



Visvesvaraya Technological University, Belagavi

(State University of Government of Karnataka Established as per the VTU Act, 1994)



VTU Centre for Online Education (VTU-COE)

Annexure IX

As per the assessment criteria of UGC (ODL & OL Programmes) Regulation 2020

1. User Friendliness

Indicative terms of reference

- (i) **Ease of use/proper navigation/attractive presentations in User Interface.**
 - The students are able to login through website to the learning management system for accessing the course.
 - Students are able to view their courses clearly bifurcated in semester wise buckets for easier navigation.
 - Within each semester-based bucket the students are able to view the course / subjects which they need to access for their enrolled program.
- (ii) **Availability of Interfaces/delivery mechanisms - web, mobile, desktop, instant messaging, video conferencing, audio graphic systems etc.**
 - The student can access Learning Management System (LMS) through their desktop and also from their mobile phones, as the application is mobile responsive.
 - The LMS is integrated with video conferencing tool (online webinar) for 2-way interactions wherein the faculty can interact with students and vice-versa.
 - The learning management system supports all kind of content formats which include HTML5, MP4, SCORM Files apart from word, pdf, and PPT files.
- (iii) **Availability of proper internet connection in case of web-based interfaces.**
 - The content files which are stored / uploaded in system can be easily accessed by registered students as the application servers and database server interfaces are different. We have cloud based servers. Moreover with our internal leased line connectivity for managing university based processes ensure smoother deliverables of online programs.



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(iv) Representation of content-text/graphical, exercises, tutorials, Examples, casestudies etc.

- Within each subject we have chapters divided with below mentioned details:
- Proper representation of content as mentioned below which includes eBooks, study guide, exercises, tutorial videos, gamified assessments, FAQ and Misconceptions, assignments, web resources, discussion forums, live interactive sessions are provided to the students along with simulated case studies at subject level.

2. Content Storage and Management Provisions

Indicative terms of reference

(i) Production of contents:

- The production of content is in various formats which the Learning Management System Supports like word file, pdf files, HTML5 format, SCORM Files, MP4 Videos.

(ii) Cloud based Video-Audio Storage mechanism

- All the content including Audio Video Content is stored on Cloud Servers. The said content is directly streamed through the cloud based servers by the assigned students for the respective course.

(iii) Ease of access to content:

- Under University Master, we have provision to create various Re-usable Learning Objects (RLO) which are courses created with all available content.
- The Learning Management System supports the University based programmes under various departments which offers various programmes.
- The said RLO or courses / subjects is easily accessible by any department of the university for creation of their respective programs.
- Example : A subject like Communication Skills is offered under BBA and same is also offered under BCom, in such cases the said RLO can be easily cloned to the program structure of respective programs and avoid duplication of content.



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(iv) Reliability and availability of content at all times:

- The Cloud Servers are licensed for automatic incremental usage of space for new content created and stored thus giving us flexibility and reliability for availability of content at all times.

3. Synchronous Interaction Provisions (video/audio conferencing, live chat etc.)

- Online Live Interactive Sessions (webinars) are conducted through our Learning Management System.
- The provision to invite the registered students for respective course along with real time online interactivity (video / audio) within the faculty and student community ensures that the synchronous sessions are conducted as per schedule for each course.
- Apart from audio / video interactivity, the system also has the provision for live chat with the faculty as an option, during the webinars / online sessions.
- Faculty and student logins in at pre-scheduled date / time for the said session. The calendar for online sessions is published on website and LMS enabling student to attend the session.
- Alerts: Students are communicated through emails and SMS + for the said synchronous online sessions.

4. Asynchronous Interaction provisions (Discussion Forum, Blogs, Wikis, etc)

- While going through the various online learning resources through LMS whenever the student wants to connect with the faculties, the student can share the queries and the faculties can resolve the said query:
- Provision for Discussion Forums: As part of Collaborative Learning, we have discussion forum scheduled as per the calendar. The topic is given by Faculty on which the students have to share their understanding on topic through the LMS.
- The student has been provided the access to connect to university faculties through LMS based messaging and mail system.
- Provision to upload and share documents by student to faculty or from faculty to student available.



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- Access is provided to various web resources with articles / blogs enabling students to share their views and interact on the said topics.

5. Learner engagement provisions (Interactive Content, activity management, group projects)

- After registration, the student gets the LMS access and the Mentor connects with students for Course Orientation Session.
- The instructions for accessing the course along with Academic Calendar are provided in LMS for easy understanding.
- Regular Alerts and Notifications (SMS, Email and Call): For Live Online Interactive Sessions, Discussion Forums, Practice Exercise, Assignment Submissions and Term End Assessments.
- The student attendance is marked in system on daily basis.
- The students are provided with Semester wise buckets enabling them to complete the course.
- Every student would complete the course by going through various online learning resources (asynchronous components) which are available for every chapter within a subject.
- Students are required to attend the live interactive sessions conducted for every chapter and also attend the discussion forum for the said subject.
- Students would attend minimum of 4 hours in a fortnight as per UGC regulations.
- Students need to attempt practise test and practice assignments for every chapter within the subject.
- The calendar for Live Sessions and Discussion Forum is published well in advance enabling the students to attend.
- The students need to submit the assignments which are available in the LMS for every subject which are part of continuous evaluation, as per the timelines provided by the university.
- Student has the facility to connect with the Mentor in case of any queries.
- Student has the facility to connect with our Faculties in case of any academic queries.



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6. Peer group interaction provisions (social media integration, group activity, breakout rooms, etc)

- Every Student has a provision to view his/her batch mates enrolled for the said course. The students can view the batch mate profile and the student can interact within themselves through the LMS system.
- Discussion forum helps the students to learn from their peers in the learning process.
- Students can also connect through social media page of the university created on Facebook.

7. Learning Communities and Research Forums

- As part of research activity links of various open-source learning platforms like Swayam and other MOOC platform access are available through the LMS.
- We have also provided open-source learning resource links for every chapter enabling the student to have deeper insights on the topic for their research-based learning process.
- Access to university-based research publications is also provided to the students.

8. Adaptive Learning Provisions (skill gap analysis, personalized content)

- The students get the access to the learning resources based on the semester wise buckets. The students who have completed courses from semester 1 (after completion of 6 months based on admission batch) gets access to next bucket of courses.
- The provision for defining the learning path within a course/subject is provided as required by the faculty wherein only after completing one specific module the student gets access to next module.

9. Provision of Grouping the Learners with Different Mentors

One mentor to be assigned for 250 learners as per the regulation

- For each Mentor new user logins can be created, and group of students can be allotted to respective students.



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10. Dashboard Option for All Stakeholders

We have the following stake holders/system users:

- **System Admin:** On the left-hand side the Admin has various tabs to check with the system-based aspects and monitor the process.
- **Course Co-ordinators (Master Faculty)**
 - The Faculty is able to view various aspects like Total Live Classes, Total Notes Provided, Total Assignments, Student Queries related to the said topic
- **Mentors**

The mentor is able to check how many students have completed the modules, Live Class Participation, Students Assigned, Discussion Window, Assignments, Messages and Doubts from Students for support purpose.
- **Students**
 - Students are able to navigate to various tabs provided on left hand side navigation bar.
 - Students are able to view the semester wise buckets for available courses which they need to complete
 - Students are able to view the course wise completion / pending activities through their dashboard.

11. Proctored Exam Methodology

- Online Remote Proctored Examination System used for term end examinations.
- Every student is checked online real time by Proctor before allowing the student in exam zone.
- For every Online Proctor, allotment up to 50 students for monitoring process during online exams.
- Only after Online Proctor authentication and punching the security code the student can start with online exams.
- Security Features during exams like AI Facial Recognition, Navigation Control, Image Capturing during exams, live online monitoring during exams.
- Image Capturing during exams and live streaming during exams for monitoring the online exams.



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- Dashboard for examinations with reports
- Answer sheet download facility
- Allotment of online subjective answer sheet to Evaluators for evaluation
- System can conduct objective questions/subjective questions / mix of both type of questions.

12. Examination Support - Multiple Choice and Long Answers Short Answers

- The term end exams are a mix of objective type and subjective type of questions.
- There would be 54 questions in objective type of questions and subjective type of questions.
- The question bank (250 per subject) for objective type of questions for every subject is uploaded in the system for randomization.
- While the question paper for subjective question as set by the faculty is updated in the system.

13. Provision for Online Assignment Creation, Submission and Grading

- Assessment scheme for Continuous Evaluation (40%) and Term End Exams (60%) is created in system.
- For each assignment / internal assessment, the student needs to verify himself/herself through Aadhaar card authentication as part of learner authentication. The student enters the OTP in system then proceeds for assignment submission.

We have the following assessments as part of continuous evaluation:

- **Assignment 1: Objective Type: 10% Weightage (10 Marks)**
 - The Question Bank of around 250 questions are uploaded in system with answer keys.
 - The system allocates randomized 50 questions for the said assignment.
 - Duration 1 Hour- 50 Questions – Passing Criteria 40%
 - The system evaluates the assignments based on answer keys which were uploaded during creation of question bank.
 - The scores of objective types of assignment are displayed immediately after assignment submission.
- **Assignment 2: Subjective Assignment: 10% Weightage (10 Marks)**
 - The Question paper is set by the faculties and updated in the LMS.



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- A Plagiarism Tool is embedded in LMS wherein a check is maintained to ensure that the students do not submit plagiarised response for the said assignment.
- Before submitting the said assignment, the student would need to go through the plagiarism check, in case the response sheet has more than 10% of plagiarized content the student would have to re-submit the assignment.
- The said subjective assignments are allotted to evaluators for evaluating the said assignments through the system.
- The evaluators update the scores in the LMS for respective students.
- **Graded Discussion Forums: 10% weightage (10 Marks)**
 - The students would be provided with discussion forum topics for every subject as published in LMS.
 - The students need to participate in the said discussion forums and submit their response.
 - The Faculty validates the response and only then publish the same on the forum enabling other learners to view the respective response and learn in the said process.
 - The faculty allocates the scores based on the quality of response submitted on knowledge parameter
- **Grading:**
 - 40% is passing criteria for every Subject
 - Based on overall marks of Continuous Evaluation and Term End Exams for every subject, the grades are allotted by system based on UGC 10 point scale guidelines.

14. Availability of Tools to keep student informed about activity and performance, etc.

- We have the following aspects to keep students informed about the activity and performance:

LMS has all the communication and notification features.

- Academic Calendar with important dates
- Last Date for Assignment Submissions
- Exam Form and Online Exam related Information
- Grade Book for Online Results



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- Calendar for Live Interactive Sessions
- Calendar for Discussion Forums based on subjects
- Ticketing System

System based Notification features (Email and SMS)

- Email Notification for not login in LMS for 7 days.
- Email and SMS Notification for Live Interactive Session:
 - 2 Days before the scheduled date and time
 - 2 hours before the scheduled date and time
- Notification for Assignment Submission with Last Date
- Notification for Discussion Forums

Messaging System in LMS: The Students are kept informed through the messaging system through LMS:

- Academic Activity: Students and Faculties can interact with the use of said messaging system. One faculty for 250 students as per guidelines.
- Support Activity: Students and Student Relationship Officer interact with the use of said messaging system.
- Team of Student Relationship Officers: We have a team of Student Relationship Officers who call the students, email and message the students with all information / activity update necessary for the students to complete the course successfully.
- Website: Apart from the LMS all information is also updated on the university website.

15. Plagiarism Check Provision

The Subjective Assignment has the process of Plagiarism check which is conducted through the LMS.

- The Question paper is set by the faculties and updated in the LMS.
- A Plagiarism Tool is embedded in LMS wherein a check is maintained to ensure that the students do not submit plagiarised response for the said assignment.
- Before submitting the said assignment, the student would need to go through the plagiarism check, in case the response sheet has more than 10% of plagiarized content the student would have to re-submit the assignment.



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- The said subjective assignments are allotted to evaluators for evaluating the said assignments through the system.
- The evaluator updates the scores in the LMS for respective students.

16. Methodology for Online Payment Gateway

- We have integrated the online payment gateway on university website. The students can make payments through Debit card, Credit card for making the online payment apart from NEFT payments.
- We are using Atom Payment Gateway for Online Payments

17. Flexibility - * Browser Supportive and Main Site having Responsive design

- The University Website is a data driven website wherein online chat facility is also available.
- The website is a desktop as well as Mobile responsive website.
- The website and LMS can be accessed by various browsers like Google Chrome, IE, Firefox and Safari.

18. Support the standard four quadrant approach followed by SWAYAM

- The LMS platform supports the standard four quadrant approach of UGC / Swayam.
- All the online learning Resources in various file formats like PDF, PPT, MP4 Videos, Question Bank updation, SCORM files, similarly live online Interactive sessions, discussion forums, plagiarism tool, Aadhaar verification necessary for learner authentication
- The Learning Management System has below mentioned content and delivery aspects in sync with four quadrant approach

Quadrant	Quadrant Type	Learning Resource Type	Delivery Format
1	E - Tutorial	Recorded Videos	MP4 (Audio Video Content)
		Animation / Gamified Module	SCORM File
		Interactive Videos	SCORM File



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2	e-Content	E-book	PDF/ Notes
		Study Guide	PPT / Bullet Notes
		Web Resources	Articles and Reference Videos from Swayam, NPTEL and other platforms
3	Discussion Forum	Discussion Forum	Real Time Technology
		Synchronous Interactive Sessions - Live Sessions	Real Time Technology
4	Assessment	Quiz, MCQ, Question Bank	Excel Based System Upload For Objective Assessment and Document Upload for Subjective questions in assessment in form of Assignments

19. Provision of Online Award of Certificates

- The Online Degree and Certificates can be uploaded in the system from where the student can download the soft copies.

20. Proposed Methodology to Train Faculty to effectively Design, Develop and Deliver MOOC's

- The Faculties are trained with the use of LMS platform to effectively design, develop and deliver MOOC's.
- The Faculty have been provided with their respective LMS account for the Subjects assigned to them.
- Classroom based Training of our faculties for the use of system have been conducted through demonstration.
- Apart of asynchronous online learning content as explained in point 3.6, every faculty who handles the online programs are trained on creating, developing a module and updating the content on the LMS.
- Faculties can conduct Synchronous Live Online Interactive Sessions for every module :
- Designing and development of Lesson Plan (PPT Format) for a particular module for which the Online Session has to be conducted.
- The lesson plan in form of PPT can be around 30 to 40 slides on every module.
- The Learning Objectives are clearly mentioned during the start of the



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session as part of lesson plan.

- Every Live Online Session is conducted for 1 Hour.
- Every Faculty is provided with their respective LMS account logins, through which the faculty can create a session for a respective module.
- Faculty can upload the content (lesson plan) for the said session.
- Faculty can conduct the online session on particular module based on set time and date.
- Faculty can invite the registered students to attend the live synchronous online sessions.
- Faculty conducts / delivers the online interactive session based on the lesson plan which is also viewed by the student during the said session.
- The said online live session videos can be accessed by students later any time as archived videos for reference purpose.
- Apart from actual Training, the training content in form of PPT is also provided to the faculties enabling them to refer while implementing the same.
- As part of University MOOCs, our regular students registered for free to the said online course wherein our faculties guided the students and also conducted live sessions for the registered student.
- By offering the free online courses to students it helped our faculties as well to practice and learn the process for delivering online programs.
- Our Technical Team for Development of e-Content/e- Modules, delivery of online programs and Admissions including Examinations; conducted in house training and they provided hands on practice to the staff members involved in delivering the online programs.
- The LMS system has various users like System Admin, Program Co-ordinator, Course Co-ordinator, Course Mentors, Examiners apart from Students.

The process and the skills required are as follows:

Production of E-Content / Digitization of the content in multiple formats:

Skills necessary for conversion of base content from word file to PDF, HTML5, SCORM Files using various tools like adobe illustrator, articulate rise, storyline etc. In case of videos, skills necessary for editing the raw video, audio / video editing facilities adding multimedia components using tools like aftereffect, camptasia, adobe flash etc.



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Creation of Online Course: Skills:

- Basic Understanding required for creating the online course in LMS system with final version of approved content at unit / chapter level within a course/subject. For this process our technical team has guided our staff members to create online courses using various formats of e-learning content as per the four-quadrant approach of UGC.
- Within the LMS, the program co-ordinator creates the course structure as per the approved program structure by the university.
- Each Semester have buckets of subjects as per program structure.
- From the Course Master, the Re-usable Learning Objects (Online Course / subject with courseware) as created by the respective Course Co-ordinator for the subject is cloned to the program structure of respective program.

Admission Process: Skills Required: Basic Internet Skills are required for this activity.

- Learner Authentication through Aadhar enabled feature during the online registration process. The students register online through the web application and submits the documents online through the web application. The university staff has been trained along with hands on practice to check the documents submitted by the learner for admission purpose. After eligibility confirmation the students are provided with login credentials for accessing the Online Program through the LMS.

Delivery of Online Programs: The LMS has the provision to deliver Synchronous Live Online Sessions and Discussion Forums. Skills: Basic Understanding acquired through Practice on our LMS.

- **Synchronous Live Online Sessions:** The Faculty / Course Co-ordinator prepares a lesson plan in form of PPT for a specific module / chapter for which they intend to deliver online during the Live Online Synchronous sessions through the LMS system.
 - The topic / chapter for which the Online sessions need to be conducted; the faculty is trained for scheduling a live class on particular date and time as per approved live online class calendar by university authorities.



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- The lesson plan is uploaded in LMS for that specific Live Online Synchronous Class Session and selects the students registered for the said course.
- An automated alert mail invitation goes to registered students of that course.
- The students can attend the live synchronous online session as per the calendar published for the said classes.
- The calendar can be published well in advance enabling all the students to be prepared for their forthcoming online classes.

Discussion Forum: The Faculty / Mentor prepares a Topic List enabling students to discuss on given topic. Skills: Basic Understanding acquired through Practice on our LMS.

- The Faculty/Mentor is ready to review the response online within the said period within which the discussion forum is scheduled.
- Only moderated response from students is approved and published in discussion forum by the faculty enabling other students to view and revert in the discussion process. Thus helps the learner to learn in collaborative way.

Examiner: Skills: Basic Understanding acquired through Practice on our LMS.

The staff members handling the examiner process have been trained to:

- Create Assessment Scheme
- Upload question banks in form of MCQ format, subjective questionnaire
- Create LMS system based continuous assessments.
- Evaluation of Subjective Assignments
- Result Publishing in Grade Book of our LMS
- For Examinations refer the complete process as explained in point above in Assessment Mechanism

21. Security Features from Transparency, credibility perspective.

The security features are implemented to maintain the credibility and transparency to student and university at all levels. The IP based tracking helps us to identify the student/user who has logged in along with related aspects.



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Admission:

- The student has to verify himself / herself through Aadhar Card Validation Process.
- After verification through the Aadhar Card OTP number, student proceed for registration process through the Account created for the student.
- Student enters information for all relevant fields necessary for registration process.
- Student uploads all the necessary documents as per mandatory requirement which includes aadhar card/ govt id photo proof along with passport size photo etc.
- After uploading the documents in student account the student proceeds for making the online fees payment.
- The student downloads the pre-filled application form based on inputs entered by the student.
- The student signs the admission form and the same to university for processing the application.

LMS Course Conduction:

- The student receives a login id and password on his/her registered mail id within 7 days after document verification process is completed.
- The students access the online learning resources as per the university program structure only through the LMS account provided by the university.
- The access to Live Online Session (webinars) is available only to the registered student of the program through the system.
- The faculty has the list of students who would attend the online session.
- The system tracks the attendance of every student on daily basis.
- The system also provides information to students as well as the faculty as to how many hours the student has spent on LMS and how many modules have been completed or pending.
- The system captures the IP of every student whenever the student logs in through the Log report.



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Assessments:

Continuous Evaluation:

- a) For each assignment / internal assessment, the student needs to verify himself/herself through Aadhar card authentication as part of learner authentication.
- b) The student enters the OTP in system only then proceeds for assignment submission.
- c) Objective Type of Assignment:
 - The MCQ based Objective type of questions are randomized during the said assignment.
 - From Question Bank of 250 questions around 50 questions are randomly selected by the system for the said assignment, which students should submit within 1 hour from start of said assignment.

Subjective Assignment:

- The student downloads the subjective assignment questionnaire from their respective logins.
- The student uploads the response sheet into the system through their respective login and undergoes Plagiarism Test.
- Plagiarism Tool for checking plagiarized content which is upload in system by student. The student needs to go through this plagiarism test before submitting the same.
- If similarity of content is more than 10%, then student has to re-submit the said subjective assignment.

Graded Discussion Forum:

- Based on the response provided by the students the faculty assigns scores to students. The discussion forum is part of continuous evaluation.

Term End Exams:

Online Remote Proctored exams with below security features are conducted:

- Online Proctor verifies real time online, check and authenticates the student and then allows him to enter the exam zone.
- One Online Proctor can monitor upto 50 students during the online



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exam process.

- Unique Password for every exam is sent to registered students on their email id.
- Only after Online Proctor authentication and punching the security code the student can start with online exams.
- Security Features during exams like AI Facial Recognition, Navigation Control, Image Capturing during exams, live online monitoring during exams.
- Image Capturing during exams and live streaming during exams for monitoring the online exams.
- Dashboard for examinations with reports and student images for every exam
- Answer sheet download facility available to the controller of examination
- Allotment of online subjective answer sheet to Evaluators for evaluation enables the university to keep a check on the evaluation process.

22. Scalability

Maximum Users

- Our system data is based on cloud servers. Starting from 800 concurrent user's login in at the same time upto any higher number as system is on auto scale to handle any larger student numbers.

Number of users able to log in simultaneously

- For live online sessions, the provision is upto 2000 learners which is again an auto scale system to handle any larger student numbers.

23. Proposed Methodology to ensure that faculty engages the student, motivates them and assesses them

We have the below methodology to engage the students:

Asynchronous Discussions:

- The calendar for discussion forums for every subject is published by the faculties on LMS and website.



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- A Topic which is provided by the faculty; the students have to contribute towards their understanding on the given topic considering the collaborative learning process.
- The Discussion forum is conducted for every subject.

Synchronous Discussions:

- The calendar for Live Online Interactive Session is published by the faculties on LMS and website.
- For every chapter a live interactive session is conducted by the faculty.

Learners Participation (Analytics for Faculties):

- The attendance is tracked on daily basis in LMS.
- The log reports provides the faculties with insights for learners activities in terms of consumption of learning management resources provided for every subject.

Messaging System:

- The messaging system from the LMS enables the faculties/mentors to connect with every student and interact with the students.
- The students can also connect with the faculties / mentors through the messaging system.

Mentors:

- As per UGC regulations, the mentors are mapped to 250 learners.
- The Mentors ensure that the students are provided with all support and the students are guided towards successfully completing the course.
- The Mentor would ensure that every student completes the assigned activities as per the timelines provided by the university.
- The Mentors ensure that every student is at least connected on call once a month to ensure that the course conduction is smooth and in case the students have any queries resolve the said queries based on the university guidelines.
- Periodic Feedback from the students are taken and updated to the university officials.



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Automated Notifications:

- Automated e-mailers and SMS ensure that every student gets to understand every information enabling the student to complete the said program.
- Email Notification for not login in LMS for 7 days.
- Email and SMS Notification for Live Interactive Session:
 - 2 Days before the scheduled date and time
 - 2 hours before the scheduled date and time
- Notification for Assignment Submission with Last Date
- Notification for Discussion Forums

24. Whether there is an appropriate organizational set up in the HEI for maintain and running the platform

The VTU Centre for Online Education has the following team members to handle the said Online Programmes and LMS Platform:

Centre for Online Education

- Director
- Deputy Director
- Assistant Director
- Programme Coordinator (5)
- Technical Manager (2)
- Technical Associate (1)
- Technical Assistant (2)
- Technical Team with Network Engineer, Portal Developer and System Administrator

25. Proposed Methodology to ensure Quality of Courses

- The University Centre for Internal Quality Assurance (CIQA) has conducted various meetings during the development process of the said online learning courses.
- Based on the University curriculum, various online learning resources were developed by the faculties and they included the technical team where technology support is required.



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- As a part of CIQA Process, every learning resources developed was submitted for approval process.
- The committee for review of said content included the internal experts and external experts.
- Based on suggestions of the said committee, the faculties and technical team re- worked on the said content as per the suggestions provided.
- After the approval from the committee for quality of content developed for online programs and final approval from the University Senior Officials the said learning resources were updated on the LMS system for course delivery.
- Free Online courses offered to university regular students for taking the feedback from students, enabled us to work upon the improvisation of delivery mechanism.
- Student Feedback mechanism helps the university to improvise on the delivery of online course.

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