

M S Ramaiah University of Applied Sciences

NAAC-Criterion 2 Teaching-Learning and Evaluation

HEI CLAIM SHEET

| Details | | Weightage | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------|--|------------|---------|---------|---------|---------|---------|--|----|----|----|----|----|------|---------|---------|---------|---------|---------|----------------|------|------|------|------|------|-----------|
| Criterion | 2-Teaching-Learning and Evaluation | 200 | | | | | | | | | | | | | | | | | | | | | | | | |
| Key Indicator | 2.5-Evaluation Process and Reforms | 10 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metric Number 2.5.2 | <p>Percentage of student complaints/grievances about evaluation against total number of students appeared in the examinations during the last five years.</p> <p>2.5.2.1: Number of complaints/grievances about evaluation year-wise during the last five years</p> <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 80%;"> <thead> <tr> <th style="text-align: center;">Year</th> <th style="text-align: center;">2018-19</th> <th style="text-align: center;">2019-20</th> <th style="text-align: center;">2020-21</th> <th style="text-align: center;">2021-22</th> <th style="text-align: center;">2022-23</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Number of grievances/complaints</td> <td style="text-align: center;">06</td> <td style="text-align: center;">06</td> <td style="text-align: center;">08</td> <td style="text-align: center;">01</td> <td style="text-align: center;">37</td> </tr> </tbody> </table> <p>2.5.2.2: Number of students appeared in the examination conducted by the institution year wise during the last five years.</p> <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 80%;"> <thead> <tr> <th style="text-align: center;">Year</th> <th style="text-align: center;">2018-19</th> <th style="text-align: center;">2019-20</th> <th style="text-align: center;">2020-21</th> <th style="text-align: center;">2021-22</th> <th style="text-align: center;">2022-23</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Numbers</td> <td style="text-align: center;">3087</td> <td style="text-align: center;">4841</td> <td style="text-align: center;">6345</td> <td style="text-align: center;">6553</td> <td style="text-align: center;">6513</td> </tr> </tbody> </table> | Year | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 | Number of grievances/complaints | 06 | 06 | 08 | 01 | 37 | Year | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 | Numbers | 3087 | 4841 | 6345 | 6553 | 6513 | 10 |
| | Year | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 | | | | | | | | | | | | | | | | | | | | |
| | Number of grievances/complaints | 06 | 06 | 08 | 01 | 37 | | | | | | | | | | | | | | | | | | | | |
| | Year | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 | | | | | | | | | | | | | | | | | | | | |
| | Numbers | 3087 | 4841 | 6345 | 6553 | 6513 | | | | | | | | | | | | | | | | | | | | |
| | Total number of complaints/last 5 years = 58 | | | | | | | | | | | | | | | | | | | | | | | | | |

MSRUAS offers more than 127 academic programs across the university. MSRUAS has its courses governed by numerous regulatory bodies such as MCI, DCI, PCI, INC, COA, AICTE and UGC. MSRUAS believes in bringing about reforms while strictly adhering to the prescribed examination and evaluation norms. Reforms bring about an improvement in the system for all the stakeholders involved. One of the important methods involved for bringing about reforms is feedback or a robust grievance redressal mechanism.

Given the magnitude of operations of MSRUAS, an effective digital platform called 'RUAS Portal'- an ERP System has been adopted which provides speedy dissemination of information to all stakeholders, improving operational efficiency in all aspects of academic administration in a transparent manner. Several users with different role and responsibilities interact with the portal and add data to the database, retrieve data for information and generate reports as necessary.

At MSRUAS, the examination related grievances may be filed by either students or the staff. The grievances may be related to valuation, such as revaluation or retotaling or maybe related to question papers. All the student and staff related grievances are forwarded in a prescribed format to the Controller of Examinations (COE). The complaints or grievances are either resolved at the level of the COE or based on the nature maybe directed to the Deans of faculty or the respective examination faculty for software related issues. The timeline for resolution of these grievance is recorded.

The following documents are attached to substantiate the claim 2.5.1 metric:

1. Teaching-Learning-Evaluation policy with approvals
2. Examination Regulations
3. SOP for addressing Examination related Grievances.
4. Notification regarding application for examination related grievances
5. Notification & result declaration
6. Total number of students appeared in the examination conducted by the institution.


Registrar
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Bangalore - 560 054

List of Documents and links as per HEI response for the Metric 2.5.2

| SI No | Name of the Document | Web Link |
|-------|-------------------------------------|---------------------------|
| 1 | Teaching Learning Evaluation Policy | Version 1 |
| | | Version 2 |
| | | Version 3 |
| 2 | Examination_Regulations_2020 | View Link |
| 3 | Examination_Regulations_2023 | View Link |

| SI No | Name of the Document | Web Link |
|-------|--|---------------------------|
| 1 | No_of_Students_Applied_for_Revaluation_2018-23 | View Link |
| 2 | Sample_Applications_2018-23 | View Link |