`LOVELY PROFESSIONAL UNIVERSITY

CENTRE FOR DISTANCE & ONLINE EDUCATION

Best Practices for Online Programmes

S. No.	Domain Area/Type	Best Practices
I	**Curriculum /e-LM**	1. The Choice Based Credit System is adopted to offer learners enhanced flexibility. 2. Learners have easy access to e-learning materials, recorded videos, and various study resources through the Learning Management System and mobile app. 3. Availability of learning materials including pre-recorded videos, e-LM's, PPTs, and transcripts immediately after the registration of the student. 4. The LPU Online mobile app further offers an improved e-Books/e-Content interface, Sample question papers creating a more interactive environment for students in online mode.
II	**Virtual LIVE Classes**	1. LIVE virtual classes, held on weekends through the Learning Management System, are conducted by university faculty, providing students with opportunities to resolve their queries in real time. 2. The lecture recordings are uploaded to the students' dashboard for convenient access anytime.
III	**Master classes and Guest Lectures**	1. University Experts, experienced faculty and Industry experts conduct master classes and guest lectures to share the latest insights, giving students exposure to real-world situations, challenges, and their solutions, as well as current trends, technologies, and industry practices. 2. For better accessibility and academic support, LPU Online streams these master classes and guest lectures LIVE on its YouTube and Facebook platforms. This enables students to revisit the sessions later if they miss the live broadcast, ensuring no valuable content is lost 3. Professional Enhancement Program (PEP) classes, aimed at developing students' professional and interpersonal skills, are conducted in both offline and online modes. These sessions are delivered by industry experts as well as our highly experienced and renowned in-house faculty from relevant domains. 4. More emphasis is given on the Project Based courses such as the Community Development Project (CDP), Summer Training Seminar, Capstone Project, Practical Courses, Project Work, and Dissertation by delivering Special/Master classes.

IV	**Online Induction for freshly enrolled students**	An online induction session is conducted at the beginning of every academic session to welcome new online learning students. The session is conducted as per UGC norms by representatives from the Centre for Distance and Online Education. Students are guided about academics, evaluation methods, LMS, and support services, and their queries are addressed. For wider access, the session is also streamed live on the official YouTube channel.
V	**Examination & Evaluation**	1. To ensure flexibility, LPU Online allows learners to create their own date sheet, enabling them to select from multiple slots and take exams at their convenience and availability in morning, evening slots on weekdays or weekends. 2. Examination results are announced promptly after the completion of exams. 3. After the declaration of results for each End Term exam, students are given the provision to have their answer sheets scrutinized online and also re-evaluation often provided to the students. 4. LPU Online provides the special reappear chance immediately after End Term Exams. 5. A special chance for CA improvement is also provided to the students.
VI	**Placement Support**	1. Placement drives of reputed companies/organizations are open to both fresher and experienced students, providing them with suitable opportunities. 2. The university conducts virtual placement drives, ensuring a fully online process that offers greater convenience to students. 3. Internship opportunities are provided to students, enabling them to acquire hands-on experience and enhance their skills in professional settings. 4. With the goal of developing versatile skills that meet the employability demands of public and private sectors, LPU Online offers a meticulously designed Professional Enhancement Programme catering to diverse learner profiles. To further enhance knowledge and skills, workshops are organized by university faculty in collaboration with industry experts, university experts and experienced faculty.
VII	**Quality Assurance**	1. To enhance academic quality, the Curriculum Development and Review Process—overseen by the Board of Studies—includes appropriate representation from students, academic professionals, and industry experts. 2. The university website features a dedicated section for collecting feedback from various stakeholders on the services provided. This enables the university to receive valuable input and improve the system by implementing

			useful suggestions.
			https://www.lpuonline.com/ciqa-feedback.php
			3. To enhance overall quality, the Centre for Internal Quality Assurance (CIQA) carries out systematic analyses, reviews, and audits of various academic and administrative processes.
			4. The university collects feedback after scholastic and co-scholastic events—including induction, LIVE classes, workshops, masterclasses, and guest lectures—and takes necessary actions for improvement based on the input received.
			5. Online students are provided with the same opportunities as regular students to attend, participate in, and compete at various curricular and co-curricular university events such as convocation, placement drives, sports meet, and inter-school cultural competitions. They are also eligible to join national and international conferences, seminars, exhibitions, youth festivals, and guest lectures.
			6. Online education students are welcome to visit the campus and make use of facilities such as the central library, laboratories, and sports amenities.
VIII	**Faculty centric**		1. **Academic Extension Leaves (AEL):** Research Academic Extension Leaves (RAEL) are granted to faculty members to support research work and academic enrichment activities.
			2. **Faculty Laptop Allowance:** Faculty members receive a laptop maintenance allowance, as outlined in the university policy, to facilitate academic and allied activities requiring a laptop.
			3. **Fee waiver Policy:**
			• **Employee Fee Waiver:** Faculty and staff members of the University are eligible for a waiver up to 75% on programme fees when enrolling in various Distance and Online Education Programmes.
			• **Dependent Fee Waiver:** Dependents of faculty and staff are entitled to a fee waiver on the programmes, based on the employee's association tenure with the university.
			4. **Faculty Development Programmes:** The University conducts FDPs facilitated by renowned experts across multiple disciplines to support faculty professional development, with certificates awarded upon completion.
			5. **Research Appreciation Award:** Annual awards are given to faculty members in recognition of their research

		contributions, determined by the bonus points earned from diverse research activities.
		6. **University Scholarly Communication Grant (USCG):** This grant offers financial assistance to the LPU community for publishing their work in journals.
		7. **University Multidisciplinary Research Project Grant (UMRPG):** This grant is awarded to faculty members to undertake interdisciplinary projects, aiming to extend the benefits of serendipitous discoveries to a wider audience while maintaining a strong focus on "multidisciplinary" research.
IX	**Student-centric**	1. **Effective Communication System:** All important communications are delivered to students through the university's strong communication network, comprising the Online Learning Management System and the LPU Online mobile app. Updates are also sent via SMS and email, while LPU Online's presence on platforms like Facebook, Instagram, LinkedIn, Twitter, and YouTube ensures students stay informed about the latest news and events.
		• **Onboarding connect:** A Welcome email and call is made to the newly enrolled students to greet them, provide essential information about their programs, and guide them through the initial steps of their academic journey.
		• **Grievance Redressal Channels:** Students can report their issues, grievances, or requests through multiple available communication channels, including the following:
		• **Dispatch of Grade Card, Degree, and other Certificates:** The University ensures the timely and secure delivery of Grade Cards, Degrees, and other academic certificates directly to students at their registered addresses. This service offers a convenient and efficient way for learners to receive their official documents without the need to visit the campus.
		• **On-Campus and Virtual Convocation:** The University offers learners the flexibility to attend Convocation either on campus or in virtual mode, enabling students from any location to be a part of the prestigious ceremony and celebrate the successful completion of their academic programs.
		• **Walk-ins at the University Campus:** A dedicated service window has been established exclusively for online students, ensuring that requests related to grade cards and various certificates are processed within a reasonable timeframe.

		Dedicated Call Centre to handle grievances/queries telephonically: Through a dedicated PRI line, online students can receive immediate information regarding their queries, while reported grievances are quickly directed to the relevant authority for prompt resolution. **Academic Enhancement Support**: Orientation sessions are conducted regularly to guide students through various academic components such as dissertations, projects and research papers. These sessions aim to familiarize students with the processes, requirements, and best practices, ensuring they are well-prepared to meet academic standards and excel in their work. Along with this special doubt clearing sessions are held periodically for the students to gain clarity and answer their queries. **Relationship Management System available on LMS & Mobile App:** The LMS and mobile app feature a Relationship Management System that allows students to lodge grievances, feedback, suggestions, or queries in the appropriate category. Students can monitor their requests and check status updates and remarks from the university. - Additionally, queries can be submitted via the "Contact Us" form and the web chat feature available on the LPU Online website at www.lpuonline.com. - Queries are also addressed via the university's official social media handles. 2. **Scholarships to Online Students:** LPU Online grants scholarships—ranging up to 100% fee waivers—to students in the following categories of students for pursuing their Higher Education programmes from LPU Online: - National and International level achievers in diverse fields - Person with disability and Spinal Cord Scholarship - Scholarship for Exemplary Performance in Sports & Cultural activities - Female Students Scholarship Scheme - LGBTQIA Scholarship 2. **LPU Online Newsletter**: Important news, programme updates, events and students achievements are highlighted in the 'LPU Online Newsletter,' which is shared with students digitally.

X	**Technology support**	LPU Online leverages automation and communication technologies to streamline administrative processes, improve learning outcomes, and better serve its students.
		1. **Online Learning Management System (LMS):** LPU Online offers an exceptional and user-friendly LMS that enables a strong and secure "Anytime, Anywhere" connection between learners and the university. This platform allows students to conveniently access all services from home, empowering them to learn at their own pace while balancing other commitments.
		2. **Mobile App:** Through the LPU Online Mobile App, students can seamlessly access the interactive and dynamic features of the LMS, ensuring learning and services are always within their reach.
		3. **LPU Online Website:** The seperate LPU Online website (www.lpuonline.com) offers comprehensive information about all Online programmes, serving as a one-stop resource for prospective students.
		4. **IT Support:** The IT department has an in-house dedicated support team to ensure quick issue resolution and timely updates, enabling smooth operations and minimal downtime.
		Some of the key provisions made using Technology are listed below:
		• **Online Academic Resources:** Learners are provided with comprehensive academic materials through the e-resources section on their portal. These include term-wise, unit wise video lectures, e-books, programme guides and additional academic resources, ensuring easy access to study materials Anytime, Anywhere.
		• **Online Communication System for Learners:** Timely updates on general information, academics, examinations, continuing admissions, live lectures, and other activities are shared with learners through multiple online channels, including announcements, messages, push notifications, SMS and flashing messages.
		• **Online Interface for Academic Management:** The Exam Connect interface on the LMS allows students to efficiently manage their academic activities by enabling them to submit assignments, view results, upload dissertation work, submit writer requests, download admit cards and academic transcripts, and access other essential services — ensuring streamlined and convenient academic management.
		• **Online RMS System:**

		The Online Relationship Management System (RMS) allows learners to submit their queries to the university under various categories, facilitating efficient communication and prompt resolution.

XI	**Equal Opportunities to Online Learners**	Online learners are provided with equal opportunities as regular students to attend, participate in, and compete at various curricular and co-curricular university events such as placement drives, sports meet, and inter-school cultural competitions. They are also eligible to take part in national and international conferences, seminars, exhibitions, youth festivals, guest lectures, and more. Additionally, online learners are welcome to visit the campus and utilize its facilities. Exclusive online competitive events are also conducted for the holistic development of Online Learners.
		
		1. During the university's large-scale events, students compete and participate in different categories together with regular mode students, including:
		
		  a) **One India:** The One India event, held annually at LPU campus, highlights genuine cultural diversity as students from the Centre for Distance and Online Education collaborate with regular mode students to represent their designated states in a manner true to their origins.
		
		  b) **One World:** Students take an active part in the university's yearly One World event, working alongside international students to portray their designated countries.
		
		  c) **Sports Meet:** In LPU's Annual Sports Meet, students join their regular peers to compete and display their talent in a range of track and field events.
		
		  d) **Spectra:** Students engage in Spectra, LPU's inter-school cultural event, performing and demonstrating their talents across theatre, literary, music, dance, and fine arts contests.
		
		  e) **Youth Vibe:** At Youth Vibe, the university's international youth fest, students proactively participate, bringing out outstanding talent from every corner of LPU.
		
		2. **International Global Conference - Model United Nations (IGC-MUN)**: At the IGC-MUN, students engage in an international forum where participants from different backgrounds collaborate, offering a wide range of ideas and perspectives.
		
		3. Certificates of participation and merit are awarded to students who engage in different university activities.
		
		4. Many distinguished athletes—such as Olympians, Arjuna

		Awardees, and medal winners at World Cups, World Championships, Commonwealth, and Asian Games—are undertaking higher education through the Centre for Distance and Online Education, balancing their academic aspirations with their athletic pursuits
		5. The university grants Centre for Distance and Online Education students the opportunity to use its advanced sports infrastructure to enhance their sporting abilities
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