

Jaipuria Institute of Management, Noida  
A-32A, Institutional Area Sector-62,  
Noida 201 309, UP









MINUTES OF THE IQAC MEETINGS HELD

2018-19

## Report by the Internal Quality Assurance Committee on the courses report for the courses taught in Trimester I & Trimester IV of the Academic Year 2018-19.

Course Audit Committee meeting was held on 21<sup>st</sup>, November, 2018 by Internal Quality Assurance Committee for the courses taught in Trim I & Trim IV of the Academic Year 2018-19 at 2:00 pm in Vimarsh, Jaipuria Institute of Management, Noida.

### Members Present

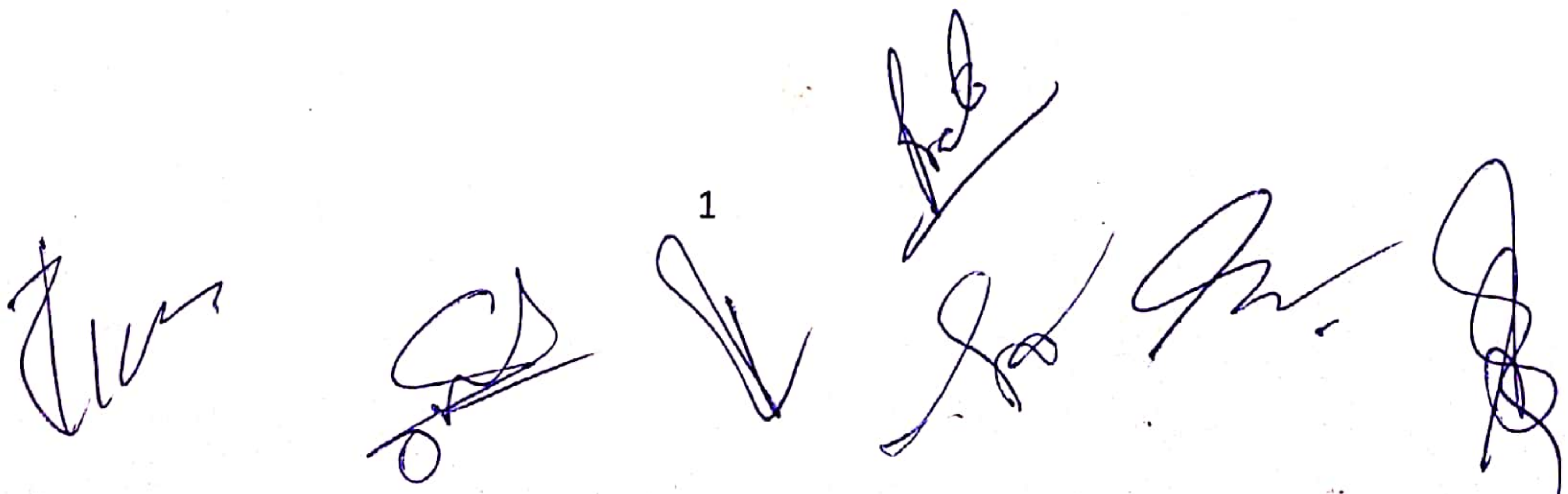
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|---|--|-----------------|
| 1. Prof. Abdul Qadir<br>Area Chair (HR)                     |     | Member          |
| 2. Dr. Ajay Bansal<br>Area Chair (Marketing)                |     | Member          |
| 3. Dr. Puneet Dubish<br>Area Chair (Finance)                |    | Member          |
| 4. Dr. Shalini Verma<br>Area Chair (Business Communication) |   | Member          |
| 5. Dr. Pratibha Wasan<br>Dean Academics                     |   | Member          |
| 6. Dr. Vranda Jain<br>Area Chair (Economics)                |   | Member          |
| 7. Dr. Subir Ranjan Das<br>Professor                        |   | External Expert |
| 8. Dr. Swati Agrawal<br>Professor                           |  | IQAC, Chair     |

Dr. Swati Agrawal (Chair- IQAC) extended a warm welcome to the members in the first review meeting for AY 2018-19. Committee deliberated on the benefits and challenges in the Moodle-based self-assessment form submission. The committee discussed and mutually agreed on the broad perspective for the audit of courses taught in trim I & trim IV. Committee discussed the benefits and challenges in the digitization process of IQAC.

The members then as task forces took close scrutiny of the course audit reports and area review reports.

The specific observations course wise are submitted below:

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## Term I

### Organizational Behavior

- Course learning outcomes are as per the course outline and assessment components are as per plan. Following are the noted observation:
- All sections audit form is the same.
- The individual assignment is psychometric profiling of each student.
- Psychometric profiling is an impactful intervention through the inclusion of individual assignment on a theme may be discussed.
- Group project includes Turnitin based plagiarism report
- Two guest session conducted in all sections from middle-level managers.

### Data Interpretation & Excel

- Course learning outcomes are as per the course outline and assessment components are as per plan. Following are the noted observation:
- All sections audit form is the same. This needs discussion.
- Course learning outcomes are as per the course outline.
- One guest session was done as the course is of 1.5 credit, hence as per policy.
- The course does not have a midterm, hence a more detail group project/ assignment should be part of the assessment.
- End term was online in which the question paper was in excel workbook. This practice has been introduced the first time for end term examination towards digitization.

### Workshop on Professional Ethics

- Course learning outcomes are as per the course outline
- Assessment component mainly includes Diary writing and case based group project
- The course is designed extensively in workshop mode and is contemporary.
- The course does not have a midterm and end-term examination. It's suggested to increase the weight for individual assessment since the end term has not been conducted
- All sections audit form is almost the same.

### Principles of Management

Course learning outcomes are as per the course outline and assessment components are as per plan. Following are the noted observation:

- The individual assignment is psychometric profiling of each student.
- Psychometric profiling is an impactful intervention through the inclusion of individual assignment on a theme may be discussed.
- Group project includes Turnitin based plagiarism report
- Two guest session conducted in all sections from middle-level managers.

- Turnitin based plagiarism report has not been considered for assessment component in PGDM (M).
- One guest session has been done instead of 2 as per policy for 24 session's course in all courses.

**Course: Accounting Fundamentals (Section A& SM)**

- Course learning outcome in the audit report was as per the course outline
- Assessment components were well mapped for quizzes, group project, assignments, and midterm & end term.
- Moderation of end term paper was low which a good indicator of standardization of examination paper.
- Guest Session conducted is two, as mentioned in the course outline.
- Turnitin based assessment component has been used for validation.

**Course: Accounting Fundamentals (B & M)**

- Assessment components were mapped for quiz, midterm & end term.
- Only 10 questions in quiz bank against 20 mentioned in the course outline
- Individual Assignment has not been included and no Turnitin based report provided for validation.
- The discussion forum was required to be included as per the policy, however, it has not been done.
- Moderation of end term paper was low which a good indicator of standardization of examination paper.

**Course: Accounting Fundamentals (Section C)**

- Course learning outcome in the audit report was as per the course outline
- Assessment components were well mapped for quizzes, midterm & end term.
- No assignment has been mentioned along with Turnitin report for validation
- Moderation of end term paper was low which a good indicator of standardization of examination paper.
- The discussion forum was required to be included as per the policy, however, it has not been done.

**Course: Managerial Economics (Section A, C & SM)**

- Course Learning Outcome mentioned in audit is as per the course outline.
- The end term examination is done online for all the sections. This was the initiative done for the first time towards digitization.
- All the assessment components are being done as per the component planned in the course outline.
- Moderation of question paper is low. This is a good practice to ensure that the purpose of external end term paper is not altered by high moderation.
- Turnitin assessment has been used in assessment for plagiarism check.

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## Functional English for Business

- Course learning outcomes are as per the course outline and assessment components are as per plan
- Quizzes are not part of the assessment component as per course outline. Hence quizzes no mentioned was acceptable.
- Turnitin based assignment has not been mentioned for assessment.

## TRIM IV

**Finance Electives:** Area offered 3 electives shared by resident faculty.

### Financial Management-II

- Assessment components quizzes, assignment as per plan
- Moderation in end term paper was high.
- Two quizzes conducted in the course, though 3 were planned as per course outline.
- Guest talks, discussion form have been done as planned.
- Turnitin based report provided for validation of assignment including plagiarism.

### Financial System & Services

- Assessment components quizzes, assignment as per plan
- Moderation in end term paper was high.
- The number of cases done is more than planned. This is appreciable for applied learning.
- Plagiarism report was not made available for validation.
- The discussion forum has not been conducted which needs to be included as per policy.

### Corporate Valuation

- Course Learning Outcomes and assessment components quizzes, assignment as per plan.
- Plagiarism report was not made available for validation.
- The discussion forum has not been conducted which needs to be included as per policy.

**HR Electives: Trim IV:** Area offered 4 electives shared by resident faculty.

### HR Analytics

- CLO and assessment component are as per plan.
- The course has an online exam which I an appreciable initiative.
- Inclusion of some assessment tool in lieu of a midterm exam may enhance the quality of the output.
- Innovative and inclusive group project on HR Analytics module ‘

## HRM-II

- CLO and assessment component are as per plan.
- Both the guest session conducted by an expert in strategic HRM which is appreciable.
- Best practice includes seminar forum for HRM-II projects which is appreciable
- Cases done are more than planned which is appreciable.
- Turnitin report was made available for validation of assignment.

## Performance Management System

- CLO and assessment component are as per plan.
- The excel-based individual assignment is appreciable
- Session on PMS designing on the digital platform is an appreciable initiative.
- The guest session was done as planned and one from senior-level manager.
- Turnitin assignment and discussion forum included as per policy.

## Talent Acquisition

- All CLO in self-assessment review form was mapped as planned in the course outline.
- Customized case development according to the module for which document provided is good practice.
- Assessment components as planned including Turnitin assignment and group project.
- Validation for the discussion forum was not made available.

**Marketing Electives: There was 2 elective course offered by residents faculty in Trim IV.**

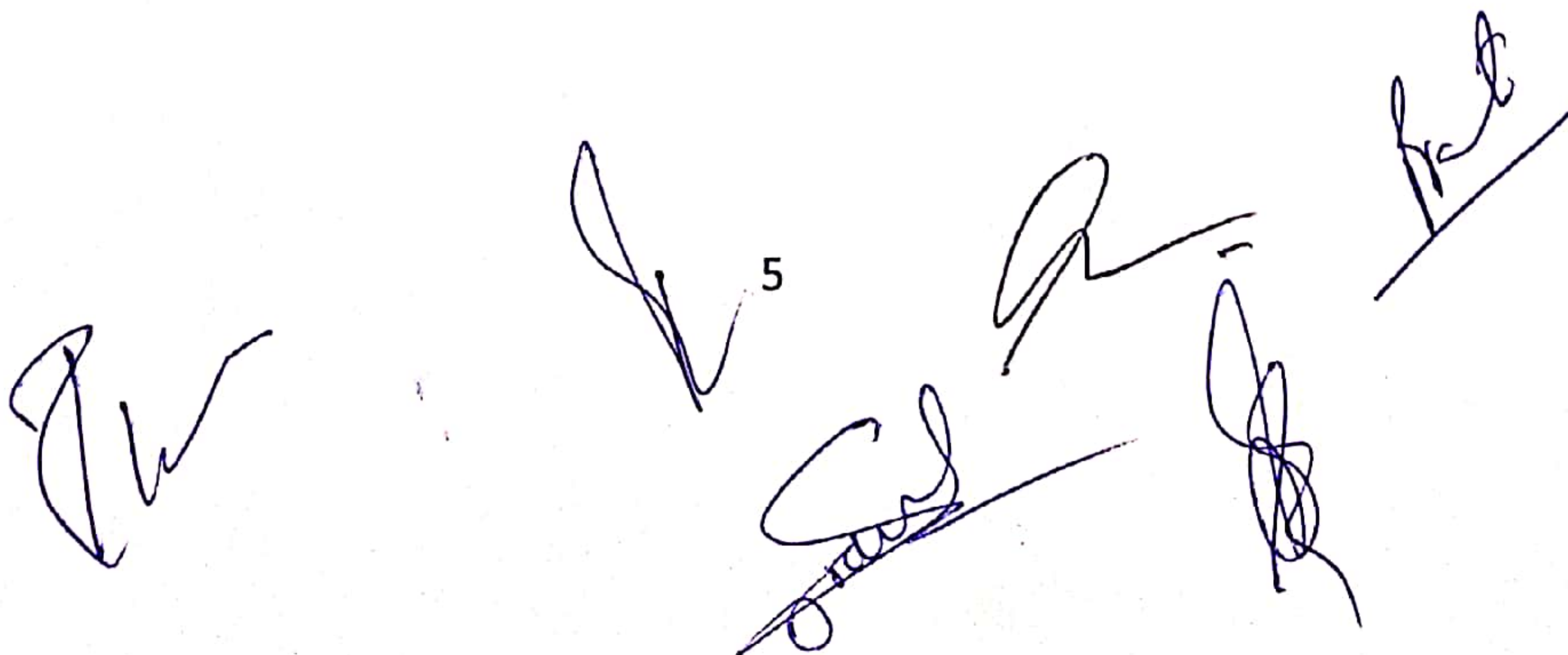
## Data Mining for Consumer Insights

- All CLO mapped as planned in the course outline.
- Customized case development according to the module for which document provided is good practice.
- Assessment components as planned including Turnitin assignment and group project.
- Validation for the discussion forum was not made available.

## Service Marketing (GR1, GR2 & GR3)

- CLO and assessment component as planned.
- Moderation details nor available
- Individual assignment on the blueprint of an assigned process of a company was done which was Turnitin based as per institute policy.
- Two guest sessions were conducted and sessions forum was done as planned
- End term paper has low moderation and all CLO(s) was well mapped.

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IT/OP Trim IV: There were one elective offered across course.

### E-Commerce

- All CLO mapped in examination and assignment and quizzes.
- Lab-based activity is important in e-commerce course as mentioned.
- The analytical part needs more alignment with the practical application of management concepts.
- No specific assessment mentioned in lieu of a midterm

After the IQAC academic audit, the meeting ended thanking the members for their reach deliberation and efforts in conducting the audit process of Term I & Term IV course.


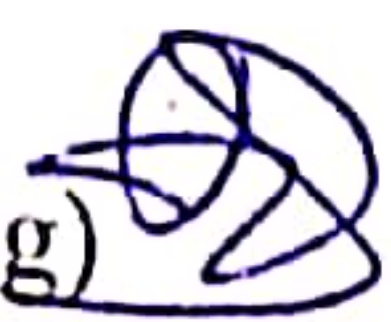

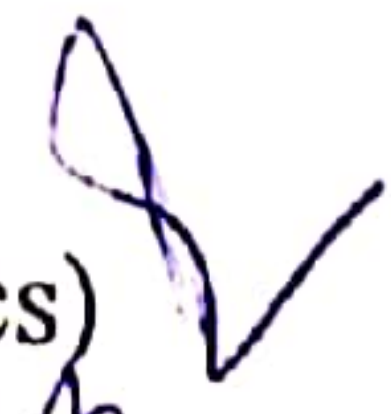

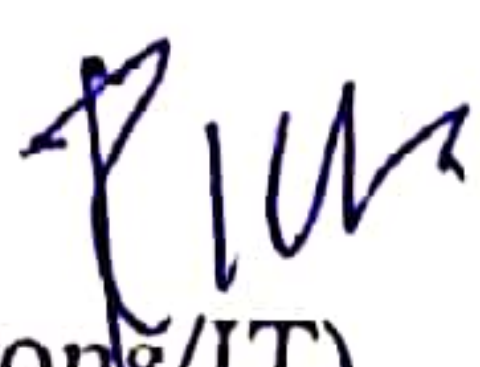
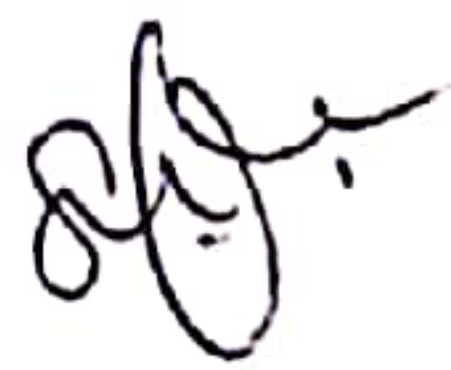



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**Report by the Internal Quality Assurance Committee on the course audit for the courses taught in Trim III & Trim VI of the Academic Year 2018-19.**

Course Audit Committee meeting was held on 12<sup>th</sup> April, 2019 by Internal Quality Assurance Committee for the courses taught in Trim II & Trim V of the Academic Year 2018-19 at 2:00 pm in the meeting room, Vimarsh, Jaipuria Institute of Management, Noida.

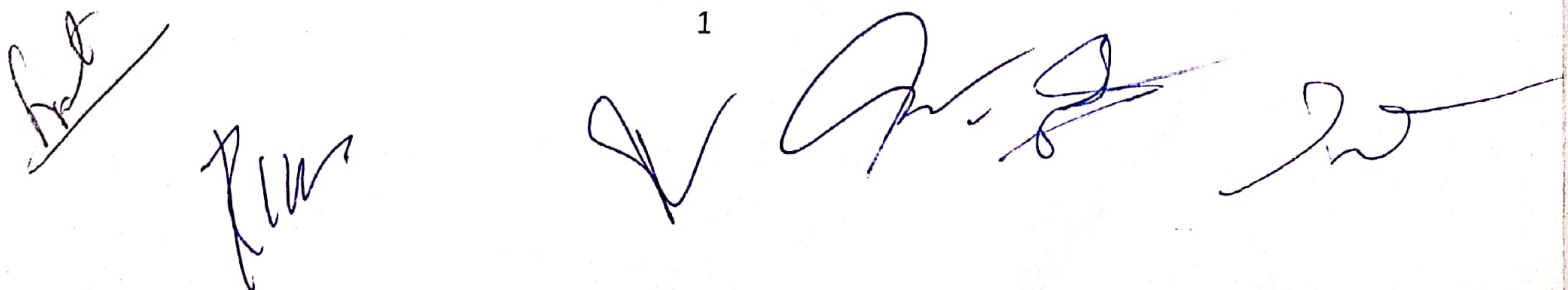
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| 2. Dr. Ajay Bansal<br>Area Chair (Marketing)    |     | Member          |
| 3. Dr. Puneet Dubish<br>Area Chair (Finance)    |    | Member          |
| 4. Dr. Vranda Jain<br>Area Chair (Economics)    |   | Member          |
| 5. Dr. Pratibha Wasan<br>Dean Academics         |   | Member          |
| 6. Dr Richa Misra<br>Area Chair (Operations/IT) |   | Member          |
| 7. Dr. Subir Ranjan Das<br>Professor            |  | External Expert |
| 8. Dr. Swati Agrawal<br>Professor               |   | IQAC, Chair     |

Dr. Swati Agrawal (Chair- IQAC) extended a warm welcome to the members in the second review meeting. The members as task forces took close scrutiny of the courses self-audit report on moodle and validated with the support documents attached with the moodle form. The observations are shared as follows

**Term III**

**Course: Financial Analysis for Corporate Decisions**

- Course learning outcome in the audit report was as per the course outline.
- Assessment components were well mapped for quizzes & end term.
- Moderation of end term paper was low which a good indicator of standardization of examination paper.



- 2 guest talks were conducted in the course.
- 2 Assignments were given and include Turnitin report,
- The discussion forum was done and support document for validation was made available. Optimum usage of moodle platform is appreciable.

#### **Course: Business Research Methods (A, B, M)**

- Course learning outcome mentioned in audit is as per the course outline.
- End term examination was online lab-based which is appreciable.
- Turnitin assignment and discussion forum documents have been provided for validation.
- Used real-time data collected by the group via field visit and reporting the same in the form of project report Excel test followed by personal viva of all students is an appreciable practice.

#### **Course: Business Research Methods (SM & C)**

- Course learning outcome mentioned in audit is as per the course outline.
- End term examination was online lab-based which is appreciable.
- All the assessment components are being done as per the component planned in the course outline.
- The instructors have not provided support documents for Turnitin based assignments and group projects.

#### **Strategic Management- M**

- Assessment components were mapped with CLO. All CLO were mapped with either of the assessment components.
- Turnitin based assignment has been provided for validation.
- Two guest sessions were done as per the requirement of the policy.

#### **Business Environment & Social Sustainability:**

- The course was done in a workshop format.
- External expert delivered sessions along with resident faculty.
- The course included quizzes, assignment and project as an assessment component.

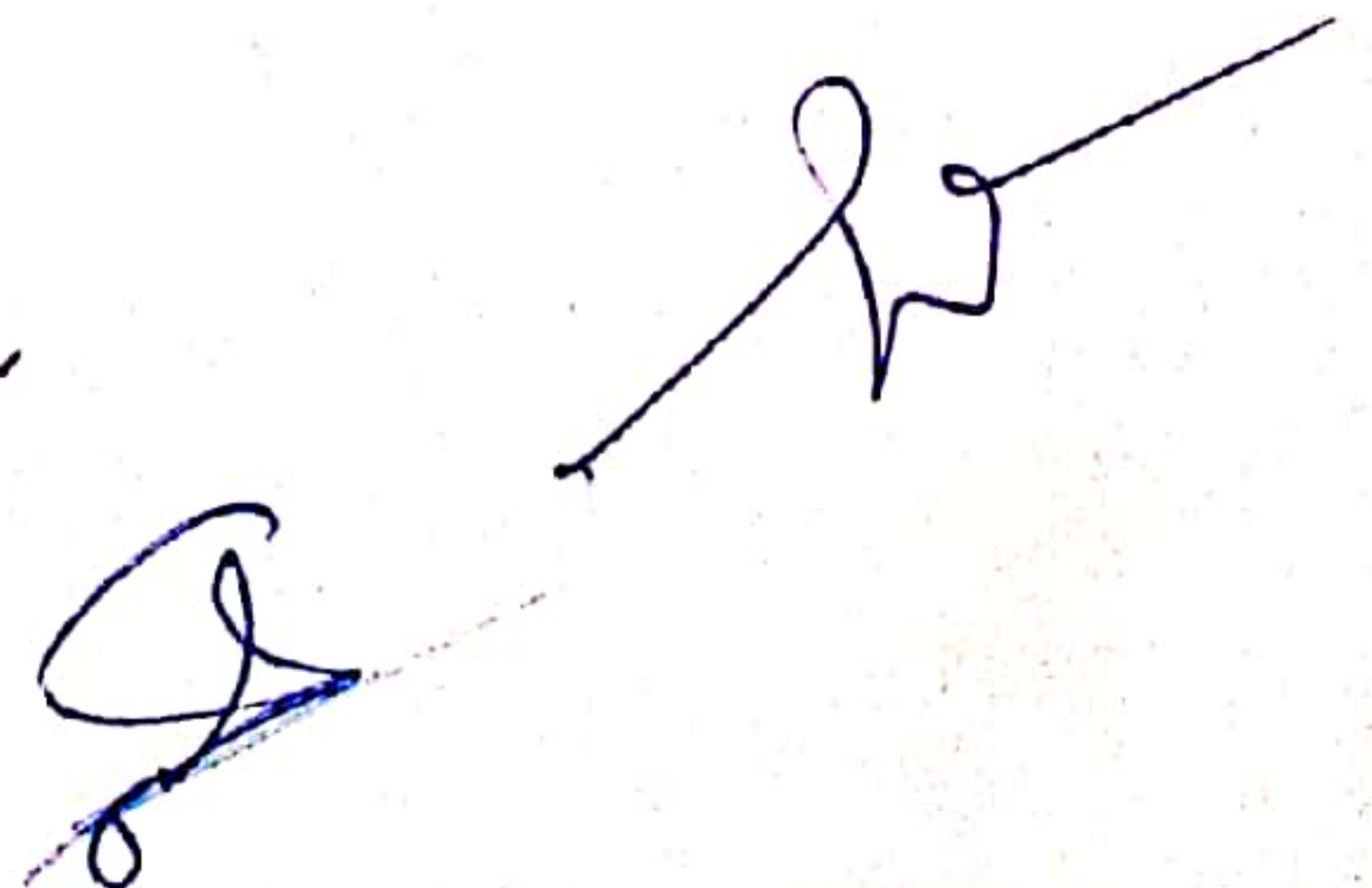
#### **HR Analytics**

- Assessment components were mapped for the quiz, group project, assignment, and end-term.
- All the assessment components are being done as per the component planned in the course outline.
- Moderation of question paper is low which is appreciable.
- Turnitin based assignment and other documents for validation were made available.

  
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## Sales Management & Business Development

- Course learning outcome mentioned in audit is as per the course outline.
- All the assessment components are being done as per the component planned in the course outline.
- The instructor has provided support documents for Turnitin based assignments and group projects.

## Operations Research (GR-I & GR II)

- Assessment components were mapped with CLO. All CLO were mapped with either of the assessment components.
- Turnitin based assignment has been provided for validation.
- Two guest sessions were done as per the requirement of the policy.

## Managerial Communication

- The assessment component were different from the course outline like assignment.
- Many learning outcomes mapped with single assessment component.
- Support documents for assignment and other components have not been provided.

## TRIM- VI

**Finance Electives:** Area offered 2 electives shared by resident faculty. Following are the details of the course taught by resident faculty:

### Financial Derivatives & Risk Management

- Assessment components like quizzes, assignment were mapped with CLO
- Turnitin assignment and discussion form were provided for validation.
- Guest session conducted as per policy

### Financial Marketing & Services

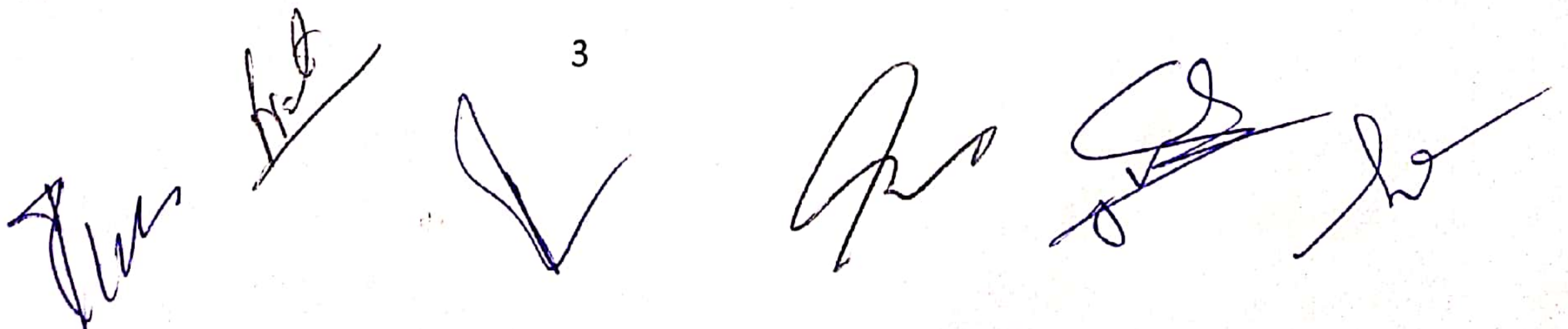
- Assessment components as quizzes, assignment are mapped with CLO
- CLO1 has not been included in end term examination.
- Quizzes have only 10 questions, through 20 questions were planned as accordingly weightage was given.
- Turnitin assignment has not been included.

## HR Electives:

### Human Resource Information System

- CLO and assessment component are as per plan.
- Guest session conducted as per policy.
- The support documents for validation of the discussion forum has been provided.

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## **Industrial Relation & Labour Laws**

- CLO and assessment component are as per plan.
- Guest session conducted by an expert in Labour Laws which is appreciable.
- Support documents for assignment and other components have not been provided.

## **International HRM**

- CLO and assessment component are as per plan.
- It is suggested to conduct guest session by an expert with experience of the global market.
- Support documents for assignment and other components have not been provided.

## **IT/OP Electives:**

### **Business Analytics (GR-I)**

- CLO and assessment component are mapped as planned.
- Quizzes, assignments have been done as planned in the course outline.
- No major deviation from planned though support document for discussion forum was not provided.

### **Business Analysis (GR-II)**

- CLO and assessment component are mapped as planned.
- Moodle-based online examination for end term assessment exam and workshop.
- Turnitin based assignment has not been provided and discussion forum has not been done.

### **Business Forecasting**

- CLO and assessment component are as per plan
- Moodle-based online examination for end term assessment.
- Turnitin based assignment has not been provided for validation.

### **Project Management (GR-I & GR-II)**

- Assessment components were mapped for the quiz, group project, assignment, and end-term.
- All the assessment components are being done as per the component planned in the course outline.
- Moderation of question paper is low which is appreciable.
- Turnitin based assignment and other documents for validation were made available.

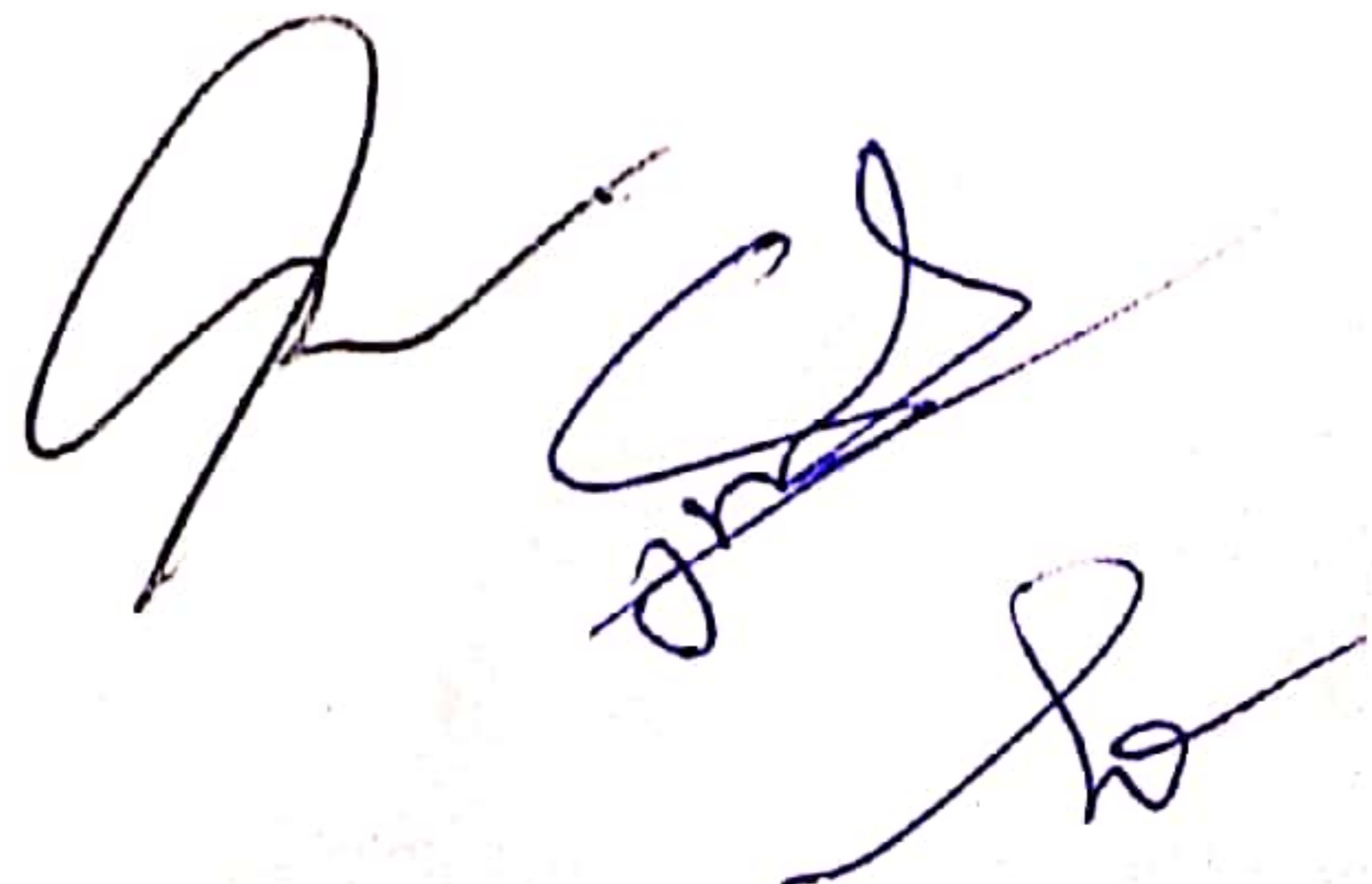
## **Marketing Electives:**

### **B2B Marketing**

- The CLO planned have been mentioned in the assessment component and mapping has been done.



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- The group project was based on the evaluation of the brand, however, a support document was not provided.
- Discussion Forum mentioned has not been declared and no supporting document provided for Turnitin assignment.

#### **Brand Management (CR-I & CR-II)**

- The CLO planned have been mentioned in the assessment component and mapping has been done.
- The case method has extensively been used and is appreciable
- Discussion Forum mentioned has not been declared and no supporting document provided for Turnitin assignment.

#### **Customer Relationship Management (CR-I)**

- CLO and assessment component were as planned
- Sharing of latest news items/articles pertaining to the course in almost every session is appreciable.
- Level of moderation of end term examination paper has not been mentioned.

#### **Customer Relationship Management (CR-II)**

- CLO and assessment component were as planned
- 2 quizzes were done instead of 3 as planned in the course outline.
- Level of moderation of end term examination paper has not been mentioned.

#### **Distribution & Channel Management**

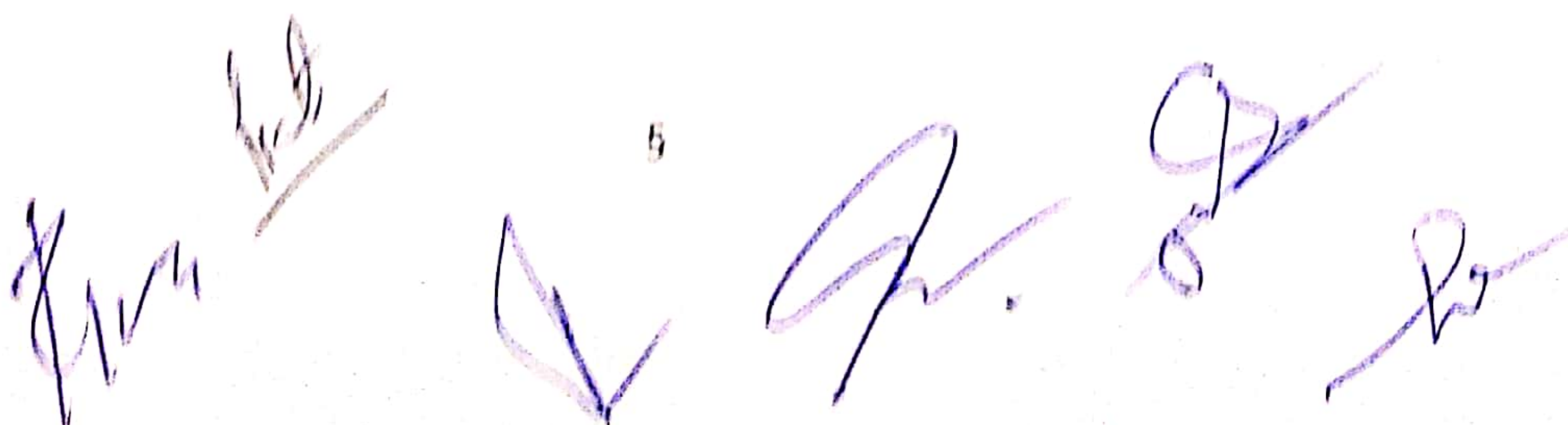
- Assessment components were mapped for the quiz, group project, assignment, and end-term.
- All the assessment components are being done as per the component planned in the course outline.
- Moderation of question paper is low which is appreciable.

#### **Marketing Analytics**

- Course Learning Outcome mentioned in the audit is as per the course outline.
- All the assessment components have been done as per the component planned in the course outline.
- The course was completely application-oriented through case studies and data analysis
- Validation and support documents were included in course details and provided.



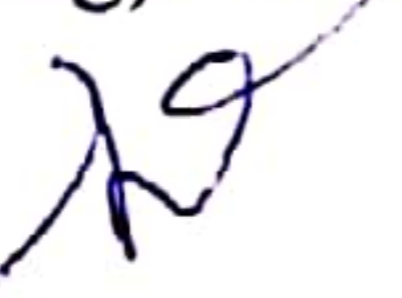
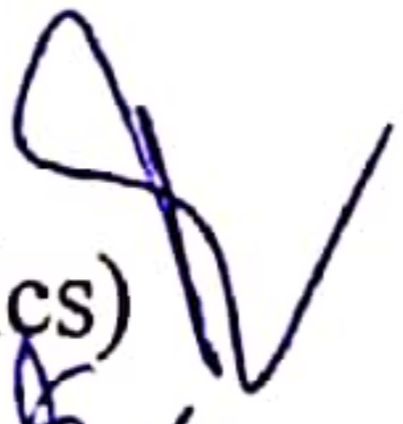

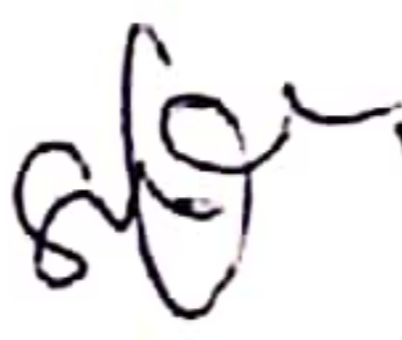

After the IQAC academic audit, the meeting ended thanking the members for their deliberation and efforts in conducting the audit process of Term III& Term VI courses.

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**Report by the Internal Quality Assurance Committee on the course audit reports for the courses taught in Trim II & Trim V of the Academic Year 2018-19.**

Course Audit Committee meeting was held on 13<sup>th</sup> February 2019 by Internal Quality Assurance Committee for the courses taught in Trim II & Trim V of the Academic Year 2018-19 at 2:00 pm in the meeting room, T & P, Jaipuria Institute of Management, Noida.

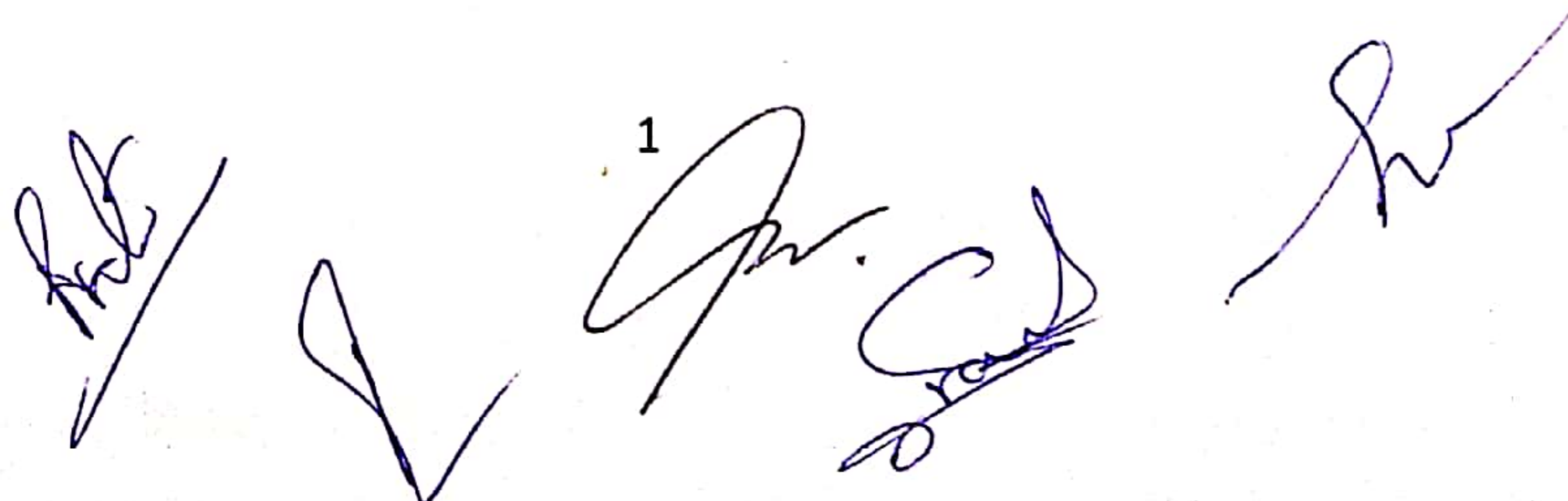
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| 6. Dr. Subir Ranjan Das<br>Professor         |  | External Expert |
| 7. Dr. Swati Agrawal<br>Professor            |   | IQAC, Chair     |

Dr. Swati Agrawal (Chair- IQAC) extended a warm welcome to the members in the second review meeting. The committee discussed the experiences of course audit of Trim II & Trim V. The members then as task forces took close scrutiny of the course audit reports and area review reports. The observations are shared as follows:

**Term II**

**Course: Corporate Finance**

- Assessment components were mapped for the quiz, group project, assignment, and end-term.
- Course Learning Outcomes mentioned in the audit is as per the course outline.
- All the assessment components are being done as per the component planned in the course outline.
- Moderation of question paper is low which is appreciable.
- Turnitin based assignment and other documents for validation were made available.



## Course: Business and Economic Environment

- Course learning outcome in the audit report was as per the course outline.
- Assessment components were well mapped for quizzes & end term.
- Moderation of end term paper was low which a good indicator of standardization of examination paper.
- 2 additional sessions were undertaken as tutorials.
- 3 guest talks were conducted in the course.
- 2 Assignments were given and include Turnitin report,
- The discussion forum was done and support document for validation was made available. Optimum usage of moodle platform is appreciable.
- Exposure to real-time business issues and optimal usage of Discussion Forum is good practice in the course.

## Course: Statistics for Management

- Course learning outcome mentioned in audit is as per the course outline.
- End term examination was online lab-based which is appreciable.
- Turnitin assignment and discussion forum documents have been provided for validation.
- Used real-time data collected by the group via field visit and reporting the same in the form of project report Excel test followed by personal viva of all students is an appreciable practice.

## Course: Statistics for Management-SM

- Course learning outcome mentioned in audit is as per the course outline.
- End term examination was online lab-based which is appreciable.
- All the assessment components are being done as per the component planned in the course outline.
- The instructors have not provided support documents for Turnitin based assignments and group projects.

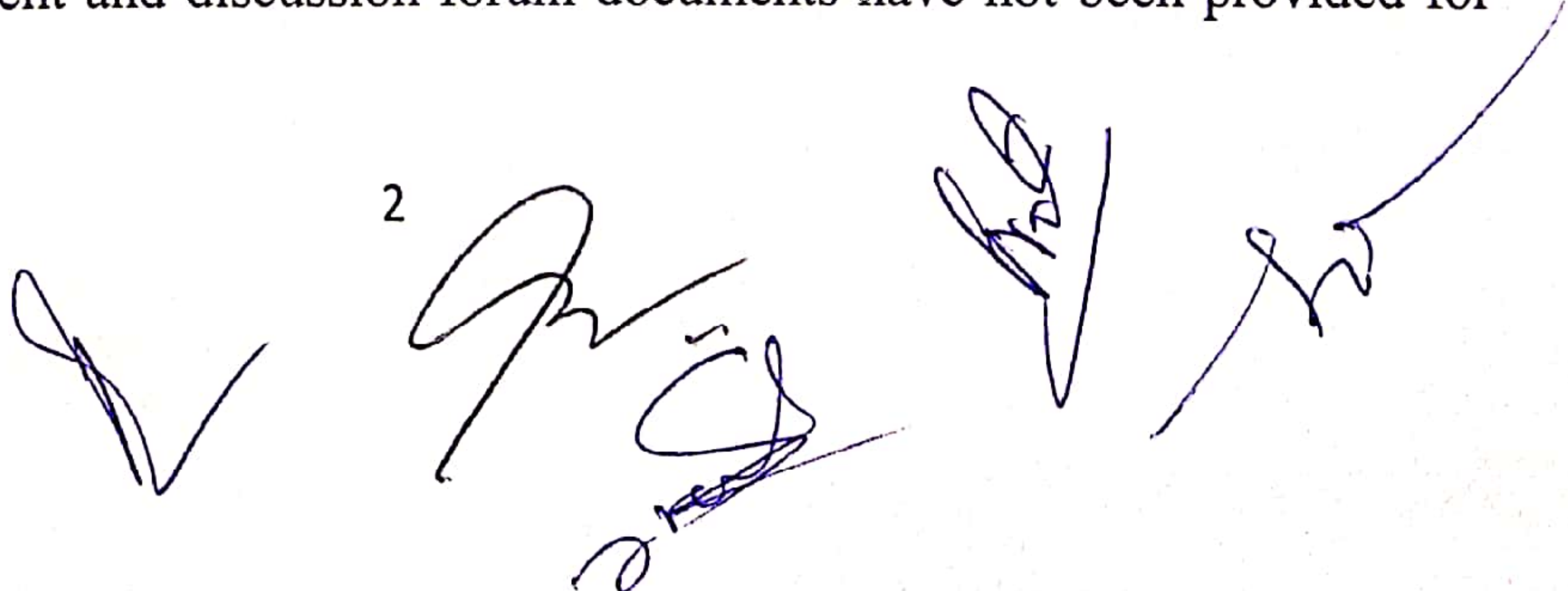
## Marketing Management

- Assessment components were mapped with CLO. All CLO were mapped with either of the assessment components.
- Turnitin based assignment and discussion forum documents have been provided for validation.
- Two guest sessions were done as per the requirement of the policy.

## Marketing Management (SM)

- Assessment components were mapped with CLO. All CLO were mapped with either of the assessment components.
- Turnitin based assignment and discussion forum documents have not been provided for validation.

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- Two guest sessions were done as per the requirement of the policy.

### **Managing Human Resource**

- Course learning outcomes are as per the course outline and assessment components are as per plan.
- The course has a few interesting activities like a simulation of interview and Job description analysis.
- Two guest session conducted in all sections from middle level and senior managers.

### **TRIM- V**

**Finance Electives:** Area offered 2 electives shared by resident faculty. Following are the details of the course taught by resident faculty:

#### **Wealth Planning**

- Assessment components as quizzes, assignment are mapped with CLO
- CLO1 has not been included in end term examination.
- Quizzes have only 10 questions, through 20 questions were planned as accordingly weightage was given.
- Turnitin assignment has not been included.

#### **Corporate Restructuring**

- Assessment components like quizzes, assignment were mapped with CLO
- Turnitin assignment and discussion form were provided for validation.
- Guest session conducted as per policy.

**HR Electives: Area offered 2 electives**

#### **Training & Development**

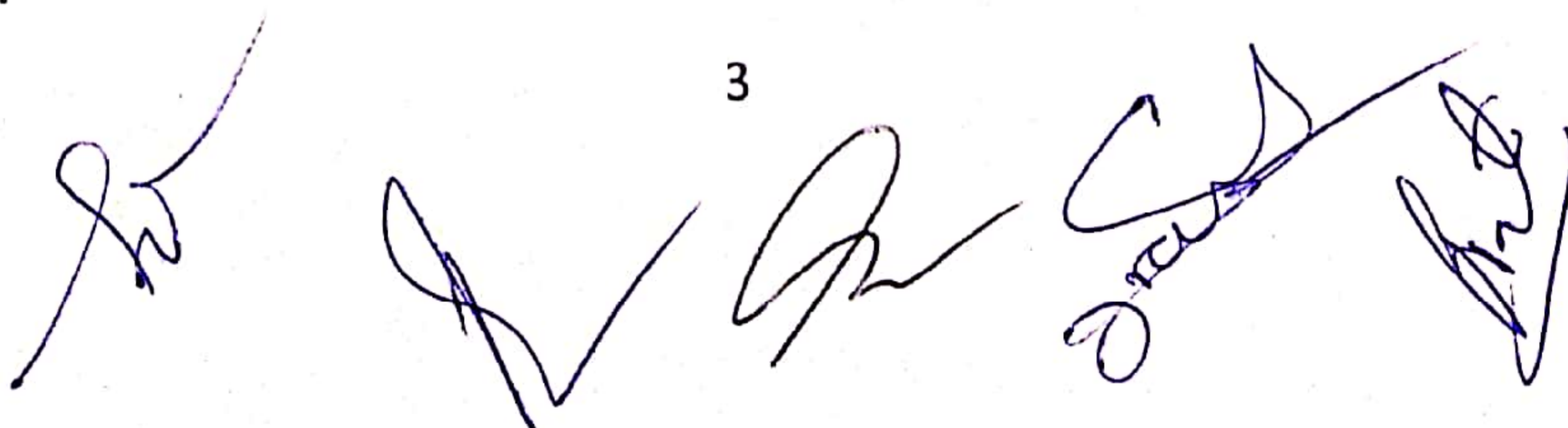
- CLO and assessment component are as per plan.
- Guest session conducted as per policy.
- The inclusion of support documents for validation of discussion forum ha not been provided.

#### **Compensation Management**

- CLO and assessment component are as per planned.
- Guest session conducted by an expert in Compensation & Reward Management which is appreciable.
- More support documents for assignment mentioned should be provided.
- The course has many hand-on activities which are appreciable.

**IT/OP Electives:** There were 3 electives offered by residents faculty. Following is the detail of the course offered:

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## Web Analysis & Social Media

- CLO and assessment component are mapped as planned.
- Quizzes, assignments have been done as planned in the course outline.
- No major deviation from planned though support document for discussion forum was not provided.

## Business Forecasting

- CLO and assessment component are as per plan
- Moodle-based online examination for end term assessment.
- Turnitin based assignment has not been provided for validation.

## Business Analysis (GR-I)

- CLO and assessment component are mapped as planned.
- Moodle-based online examination for end term assessment exam and workshop.
- Turnitin based assignment has been provided.

## Business Analysis (GR-II)

- CLO and assessment component are mapped as planned.
- Moodle-based online examination for end term assessment exam and workshop.
- Turnitin based assignment has not been provided and discussion forum has not been done.

**Marketing Electives:** There were 5 elective courses offered in Trim V. However the audit form and details were available for the following courses:

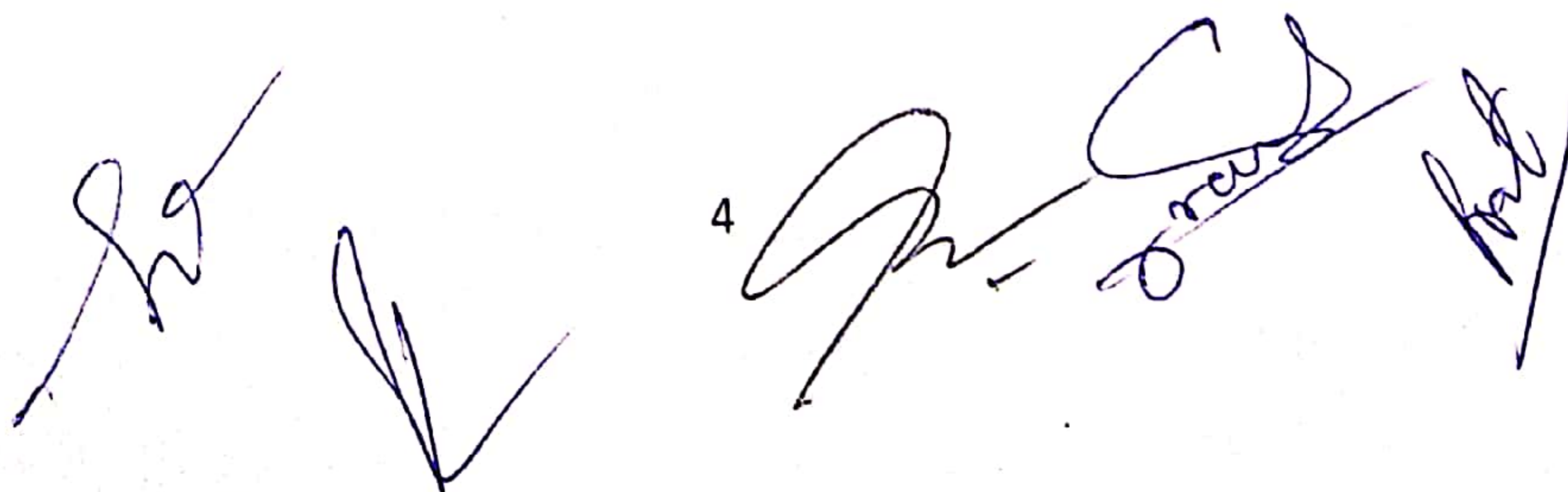
## Brand Management (GR-I)

- The CLO planned have been mentioned in the assessment component and mapping has been done.
- The group project was based on the evaluation of the brand, however, a support document was not provided.
- Discussion Forum mentioned has not been declared and no supporting document provided for Turnitin assignment.

## Brand Management (GR-II)

- The CLO planned have been mentioned in the assessment component and mapping has been done.
- The case method has extensively been used and is appreciable
- Discussion Forum mentioned has not been declared and no supporting document provided for Turnitin assignment.

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### **Customer Relationship Management (GR-I)**

- CLO and assessment component were as planned
- Sharing of latest news items/articles pertaining to the course in almost every session is appreciable.
- Level of moderation of end term examination paper has not been mentioned.

### **Customer Relationship Management (GR-II)**

- CLO and assessment component were as planned
- 2 quizzes were done instead of 3 as planned in the course outline.
- Level of moderation of end term examination paper has not been mentioned.

### **Online Branding & Reputation Management**

- Open format Guest Talk in Lawn Video driven Case studies for higher interest and Retention was an appreciable initiative.
- This was a new course offered and CLO was mapped with an assessment component.
- Guest talk and discussion from were done as per policy.

### **Marketing Research**

- Course Learning Outcome mentioned in the audit is as per the course outline.
- All the basement components have been done as per the component planned in the course outline.
- The course was completely application-oriented through case studies and data analysis
- Validation and support documents were included in course details and provided.

### **Service Etiquettes**

- Course Learning Outcome mentioned in the audit is as per the course outline.
- In the end term assessment, one question is measuring more than 3 cognitive levels.
- Turnitin based assignment documents for validation has not been provided.

After the IQAC academic audit, the meeting ended thanking the members for their deliberation and efforts in conducting the audit process of Term II& Term V courses.

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