



CRITERION 5 – Student Support and Progression

METRIC	PARTICULAR
5.1.8	Modes employed by the DDE to attend to learners' queries

HEI INPUT	HEI INPUT: Any 8 or more of the above
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DVV CLARIFICATION	HEI RESPONSE
HEI to provide the screenshots of Chat Box, IVR recordings, Web Conferencing details in Cisco Webex or Google talk or Zoom IDS or any other Web Conferencing application for fully validating the metric 5.1.8	Chat Box details with its screenshots, IVR, Web Conferencing details and its recording are provided.

PARTICULARS	REPORT LINK	SAMPLE RECORDINGS
1. Chat Box Screen Shots	View	View
2. IVR Recording	View	Recorded Audio 1 Recorded Audio 2
3. Web Conferencing in Zoom	View	Video 1 Video 2


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