

IMPACT ANALYSIS REPORT 2022-2023

A number of initiatives were carried out and used for quality improvement with reference to learner performance, teaching-learning, assessment process and learning outcomes, research, learner and other stakeholders' feedback, administrative reforms, financial management and quality improvement measures based on feedback from stakeholders. The University has adopted different modes to enrich the academic experience of its learners. IGNOU makes all attempts to provide uninterrupted student support services to its learners and is pioneer in implementing the Government's visionary policies and programmes. During the reporting period, various initiatives and reforms were undertaken to enrich the academic programmes and provide holistic education to the learners. The notable features of the University are soft copy of the SLM through IGNOU e-Content Mobile App, online repository e-Gyankosh, etc.

G-20 Agenda

The Centre for Internal Quality Assurance (CIQA), IGNOU developed feedback tools for the academic year 2022-2023 from its stakeholders. The feedback was obtained keeping the G-20 Agenda of the Government of India in mind. India sees its G20 presidency as a catalyst of change and global transformation that will have impact on the educational processes of the University system. The UGC has prepared 'G20- A Primer-Background Note Prepared for G20 University Connect' for fast-tracking Sustainable Development Goals (SDGs) and leading the HEIs and its stakeholders to adopt eco-friendly sustainable lifestyles through LiFE (Life for Environment) as major priority today.

One of the major objectives of obtaining feedback from stakeholders was to identify gaps and initiate the steps to be taken by the University for the attainment of SDGs by adopting eco-friendly practices through LiFE and replace the prevalent 'use and-dispose' economy with a circular economy, characterized by responsible consumption, under the motto: "One Earth, One Family, One Future". Suggestions were received from all the stakeholders regarding how to make the IGNOU Campus Clean and Green and segregated into three sections namely: 1) Action to be taken by Administration Division; 2) Action to be taken by Horticulture Cell; and 3) Action to be taken by Campus Maintenance Division.

Some of the salient recommendations include the following:

- To conduct sensitization programmes to reduce the culture of 'use and dispose'.
- Organize health awareness talks. Observe clean days and schedule cleanliness drives by involving all employees for at least one day in a month for campus clean and green activity.
- Encourage sustainable transportation in the campus by introducing e-rickshaw and cycles for internal mobility.

- Encourage paperless transactions in the office by focusing on the e-file system including issuance of circulars/ notices/ handouts via emails and hosted on the website only.
- Plant more and more trees which will help in controlling climate change.
- Drip-irrigation should be used in watering the campus plants/trees and more trees should be planted, which are less water-intensive but are of high economic value.
- Every School can adopt a garden as a rose garden, herb garden etc. and maintain it as environmental activity. The best-maintained garden by School may be given an award or appreciation certificate on the foundation day of the University.
- IGNOU campus should use clean and green energy.

Implementation of National Education Policy 2020

In accordance with NEP2020's recommendations, the University introduced various key reforms and initiatives. Following measures were introduced:

- **Establishment of the NEP Cell:** To make the NEP initiatives operational, a NEP cell has been established and is housed in CIQA.
- **Institutional Development Plan (IDP):** The University has created the Indira Gandhi National Open University 2030 Institutional Development Plan, which has been accepted by all statutory agencies. A monitoring committee has been formed to oversee the implementation of the IDP at IGNOU.
- **Multidisciplinary and Holistic Education:** In accordance with the most recent UGC Guidelines, the University has implemented four-year UG and one year PG programmes. The Bachelor's degree programmes (Bachelor of Arts, Bachelor of Science, and Bachelor of Commerce) have taken a multidisciplinary approach, combining Ability Enhancement Courses in Environment Studies and Languages (Hindi or English), skill enhancement courses drawn from courses across the Schools of Studies, and discipline-specific Core and Elective Courses. The learner has the option of selecting courses from a variety of flexible curricular formats across disciplines.
- **Multiple Entry and Exit:** The University has followed the UGC Guidelines for Entry and Exit of Academic Programme in HEIs thereby enhancing flexibility. This initiative increased enrollment in postgraduate degree programmes.
- **Promotion of Indian Languages:** IGNOU has signed MoU with the Central Sanskrit University (CSU) to promote Sanskrit. The collaboration primarily seeks to provide enhanced opportunities for enabling flexible learning for a wide spectrum of students through the varied distance learning courses offered by IGNOU.

- **Course Wise Registration:** The University has launched the Course-wise Registration and Certification Scheme (CRCS). Under the Scheme learners can register for specific courses of certain programmes without having to register for the complete programme.
- **National Training Programme on the Implementation of NEP-2020 (NEP-PDP) for university and college Teacher:** IGNOU-STRIDE is implementing the National Training Programme on the Implementation of NEP-2020 (NEP-PDP) for University and College teachers under Pandit Madan Mohan Malaviya National Mission for Teachers and Teaching/ Government of India.

Student Centered and Student Driven Activities

The availability of academic content is strengthened through IGNOU e-Content App and IGNOU's web-based repository e-Gyankosh that hosts the Self Learning Materials (SLMs) of all the programmes and video links of the video programmes through YouTube. This enables the learners to explore the reading material and carry out learning as per their pace and interest.

As part of the update to the repository, IGNOU uploaded different courses on the IGNOU e-Content App and e-Gyankosh. The learners from the SWAYAM platform could also access content of the online programmes and Massive Open Online Courses (MOOCs).

The learners are motivated to gain knowledge through listening to regular radio broadcasts on IGNOU's FM radio channel Gyan Vani and internet radio channel Gyandhara. The regular teleconferencing sessions through GyanDarshan and SWAYAM PRABHA channels enables the learners to learn and interact with the experts real-time.

The academics in the Regional Centres and Divisions, and the academic counsellors in the Learners Support Centres (LSCs) and Overseas Study Centres (OSCs) provide online academic counselling to IGNOU learners.

The University has introduced online lab work in selected programmes. The learners of these programmes do not have to visit the LSC laboratories for practical as the University conducts online experiments through different digital platforms.

For programmes having components of internship/ dissertation/ project, the University has developed an online platform for submission of reports. It requires the learners to submit soft copy of their work as a PDF file. The evaluation of the documents submitted by the learners is done by the academic counsellor/ guide/ examiners online and submission of grades to the HQs is done through the online portal.

Additionally, social media such as WhatsApp, Twitter, Facebook, Telegram App, etc. are used to disseminate information and provide learner support services to the large number of learners across the country.

The Campus Placement Cell of IGNOU conducts placement drives in collaboration with many Organizations. Career awareness and job support programmes are organized by the Cell to help the students develop the skills necessary for employment. The Cell has collaborated with UNICEF-YuWahh to organize a series of career awareness and job support sessions. The Cell is also looking after all the Alumni-related activities including conduct of Alumni meets.

Research, Innovation and Extension

IGNOU conducts PhD programme in regular mode in compliance to UGC Regulations as amended from time to time. The Research Unit has formulated comprehensive Guidelines for Ph.D. programmes covering different aspects pertaining to Admission, Course work, Research supervision and Evaluation, Anti Plagiarism measures, Award of Degree, Uploading of thesis in INFLIBNET and Fellowships/ scholarships. The Research students are governed by IGNOU Research Ordinance/Regulations/ Guidelines of the University. As per UGC circular, two credit course on Research and Publication Ethics (RPE) as a part of PhD course work is conducted in a workshop mode for all the research scholars of various disciplines. The Institutional Ethics Committee approved by the Research Council of the University is in place to facilitate and check the ethics of the research.

The University has established the Institution's Innovation Cell (IIC) to systematically foster the culture of innovation within the University on the recommendation of the Ministry of Education. The IICs at IGNOU was awarded the top 4 Stars rating by the Ministry of Education's Innovation Cell (MIC) as one of the top performers for organizing various kinds of activities to promote and support innovation, startups and entrepreneurship in the University. The Innovation Clubs of the Headquarter and the Regional Centres aim to create a culture of innovation and motivating the faculty and students to be innovative. The Patent Facilitation Unit at IGNOU is aimed at guiding and supporting the IGNOU students in IPR and patent filing process and making them aware of the importance of patents in the field of innovation and startup and various related aspects.

Optimum staff utilization and uninterrupted governance

At IGNOU a lot of emphasis is placed on the governance aspect. There is academic as well as administrative governance which emphasize on providing quality education, resource sharing, collaborations and convergence and using innovative methods for imparting education. These goals are achieved by different divisions of IGNOU on a continuous basis. The strategies are developed and deployed at different levels to achieve

institutional excellence. The University ensures that the statutory bodies meetings are conducted as per their statutory schedules.

Milestones

- **Audio Books:** The University has introduced audio books for its study materials in Management discipline. The learners can listen to them by simply using audio player of their mobile devices.
- **Block chain based digital degree:** The degrees conferred to successful learners are digitally signed, unchangeable, globally verifiable, and accessible through the students' own wallets.
- **Central Nodal Agency for the NMEICT:** IGNOU is establishing a Project Management Unit (PMU) for NMEICT, which will oversee all of the major programmes, including SWAYAM, SWAYAM PRABHA, NDLI, Virtual Laboratories, e Shodh Sindhu, and others.
- **QR Code Based Course material:** The Study material of the various newly launched courses is provided with a QR code to provide additional learning resources and important information to the learners.
- **Digitalisation:** The University has adopted online mode for carrying out most of the academic and administrative work including teaching-learning, administrative work, students support services and grievance redressal activities. This has improved the efficiency and brought in more transparency and accountability. The hybrid use of technology has become a new normal for the University. The Centralised Student Registration Cell (CSRC) team processes all admissions of the learners as a single window mechanism. Thus, most of the procedural activities are handled online without any hassle.
- **Inclusivity:** IGNOU provides education to marginalised segments of society including jail-inmates and transgender. To make education more accessible to people with disabilities, the University has made improvements to instructional tools and the teaching-learning process. The study materials are made available on demand in Braille for blind learners. The University has established Special Learner Support Centre for the learners with disabilities.
- **International presence:** At present, the university has its presence in 57 countries through MoA. International Division signed a Tripartite Agreement amongst IGNOU, ICCR and CHD for offering three months basic awareness course in Hindi through online mode for international students.
- **Amrut Mahotsva Lecture Series:** The University organized 74 Amrut Mahotsava Lectures in which eminent dignitaries enlightened with their visionary thoughts and experience. These lectures were organized both at the Headquarter and the Regional Centre. These lectures are related to various aspects of Indian history, culture, science, technology, literature, music, mass- communication and geopolitics.
- **The Guyana Online Academy of Learning (GOAL):** The Guyana Online Academy of Learning (GOAL), Guyana has sponsored learners in various IGNOU programmes. These

programmes range from awareness, Certificate level Diploma, PG Diploma programmes to Bachelor Degree programmes.

- **The e-VidyaBharti Project:** The e-VidyaBharti Project, under the Ministry of External Affairs (MEA), GOI, offers Tele-education & Tele-medicine services through internet-based web portals. IGNOU is one of the HEIs identified for the e-VBAB project. 2618 learners have registered in various programmes at various levels ranging from the Certificate to PG degree level.
- **Fulfilling the quality mandate:** Consequent upon the NAAC accreditation, the information management system and document management of the University have been strengthened. The updated information on different activities undertaken by the Schools, Divisions, Centres, Cells, and Units is provided to the Centre for Quality Assurance as when required. The University now focuses on the development of green campus, renewable energy resources, and disabled-friendly measures.

Conclusion

There has been a paradigm shift in the teaching-learning process and support services activities of the University. IGNOU has made a significant contribution to democratize higher education by making it more inclusive and promote lifelong learning for the past three decades. According to the University's mission, it adopts a flexible, learner-centric strategy and cost-effective approach to deliver high-quality education, ensuring equity, access, quality and affordability. During the report period, IGNOU marked its presence by actively taking forward the G 20 Agenda and successfully implemented the ambitious National Education Policy 2020. The impact of the remarkable initiatives of the University is reflected in the increased GER in various courses and programmes of study. The various stakeholders of the University have contributed in improving the quality, sustainability and relevance of the Higher Education Landscape in India. The progressive nature of the University is open to innovative practices; need based ideas, futuristic goals and inclusive societies.
