication between instructors and students. It also encourages instructors to provide weekly announcements, feedback on assignments, and timely responses to student inquiries.
9. **Virtual Office Hours:** JSS AHER offers virtual office hours where instructors are available to answer student questions and provide additional support outside of scheduled class times.
10. **Clear Assessment Policies:** JSS AHER has clearly outlined assessment policies, including grading criteria, due dates, and any specific guidelines for online assessments. This ensures fairness and transparency.

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11. **Learning Analytics:** JSS AHER utilizes learning analytics to track student engagement, progress, and performance. This data can help identify areas for improvement and early intervention for struggling students.
12. **Internationalization Considerations:** JSS AHER caters to the needs of diverse student populations, including international students. JSS AHER considers time zone differences while conducting the summative and formative assessments.
13. **Flexibility in Program Delivery:** JSS AHER offers a mix of asynchronous and synchronous learning opportunities to accommodate various learning preferences and time constraints.
14. **Resource Center:** Provide a centralized online resource center that offers guides, tutorials, and FAQs to support students in navigating the online learning environment.

10.3 Details of Job Fairs conducted by the HEI

NIL

10.4 Success Stories of students of Online mode of the HEI:

One of the student of MBA -Hospital Administration Ms Vishaya Sadasing from Mauritius is been selected as ABE Ambassador. Below is the success story shared by the learner:

As an emancipated lady of the postmodern era, I have always had a passion to become proficient and excel in every field I pursue be it academically or non-academically. In this context, I have been Vice Head Girl and Prefect of my college and even was regular awardee of several academic prizes annually. A small fire incident in my last year of at secondary school especially during my final examinations made me took a small break from my tertiary education. Subsequently, I started working to earn a living since I belong to a middle-class family of three children, and I was the eldest daughter of the family. Nevertheless, the zeal to learn and improve my career scope never died and eventually I saw Sagittarius Limited promo pertaining to new enrolment for level 5 and level 6 which strucked my mind. The price and learn at my own pace facilities helped my balanced my professional and personal lives effectively and efficiently. Consequently, I was able to complete ABE Level 5 in Human Resource Management as well as Level 6 in Human Resource Management and Business Managements successfully at the mentioned institution. Thus, ABE came as a blessing in disguise when I further applied for online scholarship in MBA with specialization in Hospital Administration under e-VBAB Indian Scholarship at my local Open University. Abe enabled me to secure few Indian scholarships and I eventually opted for the prestigious JSS Academy of Learning and Research. I am truly grateful to ABE since without it I would not be able to undertake my Master level. Currently, I am completing my last semester and I am also looking forward for more career scope and PHD scholarships.

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I am truly indebted to the golden MBA scholarship provided JSS Academy of Higher Education and Research via the e-VBAB Indian scholarships grant under affiliation to my local open university of Mauritius. The latter has come as a blessing in disguise since I was looking forward to pursuing my post degree but was still hesitating since master degree levels are quite costly. I feel very much honored to finally completing my last semester of my MBA with specialization at JSS Academy. JSS Academy is very dear to my heart since I have many beautiful memories to cherish with the open learning staff and international students that I got acquainted with. Finally, being part of such worldwide acclaimed university that has a reverent and inspiring powerful spiritual leader will not only enhance my career prospects but also make me a better human being while striving to make the world a better place to live and pass on the noble legacy to next generations.

10.5 Initiatives taken towards conversion of e-LM into Regional Languages

NIL

10.6 Number of students placed through Campus Placements

NIL

10.7 Details of Alumni Cell and its activity

NIL

10.8 Any other Information

NIL

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DECLARATION

I hereby declare that the information given above and in the enclosed documents is true, correct and nothing material has been concealed therein. In case information provided is found to be contrary to the fact, it will result in cancellation of recognition to offer ODL programmes, along with initiation of action as per provision of the UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.

Signature of the Director:



Name: Dr. Madhusudhan Purohit

Seal:



Date:29-08-2023

Signature of the Registrar:



Name: Dr B Manjunatha

Seal: **REGISTRAR**
JSS Academy of Higher Education & Research
Sri Shivarathreeshwara Nagara
Mysuru-570015, Karnataka, India



Date:29-08-2023

Note: Kindly take the printout of dully filled CIQA report and submit it to UGC DEB office (after getting it approved by Statutory Authorities of the HEI) and upload the same on HEI's website also. Please refer to the provisions regarding CIQA mentioned in UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.