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देव संस्कृति विश्वविद्यालय
DEV SANSKRITI VISHWAVIDYALAYA

Gayatrikunj - Shantikunj, Haridwar -249411 (India)
email: info@dsvv.ac.in • web: www.dsvv.ac.in

Criteria 6

6.5.3

Incremental improvements made for the preceding five years with regard to quality (in case of first cycle NAAC A/A) Post accreditation quality initiatives (second and subsequent cycles of NAAC A/A)



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Dev Sanskriti Vishwavidyalaya (DSVV) has demonstrated a consistent commitment to quality enhancement over the past five years, implementing various initiatives in both academic and administrative domains. These incremental improvements reflect the institution's dedication to continuous growth and adaptation to evolving educational needs and standards.

Academic Domain: Integration of Online Learning Tools and Resources

One of the most impactful quality enhancement initiatives in the academic domain has been the comprehensive integration of online learning tools and resources. The implementation of this initiative encompassed several key components:

- **Virtual Classroom Platforms and online Discussion forums:** DSVV adopted robust virtual classroom platforms that enable synchronous online learning experiences along with asynchronous learning and promotes continuous engagements.
- **Multimedia Resources:** DSVV has significantly expanded its repository of multimedia learning resources, including video lectures, interactive simulations, and digital textbooks.
- **Self-Paced Learning Modules and Interactive Assessment:** The initiative includes the development of self-paced learning modules that allow students to progress through course material at their own speed along with the implementation of Interactive assessment tools.

Impact and Outcomes:

The implementation of these online learning tools and resources has yielded significant positive outcomes:

- **Increased Student Engagement:** Analytics show a marked increase in student participation and time spent on learning activities.
- **Improved Learning Outcomes:** Preliminary data indicates improved performance on assessments and higher course completion rates.
- **Enhanced Flexibility:** Students report greater satisfaction with the flexibility offered by online and blended learning options.

- **Faculty Development:** Instructors have enhanced their technological competencies and pedagogical approaches for online and blended learning environments.

Administrative Domain: Student-Focused Service Delivery Approach

In the administrative domain, DSVV implemented a comprehensive student-focused service delivery approach aimed at streamlining administrative processes and enhancing overall student satisfaction. Key components of this initiative include:

- **Centralized Service Desk:** The university established a centralized service desk that serves as a single point of contact for students and staff across various administrative functions.
- **Multi-Channel Communication:** The service desk utilizes a multi-channel communication approach, including Email support with guaranteed response times and dedicated phone lines with extended operating hours
- **Integrated Case Management System:** DSVV implemented a sophisticated case management system that tracks and manages all student inquiries and requests.
- **Self-Service Portal:** A comprehensive self-service portal was developed, allowing students to access and manage various administrative tasks independently.
- **Feedback Mechanism:** The initiative incorporates a robust feedback mechanism, including post-interaction surveys and Regular student satisfaction surveys

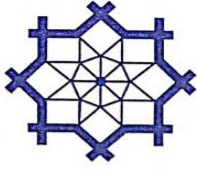
Impact and Outcomes:

The student-focused service delivery approach has resulted in several positive outcomes:

- Average response times for student inquiries have decreased
- Surveys indicate a marked improvement in student satisfaction.
- The self-service portal has reduced the workload on administrative staff.

These two quality enhancement initiatives – the integration of online learning tools and resources in the academic domain and the student-focused service delivery approach in the administrative domain – demonstrate DSVV's commitment to continuous improvement and innovation. The success of these initiatives can be attributed to several factors:

- Clear alignment with institutional goals and vision
- Comprehensive planning and phased implementation
- Commitment to ongoing evaluation and refinement



DELNET
Developing Library Network
New Delhi
www.delnet.in



Certificate of Membership

This certifies that

Dev Sanskriti Vishwavidyalaya
Haridwar

has been admitted as an Institutional Member of
DELNET – Developing Library Network



and their bonafide Faculty, Students, Researchers, Scholars and
Officials are entitled to all benefits and privileges of access to
DELNET Resources and Services.

Membership Number ***IM – 10897*** has been granted this
3rd day of August 2024 and next renewal
is due on August 2, 2025



Date of Issue: August 3, 2024

Dr. Sangeeta Kaul
Director
DELNET, New Delhi



Dr. Sangeeta Kaul
Director



DELNET

Developing Library Network

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Vasant Kunj, New Delhi 110070, India

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91-9810329992 (Mobile)

E-mail: sangs@delnet.ren.nic.in,

sangs@delnet.in,

sangskaul2003@yahoo.co.in

Web: www.delnet.in

DELNET/MEM/IM-10897/ukDSVH/2024

August 3, 2024

Sub : Membership of DELNET

Dear Mr. Dewangan,

We are glad to inform you that the "Dev Sanskriti Vishwavidyalaya, Haridwar, Uttarakhand" has been admitted as an Institutional Member of DELNET. The membership number is *IM-10897*. I am herewith enclosing the receipt no. 82149 dated 3/8/2024 for ₹19,470/- received through NEFT dated 30/7/2024 towards the Admission Fee & Annual Institutional Membership Fee for the period 3-8-2024 to 2-8-2025 along with a duly signed copy of the MOU for your office records. We would like to mention that the next annual membership renewal will be due on August 2, 2025. Please note that this membership is valid only for Dev Sanskriti Vishwavidyalaya, Haridwar, Uttarakhand and not to any constituent/affiliated Colleges/Centres of the University. These colleges/institutions have to subscribe separately for their DELNET Institutional Membership.

You are requested to access DELNET databases through the World Wide Web using the following procedure:

Web Address: <http://www.delnet.in>

Kindly click to "New Discovery Portal". Since the IP address provided is registered with us, the users will be able to open the landing page without login prompt.

We are also glad to provide the following login & password for accessing DELNET remotely:

Login : ukdsvh
Password : dsv10897

We would greatly appreciate if a link to "DELNET Digital Library" with a hyperlink to '<https://discovery.delnet.in>' may kindly be made available at the University Library Webpage.

Kindly note your Inter Library Loan (ILL for Books) Password is "ukdsvhlib" to be used while registering a request. You are also welcome to send us the bibliographical references at sangs@delnet.ren.nic.in, sangskaul2003@yahoo.co.in for the resources needed by you. We will try our best to locate these resources. We would like to inform you that DELNET has launched WEBVIEW Youtube channel which contains a large number of video recordings of Webinars organised by DELNET including sessions on DELNET resources and services. The link is available at the Discovery Portal. We would further like to inform you that Usage Report can be generated through "USAGE STATISTICS" link which appears at the top side of the landing page of the discovery portal. Kindly use the password as 10897***1992 to download the pdf, containing usage report of your university.

We would like to mention that DELNET provides access to more than 3.8 crore catalogue records of books, journals, articles, etc. through Discovery Portal and also more than one crore and fifty lakh full-text e-books, e-journals & e-articles through *Knowledge Gainer Portal* besides many other E-resources. We are pleased to inform you that DELNET has also recently launched ViSiOn Portal which contains Video Recordings of Lectures on varied subjects. We request you to kindly contribute the video lectures of the Faculty Members of your Institution. Kindly contact us for further assistance. DELNET also provides Delplus software free of charge for library automation purposes. DELNET Guest House facility at New Delhi can also be availed by member-libraries on payment basis. Also, we are pleased to inform you that DELNET has developed DELDReSS Portal exclusively for Schools, which is of great relevance to the School students, teachers and administrators.


We would also like to mention that DELNET offers DrillBit software for plagiarism detection for an annual subscription of Rs 48,000 (inclusive of GST) for 300 documents checking.

We hope that the students and faculty of your university will get benefited by using the DELNET databases and services. We would also like to inform you that DELNET shall be glad to organise an one hour webinar on "DELNET Networked Resources and Services" at a mutually convenient date and time for "Dev Sanskriti Vishwavidyalaya, Haridwar, Uttarakhand". It will help in the effective utilisation of DELNET resources and services. We would like to request you to kindly ensure that this membership letter containing login/password may not be uploaded on any online Internet platform including the Institutional website except its submission to accreditation bodies, if so required.

Do kindly let us know if you require any further assistance.

With kind regards,

Yours sincerely,


Sangeeta Kaul

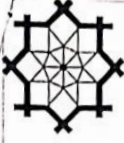
Mr. Baldau Dewangan
Registrar
Dev Sanskriti Vishwavidyalaya
Gayatrikunj, Shantikunj
Haridwar-249411
Uttarakhand

Cc : Dr. Kalpana Gayakwad, Librarian
Dev Sanskriti Vishwavidyalaya, Haridwar, Uttarakhand
(Receipt, MOU, Certificate & Tax invoice are enclosed)

Librarian.



Tax Invoice



DELNET- Developing Library Network
 Jawaharlal Nehru University Campus
 Nelson Mandela Road, Vasant Kunj
 New Delhi-110070
 GSTIN/UIN: 07AAAAD2288G1ZV
 State Name : Delhi, Code : 07

Invoice No. DEL/1705/2024-25	Dated 3-Aug-24
Mode/Terms of Payment	
DELNET MEM. No. IM-10897 dt. 3-Aug-24	Other References
Buyer's Order No.	Dated
Terms of Delivery	

Buyer (Bill to)
DEV SANSKRITI VISHWAVIDYALAYA
 GAYATRIKUNJ, SHANTIKUNJ
 HARIDWAR, UTTARAKHAND-249411
 [DELNET MEM NO. IM-10897]
 State Name : Uttarakhand, Code : 05
 Place of Supply : Uttarakhand

Sl No	Particulars	HSN/SAC	GST Rate	Rate per	Amount
	Admission Fees	998431	18 %		5,000.00
2	IM FEE 2024-2025	998431	18 %		5,000.00
	IGST PAYABLE			18 %	11,500.00
					16,500.00
					2,970.00
Total					₹ 19,470.00

Amount Chargeable (in words) E. & O.E
Indian Rupees Nineteen Thousand Four Hundred Seventy Only

HSN/SAC	Taxable Value	IGST		Total Tax Amount
		Rate	Amount	
998431	16,500.00	18%	2,970.00	2,970.00
Total	16,500.00		2,970.00	2,970.00

Tax Amount (in words) : **Indian Rupees Two Thousand Nine Hundred Seventy Only**

DELNET's Bank Details
 Bank Name : Cental Bank of India
 A/c No. : 1065410992 (Saving Bank)
 Branch & IFS Code : Khan Market Branch & CBIN0280310
 for DELNET- Developing Library Network

Company's PAN : AAAAD2288G

Authorized Signatory

Fwd: DVL Complete Online library Access Activation Confirmation & Login Credentials

5 messages

Dr. Kalpana Gayakwad <kalpana.gayakwad@dsvv.ac.in>
To: Librarian DSVV <librarian@dsvv.ac.in>

Sat, Feb 11, 2023 at 4:13 PM

----- Forwarded message -----

From: Diksha Verma <diksha@avags.in>

Date: Fri, 10 Feb 2023, 17:21

Subject: DVL Complete Online library Access Activation Confirmation & Login Credentials

To: <kalpana.gayakwad@dsvv.ac.in>

Cc: <arunchauhan@avags.in>

Dear Sir/ Ma'am,

Thanks for your interest in our product.

We are pleased to inform you that **Access to DVL Complete Library** has been **activated** for your institute. Users of your Institute/Organization may access this database using the details furnished below along with a pdf file regarding how to use Portal. Please find attached the Access Activation Confirmation Letter, for your kind reference.

Subscription Details:

Institute Name: Dev Sanskriti Vishwavidyalaya

Subscription Period: 10 Feb 2023 - 09 Feb 2024

Access Type: Subscription

Package Subscribed: DVL Complete

URL: <https://www.dvlonline.com/>

Subject	Login/User ID	Password
NURSING	DVL09493	DSV@NUR
PHARMACY	DVL09494	DSV@PHAR
ENGINEERING	DVL09495	DSV@ENG
MANAGEMENT	DVL09496	DSV@MGMT
HOMEOPATHY	DVL09497	DSV@HOMEO
BASIC & ALLIED SCIENCES	DVL09498	DSV@SCI
HUMANITIES & SOCIAL SCIENCE	DVL09499	DSV@SSCI
EDUCATION	DVL09500	DSV@EDU
AGRICULTURE	DVL09501	DSV@AGRI
LAW	DVL09502	DSV@LAW
MASS COMM & MEDIA	DVL09503	DSV@MASS
ARCHITECTURE	DVL09504	DSV@ARCHI
AYUSH & YOGA	DVL09505	DSV@AYU
FORENSIC AND LEGAL STUDIES	DVL09506	DSV@FORENSIC

TAX - INVOICE

Bill To
Dev Sanskriti Vishwavidyalaya
The Librarian
Dev Sanskriti Vishwavidyalaya
Dev Sanskriti Vishwavidyalaya
Gayatrikunj - Shantikunj
Haridwar - 249411
Uttarakhand, India

Inv No#	AIS/2022-23/0508
Date	10.02.2023
Due Date	09.02.2024
P.O.#	New Proposal

Place Of Supply: Uttarakhand (05)

PAN No. : ABHFA1163C

#	Product Name & Description	HSN/SAC	Qty.	Price In INR	Gross Amount
1	DVL Complete Online Library DVL DENTAL - DENTISTRY & ORAL SCIENCES DVL NURSING - NURSING & ALLIED DATABASE DVL PHARMACY - PHARMACY & DRUGS DATABASE DVL ENGINEERING - ENGINEERING & TECHNOLOGY DVL MANAGEMENT - MANAGEMENT & SOCIAL SC DVL HOMEOPATHY DVL BASIC & ALLIED SCIENCES DVL HUMANITIES & SOCIAL SCIENCE DVL EDUCATION DVL AGRICULTURE DVL LAW DVL MASS COMM & MEDIA DVL ARCHITECTURE DVL FORENSIC AND LEGAL STUDIES DVL AYUSH & YOGA Subscription Period : 12 Months (10 FEB 2023 TO 09 FEB 2024) 25,000 + e-Resources 11000 + e-Journals	998431	1.00	4,00,000.00	3,20,000.00

[Handwritten Signature]



Multi-Channel Communication

DSVV CAMPUS Pankaj Singh Chandel

Academics <ul style="list-style-type: none">Attendance Report for Teacher	Exam Marks Entry <ul style="list-style-type: none">Marks Entry by Teacher	Exam Section <ul style="list-style-type: none">Mark Award / Signature Sheet (Subject Wise)Marks Award / Signature Sheet (class wise)	Miscellaneous <ul style="list-style-type: none">Camp/NCC Registrations
Students <ul style="list-style-type: none">Student Search (General)	Supports <ul style="list-style-type: none">Complaint Form		

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DSVV CAMPUS

Complaint Report Form (DSVV)

Employees Name:

Departments:

Complaint Related To:

Complaint Categories:

- Address Correction/Updation
- Attendance Related
- Biometric Related
- Contact Details Updation
- Document Submission
- ERP-Profile Updation
- Leave Related
- PF/ESI Realted
- Other issue