POLICY & STANDARD OPERATING PROCEDURE FOR DIGITAL CAMPUS (A BEST PRACTICE)

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Prepared By	:	Dean, IQAC
Reviewed By	:	Dean, IQAC
Approved By	:	Director & Campus Director, AMGOI

1. Purpose

The purpose of this Policy is to establish a comprehensive institutional framework for building and sustaining a Digital Campus in which academic, administrative, library, examination, communication, financial, and student support processes are carried out through secure, integrated, and user-friendly digital systems.

The Institute is committed to improving teaching-learning quality, transparency, efficiency, accessibility, and sustainability through effective use of technology, in line with the National Education Policy 2020, Digital India initiatives, and the guidelines of AICTE, UGC, NAAC and NBA.

2. Objectives

The objectives of this Policy are to:

1. Provide reliable, high-speed, and secure digital infrastructure across the campus.
2. Integrate digital tools, learning management systems, and e-resources into teaching-learning practices.
3. Automate and integrate administrative, academic, finance, and student-related processes through ERP and other platforms.
4. Promote paperless, transparent, and efficient institutional governance.
5. Develop digital literacy and digital competence among students, faculty, and staff.
6. Ensure cyber security, data privacy, and responsible use of information and communication technology.
7. Enhance accessibility and service delivery to all stakeholders through online and mobile platforms.
8. Establish a continuous mechanism for monitoring, auditing, and reporting of digital initiatives.

3. Scope

This Policy applies to all internal and external stakeholders of the AMGOI, including students, faculty members, administrative and technical staff, departments, sections, vendors, service providers, and visitors using the digital resources of the Institute.

4. Policy Guidelines

A Digital Campus is an institution where technology is embedded into every aspect of learning, administration, and campus life, enabling anytime-anywhere access to services, information, and resources. It supports quality education, efficient governance, better communication, and sustainable operations by reducing paper use and manual effort.

Recognizing this need, the Institute shall implement digital initiatives in a planned, secure, and phased manner across all functions. The key components of the Digital Campus covered under this Policy are given below.

Sr. No.	Digital Component	Focus Area
1	Digital Infrastructure	Campus-wide Wi-Fi and LAN, servers, data centre, power backup, computing facilities, and network monitoring.
2	Digital Teaching-Learning	LMS, smart classrooms, e-content, virtual labs, online assessments, recorded lectures, and MOOCs.
3	ERP and Digital Administration	Integrated ERP for admissions, attendance, HR, accounts, inventory, and records with online workflows and e-approvals.
4	Digital Library and E-Resources	Library automation, e-journals, e-books, digital repository, plagiarism software, and remote access.
5	Digital Examination and Evaluation	Online examination forms, digital question paper handling, online results, and digital grade and record management.
6	Digital Communication and Student Services	Website, mobile app, email, notices, grievance redressal, feedback, certificates, and student portals.
7	Cyber Security and Data Protection	Firewall, antivirus, access control, data backup, privacy protection, and cyber security audits.
8	Digital Payments and Finance	Online fee collection, digital payment gateways, e-receipts, and digital financial transactions.
9	Paperless Office and E-Governance	E-file management, digital signatures, e-documentation, and online meetings, minutes, and records.
10	Digital Literacy and Capacity Building	Training of students, faculty, and staff in digital tools, cyber safety, and emerging technologies.

A. Digital Infrastructure and Connectivity

The Institute shall provide and maintain secure, reliable, and scalable network, hardware, software, and power backup facilities, with regular upgrades, maintenance, and monitoring to ensure uninterrupted access to digital services for all users.

B. Digital Teaching-Learning and Academic Integration

Each department shall use the LMS, smart classrooms, e-content, and online tools for teaching, assignments, and assessment, and shall encourage blended learning, MOOCs, and virtual laboratories in alignment with the curriculum.

C. Digital Administration and E-Governance

All major administrative and academic processes shall progressively be carried out through ERP and online workflows with defined approvals, timelines, and audit trails, with the aim of achieving a paperless office.

D. Cyber Security, Data Protection and Responsible Use

The Institute shall implement security measures, access controls, regular backups, and periodic audits to protect data and systems, and shall promote lawful, ethical, and responsible use of digital resources in compliance with applicable laws and the Institute IT policy.

E. Digital Literacy and Capacity Building

The Institute shall organize regular training for students, faculty, and staff on digital tools, cyber safety, and emerging technologies, and shall ensure inclusive access to digital resources for all, including differently abled users.

F. Monitoring, Feedback and Continuous Improvement

Digital services shall be monitored through usage analytics, stakeholder feedback, and periodic audits, and the findings shall be used for improvement, upgrading of systems, and planning of future digital initiatives.

5. Roles and Responsibilities

A. Director / Campus Director

- Provide strategic direction for the Digital Campus initiative.
- Allocate financial and infrastructural resources for digital systems.
- Approve major digital investments and policies.
- Review annual institutional Digital Campus performance.

B. Dean IQAC

- Prepare the annual Digital Campus Action Plan.
- Monitor implementation across departments and sections.
- Conduct semester-wise reviews and digital audits.
- Publish the Annual Digital Campus Report.
- Organize awareness and capacity-building programmes.

C. IT Head / System Administrator / ERP Coordinator

- Maintain and upgrade the network, servers, ERP, LMS, and other digital systems.
- Ensure cyber security, data backup, access control, and user support.
- Provide training and technical support to all users.
- Submit the semester-wise Digital Campus Report to IQAC.

D. Heads of Departments

- Prepare departmental digital implementation plans.
- Ensure use of LMS, ERP, and digital tools in academic activities.
- Monitor implementation and user participation.
- Submit semester-wise reports to IQAC.

E. Faculty Members

- Use LMS, e-content, and digital tools for teaching and assessment.
- Maintain academic records and data on ERP regularly.
- Promote digital literacy and responsible use among students.
- Participate in digital training programmes.

F. Students

- Use digital platforms and e-resources for learning and services.
- Follow IT usage, cyber safety, and ethical guidelines.
- Report technical problems and security incidents promptly.
- Provide feedback for improvement of digital services.

6. Review and Revision of Policy

This Policy shall be reviewed once every three years, or earlier if mandated by statutory updates from the UGC, state government legislation, or directives from the Academic Council/Governing Body. Any amendment to this Policy shall be processed through the IQAC, becoming effective only after formal approval by the Director & Campus Director.

7. Annexures/Supporting Documents

1. All activities should be strictly carried out as per the Policy and SOP for Organization of Activities (Institute Level / Department Level) IQAC/120/03, wherein all digital initiatives and training programmes should be properly planned, documented, and reported.

2. The IQAC shall issue additional guidelines, formats, templates, checklists, digital audit formats, reporting formats, and other relevant documents from time to time, as required.

8. Standard Operating Procedure (SOP)

1. At the beginning of every academic year, the IQAC shall identify and finalize all departments, sections, and units responsible for implementing and using digital systems, including the IT Cell and ERP team.
2. IQAC shall inform the respective Dean, Head of Department, Section Head, or IT Coordinator as the nodal person responsible for Digital Campus implementation.
3. IQAC shall communicate the institutional digital guidelines, reporting formats, timelines, and documentation requirements to all concerned Section Heads.
4. The IT Cell shall conduct an annual assessment of the existing digital infrastructure, systems, and services, and identify gaps, upgrades, and new requirements.
5. Every Section Head shall organize a meeting of the section members to discuss the annual plan for use and adoption of digital systems in the section.
6. During the meeting, the committee shall identify all processes, records, and activities proposed to be digitized or conducted online during the academic year.
7. The committee shall prepare an Annual Digital Campus Plan containing the digital activity or process, objectives, system or tool to be used, responsible person, schedule, resources required, expected outcomes, and supporting evidence to be maintained.
8. The Annual Digital Campus Plan shall be verified and approved by the respective Section Head.
9. The approved plan shall be submitted to the Dean IQAC for institutional approval.
10. Dean IQAC shall scrutinize the submitted plan by verifying:
    - Relevance and usefulness of the proposed digital initiatives.
    - Alignment with the Institute Vision, Mission, Strategic Plan, and Institutional Development Plan.
    - Compliance with the guidelines issued by AICTE, UGC, NAAC, NBA, DBATU/MSBTE, and other statutory or regulatory bodies, and with applicable IT and data protection laws.
    - Cyber security and data privacy provisions.
    - Availability of required resources, budget, and technical support.
    - Practicality of the proposed timeline.
    - Expected measurable outcomes and impact.
11. After satisfactory verification, Dean IQAC shall approve the Annual Digital Campus Plan.
12. The approved activities shall be incorporated into the section-wise activity calendar and scheduled according to the approved timeline.
13. The respective Section Head and the IT Cell shall ensure that all necessary approvals, licences, hardware, software, and user access are arranged before implementation.
14. The IT Cell shall provide user accounts, role-based access, and training, and shall implement the systems as per the approved plan.
15. Users shall carry out their academic and administrative work through the designated digital platforms and shall keep records updated regularly and accurately.
16. The IT Cell shall take regular data backups, apply security updates, monitor systems, and maintain a log of incidents, downtime, and support requests.
17. Any cyber security incident or data breach shall be reported immediately to the IT Head and the Dean IQAC, and corrective action shall be taken and documented.
18. After completion of each digital activity or training programme, the Activity Coordinator shall prepare a report along with supporting documents such as notices, attendance records, photographs, system screenshots, usage data, feedback, and outcome reports.

19. The Section Head shall verify the report, validate the supporting evidence, and ensure that the objectives of the activity have been achieved. Verified reports shall be maintained for future reference and audits.
20. The IQAC shall conduct a periodic digital audit and collect stakeholder feedback on the quality of digital services.
21. At the end of every semester, each Section Head shall compile all digital activities conducted under the section and submit the semester-wise report to the Dean IQAC in the prescribed format.
22. Dean IQAC shall conduct periodic review meetings to monitor the progress of Digital Campus implementation across all sections.
23. At the end of the academic year, Dean IQAC shall compile all semester reports and digital indicators (such as ERP and LMS usage, paperless transactions, online services, training programmes, system uptime, and security incidents) into a comprehensive Institutional Annual Digital Campus Report.
24. The Annual Digital Campus Report shall be submitted to the Director & Campus Director for review and approval.
25. Based on the annual review, IQAC shall issue recommendations for continuous improvement, revise implementation strategies wherever required, and initiate the planning process for the subsequent academic year.

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