ANNEXURE IV

HUMAN RESOURCE
&
INFRASTRUCTURAL
REQUIREMENTS

HUMAN RESOURCE & INFRASTRUCTURAL REQUIREMENTS

Based on the Gazette Number: 4095 GI/2020 (1) Published By: University Grants Commission Date, New Delhi, September 4, 2020 regarding the regulations and standards for higher education institutions in India, particularly concerning online and distance learning programs. The web page you're viewing provides detailed information on the human resource and infrastructural requirements for institutions offering Open and Distance Learning (ODL) and Online (OL) programs, as mandated by the University Grants Commission (UGC) and Distance Education Bureau (DEB). Here's a concise summary of the key points:

- **Staffing Norms**: Specifies the academic and administrative staff needed at headquarters, including full-time positions for professors, associate professors, assistant professors, and various administrative roles.
- **Centre for Online Education**: Outlines the structure and staffing for coordinating online education, including positions like Director, Deputy Director, and Assistant Director.
- **Technical Support**: Details the technical team required for e-content development, delivery, and management of admissions and examinations.
- **Physical Infrastructure**: Describes the minimum built-up area requirements for ODL activities, including specific allocations for academic, administrative, and support facilities.

For a comprehensive understanding of ODL and OL programs, Open and Distance Learning (ODL) is an educational system that allows students to pursue their studies without being physically present in a traditional classroom setting. It provides learners the flexibility to learn at their own pace and time, often through specially prepared materials delivered via various media such as print, audio/video tapes, and the internet. Online Learning (OL) involves delivering educational content via the internet.

ODL and OL programs must adhere to specific infrastructure and human resource criteria set by the UGC and DEB. This includes adequate physical facilities, technological capabilities, and qualified academic staff to ensure quality education delivery.

Regulatory Compliance: Institutions must comply with the UGC (ODL Programmes and OL Programmes) Regulations, 2020 and its amendments, which outline the standards and procedures for offering ODL and OL programs, including the recognition process for HEIs

(Higher Educational Institutions), enrolment of foreign/international learners, and equivalence of degrees obtained through ODL and OL with those obtained through conventional modes. Open and Distance Learning (ODL), Online Learning (OL), and the requirements for opening a distance learning program in a university as per the University Grants Commission (UGC) and Distance Education Bureau (DEB):

- **Distance Learning**: It is an educational system that allows students to pursue their studies without being physically present in a traditional classroom setting.
- **ODL and OL**: ODL refers to Open and Distance Learning, which is a mode of delivering education that provides learners the flexibility to learn at their own pace and time. OL stands for Online Learning, which involves delivering educational content via the internet.

Dual Mode Higher Educational Institutions

1. The dual mode Higher Education Institution intending to offer Programmes in Open and Distance Learning mode and/or Online mode shall have a Centre for Distance and Online Education (CDOE) for effective coordination among its Departments or Schools of Studies.

2. The Centre shall maintain and administer, in collaboration with the technology support Unit of Higher Educational Institution, the Centralised Data Base of all the Open and Distance Learning and/or Online Programmes.

3. The provisions as detailed in clause (1) of sub-paragraph (B) of paragraph I above shall be applicable to Dual mode HEIs for Online Programmes.

- ❖ **Clause (1) of Subparagraph (B)**
  Centre for Online Education (COE):

1. The Open University intending to offer the recognised programmes under Online mode shall have a Centre for Online Education for effective coordination among its Departments or Schools of Studies for offering the Online Programme, comprising Admission or Registration Unit, Examination Unit and Technology Support Unit. The Centre for Online Learning shall maintain and administer the Centralised Data Base of all the recognised programmes.

   (i) The Centre for Online Education shall have:

      (a) Director: Permanent, full-time Professor (preferably having professional experience in Open and Distance Learning and/or Online Learning);

(b) Deputy Director (e-Learning and Technical): An employee having the Qualifications and Experience as specified for Associate Professor under the University Grants Commission (Minimum Qualifications for Appointment of Teachers and other Academic Staff in the Universities and Colleges and other Measures for the Maintenance of Standards in Higher Education) Regulations, 2018 shall be an e-learning expert with experience in technical coordination for modules development and Learning Management System (LMS). The Deputy Director can be appointed on full-time or contractual basis;

(c) Assistant Director: Having qualifications and experience as specified for Assistant Professor under University Grants Commission (Minimum Qualifications for Appointment of Teachers and other Academic Staff in the Universities and Colleges and other Measures for the Maintenance of Standards in Higher Education) Regulations, 2018, initially one, who shall coordinate with Departments or Schools of Studies offering Online Programmes. The Assistant Director can be appointed on full-time or contractual basis.

(ii)   The Departments or Schools of Studies shall be the academic home of the recognized Online programmes on offer.

(iii)   The involvement of permanent and/or full time dedicated faculty of Schools of Studies/Departments in the Online programme(s) shall be in the following capacities, excluding the designated positions in the Open Universities as per their respective Act(s):

(a) Programme Coordinator (One per Programme): A full-time Faculty at the level of Professor or Associate Professor or Assistant Professor in the subject area of the concerned Programme shall be the Programme Coordinator for an Online Programme. The Programme Coordinator shall be responsible for overall coordination of the development, delivery and assessments of the learners in an Online Programme;

(b) Course Coordinator (One per Course): An Online Programme may have more than one Course. In such a case, one full-time dedicated Faculty at the level of Professor or Associate Professor or Assistant Professor in the subject area of the concerned Course shall be Course Coordinator for each of the Courses of an Online

Programme. The Course Coordinator shall coordinate the development, delivery and assessments of the learners in the Course;

(c) Course Mentor (One per batch of 250 learners): Course Mentor shall assist the Programme/Course Coordinator in providing academic support to learners and also in managing virtual teacher-learner interaction groups. Course Mentor shall have the relevant qualifications and experience as specified for Assistant Professor under the University Grants Commission (Minimum Qualifications for Appointment of Teachers and other Academic Staff in the Universities and Colleges and other Measures for the Maintenance of Standards in Higher Education) Regulations, 2018;

(d) Examiners: The Higher Educational Institution shall appoint examiners for the assessment of the online learners in a Course from among the qualified faculty from within the Institution or from other Institutions and they shall be paid appropriate honorarium as per norms of the Higher Educational Institution.

(iv) Requirement of Technical Support for Online Programmes:

(a) Technical Team for Development of e-Content as Self-Learning e- Modules:

    (A) Technical Manager (Production) minimum one

    (B) Technical Associate (Audio-Video recording and editing) minimum one

    (C) Technical Assistant (Audio-Video recording) minimum one

    (D) Technical Assistant (Audio-Video editing) minimum one

    (E) The technical support required for development of e-content may be outsourced to the centres across the nation having requisite facilities.

    (F) These numbers are for the initial stage of e-content, for self learning e-modules development and delivery.

(b) For Delivery of Online Programmes:

    (A) Technical Manager (LMS and Data Management)-minimum one (per Centre)

    (B) Technical Assistant (LMS and Data Management) minimum two

(c) For Admission and Examination for Online mode:

    (A) Technical Manager (Admission, Examination and Result) -minimum one (per center)

(B) Technical Assistant (Admission, Examination and Result) - minimum two

(C) These activities may be carried out by the Admission/Registration and Examination Units of the

Open Universities having requisite resources for their ODL Programmes under the overall supervision of Centre for Online Education for Online Programmes.

Staffing Norms at Head Quarters:

1. As mentioned in Clause (1) of sub-paragraph (B) of paragraph I above, in case of Online Programmes.

2. Academic staff strength - At least two faculty members (full-time dedicated) per Open and Distance Learning Programme at Professor/Associate Professor/Assistant Professor level:

   Provided that in case of Under Graduate and Post Graduate programmes in same discipline, instead of 4 faculty members, 3 faculty members shall be required.

3. Administrative staff strength at Head Quarters or Main Campus (up to 5,000 students):

   ▪ Deputy Registrar – 1

   ▪ Assistant Registrar - 1

   ▪ Section Officer - 1

   ▪ Assistants - 2

   ▪ Computer operators - 2

   ▪ Multi Tasking Staff 2

4. In case of the enrolment higher than 5,000 the number of positions in the Centre for Distance and Online Learning may be increased by the HEI appropriately.

IV.   Physical Infrastructure:

1. Total Built-up area for Open and Distance Learning activity - Minimum 15000 sq. ft. (carpet area):

Details are given as below:-

S. No.	Built-up Area Type	Percentage (%)	Built-up Area (Carpet Area, in sq) ft)
1.	Academic	50 per cent.	7500
2.	Administrative	10 per cent.	1500
3.	Academic support such as Library, Reading room, Computer Centre, Informational and Communication technology Labs, Video and Audio Labs etc.	30 per cent.	4500
4.	Amenities or other support facilities	10 per cent.	1500
		Total	**15000**

Note: Built up area for toilets shall be separate.