

A Report of

**A Three-day Workshop on
ICT Skill Development of Non-academic Staff for Innovative
Organizational Solutions**

(1-3 December, 2008)



**National Centre for Innovation in Distance Education
Indira Gandhi National Open University**

A Report of a Three-day Workshop on ICT Skill
Development of Non-academic Staff for Innovative
Organizational Solutions (01-03 December, 2008)

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Published on behalf of Indira Gandhi National Open University, New Delhi by the Director, National Centre for Innovation in Distance Education.

Introduction

As part of the NCIDE action plan for the year 2008-2009, one of the objectives is the skill development of ODL functionaries (both academic and non-academic) by using simple and easily accessible tools for innovative learning solutions. Accordingly, NCIDE conducted a three-day ***“Workshop on ICT Skill Development of Non-academic Staff for Innovative Organizational Solutions”*** for the non-academic staff from various Divisions and Schools. This workshop is being held from **1st to 3rd December, 2008** in the **Conference Room, Block G, First Floor, New Academic Complex, IGNOU**. 10 Participants from 6 Schools, and 3 Divisions of IGNOU attended the workshop (List of participants at Annexure-I).

Objectives

The main aim was to build a cadre of trained multi-skilled associates in various Divisions and Schools with necessary knowledge and skills required for the application of latest ICT tools. The focus of the workshop was to acquaint the participants with ICT tools, their accessibility and application for acquiring multi-skilled knowledge. It is expected that such upgradation of skills will help to enhance the use of ICT tools in day to day administrative management.

Methodology

The workshop in its approach was highly participating and skill oriented. The sessions were taken up by both internal and external experts (Annexure-II) on the availability and current use of latest ICT tools for teaching-learning. The internal experts provided hands-on training that involved some selected ICT tools. These ICT tools were provided to the trainees on their laptops in advance, and they were required to develop content of their own disciplines using the ICT tools. After the workshop, in order to establish and maintain a mentoring/support of the trainees by the NCIDE faculty, a training management system, called Virtual Training Lounge (VTL) was developed at NCIDE. The progress of the trainees will be assessed through this training management system. After two months of the conclusion of the training programme, a follow-up meeting will be organized to assess the progress of the trainees. The workshop has also requested in to more meaningful use of Laptops so kindly provided by the Vice Chancellor to the faculty.

The valedictory address was given by Mr. K.M. Shahid, The Director, Institute of Secretariat Training & Management, An evaluation of the workshop revealed that it was a very successful and meaningful exercise as is evident from the following:

Results of Evaluation

1. Designation/ Position of Participants

The Participants of the Workshop comprised JAT, Data Entry Operators, Assistant, Senior Assistant and stenographer of the Schools, and Divisions of IGNOU.

2. Spread of Participants (Schools/Divisions etc.)

The Participants were drawn from 6 Schools, and 3 Divisions of IGNOU.

3. Receipt of advance information from the centre about the programme

All the participants received information in advance although correspondence was sent in advance from the Centre.

4. Usefulness of training for immediate job requirements

Almost all the participants said the training was useful to them immediately.

5. Extent to which participants benefited from interaction with the fellow participants in the workshop

Most of the participants said they were considerably benefited from the Workshop.

6. Which part of the Workshop was found most useful?

All the 10 participants found the session on Database Creation and Management to be the most useful followed equally by Simple tools for creating multimedia *and* Fundamental financial rules and procedures *and* Communication and Behavioral Skills.

7. Which Part of the Workshop did you find least helpful?

To the above query, three participants gave the feedback the session on Basic Computer maintenance and networking was least helpful.

8. Overall impression of the workshop

All the participants had a very good impression from the workshop with 3 participants saying it was excellent and 6 participants saying it was very good.

9. Other Comments/Suggestions given by the participants

1. Demand for more such trainings as technological developments are taking place daily.
2. More time should be allotted for hands on training.
3. More topics such as noting, drafting, telesoftware, making and procedure for processing bills, ECR, TA/DA etc., and office procedures related may be included.
4. Workshop on the skill updation should be organized again for the same group.

Annexure-I

List of Participants

List of Participants for “Workshop on ICT Skill Development of Non-academic Staff for Innovative Organizational Solutions”

- | | | | |
|----|--|-----|---|
| 1. | Sh. G. C. Pandey
Sr. Assistant
International Division | 7. | Ms. Monika Sayal
DEO
School of Humanities |
| 2. | Ms. Neeru Sayal
Sr. Assistant
RSD | 8. | Shri R. Sivaraj
Section Officer
Academic Coordination
Division |
| 3. | Shri Naresh Kumar
JAT
School of Education | 9. | Ms. Neeta
Senior Assistant
School of Computer &
Information Sciences |
| 4. | Ms. Yogeeta Kadian
DEO-C
School of Continuing
Education | 10. | Mrs. Indu Rawat
Senior Assistant
Budget Section
Finance & Accounts Division |
| 5. | Mr. Rajbir Singh
Sr. Assistant
School of Engineering &
Technology | 11. | Sh. Rajesh Kumar
Assistant
Finance Officer’s Secretariat
Finance & Accounts division |
| 6. | Mr. Ravinder Singh
Stenographer
School of Health Sciences | | |

Annexure-II

List of Resource Persons with topic

1st December, Monday		
Inaugural Session <i>(1000hrs – 1020hrs)</i>	<i>Inauguration of the Workshop by Prof Om Prakash Mishra Pro Vice Chancellor, IGNOU</i>	
Session I Communication and behavioral skills for Administration <i>(1100hrs – 1330hrs and 1430hrs – 1500hrs)</i>	The Faculty or administrator often needs assistance with the drafting and typing of letters, notes etc, and filing. Further, they need assistance for communicating with the students and other key people both within and outside IGNOU, during the course of their work. A multi skilled assistant is expected to have an aptitude of verbal and written communication. This session will train the participants in these communication and interpersonal skills.	Ms Vinod Jindal Joint Director <i>Institute of Secretarial Training and Management New Delhi</i>
Session II Basic Computer maintenance and networking <i>(1500hrs – 1700hrs)</i>	To assist the faculty or Administrator, a multi skilled worker is expected to know the basic components of computer hardware and the associated software. S/he should be able to identify problems and troubleshoot them. S/he should also be aware of the networking system in the office. This session will train the participants in the basic maintenance of Computer Hardware; acquaint them with the requisite knowledge of the latest software tools related to maintenance; and make them aware of the networking issues.	Mr. Subhash Singh Senior FMS Engineer <i>CMS Computer Institute Gurgaon</i>

2nd December, Tuesday		
Session II contd... <i>(1000hrs – 1045hrs)</i>		
Session III Fundamental financial rules and procedures <i>(1100hrs – 1330hrs)</i>	The faculty members and the administrators have to deal with financial procedures during the course of their work, such as budget and other financial documents. Assistance is very much required in this field. This session will make the participants aware of the various rules and methods to be followed while preparing financial documents.	Mr. T.K. Kaul Deputy Registrar <i>Finance and Accounts Division, IGNOU</i>
Session IV Simple tools for creating multimedia <i>(1430hrs – 1700hrs)</i>	The IGNOU Faculty frequently requires HR with minimum skills of PowerPoint and similar software for creating simple graphics and animations. This session will train the participants in simple PowerPoint and Flash for creating simple graphics and animations.	Dr Jyotsna Dikshit, Deputy Director <i>National Centre for Innovations in Distance Education, IGNOU</i> <i>and</i> Ms Priyanka Papreja PPT Developer <i>NCIDE, IGNOU</i>
3rd December, Wednesday		
Session V Database Creation and Management <i>(1100hrs – 1300hrs)</i>	Databases are one of the essential requirements for both academics and administrators. The session will acquaint the participants with the know-how of creating databases using known ICT tools (such MS Excel, MS Access Outlook Express), as and also how to correspond with the contacts through emails.	Dr Akshay Kumar Reader <i>School of Computer and Information Sciences IGNOU</i>

<p>Session VI</p> <p>Innovative Initiatives in Administration</p> <p><i>(1530hrs – 1545hrs)</i></p>	<p>New developments, aided by ICT, are taking place in administration. This session will be essentially a talk by the expert on some of the novel initiatives taken by administration for effective functioning.</p>	<p>Mr. K. M Shahid Director <i>Institute of Secretariat Training & Management New Delhi</i></p>
<p>Closing Session</p> <p><i>(1545hrs – 1700hrs)</i></p>	<p><i>Guest of Honour</i> <i>Mr. K. M Shahid, Director</i> <i>Institute of Secretariat Training & Management New Delhi</i></p>	

Annexure-II

Programme Schedule

**1st December
Monday**

<i>1000hrs – 1020hrs</i>	<i>Inauguration by Prof Om Prakash Mishra, Pro Vice Chancellor IGNOU</i>
<i>1020hrs – 1045hrs</i>	Interaction and sharing of experiences
<i>1045hrs – 1100hrs</i>	Tea
<i>1100hrs – 1330hrs</i>	<i>Session I</i> <ul style="list-style-type: none">• Communication and Behavioral Skills for Administrative Measures <i>Ms Vinod Jindal, Joint Director, Institute of Secretarial Training and Management</i>
<i>1330hrs – 1430hrs</i>	Lunch
<i>1430hrs – 1500hrs</i>	<i>Session I continued</i> <ul style="list-style-type: none">• Discussion
<i>1500hrs – 1545hrs</i>	<i>Session II</i> <ul style="list-style-type: none">• Basic Computer maintenance and networking <i>Mr. Subhash Singh, Senior FMS Engineer, CMS Computer Institute</i>
<i>1530hrs – 1545hrs</i>	Tea
<i>1545hrs – 1700hrs</i>	<i>Session II continued</i> <ul style="list-style-type: none">• Hands on training

2nd December
Tuesday

- | | |
|--------------------------|---|
| <i>1000hrs – 1045hrs</i> | <i>Session II continued</i> <ul style="list-style-type: none">• Discussion |
| <i>1045hrs – 1100hrs</i> | Tea |
| <i>1100hrs – 1300hrs</i> | <i>Session III</i> <ul style="list-style-type: none">• Fundamental financial rules and procedures
<i>Mr. T.K. Kaul, Deputy Registrar, Finance and Accounts Division</i> |
| <i>1300hrs – 1330hrs</i> | <i>Session III continued</i> <ul style="list-style-type: none">• Discussion |
| <i>1330hrs – 1430hrs</i> | Lunch |
| <i>1430hrs – 1545hrs</i> | <i>Session IV</i> <ul style="list-style-type: none">• Simple tools for creating multimedia
<i>Dr Jyotsna Dikshit, Deputy Director, National Centre for Innovations in Distance Education</i> |
| <i>1545hrs – 1600hrs</i> | Tea |
| <i>1600hrs – 1700hrs</i> | <i>Session IV continued</i> <ul style="list-style-type: none">• Hands on training |

3rd December
Wednesday

1000hrs – 1045hrs

Session IV continued

- **Discussion**

1045hrs – 11005hrs

Tea

1100hrs – 1300hrs

Session V

- **Database Creation and Management**
Mr. Akshay Kumar, Reader, School of Computer and Information Sciences

1300hrs – 1330hrs

Session V continued

- **Discussion**

1330hrs – 1430hrs

Lunch

1430hrs – 1515hrs

- **Demonstration by participants and discussion**

1515hrs–1530hrs

Tea

1530hrs – 1545hrs

- **Innovative Initiatives in Administration**
Mr K. M Shahid, Director, Institute of Secretariat Training & Management

1545hrs – 1700hrs

Closing Session

- **Summing up**
- **Distribution of Certificates**
- **Vote of Thanks**