



SYMBIOSIS INTERNATIONAL (DEEMED UNIVERSITY)

(Established under section 3 of the UGC Act 1956)

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Founder: Prof. Dr. S. B. Mujumdar, M.Sc., Ph.D. (Awarded Padma Bhushan and Padma Shri by
President of India)

Minutes of the Sixth Meeting of Centre for Internal Quality Assurance (CIQA) held on
Friday, 24th April, 26 at 11.00 am in online mode.

The Sixth meeting of the Centre for Internal Quality Assurance (CIQA) was held on, Friday, 24th
April, 26 at 11.00 am in online mode.

The following members were present in the meeting:

1) Dr. Ramakrishnan Raman, Vice Chancellor, SIU	Chairperson
2) Prof. (Dr.) Ajay Jaiswal, Principal, School of Open University, Delhi	External expert
3) Prof. V. V. Subrahmanyam Professor, (SOCIS), IGNOU	External expert
4) Dr. Jyoti Chandiramani, Dean, FOHSS	Member
5) Dr. Abhijit Chirputkar, Dean Faculty of Management	Member
6) Dr. Hardik Vachharajani, Professor and Director, QMB, SIU	Member
7) Dr. Mandar Pande, Professor, SCIT	Member
8) Dr. Poornima Tapas, Professor, SIBM	Member
9) CA Akansha Deshpande, Finance Officer, SIU	Member
10) Dr. Rajashree Jain, Professor, SICSR	Member
11) Dr. Parimala. Veluvali, Director, CIQA	Member Secretary

The following member did not attend the meeting due to prior commitments and were granted leave
of absence by the Chairperson:

1) Dr. M.S Shejul, Registrar, SIU	Member
2) Dr. Dhanya Pramod, Dean Faculty of Computer Studies	Member

At the onset of the meeting, the quorum was ascertained, and meeting commenced with the
permission from the Honorable Vice Chancellor, the Chairperson for the meeting. Dr. Parimala
Veluvali, Director CIQA and the Member Secretary welcomed all the members.

Thereafter the agenda-wise points were taken up for discussion.

Item No. A1: To confirm the Minutes of the fifth meeting of the CIQA that was held on Friday, 31st
October, 25

Dr. Parimala Veluvali, Director CIQA and the Member Secretary informed the members that the
draft minutes of the fifth meeting were shared with the members on the 15th of November, 25 and
there by no changes or modifications suggested, with the approval from the Chairperson, the minutes
were taken as read and approved.

The following resolution was passed

Resolution No. A1.24.04.2026

Resolved that the Minutes of the Fifth Meeting are be and hereby approved and taken on record.

Item No. A2: To take a note of the Action Taken Report of the fifth meeting of the CIQA that was held on Friday, 31st October,25

Sr.no	Recommendation	Action taken status
1.	Optimal allocation Coursera courses	<ol style="list-style-type: none"> 1. Coursera courses have been deeply integrated into the curriculum. For the MBA programme, 20 programme credits are directly mapped to Coursera courses. 2. Additionally, AI-focused Coursera courses have been identified and recommended as skill-building modules, 3. Outcome: Optimizing learning outcomes and reducing teaching load
2.	Implementation of a ticketing system and student query tracking including number of queries raised, response times, resolution rates, and turnaround time.	<ol style="list-style-type: none"> 1. A structured ticketing system has been implemented on the website, enabling students to raise queries seamlessly. 2. A defined turnaround time of 48 hours has been established to ensure timely resolution and effective tracking of student queries
3	Implementation of feedback collection from parents in addition to students, faculty, and alumni	A comprehensive feedback mechanism has been implemented, including parents. Feedback surveys have been shared, with responses being collected until the end of May
4	Organizing workshops, seminars, and webinars on quality-related themes for faculty.	A Faculty Development Programme titled "Rethinking Assessment in Online Education: Balancing Innovation, Integrity, and Scale" has been successfully conducted, focusing on assessment practices and the use of AI in online education.
5	Upload ICT Policy and AI Policy on the CDOE website.	The policies are available on the website of the University
6	Recruitment of additional staff to manage operations due to increasing student intake.	Additional manpower has been recruited, including a Section Officer and Deputy Director (Academics) in line with DEB requirements. Furthermore, three full-time faculty members are in the process of joining as Assistant Professors.
7	Benchmarking performance of CDOE with other online programmes.	The process has been initiated and the report will be shared with the members in the next meeting.

8	Preparation of Annual Report in addition to CIQA report.	Preparation of the Annual Report is underway. The same will be uploaded on the website along with the CIQA Report.
9	Documentation of best practices across all areas as per CIQA requirements.	Best practices have been documented under an initiative titled 'SSODL Excellence Framework: Innovating Digital Learning Ecosystems'

Dr. Parimala Veluvali informed the members about the following best practices at SSODL that merit documentation and further enhancement.

1. Curriculum enrichment through Expert sessions and webinars
2. Upskilling of students through Short-Term certification courses
3. Valued added courses- Vasudevakutumbhakam, Health & Wellness Module.
4. Enhanced student engagement through clubs and activities
5. Research integrated into Curriculum- Annual Student Conference
6. Open house sessions
7. SSODL Newsletter
8. Student Engagement through Social Media

Mr. Hardik Vachharajani suggested that these best practices should be documented as case studies supported by data. Such case studies could help in QS/THE rankings, institutional branding, conference presentations, and external positioning of SSODL.

The CIQA members appreciated the action taken on the suggestions. With regards to student query portal, Dr. Hardik Vachharajani appreciated the implementation but suggested that future CIQA presentations should include core analytics such as:

- Number of queries received
- Nature/category of queries
- Time taken for resolution
- Query closure status
- Turnaround time analysis

Dr. Parimala Veluvali agreed and stated that the data is available and will be shared with members with a brief analysis.

With regards to Student Research, Prof. Jyoti Chandiramani suggested that high-quality student research need not be limited to dissertations and could be developed into sector-specific working papers. These working papers may further evolve into white papers or policy recommendations. She also recommended creating clear guidelines for such outputs and showcasing them on the website.

The following resolution was passed

Resolution No. A2.24.04.2026

Resolved that the Action Taken Report of the Sixth Meeting is be and hereby approved and taken on record.

AGENDA: ITEM NO. A3

To brief the members about the enrollment status in the various programmes offered in the OL mode in the Jan 26 (Batch II) of the academic year 25-26 and the submission of details to DEB and the commencement of the academic sessions for the batch of Jan 26.

Dr. Parimala Veluvali briefed members about enrolments in the January 2026 batch, which is Batch 2 of Academic Year 2025-26. Admissions closed on 10 April 2026, as per the DEB-notified admission closure date. SSODL admitted 3,592 students in the January 2026 batch across eight online programmes.

Mr. Hardik Vachharajani suggested that enrolment data should be presented along with student progression, completion, and success-rate data. He suggested that SSODL should track reasons for non-progression and identify reasonable support measures. Dr. Parimala Veluvali agreed that future CIQA meetings will include progression analysis, reasons for non-completion, and actions taken by SSODL.

It was informed that the January 2026 batch includes 54 international students from countries such as Afghanistan, Malawi, Nepal, and Yemen.

Afghan students form the highest number among international students and are supported through the University's free ship initiative.

All enrolled students have ABC ID and DEB ID as required. For international students, since Aadhaar is not available and ABC ID cannot be generated, DEB has provided a facility for system-generated DEB IDs. This has been completed for all 54 international students.

Admissions closed on 10 April 2026. The Student Induction Programme for the January 2026 batch was conducted on 11 April 2026. An academic planner has been shared with students, covering commencement of classes, assessments, and programme timelines. Academic sessions commenced from 12 April 2026.

The following resolution was passed

Resolution No. A3.24.04.2026

Resolved that the enrollment status in the various programmes offered in the OL mode in the Jan 26 (Batch 2) of the Academic Year 25-26 is duly noted and taken on record.

Dr. Parimala Veluvali presented the progress against the plan of action decided at the beginning of AY 2025-26.

1	Launch additional certification & value-added courses	During the year three short Term Certification Programmes have been conducted
2	Introduce AI-enabled student support systems	AI based student support system has been implemented
3	Implement AI-based evaluation & feedback mechanisms	AI based evaluation implemented for July 25 Sem I evaluations

4	Strengthen Placement & Career-readiness support	A Talent Connect Club has been introduced - to create a platform for the recruiters and students to get connected through a dedicated portal to be hosted on the website
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ITEM NO. A4

To brief the members on the quality assurance initiatives and compliance by the CDOE in line with the objectives of CIQA

External Academic Audit

The external academic audit was conducted on 23 January 2026 for odd semesters of AY 2025-26. The audit was smooth, with no deviations.

Association with Institute of Risk Management

SSODL has integrated IRM's globally accredited Level 1 Enterprise Risk Management course as a core component of its MBA, making it the first online institute in India with this affiliation. The initiative provides students with international learning resources, certification pathways, and exposure to risk intelligence and resilience as key employability skills

Association with NISM

SSODL has associated with the National Institute of Securities Markets (NISM). The association supports financial awareness initiatives, encourages students to pursue NISM courses, and provides opportunities such as study tours to NISM for interested finance students.

Campus Connect

SSODL has launched Campus Connect to provide online students with campus exposure and face-to-face academic engagement. The first Campus Connect was held at SIBM Bengaluru for students residing in and around Bengaluru, including students from other states. The event included academic and career-related sessions and was well received. The next Campus Connect is planned in Pune in May 2026, where around 350 SSODL students across programmes are expected to visit the university.

Guest Sessions

Guest sessions continue to be one of SSODL's best practices. In AY 2025-26, around 36 guest sessions were conducted across domains.

Convocation and Toppers Felicitation

SSODL conducted online convocation for July 2022 and January 2023 batches. A total of 222 students were conferred degrees. After the convocation, SSODL conducted a Toppers Felicitation Ceremony, inviting toppers and interested graduating students to visit the campus. It was decided that this ceremony will be conducted every year after convocation.

The following resolution was passed

Resolution No. A4.24.04.2026

Resolved that the quality assurance initiatives and compliance by the CDOE in line with the objectives of CIQA are duly noted and taken on record.

ITEM NO. A5

To brief the members on the compliance of the CDOE to the UGC (DEB) regulations with regards to the online programmes and the preparation of the CIQA report for the Academic Year 25-26

CIQA Report and Compliance

It was informed that CIQA conducted two meetings during AY 2025-26, thereby complying with the regulatory expectation. The CIQA report is due for submission to DEB by August, 26 but SSODL plans to submit it well in advance.

It was noted that SSODL is compliant with CIQA requirements, academic calendar, programme delivery timelines, audits, and other regulatory expectations.

Prof. V. V. Subrahmanyam asked whether SSODL is following the Four-Year Undergraduate Programme structure.

It was clarified that NEP has been implemented in regular programmes from AY 2024. As per regulations, online mode can adopt the programme after one full cycle is completed in regular mode. Therefore, SSODL will be able to offer four-year UG programmes after 2027, once the regular programmes complete one cycle.

Prof. V. V. Subrahmanyam advised that while implementing NEP 2020, SSODL should follow UGC templates carefully, including:

- Core courses
- Value-added courses
- Ability enhancement courses
- Skill enhancement courses
- Electives
- Multiple entry and exit provisions
- Credit transfer provisions

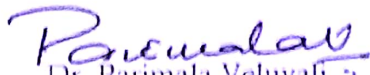
He also advised that SSODL should prepare for student mobility between institutions and between conventional and online modes, subject to uniform curriculum and university policy.

Dr. Mandar Pande suggested that, given rapid developments in AI and emerging technologies, SSODL may consider certification courses in areas such as quantum computing.

Dr. Parimala Veluvali welcomed the suggestion and stated that there is demand for quantum computing, especially among computer studies students. SSODL may consider offering the same in the near future.

Members appreciated the work undertaken by SSODL (CDOE).

All the agenda points being discussed, the Member Secretary thanked all attendees for their guidance and participation. The meeting concluded with thanks to the Chair.



Dr. Parimala Veluvali
Member Secretary & Director, CIQA



Dr. Ramakrishnan Raman
Vice Chancellor, SIU & Chairperson, CIQA

SSODL/U-7(b)/2026/
Date: 27.04.2026