# Quality Assurance Mechanism

In adherence to the guidelines set by the University Grants Commission (UGC) 2020 for online programs in India, NCDOE has implemented a robust Quality Assurance Process for our online programmes. The objective is to ensure the continual enhancement of the teaching-learning process and the delivery of high-quality education to our learners.

**Internal Audits and Continuous Improvement:**
The cornerstone of our quality assurance mechanism is the **monthly academic review and annual internal audit** conducted on the academic unit of the NCDOE. This process serves as a comprehensive evaluation, identifying areas for improvement and ensuring the ongoing enhancement of our operations.
Dynamic Course Content Review:
Our commitment to excellence is exemplified through the constant review and updating of course content. The **Academic Review Committee** conducts regular assessments, ensuring that our courses remain relevant, up-to-date, and aligned with industry standards.

**Student Feedback Loop:**
Feedback from our students is a vital component of our quality assurance process. We have established an efficient feedback loop wherein student input is systematically collected and communicated to faculty members. This allows us to promptly identify areas of improvement and respond to the evolving needs of our learners. The feedback is taken for following parameters on a 7-point Likert scale:
- Subject matter covered
- Course material in today session
- Audio quality
- Video quality
- Faculty preparation
- Faculty communication
- Faculty responsiveness
- Learning process

**Comprehensive Alumni Satisfaction Surveys:**
To gauge the satisfaction levels of our alumni, we conduct thorough surveys that cover various aspects of their learning experience. These surveys delve into the alignment of the program with professional goals, the quality and relevance of course content, responsiveness of the support team, effectiveness of examination systems, appropriateness of technology, and overall satisfaction as online and distance learners.

**Audit Process of Academic Delivery:**
NCDOE initiated the audit process for the faculty who will be conducting the sessions for the first time. The audit is done as per the following parameters

- Session material for Content Quality (PPTs/Readings/Videos/Cases/Working files etc.)
- Session recordings (Feedback to be shared within 15 hours since the session gets over)

- Internal assessment (IA) questions and synoptic (rubrics)
- Term end exam (TEE) Questions and synoptic
- Evaluations (15 % of submissions)

Audit feedback rating for all the components in the first sessions is expected to be 6 and above in a 7-point scale.

**Question Bank / Question Paper Audit**
Every Question Bank (QB) / Question paper (QP) is reviewed for the typo, grammar appropriateness and completeness of the questions as per the format. by examination team before uploading it into the portal.
Queries raised by students on TEE – are verified and validated by Faculty and QB is corrected or replaced based on their approvals.

- Projects/TEE evaluated/revaluated are checked by examination team for appropriate and detailed remarks, marks in all sections, maintaining bell curve, analysis of evaluation based on Standard deviation/ average marks given
- Project evaluation has two level of moderation, scores are reviewed and then results are declared.
- Unfair means (UFM) cases – audit and verification: TEE team conducts audit of the UFM cases reported and then processes the UFM decision before results declaration.

**Internal Assessment  Audit:**

- For every exam cycle, an internal audit process of checking the QP with last five years'  exam cycles so check if any question/sub question is getting repeated in upcoming exam cycle
- Check for typo, grammar, incompleteness of question is also done. If any question needs to be changed, the domain-specific faculty is asked to change the question set/particular question
- The answers sheets also are audited after initial evaluation, as per process below:

  - Internal examination team checks for checking marks/remarks/incomplete or partial grading. If there are cases, then feedback is shared with concerned grading faculty to check and timely update.
  - Normalization process is done for unbiased grading curve where multiple faculty are involved in subjects.
  - Only in certain applicable cases : retaining of faculty score as per question weightage solved by the student and not as per normalization.

**Continuous Improvement Based on Feedback:**
Our commitment to excellence is reflected in the regular feedback loop, which ensures that our programs consistently meet and exceed the expectations of our learners. Based on the feedback received and internal program reviews, content relevancy of student learning material (SLMs) and asynchronous content ( recorded videos, discussion forums etc) is systematically assessed every year. This process guarantees academic excellence and the practical applicability of our programs in the dynamic industry landscape.

**Center for Internal Quality Assurance (CIQA):**
Our Center for Internal Quality Assurance (CIQA) committee meets twice a year to discuss the various feedback reports and also recommend best practices. The team is committed to delivering education that empowers learners for success in their chosen fields. Through continuous improvement, feedback loops, and dynamic content reviews, we strive to uphold the highest standards of academic excellence in online education.