

INITIATIVES OF IGNOU DURING COVID-19 PANDEMIC

**Lockdown -1:
23rd March to
3rd September 2020**



Prepared By:
Centre for Internal Quality Assurance (CIQA),
IGNOU

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PREFACE



After the declaration of the Lockdown on 23rd March 2020, the Indira Gandhi National Open University (IGNOU) quickly adapted to the challenges posed by the pandemic. In compliance with the Government of India directives regarding safety measures to combat the spread of global COVID-19 pandemic including social distancing and complete lockdown, the University advised its teachers, academics and non-teaching staff to work from home.

University responded to all communications received from Ministry and Statutory bodies well in time and in fact this period saw several initiatives taken by the University for improving/reviewing/consolidating the Policies and Guidelines of the University. Reports of the activities conducted were documented on weekly basis and submitted to the Ministry of Education, Government of India.

IGNOU decided to go digital in a full- fledged manner by adopting technology driven solutions in all its activities: teaching- learning, programme design and development; research, assessment and evaluation; administration; finance; governance; staff development; admissions; learner support; academic counselling; quality enhancement; etc. Academic content was transmitted through eGyankosh, IGNOU e-Content App; MOOCs; regular broadcasts through GyanVani and GyanDhara; telecasts through GyanDarshan and SWAYAM PRABHA channels. Academic counselling was organized online using various digital platforms including the SWAYAM platform. The Web Enabled Academic Support (WEAS) portal provided the learners with the necessary academic support.

The shift from conventional methods of academic and administrative activities to online methods became the new normal for the University as evident from the activities recorded in this document. This resulted in uninterrupted functioning of the University, converting the challenges to opportunities by choosing the path of digitalization.

I appreciate the efforts of the entire IGNOU fraternity for steering the University in these difficult times. I would also like to put on record the efforts of CIQA team for compiling and documenting the activities systematically conducted during the lockdown.

A handwritten signature in blue ink, which appears to read 'Nageshwar Rao', written over a horizontal line.

Prof. Nageshwar Rao

Vice-Chancellor,

Indira Gandhi National Open University (IGNOU)

August, 2021

INTRODUCTION & ACKNOWLEDGEMENTS

The onset of the COVID-19 pandemic has affected every sector of life including education. The rapidly evolving situation around the pandemic posed whole lot of challenges in the functioning of Higher Education Institutions across the country and the whole world. The Indira Gandhi National Open University (IGNOU) like other universities had to rethink about the operations including governance, administration, finance, teaching learning process, learner support mechanisms, etc. This was not a sudden paradigm shift for the University as IGNOU has always been scouting around for new technologies for providing quality education to the masses at affordable cost. Although the University had to face certain disruptions in it's functioning to comply with the COVID-19 protocols. However, the issues, challenges, and conflicts that arose, were addressed appropriately and seen as an opportunity to evolve ourselves and bring about a major shift to online and digital education.

The Centre for Internal Quality Assurance (CIQA) has documented the initiatives and activities undertaken by the University during the COVID-19 lockdown, to facilitate the smooth functioning of the academic and administrative activities of the University. We acknowledge the contributions of Dr. Hema Pant, Dr. Bijayalaxmi Mishra, Dr. SK Pulist , Dr. SK Mishra, Dr. Vijayakumar, Dr. Shekhar Suman and Dr. Navita Abrol in preparing this document.

Manjulika Srivastava
Director
Centre for Internal Quality Assurance

BACKGROUND

The declaration of the Corona Virus (COVID-19) as a pandemic by the World Health Organization (WHO) in March 2020, had led to the adoption of COVID appropriate practices including social distancing measures, to prevent the spread of the disease. With the outbreak of COVID-19, the Government of India declared a nationwide lockdown on 23rd March 2020 which was extended up to September 2020. This necessitated the need for closure of all academic institutions including the Indira Gandhi National Open University (IGNOU) i.e., its Headquarters, 56 Regional Centres (RCs) and more than 1800 Learner Support Centres (LSCs) and 13 Overseas Study Centres (OSCs); and to function and conduct all its activities including teaching-learning and student support services uninterrupted through digital means.

The Ministry of Education (MOE) issued the directive to all the chairpersons of apex bodies to take full precautionary measures to fight the COVID-19 pandemic, as the security of students was the top priority, and also the maintenance of the academic calendar and examination schedule. It issued instructions to all Higher Educational Institutions (HEIs) to make full use of available ICT infrastructure for continuing teaching-learning activities during the lockdown period, including the digital / e-learning platforms like SWAYAM, SWAYAM PRABHA, etc. and communication with all stakeholders. HEIs were directed to comply with the UGC advisories and circulars issued from time to time. To ensure the safety and wellbeing of all teaching and non-teaching staff working at HEIs, the MOE issued the order to work from home. Besides, to keep the morale of the educational fraternity high and ensure utmost utilization of time, the MOE issued instructions for the development of online content; online teaching, working towards online evaluation, preparation of lesson plans, question banks, undertaking research, writing research articles, and innovative projects. It also publicized the use of the AarogyaSetu App created by the Government of India to fight COVID-19. The pandemic has been a catalyst in speeding up the shift from face-to-face to online methods of teaching, learning and evaluation across all educational institutions.

Date 25.03.2020

APPEAL

Dear colleagues,

The country is facing unprecedented crisis in the last few days on account of Corona virus pandemic. The Government of India has implemented various safety measures to combat the spread of this global pandemic - COVID-19. Hon'ble Prime Minister of India has announced the complete lockdown of 21 days from the midnight of 24th March. This lockdown is more stringent than the Janta Curfew announced for 22nd March.

2. I earnestly request you all to show your determination and resolve in expressing our solidarity to the path outlined by Government of India to combat this pandemic.

3. My special request to all of you to strictly adhere and propagate the suggested global prescription of SOCIAL DISTANCING in its true sense. This will be our modest contribution to this war against Corona virus.

4. I call upon my colleagues, friends and your families and students in support of the cause and pray that you along with your family stay safe and healthy.

Prof. Nageshwar Rao
Vice-Chancellor

INITIATIVES OF THE INDIRA GANDHI NATIONAL OPEN UNIVERSITY

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IGNOU being National Open University catering to more than 11 lakh learners currently enrolled, responded to all communications received from Ministry and Statutory bodies well in time and this period saw several initiatives taken by the University for improving/ reviewing/ consolidating the Policies and Guidelines of the University. Being an Open University, it has been using technology since its inception in the teaching-learning process and providing support to its learners scattered throughout the length and breadth of the country and also overseas.

During the academic year, 2019-20 the University was offering 200 academic programmes through ODL mode: 35 postgraduate (PG) degrees; 25 undergraduate (UG) degrees; 66 diplomas; and 74 certificate programmes (IGNOU, 2019).

During the lockdown period, when most of the educational institutions were closed, the University had moved several steps ahead for achieving the main objective of an Open University i.e., 'reaching the unreached' rigorously utilizing all the digital and online media options for delivering the content and student support services to the learners for completing their study without any impediment.

The Vice-Chancellor directly addressed the IGNOU students through a Facebook live session to assure them of full support and help from the University and to focus on their studies without any worry and anxiety.



2.1

Activities of work from home (WFH)

In compliance with the Government of India directives regarding safety measures to combat the spread of the COVID-19 pandemic, the University on 21st March 2020 advised its teachers, academics and non-teaching staff to work from home. On 27th March 2020, the University requested the teachers and academics of the University to utilize this period for various academic activities including the development of online content, online teaching and evaluation; development of self-learning material for the courses to be offered during the next academic year/semester; and prepare innovative questions for question banks, writing of research articles; amongst other academic activities. However, WFH was withdrawn by the University for the officers, faculty, and non-teaching staff who were involved in examination and admission related work from 8th July 2020.

प्रिय शिक्षार्थियों,



कोरोना-वायरस के कारण रोक-टोक के समय में ऑनलाइन शिक्षा को बढ़ावा देने के लिए मानव संसाधन विकास मंत्रालय की पहल 'भारत पढ़े ऑनलाइन' द्वारा अभियान शुरू किया है। मुक्त और दूरशिक्षा के छात्र के रूप में विश्वविद्यालय अपने कार्यक्रम और शिक्षा प्रदान करने के लिए आपसे अनेक सुझाव प्राप्त कर रहा है। आप हमारी सेवाओं के उपयोगकर्ता हैं और आवश्यकता के समय में लोक से हट कर अपने विचार प्रकट करने के लिए सबसे अच्छे माध्यम हैं।

मैं आपसे इग्नू के सोशल मीडिया चैनल फेसबुक(Facebook) और ट्विटर(Twitter) के माध्यम से 'भारत पढ़े ऑनलाइन' की पहल के तहत @HRDMinistry & @DrRPNishank को टैग कर तथा #BharatPadheOnline का उपयोग कर ऑनलाइन शिक्षा प्रदान करने की व्यवस्था को और अधिक बेहतर बनाने के लिए अपने विचारों को साझा करने का आग्रह करता हूँ। आप ई-मेल सीधे bharatpadheonline.mhrd@gmail.com पर भी भेज सकते हैं।

मुझे यकीन है कि हम मिलकर इससे भी मजबूत बन सकते हैं।

प्रो० नगेश्वर राव
कुलपति इग्नू



2.2

Submission of Weekly Reports to MOE

The MOE communicated to the University on 31st March 2020 to submit measures undertaken by it to continue the study programmes of the learners enrolled from their homes without any impediment by adopting the online method in the teaching-learning process. Reports of the activities conducted were documented on weekly basis.

During this period of 196 days, the University submitted 16 Reports comprising data of 27 weeks record of the activities conducted by the 21 Schools of Studies, Divisions, Centres, Institute, Units and Cells and 56 Regional Centres to MOE (as activities of weeks 1 and 2 were combined into a single report). This humungous task of collecting the data and compiling it was undertaken by the Academic Coordination Division of the University.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068
ACADEMIC COORDINATION DIVISION

IGNOU/ACD/Work Report/2020/100
29th July 2020

Dear Sir,

This has reference to the Ministry of Human Resources and Development Letter D.O. No. 13-12/2020/CI-Cdn. Dated 31st March 2020 sent by Dr. Chandu Shekhar Kumar, Joint Secretary, MHRD seeking therewith the measures taken by the University to continue the study programmes of the learners enrolled with it from their homes without any impediment by adopting online method of teaching-learning process.

In this connection, in continuation with the Weekly Reports submitted vide letter No. IGNOU/ACD/work Report/2020/19, dated 5th April 2020, No. IGNOU/ACD/work Report/2020/24, dated 15th April 2020, No. IGNOU/ACD/work Report/2020/25, dated 20th April 2020, No. IGNOU/ACD/work Report/2020/37, dated 27th April 2020, No. IGNOU/ACD/work Report/2020/42, dated 5th May 2020, No. IGNOU/ACD/work Report/2020/54, dated 13th May 2020, No. IGNOU/ACD/work Report/2020/58, dated 17th May 2020, No. IGNOU/ACD/work Report/2020/65, dated 25th May 2020, No. IGNOU/ACD/work Report/2020/71, dated 2nd June 2020, No. IGNOU/ACD/work Report/2020/76, dated 10th June 2020, No. IGNOU/ACD/work Report/2020/78, dated 16th June 2020, No. IGNOU/ACD/work Report/2020/80, dated 23rd June 2020, and No. IGNOU/ACD/work Report/2020/84, dated 28th June 2020, No. IGNOU/ACD/work Report/2020/89, dated 7th July 2020, No. IGNOU/ACD/work Report/2020/91, dated 14th July 2020, and No. IGNOU/ACD/work Report/2020/97, dated 23rd July 2020, respectively, I have been directed to forward the Action Taken Report containing efforts made and services provided by the Schools of Studies and Divisions of the University to continue the study programmes of the learners enrolled with it without any impediment by adopting online method of teaching-learning process during the period from 18th July 2020 to 24th July 2020, as enclosed herewith.

With Regards,

ignou

Yours faithfully,

Dr. K. R. Rao
Director, ACD

To:

Dr B K Bharti
Deputy Education Adviser
DI Division
Ministry of Human Resource Development
Shasti Bhawan, New Delhi 110001

Copy to:

1. Shri Madan Mohan, ADG (HE), Ministry of Human Resource Development, Shasti Bhawan, New Delhi 110001
2. VCO for information of the Vice Chancellor, IGNOU

2.3

Task Groups for preparing the Quality Mandate

In compliance with the University Grants Commission direction issued to all HEIs on 28th March 2020, titled “UGC Quality Mandate: Suggestive Academic Activities suggesting certain academic activities to be undertaken for improving Quality in Higher Education Institutions for addressing the challenges of employability of graduates, curriculum enrichment, maintenance of quality teaching, services and research, adoption of ICT in teaching-learning processes and preparing the next generation as socially responsible leaders. The Vice-Chancellor constituted 11 Task Groups for developing Institutional Implementation Plan for the Quality Mandate Initiative in the following areas namely: Deeksharambh: Student Induction Programme(SIP); LOCF: Learning Outcomes-based Curriculum Framework for Undergraduate Education; JEEVAN KAUSHAL: Curriculum for Lifeskills; Social and Industry Connect: Fostering Social Responsibility &Community Engagement in HEIs in India; CARE: Consortium for Academic and Research Ethics (For Publication of Research Papers); STRIDE: Scheme for Trans-Disciplinary Research for India's Developing Economy; SATAT: Framework for Eco-friendly and Sustainable Campus Development; MULYA PRAVAH: Guidelines for Inculcation of Human Values and Professional Ethics; Evaluation Reforms in HEIs: Guidelines for reforms in evaluation & assessment systems; GURUDAKSHTA: Faculty Induction Programme (FIP) for newly appointed faculty members; and PARAMARSH: Scheme for Mentoring NAAC Accreditation Aspirant Institutions to promote Quality Assurance in Higher Education.

Around 70 teachers and academics of the University were involved in preparing the Quality Mandate which was a collaborative exercise conducted through Google meets, WhatsApp chats, emails, etc. The 11 Task groups submitted their Reports by 20th April 2020 to the Academic Coordination Division for sharing on the University Activity Monitoring Portal of UGC.

2.4

Development of Plan of Action

The University *vide* its Notification dated 10th April 2020 constituted a Task Force comprising 23 teachers and academics to identify Priority Areas of Work and suggest a Plan of Action for execution during the lockdown period. Two meetings of the Task Force (11/04/2020 and 13/04/2020) were organized in this context for brainstorming and receiving inputs from all its members. In its second meeting after due deliberations, the Task Force identified 8 priority areas namely: Admissions, Study Material, Finance, Examinations, Grievance redressal, Regional Centre Activities, e-Content/Online Activities, and Electronic Media Production Centre activities. The members were divided into eight Working Groups. The Plan of Action drawn up by the Working Groups was as follows:

The action plan for admissions 2020-2021 is detailed below:

Admissions

Activity	Existing Practice	Proposed	Departure from existing practice	Action Points	Timeline
Admission	Online Admission Portal for July cycle admission opened around 15 th May	Online Portal proposed to be opened for July 2020 by 15 th May 2020	No departure	No action required	
Re-registration	Online Re-registration Portal for July cycle opened in last week of March/1 st week of April	Online Re-registration Portal for July 2020 opened on 16 th April 2020	Delay of 1-2 weeks due to deployment of Re-registration facility on Samarth Portal (required software development, data migration and validation)	Portal made live for 35 out of 49 programmes. Remaining 14 programmes were to be made live at the earliest.	Remaining 14 programmes were to be made live by 30 th April
Integration of Fresh admission and Re-registration for International Division with the main admission/re-registration on Samarth Portal	Fresh admission and re-registration were managed offline by the International Division (till Jan 2020).	The online admission facility for International Division was developed on Samarth Portal, and the same should be operationalised from July 2020 cycle. For the integration of re-registration, certain attributes were to be added to the data of ID.	Transition from Offline admission/re-registration of online admission/ re-registration	International Division (ID) should: 1. Configure the fee page for different categories of students (FSRISAARC, FSRINONSAARC, OSCSAARC, OSCNONSAARC) for fresh admission 2. Add the above attributes to records of students eligible for re-registration in July 2020. 3. Configure the fee page as specified at point no.1 for re-registration. 4. Samarth Team to confirm the feasibility of starting RR for ID students.	Keeping the lockdown in view, the Re-registration for ID may commence from 15 th May 2020. For meeting this target, ID may complete the work as specified in the previous column by 7 th May. The Portal may be opened for testing on 10 th May. ID may do the testing from 10-12 May. Changes based on feedback, if required, were to be done on 13 th May. Portal may go live on 15 th May. An email was sent to Samarth Team, to prepare for starting the facility
Re-admission	The last date for re-admission was 30 th April	The last date may be extended till 30 th June 2020 keeping in view the lockdown difficulties being faced by students.	Extension by 2 months	Upon approval, a circular should be issued by SRD.	Immediately on approval of Minutes

Study Material

- Obtain the status of digital SLMs not available in eGyanKosh and also in IGNOU e-Content App from the Schools.
- As per the data provided, about 96 per cent of the SLMs were found to be available in eGyankosh and around 80 percent on the IGNOU e-Content App. The data also revealed that there had been 5 lakh + downloads of the App. It was decided to compile the courses not available in eGyanKosh and e-content App from the respective Schools of Studies and arrange for the soft copy for immediate uploading on the eGyankosh.
- For course material available on eGyankosh and not on the mobile App, it was decided to take up the task on a priority basis for uploading from eGyankosh to the mobile App by the end of the next week by the Centre for Online Education (COE).
- For the remaining courses not uploaded on eGyankosh and not having soft copies, the feasibility of scanning needed to be explored in the present situation for uploading.
- In the long term, it was suggested that a student dashboard should be in place to provide direct access to the course material on confirmation of admission. This should be part of the Material Production and Printing Division (MPDD) module on the SAMARTH platform.
- The mass awareness drive was undertaken to inform the learners of the availability of the SLMs in digital form, mass mailing and SMS by MPDD and Regional Centres.
- The courses of more than 5 years need to be considered for revision, so that soft copies could be created along with updating of the content, for providing high quality digital material to the learners.
- The Schools of Studies needed to be more proactive concerning the submission of the digital versions of the SLMs to COE for uploading on the eGyanKosh and e-Content Mobile App before the launch of the new and revised programmes.

Finance

The Working Group after detailed deliberation underlined the following priority areas notwithstanding the phenomenon of lock-down:

- Payment of salary & wages of the employees.
- Payment of Retirement dues of retired/retiring employees.
- Payment of Pension to the University pensioners.
- Payment of outsourced manpower as per contract.
- Payments towards all essential services required to run the University operations.
- Reduce the cost of operations for the sustainability of IGNOU.

The members of the sub-group, during deliberations, were of the opinion:

- That the lock-down was likely to have an adverse impact on the enrolment for various programs, therefore, the revenue targets as estimated in the budget of 20-21 may not be achieved fully.
- That this would necessitate actions like curtailment in the budgeted expenditure of the Year 20-21, initiation of all possible efforts to increase the enrolment, and providing cost-effective alternative modes of program delivery and student support services, making of efficient use of available infrastructure and human resources for smooth functioning of the University.

The sub-group recommended the following course of action to ensure that essential operation/academic activities of the University were carried out effectively:

- Steps should be taken to open online admissions for the July 2020 session from May 2020. The admission process may remain open till the middle of August 2020 through a process of assessment of the situation regularly. The early opening and the extended dates of the enrolment process would provide a larger window as a catchment period which will help in an increase in enrolment to a certain extent.
- Re-registration process for July 2020 may be started immediately which might continue till the middle of August 2020. This would help in the steady increase of student enrolment and resultant inflow of revenue.
- The last date of admission and re-admissions for the July 2020 session may be extended/ decided after assessing the situation of COVID-19 at the end of May 2020.
- The capital expenditure, except for some crucial areas and to the possible extent, may be deferred to the second half of the current F.Y. to ensure that academic activities were not hampered due to a temporary shortfall in revenues.

- The last date of admission and re-admissions for the July 2020 session may be extended/ decided after assessing the situation of COVID-19 at the end of May 2020.
- The capital expenditure, except for some crucial areas and to the possible extent, may be deferred to the second half of the current F.Y. to ensure that academic activities were not hampered due to a temporary shortfall in revenues.
- Face to face counselling at LSCs may be suspended at least for the next 3 months in the present scenario to ensure social distancing. Meanwhile, the University may go for online counselling using the latest ICT tools and electronic media platforms. The University may adopt a strategy for gradual shifting to effective online counselling and electronic media-based mass counselling for all programmes. This would reduce the cost of counselling.
- Centralized e-counselling be promoted for programs where enrolments exceed 500 numbers. This required integration of the teaching capabilities of faculty at HQs and the organizing abilities at the RCs. This would drastically reduce counselling costs being incurred in F-2-F counselling at RCs presently.
- To achieve the objective enumerated above the University needed to purchase licensed video-conferencing software and to provide it to Schools and RCs to facilitate seamless interaction with learners. This would enable greater engagement of the faculty with the learners and reduce the number of academic counsellors required for F-2-F counselling which will eventually reduce the cost of the counselling process.
- Looking into the fact that a major part of the University's revenues is spent on salary/wages (regular and outsourced employees) there was a need to reassess the manpower requirement of the University. For greater efficiency and economy, the University was required to implement and strengthen e-governance, online administration and teaching-learning activities. The e-office module developed by NIC could be considered for implementation, to begin with as this will bring transparency and speed in file movement and processing which will, in the long term, reduce regular manpower requirements.
- At present the spending of MPDD is nearly 20% of the internal revenues, this cost could be substantially reduced if the University could ensure at least 50-60% of its study material is in digital form. Given the fact that around 40% of the learners' enrolment is coming from north India, which is not a disadvantaged terrain as far as digital/electronic infrastructure, was concerned, this target could easily be achieved.
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- Nearly 35% of the IGNOU financial resources were allocated to RCs/ Regional Evaluation Centres (RECs); therefore, there was a greater need of strengthening control/accountability mechanisms on this spending. As the internal audit wing has not been able to carry out audits regularly, the best way is to incorporate major establishment expenses (like salary & wages, rental charges etc.) of RCs/RECs in the HQs budget and disbursement of the same be made by HQs.
- To bring more transparency/uniformity in expenditure on security services, office manpower services, building rents etc. by RCs, it was suggested that a tendering process on standard terms and conditions by Regional Services Division (RSD) might be more appropriate instead of tendering by each RC/REC. This would facilitate comprehensive need assessment at the level of RSD which might result in reduced expenditure emanating from the economies of scale on one hand and reduce disputes/litigation/delays at a regional level on the other hand.
- The School Board, Academic Council, Research Council, Planning Board (Standing Committees of the School board, Research Council, Academic Council, Planning Board etc), Expert Committees, Doctoral Committees, Viva-Voce for MPhil /PhD etc. meetings should be conducted using digital media like Skype, Google Meets etc to economize on expenditure on TA/DA and hospitality and above all strict maintenance of social distancing.
- Impact assessment of the programmes run by EMPC with the support of Doordarshan and Aakaashvani may be carried out using the direct feedback tool from the learners. Those schemes/programmes may be considered for discontinuance which has had no impact/negligible impact on learners' development. This would help in cutting some of the costs associated with the payment of license fee/royalty/maintenance charges being paid to Doordarshan and Aakaashvani.

Examinations

The Working Group had several meetings to deliberate on the conduct of the Term End Exam (TEE) June 2020 because of the COVID- 19 pandemic and consequent lockdown. The deliberations and recommendations of the Working Group were as follows:

Given the 40 days nation-wide 'lockdown' to contain Covid-19 pandemic which was likely to end on 3rd May 2020, the entire pre-examination activities such as moderation of question papers, the printing of question papers, procurement/printing of Answer Scripts, dispatch of Answer Scripts, etc. related to TEE June 2020 was disrupted. Thus, the conduct of TEE June 2020 as per schedule might be difficult; and needed to be rescheduled by shifting it for a few weeks or months depending on:

- (i) the kind of work environment (social distancing) which would be available, even when the lockdown was over, for the conduct of TEE June 2020 which required assembling a substantial number of learners at the Exam Centres;
- (ii) the availability of Exam Centres in June 2020 because the institutions had advanced their summer break due to 'lockdown' and had deferred their Exams which they might conduct in June; and
- (iii) the earliest possible completion of pre-examination activities once the lockdown was over and the University (as well as the outside 'world') resumed its normal functioning.

However, despite the many uncertainties because of the pandemic, it was prudent that the University was ready with an action plan for the conduct of TEE June 2020, even if deferred, to enable learners to complete their programmes. The proposed Action Plan is as under:

- Given the paucity of time to complete all the pre-examination activities and likely reluctance, for valid reasons, of educational institutions to offer their premises as Exam. Centres, the TEE June 2020 may be conducted separately for the following two groups of learners at different date-slots:
- Group 1: This group will comprise ALL the (i) Bachelor's Degree Programmes (except CBCS), and (ii) Diploma Programmes.
- Group 2: This group will comprise ALL the (i) Master's Degree Programmes, (ii) Certificate Programmes, and (iii) Research Degree Programmes.

- There could be many possible scenarios for the conduct of TEE in June 2020 because of the uncertainties about the evolving pandemic. The most optimistic scenario was the one in which lockdown ends on 3rd May 2020 and educational institutions are allowed to resume their normal academic activities including examinations from 4th May. In such a situation, the University could think of conducting TEE June 2020 as per the Date Sheet prepared for all the programmes from 20th June instead of 1st June, provided enough Exam Centres become available. Otherwise, the University might conduct TEE June 2020 for the above mentioned two groups, one at a time, starting from say, 20th June.
- And, the most unfortunate but not beyond the realm of possibility was the scenario in which the 'normal' academic activities would resume very late (say, in July/August 2020). In that situation, the University might decide to conduct TEE June 2020 in September 2020.
- In both the above scenarios, the University might have to conduct TEE June 2020 twice: one for Group 1 and the other for Group 2 because of the non-availability of enough Exam Centres to accommodate all the examinees in a single exam and also because the resumption of academic activities might be permitted with the rider of 'social distancing' norms.
- In view of the above, it would be helpful to get an estimate of the number of learners who would appear in the Exam and the number of courses for which Date Sheets needed to be prepared for each group.
- To get an estimate of the likely number of learners who would populate Groups 1 and 2, there were three sources: (i) Registration Data from Student Registration Division (SRD), (ii) Actual filled-in Examination Forms for TEE June 2020 (till date), and (iii) Actual Data for TEE June 2019. Since the present exercise was intended to get a broad picture, the Data for the TEE June 2019 could be considered with the assumption that some projections. The Registration Data might give very large and unrealistic numbers and the actual filled-in Exam Forms data for TEE June 2020 would be available only after 15th May 2020, the last date for filling up Exam Form without late fee.
- A reasonable projection was possible, based on the past trends, to get an idea about the likely numbers for Groups 1 and 2 for TEE June 2020.
- Several possibilities for the conduct of TEE June 2020 were recommended because there was no way to make a realistic guess as to when the country would come back to 'normalcy' from the evolving crisis due to the ongoing pandemic:

- (i) The University might conduct the examinations for those students only who apply for appearing in the TEE June 2020 till the last date without late fee i.e., 15th May 2020. There might not be any provision for filling up Exam Form for TEE June 2020 beyond 15th May, with a late fee. As on date (21.04.2020), 3,01,672 Exam. Forms were received (Bachelor's - 1,57,229, Master's - 1,12,910, PG Diploma/ Diploma – 21,549 and Certificate – 9,984) and SED expects that not more than 1,50,000 more Exam Forms would be received till the extended last date.
- (ii) The University might conduct the examination in June-end/July/August/Sept. 2020 for all the students together provided enough Exam Centres become available.
- (iii) In case of non-availability of a sufficient number of Exam Centres and other logistic constraints, the University might conduct the TEE for learners in Group 1 from 20th June 2020 and for learners in Group 2 after a gap of 15 days from the end of the examinations for Group-1.
- (iv) The date(s) indicated in Item 3 above for the start of the Exams. might be extended suitably if the COVID pandemic situation does not permit the TEE to start from 20th June 2020.
- (v) The University might first conduct the examination of the learners in PG/UG Final year(s) only and, time and situation permitting, conduct the examination of all other learners subsequently.
- (vi) Under the most extraordinary circumstances wherein the lockdown might be extended much beyond 3rd May 2020 and wherein the TEE June 2020 couldn't be conducted till November 2020, the University might extend the validity of registration of all such affected learners and conduct their combined examination with TEE December 2020.
- (vii) The University might defer the conduct of TEE June 2020 for Bachelor's-CBCS to TEE December 2020.
- (viii) The examination of the international students should be conducted along with the other examinations with a provision to deliver the question papers online with the assistance of the International Division.
- (ix) The FSRIs (Foreign Students Residing in India) students of the International Division might be allowed to fill up their Exam. Forms through the online portal were active for national students, as they had not been able to fill up their Exam Forms due to lockdown.

(x) SED should make provisions for the delivery of question papers online for Certificate and Diploma programmes having enrolment less than 1000 as per the previous examination.

(xi) The RCs might explore the possibilities of conducting the examinations in private institutions affiliated with recognized Universities to meet the shortfall in the required number of Exam Centres for conducting examinations with 'social distancing' norms.

Future Plan

The Task Force Working Group on Examination further suggested the following plan for consideration:

- The University might explore the possibility of conducting Objective Type OMR Based Examination for the Certificate, Diploma and First-Year learners of BA/ BCOM/ BSC/BSW/BTS etc. for some subjects after due consultation with all the stakeholders including teachers and after approval of the statutory bodies such as the School Boards and the Academic Council.
- The University might work towards developing the software for generating examination question papers by creating question banks.
- The activity of setting up question papers and moderation of question papers should be an ongoing process round the year to maintain desired stock of moderated question papers in the Student Evaluation Division (SED) to avoid shortage of question paper(s) in any exigency.
- The Computer Division of the University might develop a system for the University for conducting internal meetings without any security issues, by exploring the possibility of appropriate software.
- Explore the possibilities of the Government Agencies to conduct the examinations, particularly objective type and entrance etc. having safety and secure security features with all related infrastructures. In view of the present scenario, most of the Universities were moving to such agencies as National Testing Agency (NTA), Maharashtra Knowledge Corporation Ltd (MKCL) and others etc.

Grievance Redressal of Learners

After deliberations in detail on redressing the grievances and meeting the concerns of the learners the following were recommended by the Working Group:

- In the light of total lockdown and to avoid panic among learners (current and prospective) arising due to COVID-19 Pandemic, assurance had to be given to them that there would be a change in deadlines set earlier regarding admissions, Re-registration, TEEs, declaration of results, declaration of re-evaluation results, issues related to study material, uploading assignments, dates related to

submission of assignments and projects for various programmes. A notification should be released by the University notifying the learners about extending the last dates for all our processes. University Press releases should be there notifying the learners about extending the last dates for all the above mentioned processes.

- A large number of learners and other stakeholders were approaching the University during the lockdown period through various portals seeking clarifications and information. In the current situation, it was the prime responsibility to provide required information to the learners directly for their disposal. In such a critical situation it became imperative that the Directors of the respective Schools, Divisions, Centres and Units should shoulder the responsibility to dispose of queries and grievances with utmost care and on top priority.
- A small message conveying that the University would take all supportive measures in the interest of the learners may be developed bilingually and uploaded as a scroll on the IGNOU website. A similar message must be conveyed 3-4 times during broadcasts on GyanDarshan, GyanVani, and Facebook live sessions. It was also recommended to broadcast these messages in a scrolling manner on the National Television and Regional Channels with the help of the Regional Directors for broader reach.
- It was also proposed to request the Vice-Chancellor to address the learners using social media conveying to them that their interest was the foremost priority and concern of the University. The issue of counselling, study material, examination, admission, re-registration, issue of grade card/Certificates, submission of assignments, the conduct of viva-voce and projects etc and other interest of students would be taken care of.
- A dedicated portal should be created to address the grievances of the learners.
- All the learners and stakeholders should be advised to keep checking the official website of IGNOU for the latest updates and various circulars/ decisions of the University.

Regional Centre Activities

The Working Group deliberated on the major activities of the Regional Centres. The major activities were highlighted:

Availability of study material:

- Due to the lockdown situation, most of the learners were depending on the digital content. But the digital content for all programmes was not available on the eGyankosh/e-Content App. It was suggested that all the study materials along with Programme Guides should be uploaded at the earliest.

- Learners should be encouraged to opt for digital content. This would reduce the burden of study material dispatch, for which dependence of the University on external agencies was very high.
- The interface (eGyankosh and e-Content App) for accessing the digital content should be made more learner-friendly. It would be a good idea to provide the links for downloading the study material of different programmes on a single page on the homepage of eGyankosh.
- Efforts should also be initiated in the direction of converting the available digital content to e-book/e-pub format for a better learning experience.

Academic Counselling:

- Regional Centres were organizing induction meetings and academic counselling through web platforms. There was a need for video content of the courses for reference purposes. Concerned Course Coordinators should be advised to upload the required content on YouTube. Since the activity was to be undertaken on a regular basis, the standard operating guidelines for the conduct of online sessions and payment norms to the counsellors needed to be decided.
- As a long-term strategy, half of the counselling sessions prescribed for any programme/course should be conducted online, through various channels viz. GyanDarshan, GyanVani, GyanDhara, WEAS etc. Only half of the prescribed number of counselling sessions might be conducted in face-to-face mode. Further, counselling for low-enrollment programmes might be conducted completely through online mode.

GyanVani and GyanDarshan sessions:

- There should be increased interactive counselling through GyanDarshan/ GyanVani/ GyanDhara. The schedule of these sessions should be prepared in advance and should be communicated to the learners. The schedules should also be uploaded on the University website.

Submission and Evaluation of Assignments:

- Learners were submitting scanned copies of the assignments to the concerned RCs. Due to the difficulties faced by the learners during the lockdown period, the last date for submission of the assignment might be extended till 31.05.2020.
- The Working Group also emphasized that the University should actively consider developing a robust system for online submission and evaluation of assignments. Investments made in developing this system shall yield rich dividends in terms of greater transparency, faster declaration of results and higher success rate. Appropriate software might be developed for this purpose on priority.

Conduct of TEE:

- In the prevailing scenario, the conduct of TEE was challenging without the physical support of LSCs.
- The term-end examinations in June 2020 might be re-scheduled. Priority needed to be given to the learners of the final year/semester who were due for completion of their programmes.

Submission of projects:

- Extending the date of submission of project reports should be uniformly done for all disciplines/programmes of study, wherever the Project report was required to be submitted and extended till 30th June 2020.
- The University should consider organizing this activity online, on the same lines as suggested for submission and evaluation of assignments.

Admission and re-registration:

- Online Re-registration for July 2020 should be started with immediate effect.
- Fresh admission for July 2020 should be started by middle of May through Online Admission Portal. The last date should be tentatively 31st July 2020.
- The last date for re-admission, which was 30th April 2020, should be extended till 31st May 2020.

eContent / Online Activities

The Working Group deliberated on the existing facilities as under and suggested short-term and long-term measures for eContent and online activities:

Existing Facilities

- Official website with Online Student Support Services(Web Services)
- Internet Facility
- ODLSOFT
- eGyankosh
- IGNOU eContent App
- Teleconferencing
- Webcasting
- GyanVani
- GyanDhara
- SAMARTH(Online Admission module and Online Recruitment module)
- Online Question Paper Delivery System
- TEE Answer Scripts Scanning and Forwarding System (outsourced)
- Video Conferencing Facility
- Online Academic Counsellors Biodata Approval System
- iGRAM
- WEAS

Short Term Measures

- An appeal should be made on behalf of the Vice-Chancellor to all the faculty and academics to put more effort to reach the unreached through online means.
- Government of India initiatives should be publicized from time to time.
- Adoption of SWAYAM Courses for Credit transfer should be considered by individual discipline groups.
- To continue with the Facebook Live sessions on IGNOU's Official Facebook page as could reach a large number of student communities. This was found to be most suited for programmes with large enrolments. This should be increased to two slots per day instead of one slot.
- GyanVani/ GyanDhara need to be continued. The GyanDhara channel needed to be popularized.
- To continue with the online activities that were on going, using social media (Facebook, Twitter, Instagram, YouTube etc.)
- In future also after the lockdown was lifted, we may carry out such online activities to reach the students of the Y generation.
- Alternatives to the use of the Zoom App should be suggested. A message from authorities should be sent in this context quoting the Government of India (MHA) circular.
- Official meetings needed to be done using the videoconferencing facility.
- Our website and other resources needed to be up 24 X 7. Internet connectivity needed to be up 24 X 7. There was a need to overhaul the current IT infrastructure as most of the hardware and software are obsolete or look for possible alternatives like Cloud Service.
- RCs and LSCs were doing several online activities which need to be recorded/ documented at one place categorically, in the form of a WORD/PDF document to guide other students to watch. These documents could be used by the students of other regions.
- There should be a provision on the IGNOU website for announcements by RCs and Schools.
- The eSLM need to be hosted at both Campus Data Centre and Cloud IT infrastructure to ensure high availability and accessibility
- Along with the weekly report forwarded to Academic Coordination Division, a small document needed to be provided along with reference links/URLs for compilation at their local level and HQs level.

- Promote Video Conferencing/ Virtual meetings to the maximum extent between HQs, RCs and LSCs.
- Introduce building of secure Digital Question Banks, Question Paper generation and Dispatch.
- Introduce Online Examination and Assessment, at least for low enrollment programmes
- Promote Virtual Training for the conduct of Faculty Development programmes(FDP) for teachers and academics, and training programmes for non-academic staff, by the STRIDE

Long Term Measures

- A comprehensive ICT policy for the University needed to be developed, by obtaining inputs from the teachers, academics and academic counsellors who are providing online support to the learners.
- There was an urgent need of upgrading the ICT Infrastructure to support online learning / online support activities. Private cloud needed to be setup.
- MOODLE (LMS) facility should be provided for the entire faculty who wish to run and provide additional support to the learners of regular courses of ODL system using the 4-quadrant approach suggested in the UGC Regulations.
- Regular capacity building workshops needed to be organized to familiarize the faculty with various tools/technologies for providing online support.
- A dedicated multimedia lab should be established with systems and software with a seating capacity of 50 for hands-on training and innovations. Faculty may experiment with online tools and technologies.
- Mass scale customized training for the development and delivery of online courses.
- There was a need to procure licensed software for videoconferencing as the number of users/features would be very much limited for the downloadable free versions.
- There was an urgent need to increase the number of Studios to develop video content for in-house courses and SWAYAM PRABHA channels.
- Dedicated postproduction labs with high-end workstations and software etc. were needed to be set up for post-production activities.
- There was a need for the University to recruit technical staff at various levels who could handle the postproduction activities (editing, animation, inclusion of OERs etc.).

- Identification, of course, specific eCounsellors and eEvaluators for courses were needed for gradually shifting to online counselling. This would help in reducing the cost of programme delivery.
- The website should be completely redesigned and developed to provide access to the faculty on an authentication basis.
- Proctored online examinations (for online courses) and automation of examination processes should be given priority.
- A Technology-centric Interactive Voice Response System (IVRS) integrated with Student Central Database need to be established for effective Student Support services, 24X7.
- Student Support Centre (SSC) of the University shall be strengthened to the level of a professional Call Centre and to be made available from 8.00am to 8.00pm, apart from IVRS.
- The University could adopt Digital Grade Cards and Provisional Certificates along with security features for Students to View/Download/Print as done for Hall Tickets.
- Next-generation Data Centre needs to be established on Campus to Host and Run the Digital Services of the University. It would include adequate ICT Infrastructures such as Network Routing and Switching Devices, Computing Systems/Servers, Storage, Security Device/Software to protect the Network, Systems, Software Applications and Data of the University,
- Cloud IT Infrastructure be adopted to Host critical IT Applications/Services of the University, and configured to use either as Primary or Secondary to ensure high availability of all such critical Services of the University.
- Additional 1Gbps Internet connectivity is essentially needed to ensure high availability and accessibility of all Digital Services of the University.
- A dedicated unified communication and collaborative Virtual Platform needs to be adopted by the University for Video Conferencing/Meetings/Virtual Class with seamless communication, Chat, sharing documents for teaching-learning activity; induction meetings; capacity building training programmes; Faculty Development programmes; interaction with Overseas Centres and LSCs and RCs; meetings of statutory bodies; all internal meetings; etc.

ELECTRONIC MEDIA PRODUCTION CENTRE (EMPC) ACTIVITIES

The Working Group outlined the following action points for the betterment of services that it was providing:

- Besides GyanVani, Delhi, there were 14 other GyanVani stations, which were operational. Of these, 6 stations were generating local transmissions and programmes utilizing the services of announcers, local subject experts and contractually employed Consultants/Administrative Associates. Due to the sudden imposition of COVID19 lockdown, the remuneration to these categories of radio professionals was unpaid and GV accounts at Stations were short of funds. This situation was discussed with FO and Director (RSD) by Director, EMPC and it was proposed that an advance of Rupees Four lakhs be given to each of these 6 GyanVani stations from the quarterly grant being released by RSD for the corresponding RCs, which administer the GV stations. The total advance disbursed to the six stations would be repaid from GV funds to RSD once normalcy is restored at Headquarters.
- As GyanVani, Delhi was catering to a large segment of learners and listeners through 3 modes: (1) Terrestrial transmission in and around Delhi (2) DTH mode through DD Free dish and 10 GV Relay Stations across India currently (3) through Web streaming/ radio internet through GyanDhara with a chat facility, it was proposed to upgrade the power of its ageing transmitter from the current 3KW to 10KW by carrying out the required repairs through an authorized firm on a priority basis.
- The Satellite Uplink Centre/Earth Station of GyanDarshan was moreover 20 years old and needed timely maintenance and repair works on its components and air conditioning to avoid any breakdowns, especially with rising summer temperatures. Of the 4 split Air-conditioners in Earth Station, only one unit is in working condition. The remaining three units need to be repaired on priority with the help of CMD to avoid possible breakdowns in future.
- It was proposed to offer the bulk of counselling services for IGNOU's academic programmes through GV & GD Channels besides the online mode through official Facebook Account, it was suggested that a small Academic Advisory Group for the Scheduling of pre-recorded course curriculum related audio and video programmes for GV & GD Channels be constituted. The Group could consist of 3 Faculty members of Schools and the Coordinators of GV & GD Channels and IRC activity. To ensure a pool of fresh software, the editing of

some of the pending video recordings of Schools would be undertaken by engaging the services of Editors from the panels of EMPC and COE on a monthly contractual basis.

- Greater publicity and awareness generation about GD, GV & GyanDhara Channels and their programme schedules (uploaded onto IGNOU website) among IGNOU learners through LSC Coordinators; Academic counsellors; making references in the Programme Guides; and during interactions (online & F2F) between Academic counsellors and learners needed top priority to facilitate greater utilization of GyanDarshan, GyanVani and GyanDhara Channels by the learners.

2.5

Launch of Online programmes and MOOCs and development of new courses and revision

It is noteworthy during this period the University launched 5 online programmes including 2 degree programmes, and 52 new and 21 re-run MOOCs on the SWAYAM platform in July 2020. More than 100 CBCS courses were launched. The details of the online programmes launched are as under:

- Master of Arts (Sanskrit)
- Bachelor of Science (Honours) (Biochemistry)
- Post Graduate Diploma in Animal Welfare
- Certificate in Solid Waste Management
- Certificate in Mobile Application Development

More than 500 units were written and around 1500 units were edited and revised. Nearly 750 courses comprising 2800 blocks were uploaded on IGNOU eContent App, and 350 courses comprising 1100 blocks were uploaded on eGyankosh by the Centre for Online Education (COE).



IGNOU Launches MA in Sanskrit Programme through ODL Mode



2.6

Online transmission of Academic Content

The academic content was transmitted to the learners mainly through IGNOU's web-based repository eGyankosh that hosts the SLMs of all the programmes on offer including Open Educational Resources (OERs) for select programmes and video links through YouTube. Academic content was also transmitted through regular radio broadcasts on IGNOU's FM radio channel GyanVani and internet radio channel GyanDhara; regular telecasts through GyanDarshan and SWAYAM PRABHA channels. The Web-Enabled Academic Support (WEAS) was introduced in 2019 by the National Centre for Innovations in Distance Education of the University as a one-stop portal comprising all required course content, additional academic resources, including assignments and previous years' question papers, and support supporting the learning endeavour of learners along with provision for online counselling. Content of the online programmes and Massive Open Online Courses (MOOCs) (comprising of text, videos, self-assessment and discussion forum), could be accessed by the learners from the SWAYAM platform and support services through a chatbot. During the Lockdown, the faculty introduced lecture sessions on Facebook Live which has the provision of interaction with the learners through chats.



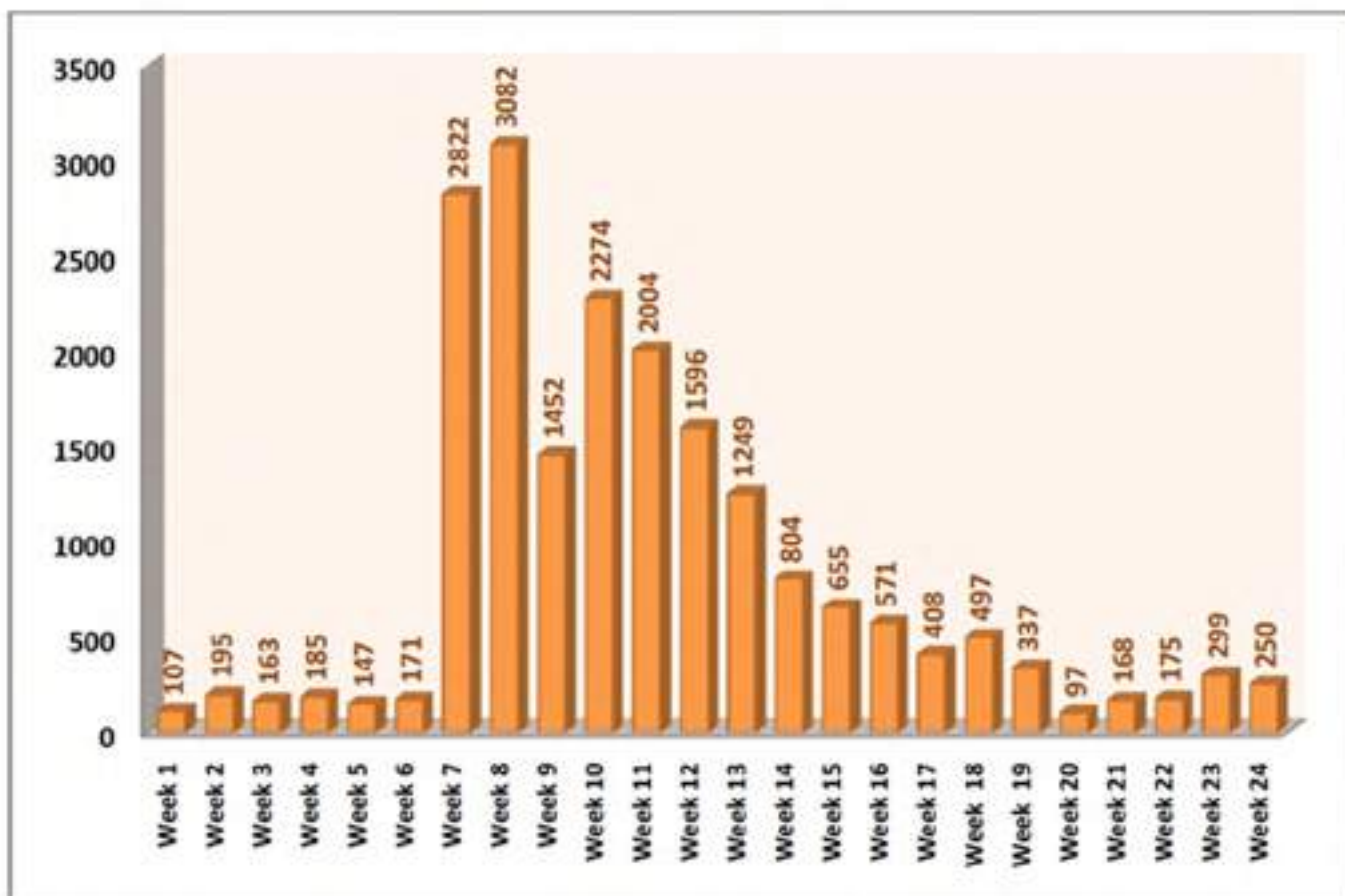
Conduct of Academic Counselling

During the lockdown, the Schools of Studies, Regional Centres, Regional Services Division and other Academic Divisions of the University coordinated together to optimally use all the electronic media and digital resources available with them to continue to impart counselling to the learners. The faculty working at the Schools of Studies at the HQs; the academics at the RCs and Divisions of the University at the HQs; and the academic counsellors attached to the LSCs and OSCs, were engaged in counselling the IGNOU learners mainly using digital media including web conferencing through various apps such as Zoom, Cisco WebEx, Google Classroom, Google Meet, Google Hangouts, Skype, YouTube, FacebookLive, etc. Other interactive media used were email, WhatsApp, Telegram App and telephone. Apart from these online apps, the electronic, broadcast and telecast media using GyanVani, GyanDarshan and SWAYAM PRABHA channels also ensured effective counselling especially in remote areas where the internet could be a limitation. The University's online platform, WEAS, proved to be an effective platform to provide academic support services to learners at the click of a mouse. It was also observed that the number of counselling sessions increased across the country from the 8th week of the lockdown period onwards, clearly indicating the ease of use of online media for imparting teaching-learning.

Additional resources were developed, for example, for MCA learners an online support guide was specially prepared by the School of Computer and Information Sciences who also used Twitter Handles and Online compilers and emulators for competency development in the learners.

Practicals were conducted online through different digital platforms waiving the requirement for the students to personally visit the college laboratories. Specific operating guidelines to conduct the practicals were issued in this regard to the RCs and LSCs.

Online Counselling conducted during Lockdown period



Web Enabled Academic Support

WELCOME TO WEB ENABLED ACADEMIC SUPPORT (WEAS/ वेआर)

Web Enabled Academic Support, commonly known as WEAS is a scheme initiated by NCIDE with the aim to provide an interactive one-stop programme portal, that will help the students in getting academic support on the programme they are enrolled in.

Graduate Programmes

[Welcome to the BSCG Programme Website](#)

Currently the site hosts material related to the Chemistry, Mathematics and Physics Discipline. Gradually, we will add content of other disciplines also. [Click here](#) to access the Programme Page.



LIVE
11:00am
29th July, 2020

**Learner's Support Services
"Hello IGNOU"**

Dr. M. Sharmagum
Head Services Division

Dr. KD Prasad
Deputy Director, Regional level

LIVE
10am
July, 2020

Finance Circuits
Engineering Students

Dr. Sanjay Agrawal
Head of Engineering and Technology

LIVE
July, 2020

Developing an Integrated Marketing Communications Plan and Marketing Communications: Case studies

Dr. Shikha Rai
Head of Journalism and New Media Studies

"साहित्य पर वर्षा"

LIVE
10:00 AM
29/07/20

इतिहास पर

Dr. Sunil Gupta
Head of History

The role of IT in Skill India Project
July 8 Date: Saturday 29th July 2020 Time: 10:30 AM

Schedule of the Programme

Sl. No.	Topic	Resource Person
1	Introduction	Dr. M. Sharmagum, Head Services Division
2	Role of IT in Skill India Project	Dr. Sanjay Agrawal, Head of Engineering and Technology
3	IT in Skill India Project	Dr. Sanjay Agrawal, Head of Engineering and Technology
4	IT in Skill India Project	Dr. Sanjay Agrawal, Head of Engineering and Technology
5	IT in Skill India Project	Dr. Sanjay Agrawal, Head of Engineering and Technology
6	IT in Skill India Project	Dr. Sanjay Agrawal, Head of Engineering and Technology
7	IT in Skill India Project	Dr. Sanjay Agrawal, Head of Engineering and Technology
8	IT in Skill India Project	Dr. Sanjay Agrawal, Head of Engineering and Technology
9	IT in Skill India Project	Dr. Sanjay Agrawal, Head of Engineering and Technology
10	IT in Skill India Project	Dr. Sanjay Agrawal, Head of Engineering and Technology

LIVE
July, 2020

Business Planning & Marketing - Part-1

Prof. Sunil Gupta
School of Management Studies

LIVE
10am
July, 2020

Business Planning & Marketing - Part-1

Prof. Subhasis Maji
School of Engineering & Technology

LIVE
10am
July, 2020

Human Resource Development

Prof. Debal K. Singhakrty
School of Social Sciences

LIVE
July, 2020

Translation Studies and Training - 3
Translation Studies and Training - 4

For the Students of IT-01/MTT-20

Dr. Ajay Chawla
Head Translation Studies and Training

LIVE
July, 2020

Business Planning & Marketing - Part-1

Prof. Sunil Gupta
School of Management Studies

LIVE
July, 2020

Business Planning & Marketing - Part-1

Dr. Ajay Chawla
Head Translation Studies and Training

Online Academic Counseling for MA in Distance Education (MADE) Programme

ROLE OF TEACHER IN DISTANCE EDUCATION

- Teacher involvement in the SMC/SLA
- Developing self contained, self explanatory SLA
- Utilizing features to sustain and enhance learner motivation, use of "Hot" site in the course material
- Evaluation - Continuous and summative evaluation - Preparation of assignment, term and exam
- Obtaining feedback
- Periodic Review of Course/ Programme
- Role in - Teaching, guiding, mentoring, counselling

Induction meeting for MA psychology students

MAPC (MA Psychology)

video conference

Tuesday 14th Apr 2020

Induction Meeting

2.8

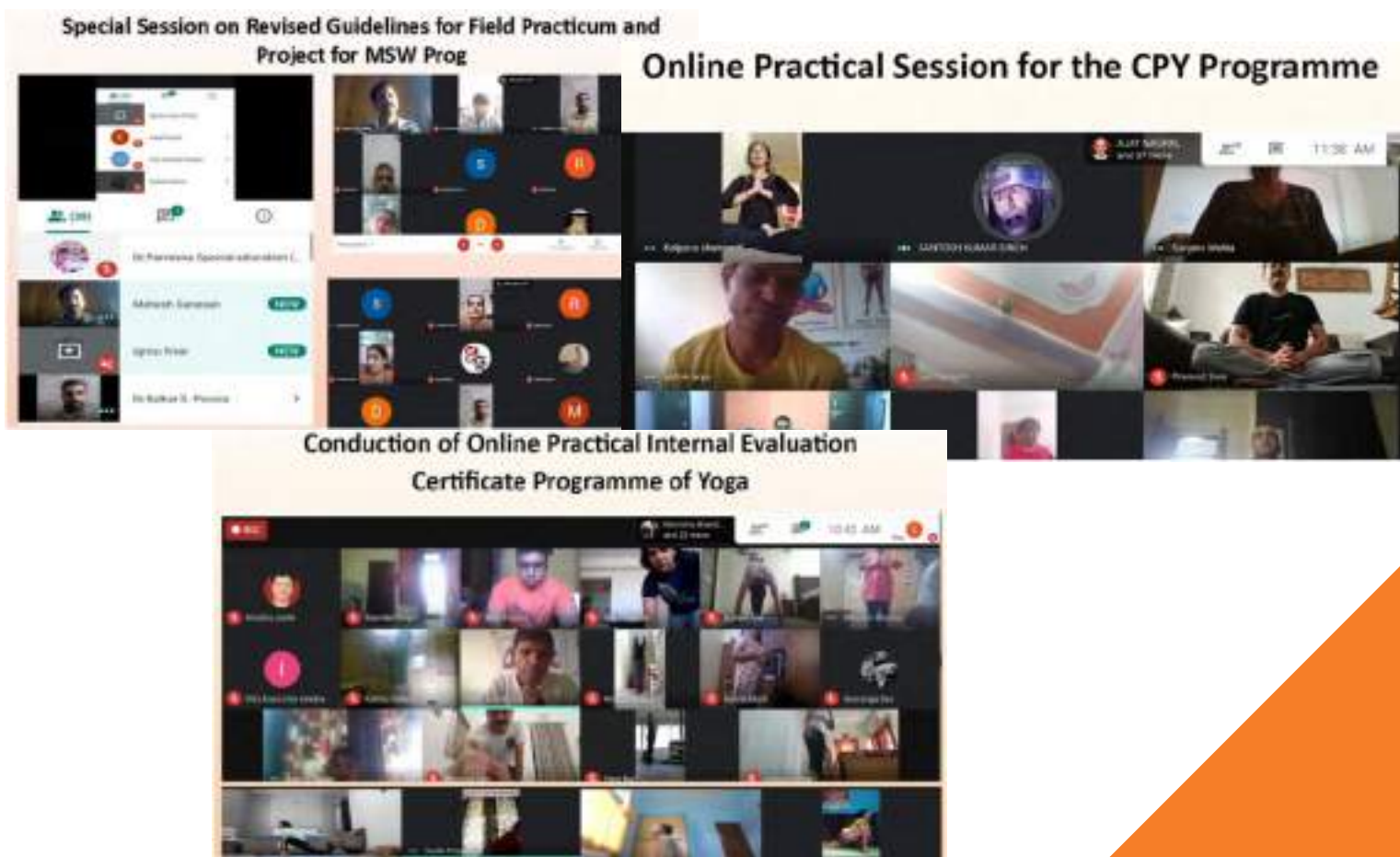
Conduct of Practical/Internship/ Field Work/ Project

For programmes having components of internship/ dissertation/ project report, the University permitted the learners to carry out the internships online from the confines of the homes, if required delay the start of internships and reduce the period of the internships. The students were allowed to undertake projects based on secondary data so that they do not need to visit different places to collect the data in person.

The learners were also permitted to submit only soft copies of the same as a pdf file with interaction through digital/ online media or telephone. The evaluation done by the academic counsellor/ guide was submitted through email.

For practical/Project/Fieldwork, the learners were advised to undertake an online survey or telephone survey, observation, analysis of an organization based on and the secondary data available online and using online methods for conducting quantitative or qualitative studies.

The last date for submission of assignments, project reports, field reports and dissertations etc., was extended up to 31st December 2020.



2.9

Evaluation of Assignments

Assignments being a mandatory component for successful completion of the programme of study, the last date for submission of assignments for June 2020 term-end examinations was extended up to 30th April 2020 without a late fee.

The University facilitated learners to submit assignments in digital mode. During the lockdown, learners were permitted to submit scanned copies of handwritten assignment responses either through email, Google forms, and Google drives or in person at LSC/RC depending on the local situation and as per guidelines issued by the respective RCs. The learners were informed regarding modalities of assignment submission through RC web pages, SMS and email. Dedicated email ids were created by RCs either LSC code-wise or course wise to streamline the large numbers of assignments received for the June 2020 session. The scanned assignment responses received at the RC were segregated course-wise and forwarded to approved academic counsellors for evaluation.

Learners are advised to visit the IGNOU website for regular updates, regarding the information on the last date for submissions of assignments which was extended in the interest of the learners.

ASSIGNMENTS (Programme-wise)	
Master's Degree Programmes	
M.A. (Hindi)	
1st Year	2nd Year
July 2020-Jan 21	July 2021-Jan 22
July 2019-Jan 20	July 2020-Jan 21
July 2018-Jan 19	July 2019-Jan 20
M.A. (Psychology)	
1st Year	2nd Year
July 2020-Jan 21	July 2021-Jan 22
July 2019-Jan 20	July 2020-Jan 21
July 2018-Jan 19	July 2019-Jan 20
M.A. (Sociology)	
1st Year	2nd Year
July 2020-Jan 21	July 2021-Jan 22
July 2019-Jan 20	July 2020-Jan 21
July 2018-Jan 19	July 2019-Jan 20
M.A. (Education)	
1st Year	2nd Year
July 2020-Jan 21	July 2021-Jan 22
July 2019-Jan 20	July 2020-Jan 21
July 2018-Jan 19	July 2019-Jan 20
M.A. (Management)	
1st Year	2nd Year
July 2020-Jan 21	July 2021-Jan 22
July 2019-Jan 20	July 2020-Jan 21
July 2018-Jan 19	July 2019-Jan 20

Indira Gandhi National Open University (IGNOU)
Staff Training and Research Institute of Distance Education (STRIDE)

28th May, 2020

MADE Programme: Guidelines for Online Submission of Assignments to STRIDE, IGNOU

Dear MADE learners

As you are aware, due to the COVID19 crisis and ensuing lockdown, IGNOU has taken the decision to initiate online submission of assignments. We have been sending you instructions from time to time on online submission. However in order to further facilitate your online assignment submission to STRIDE, a set of guidelines for submitting MA in Distance Education (MADE) programme (including PG Diploma in Distance Education (PGDDE)) assignments through online mode has been prepared. You are requested to observe the following guidelines while submitting your assignment to STRIDE.

A. Writing your Assignment

1. While writing your assignment, please ensure that you write your Programme code (MADI), course code (MDE XXX), name, address, mobile number, email id, in CAPITAL LETTERS on the first page of each assignment.
2. Please write the question of the assignment before each answer – Please DO NOT write answers in a separate file containing the questions.
3. Please write number of Question exactly as given in the assignment
4. Please write in continuous pages – DO NOT write every answer on a new page as it increases the number of pages and increases file size.

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARH, NEW DELHI 110058
STUDENT EVALUATION DIVISION

File No: IG/SED/Assignment/0512
Dated: May 27, 2020

NOTIFICATION

Due to the extension of the lock down on account of the outbreak and widespread of Corona Virus (COVID-19), the last date for submission of Assignments for all Academic Programmes of IGNOU for Term-end Examinations, June-2020 is hereby extended till June 15, 2020.

This issues with the approval of the competent authority.

(Dr. Geeta Senkar)
Registrar (Jr.), SED

Distribution:

2.10

Conduct of Term-end examinations

COVID-19 protocols were strictly adhered to for the safe and smooth conduct of the Term-end Examinations (TEE). Despite the challenging and unprecedented situation imposed by the pandemic, the TEE for June 2020 had been successfully conducted at 800 exam centres across the country during September-October 2020, with results declared by end of December 2020. The examinations were conducted for the final semester/ year students only. It was decided to promote the students of intermediary sessions based on certain criteria keeping in view the COVID situation. It was decided to adjust the examination fee paid by the students belonging to intermediary sessions in the subsequent term-end examinations.



The poster is for an IGNOU webinar. On the left, the word 'IGNOU' is written vertically in white on a blue background. The main text is centered and reads: 'Webinar on ISSUES Related to TEE June 2020 Coordinators' Meet'. Below this, it says 'DATE: 27 JULY 2020 AT 11:00 AM.' At the bottom, the name 'Dr. Manorama Singh' is listed as the Regional Director of IGNOU, Regional Centre, SCANS-1, Sector-5, Windsor View, Tagbilaran, Cebu. A QR code is in the top right corner, and the Zoom logo is in the bottom right corner.

IGNOU

Webinar
on
ISSUES Related to
TEE June 2020
Coordinators' Meet

DATE: 27 JULY 2020 AT 11:00 AM.

Dr. Manorama Singh
Regional Director
IGNOU, Regional Centre,
SCANS-1, Sector-5,
Windsor View, Tagbilaran, Cebu
Email: rsk@ignou.ac.in

Zoom



2.11

Conduct of Research

The University had adopted a proactive approach in ensuring continuance in the conduct of research-related activities in consonance with the UGC Guidelines. The University to ensure uninterrupted conduct of research activities permitted the Schools of Studies for submitting the Theses/ Dissertations electronically and conducting Viva-Voce online. The research scholars were allowed during the lockdown to submit their theses and dissertations electronically and all the evaluation-related activities were done online. To facilitate the research scholars, extension up to December 2021 has been extended to all those who were to submit their theses/dissertations during the lockdown as per the UGC instructions received from time to time. Through the introduction of online payment of fees, the Research Scholars were facilitated to submit their fees online.

The Research Unit also facilitated the research scholars for disbursement of research fellowships from various government agencies like ICSSR, UGC, CSIR, etc. during the lockdown period. The University also disbursed the IGNOU- Research Fellowships (IGNOU-RF) to the eligible candidates uninterruptedly.

Research Plan & Research Problem

IGNOU

Doublethink

SOLUTION
QUESTIONS
PROBLEMS
RESEARCH

?

WCO-3: Research Methodology & Statistical Analysis
(2nd Year) M.COM

Dr. Subodh Kesharwani
Associate Professor in SUSE, IGNOU New Delhi

Dr. Subodh Kesharwani | MCOM, WCO-3 Part 1: Research Plan & Problem | 18/11/21 | 10:30 AM

A video lecture frame showing a man in a white shirt speaking. The background is a dark red slide with the title 'Research Plan & Research Problem' and the IGNOU logo. There are images of a signpost with 'SOLUTION', 'QUESTIONS', 'PROBLEMS', and 'RESEARCH' signs, and a red question mark icon. Text at the bottom identifies the speaker as Dr. Subodh Kesharwani, Associate Professor in SUSE, IGNOU New Delhi, and provides course and session details.

**Dissertation in M.A. (Education)
Programme (MESP-001)
(Research Proposal and Report)**

IGNOU

Dr. Niradhar Dey
School of Education
niradhar@ignou.ac.in

A video lecture frame showing a man in a suit speaking. The background is a dark blue slide with the title 'Dissertation in M.A. (Education) Programme (MESP-001) (Research Proposal and Report)' and the IGNOU logo. Text at the bottom identifies the speaker as Dr. Niradhar Dey, School of Education, and provides his email address.

2.12

Conduct of Admissions for 2020-21

RSD in coordination with SRD monitored the progress of admissions for the July 2020 session at the RCs. RSD conducted weekly online meetings with RCs to review the status of ongoing admissions. The RCs were advised to contact and follow up through SMS/email etc. with prospective learners who registered on the online admission portal but did not confirm admission due to lockdown restrictions and other reasons. The validity of the registration in case of students expiring in June 2020 was extended up to December 2020 without any additional fee.

The validity of the registration in case of students expiring in December 2020 extended up to June 2021 without any additional fee. The last date for fresh admission and re-registration for July 2020 session was extended up to 31st December 2020 without a late fee. Fee exemption for different programmes in the case of SC/ST students was notified for July 2020 session.



The image shows a Facebook live stream interface. On the left, there is a video feed of a woman speaking. On the right, there is a text overlay for a Facebook live event. The text reads: "IGNOU THE PEOPLE'S UNIVERSITY | इग्नू जन-जन का विश्वविद्यालय", "Special Programme Announcement", "ADMISSION FOR ONLINE PROGRAMMES & New IGNOU SWAYAM Courses", "1st June 2020 3:00 PM", and "इग्नू ऑनलाईन उच्च शिक्षा का लाभ सन के द्वार पढ़े भारत बढ़े भारत पढ़े ऑनलाईन". At the bottom, there are links: "www.swayam.gov.in/IGNOU" and "iop.ignouonline".

2.13

Uninterrupted Broadcast of IGNOU programmes

Despite the challenges and constraints concerning the availability of skilled human resources, such as radio presenters/jockeys, technical and office support staff due to the mandatory guidelines of social distancing of Govt. of India during the lockdown period, Gyan Vani, Delhi, continued to broadcast for 12 hours daily, i.e., from 8 AM to 8 PM without any interruption. It continued with its broadcasts, both live and pre-recorded through Relay transmissions in 10 places, with the help of DTH and through internet radio/ web streaming via GyanDhara.

Accommodation and boarding at IGNOU Guest House were provided to some of the GyanVani Radio Presenters and staff of Earth Station and Video Server during the Lockdown period to be able to sustain the transmissions of GyanVani and GyanDarshan Channels, without any disruptions. The Coordinators of GyanVani and GyanDarshan Channels also continued to offer their services, both from their homes and by visiting EMPC, whenever necessary, during this period. As most teachers were unable to come to GV studio for LIVE programmes, due to the need for social distancing and isolation, GyanVani broadcast their Lectures/Counselling sessions live through telephone from the safety of their homes. Some of the teachers living on IGNOU Campus undertook their LIVE sessions in person from GV studios regularly.

rc kamal @karna_rc - 6d
The special live session of Prof Satyakam, PVC, IGNOU at 5.00-6.00 pm tomorrow (10th May, 2020) and request to forward the feedback of Suno Kahani.

S. No.	DTH / Cable TV	TV Channel No.
1	Airtel	442
2	Tata Sky	755
3	Sun Direct	598
4	Dish TV	99

To Interact... Please Call... 011-29533581

Live IRC sessions of Gyan Vani

Under very trying & challenging conditions, Gyan Darshan and Gyan Vani Channels are , 'On Air', with educational programs for the Home based Learners, who required them NOW more then ever in past, due to their social exclusion & isolation.



Scheduled 29th March 2020

TIME	TOPIC	EXPERT
11:00am-11:30am	Benefits of learning Event Management through Open & Distance Learning	Prof. Heena K. B Director SOC
11:30am-12:00noon	CORONAVIRUS ki reporting: Patrakaro aur patrakarita ke samney chunautiya	Dr. P Sch

Table 5: Number of Interactive Radio Counselling Sessions broadcast through GyanVani

Date	PG Degree	UG Degree	Diploma	Certificate	General	Total
Wk-1	2	2	2	4	7	17
Wk-2	2	4	6	4	11	27
Wk-3	1	10	5	2	12	30
Wk-4	3	11	8	6	13	41
Wk-5	5	10	6	7	19	47
Wk-6	5	12	5	12	24	58
Wk-7	1	14	4	6	29	54
Wk-8	9	11	11	11	14	56
Wk-9	17	15	3	6	16	57
Wk-10	15	9	8	14	15	61
Wk-11	7	10	11	7	22	57
Wk-12	14	8	7	11	18	58
Wk-13	12	13	10	8	12	55
Wk-14	16	6	6	7	11	46
Wk-15	8	7	7	9	6	37
Wk-16	7	12	4	7	5	35
Wk-17	9	10	6	3	9	37
Wk-18	6	8	3	5	9	31
Wk-19	8	9	3	4	9	33
Wk-20	8	8	4	6	8	34
Wk-21	5	10	7	4	10	36
Wk-22	6	8	8	2	10	34
Wk-23	6	9	8	5	7	35
Wk-24	6	10	8	7	8	38
GRAND TOTAL	133	154	109	124	243	763

Source: IGNOU Weekly Reports (2020)

2.14

Uninterrupted Telecast of IGNOU programmes

GyanDarshan TV Channel continued its 24X7 transmission of educational programmes for the benefit of its learners and viewers, despite the constraints imposed by the COVID19 Lockdown period. It transmitted mostly Course curriculum-based programmes. The GyanDarshan Channel, Co-coordinator, ran updated Scrolls/Ticker with useful IGNOU learner related information besides telecasting the messages/appeals of Union Minister of the Ministry of Education, to the educational community. The GyanDarshan Channel was accessible through all leading DTH bouquets, being a must carry channel (as per a Gazette Notification) and through Webcast mode.

Table 4: Details of Live Counselling Sessions telecast through GyanDarshan

Period	PG Degree	UG Degree	Diploma	Certificate	General	Total
Wk-1	0	0	0	0	0	0
Wk-2	0	0	0	0	0	0
Wk-3	0	0	0	0	0	0
Wk-4	0	0	0	0	0	0
Wk-5	4	2	1	4	9	20
Wk-6	5	7	2	4	10	28
Wk-7	2	7	0	1	14	24
Wk-8	2	9	2	5	6	24
Wk-9	5	5	1	5	12	28
Wk-10	5	5	1	6	11	28
Wk-11	5	3	2	4	11	25
Wk-12	5	3	0	6	12	26
Wk-13	6	1	1	3	9	20
Wk-14	3	5	1	3	8	20
Wk-15	3	1	1	0	6	11
Wk-16	3	1	1	0	6	11
Wk-17	2	1	1	0	6	10
Wk-18	4	1	0	2	8	15
Wk-19	3	0	1	1	7	12
Wk-20	3	0	0	1	7	11
Wk-21	0	2	0	0	7	9
Wk-22	1	0	0	0	9	10
Wk-23	2	0	0	1	7	10
Wk-24	1	1	0	2	7	11
GRAND TOTAL	64	54	15	48	172	353

Source: IGNOU Weekly Reports (2020)

Name of the School/Broad Area	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20	Week 21	Week 22	Week 23	Week 24	TOTAL	
SOA	7	20	14	14	14	12	7	8	6	7	12	13	14	13	15	13	13	14	12	13	14	14	12	12	5	286
SOCE	7	13	14	14	14	13	14	9	11	13	8	7	7	7	10	13	13	10	12	0	14	13	12	6	6	254
SOCIS	12	8	14	10	8	11	14	19	12	14	5	7	5	10	11	14	9	8	9	12	13	4	11	2	2	242
SOE	12	6	0	12	14	10	2	4	6	7	7	2	15	14	14	2	12	13	14	6	6	14	12	6	6	210
SOEDS	12	7	0	0	8	11	4	0	12	14	5	0	0	12	12	0	0	8	10	6	0	2	12	2	2	137
SOET	0	0	8	10	0	0	4	14	4	0	0	12	6	3	1	8	10	0	0	1	14	2	0	0	0	97
SOFL	0	4	0	0	2	1	0	0	0	0	4	0	2	2	2	0	0	0	0	0	0	4	0	3	3	24
SOGDS	0	2	2	14	6	1	0	12	0	0	2	4	14	2	3	2	14	6	0	0	10	12	0	1	1	107
SOH	36	37	42	42	42	25	34	33	16	30	20	20	34	33	24	26	28	27	26	27	27	26	24	12	12	691
SOHS	12	12	14	14	14	9	13	11	11	13	12	12	15	15	14	13	17	14	12	7	6	8	6	3	3	277
SOITS	12	14	14	14	14	14	14	14	12	14	16	15	14	14	14	13	14	15	16	12	14	14	12	8	8	327
SOJNMS	0	4	14	14	6	2	10	14	1	0	8	14	15	6	2	14	13	5	0	6	14	12	0	4	4	178
SOL	12	11	12	12	8	11	14	2	12	14	10	7	1	11	12	12	0	8	10	13	3	2	11	2	2	210
SOMS	12	16	14	16	20	12	12	9	10	11	15	12	22	17	16	13	18	20	18	13	14	23	10	8	8	351
SOPVA	0	0	14	2	0	0	6	3	1	0	4	9	1	0	0	14	2	0	0	8	8	0	0	0	0	72
SOS	7	10	14	14	14	13	14	15	13	14	14	14	13	11	13	15	14	14	14	14	15	14	12	6	6	311
SOSS	14	20	35	28	28	26	20	22	17	19	21	21	22	24	24	22	20	17	20	26	28	27	24	12	12	537
SOSW	12	12	14	14	14	14	14	14	11	12	12	14	15	13	14	13	14	14	14	12	14	14	12	6	6	312
SOTHSSM	0	0	0	0	0	0	14	14	1	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	43
SOTST	12	8	14	14	10	11	10	0	13	14	10	12	12	12	12	14	12	10	10	13	14	10	12	2	2	261
STRIDE	12	8	6	0	8	11	0	0	12	0	10	2	0	10	12	6	0	8	10	11	0	2	12	2	2	142
SOVET	0	4	0	4	6	2	14	14	0	14	5	0	8	2	2	0	4	6	0	0	0	9	0	3	3	97
Adult Education	7	10	14	14	14	14	14	15	12	14	14	14	14	14	14	14	12	14	14	14	14	13	12	6	6	311
North East	7	10	14	14	14	14	9	8	12	14	14	15	14	13	14	14	12	15	14	15	14	14	12	6	6	302
General	12	12	14	14	14	14	28	28	16	14	7	8	17	23	27	26	24	7	8	7	7	7	6	3	3	343
Others	19	22	28	28	28	28	7	8	39	35	42	41	25	21	27	28	25	41	14	0	28	40	35	11	11	620
Total	236	270	329	332	320	131	292	290	254	301	111	275	305	302	309	309	300	294	257	236	291	300	259	119	6422	

Source: IGNOU Weekly Reports (2020)

2.15

Optimal utilization of the services of employees

The services of the employees were used optimally for the continued and proper functioning of the University, to reduce recruitment of contractual employees, wherever possible. Except for the housekeeping and security staff who continued to work even during the lockdown period; and administrative staff, teachers and academics were present at their offices as when their physical presence was required to perform important tasks of the University. Otherwise, regular interaction between the management and the staff both academic and administrative was held through online meetings conducted regularly.

The faculty, officers and non-teaching staff who were involved in examination, evaluation and admission related work were asked to report back from July onwards during the lockdown by following a roster system.



2.16

Uninterrupted Governance and functioning of the University

All activities of the University related to administration and finance of the University continued uninterrupted just like the academic activities during the lockdown period. The financial year closing was also done systematically by all the departments to facilitate the Finance Division to submit its Statement of Expenditure to the Ministry of Education within the prescribed deadline. All services provided to the employees continued to be provided to them without any interruption or delay, such as their service benefits/ entitlements, medical reimbursement, salaries, etc. All Parliament questions received were emailed to the concerned and replies were obtained online and were vetted online before their submission. All persons who retired were given online farewells organized through Google Meet/ Zoom, etc. All national festivals like Independence Day and International Yoga Day, etc. were celebrated mainly through virtual mode, and partially through face-to-face mode with limited numbers.

The Vice Chancellor, the teachers, academics, officers of the University attended all the meetings they were invited to attend online.

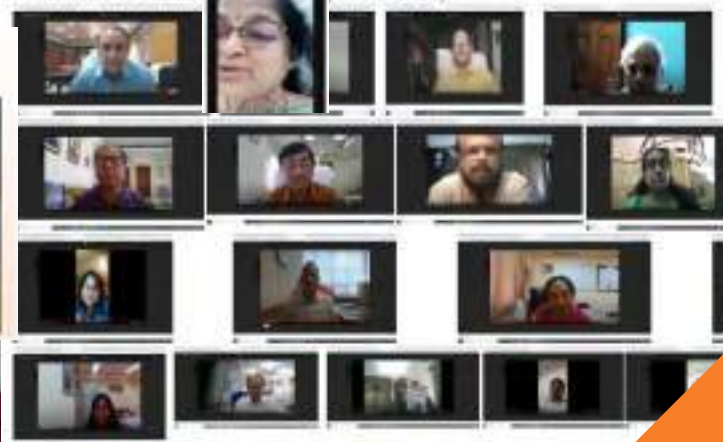
Meetings of various Committees constituted by the Vice Chancellor; statutory bodies were also organized and conducted online. Their details are as follows:

- Academic Council: 21st July 2021
- Academic Programme Committee (Standing Committee of the Planning Board): 15th July 2020
- Research Council: 19th August 2020
- School Boards of the Schools of Studies
- Student Services Committee (Standing Committee of the Board of Management) 1st September 2020

Farewell to the officials who retired/took VRS in the months of February, March & April, 2020



28th Research Council Meeting (8th September 2020)



Training programmes were conducted, during the lockdown, to enhance working skills and proficiency of the employees, and awareness concerning health and safety among other important issues related to the proper functioning of the University, through online FDPs and Webinars,

- Staff Training and Research Institute of Distance Education (STRIDE) conducted Faculty Development Programme on Open, Distance and Online Learning: 'Emerging new realities: Bridging the Gap of Regular and ODL Mode' (Through Virtual Mode): 28th July to 1st August 2020
- Faculty Development Programme (Virtual) On ICT-Enabled Research During COVID Pandemic: 17-21, August 2020
- The Regional Centres organized several webinars during the lockdown.
- The teachers and academics of the University attended webinars as well as FDPs online for their upskilling and professional development.

Faculty Development Programme (Virtual) On ICT-Enabled Research During COVID Pandemic, 17-21, August 2020



2.18

Facilitation in Conduct of Learner Satisfaction Survey by NAAC

In June, the NAAC had informed the University of the deficient response in the Student Satisfaction Survey (SSS) of IGNOU learners. The SSS was started by NAAC on 19th March 2020 which ended on 18th April 2020 which coincided with the nationwide lockdown that commenced on 19th March 2020. Thereafter, during June 2020, the University made manifold efforts to contact the learners through different channels to appraise them about the NAAC SSS. The following action was initiated: (i) uploading the modified poster on the Homepage of IGNOU websites (HQs and all Regional Centres well as Learner Support Centres) and Social Media accounts of IGNOU; (ii) sending bulk e-mails and SMS to the IGNOU learners informing them of the SSS by all Regional Centres; (iii) announcements were made on our TV and Radio channels and Facebook live sessions; (iv) academic counsellors of UG and PG degree programmes were requested to disseminate this vital information among the UG and PG degree learners attached to them; (v) a Special Google Meet was conducted with all our Regional Centres for this purpose; and (vi) maintaining regular interaction with all Regional Directors through email and telephone. The outcome was exemplary. More than 30000 IGNOU learners responded to the survey on the NAAC portal.

Participate in Student Satisfaction Survey (SSS) by NAAC

Have your say in quality improvement

Dear IGNOU Learners

NAAC (National Assessment and Accreditation Council) has endeavored to conduct a Student Satisfaction Survey (SSS) the results of which will encompass the accreditation process. The survey will capture students' opinions from the list of students provided by the Higher Education Institutions. The survey is conducted directly by NAAC to give an opportunity to the students to have their say in assessment and quality improvement process.

NAAC will send an e-mail link of the survey to the email address of the students provided by the HEIs, and the student will have to complete and submit the survey in a stipulated time.

Rate your Institution

The questionnaires is based on the Likert type scale that ensures the students will have to give responses on a scale of 1 to 5, with the most positive response being rated as 5 and the most negative response being rated as 1. Analysis of the survey is done using software which will aggregate the responses and generate the score of Student Satisfaction Survey which is important key indicator in overall grade of institution.

Suggest Improvements

In SSS, twenty of the twenty one questions will be open type in nature, while one question is open ended to give observations and suggestions for improvement. Hence providing an opportunity to the students to give suggestions and criticisms in their own words. The representative reports of several items of the existing learning process.

Identity Not Disclosed

Students are randomly selected for the survey by system. Except particular student nobody will know which student has received the SSS email and what they have responded. Thus the students will remain anonymous throughout the process.

More details on survey are available on NAAC website <http://www.naac.gov.in> apply now

Student Survey has 30 to 40 weightage

On per type of institution in the award of Institutional Grade and hence responses from students can play a critical role in determining institutional grade. It is desired that active participation of students in survey will not only empower the students but also help institutions to continuous quality improvement through student engagement.

Dear IGNOU Learners,

Please respond to the Emails/SMS on the SSS being conducted by NAAC and submit the form within a week.

Stay Safe, Stay Healthy!!

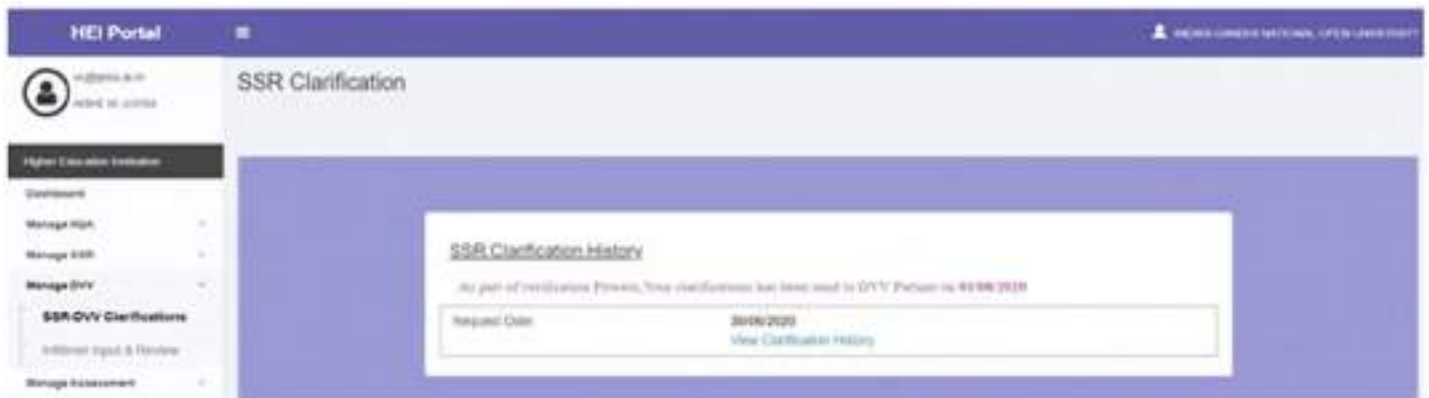
If you have any Queries, please contact your nearest RC, you may also Contact:

NAAC Helpline Toll free 080 42692199, 192 Email: naac@helpline@naac.gov.in

2.19

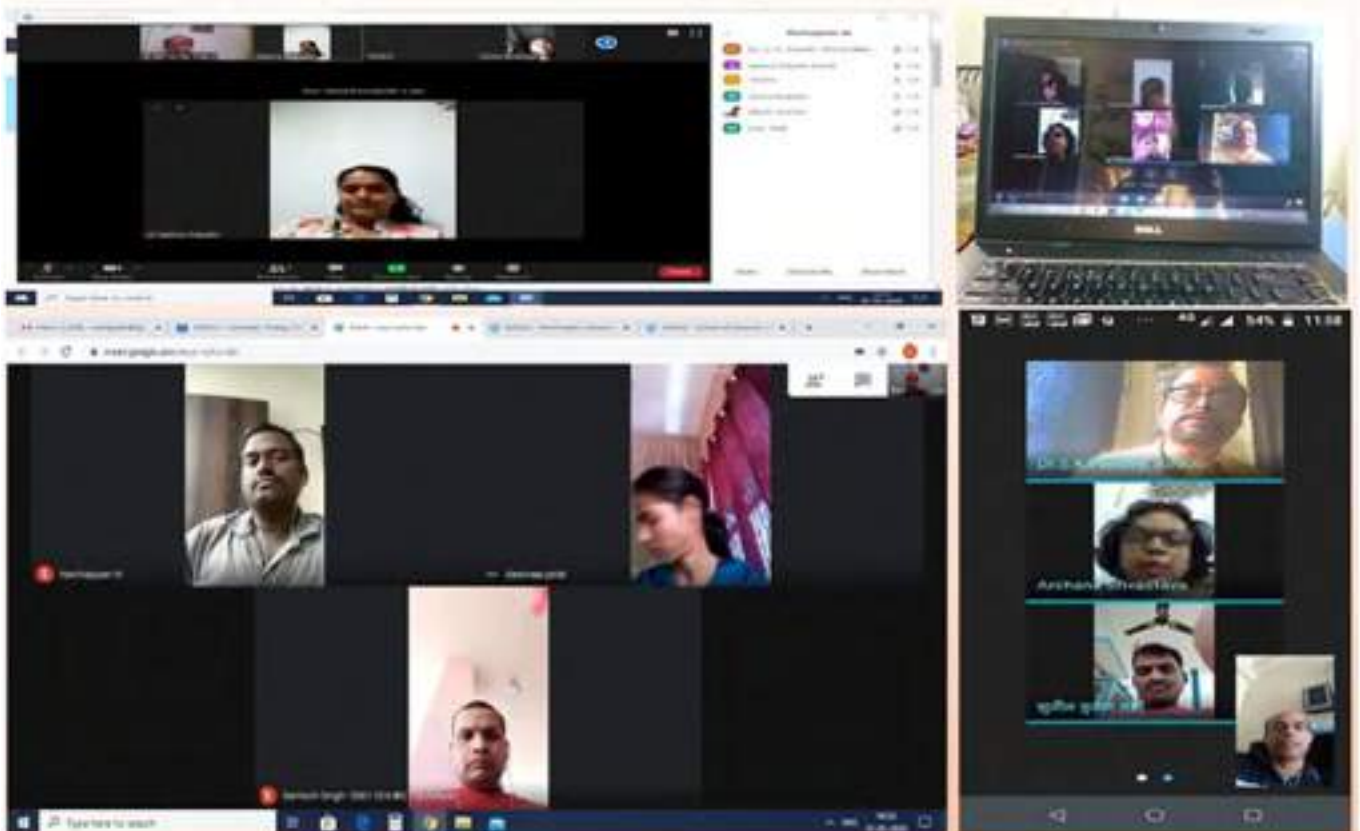
Attending to DVV Process Conducted by NAAC

IGNOU submitted its Self- Study Report (SSR) as part of the accreditation process to NAAC, on 7th March 2020. Post- SSR submission, all the data/information submitted by IGNOU was validated through the Data Validation and Verification (DVV) process by NAAC. The DVV process of IGNOU was delayed due to the COVID -19 pandemic. On the SSR submitted by the University, the DVV team of NAAC found some deviations in the data submitted. They suggested their versions be validated by the University. A fortnight from 29th June till 13th July 2020 was given to the Centre for Internal Quality Assurance (CIQA) of the University to give a response to their findings. The NAAC raised 11 queries related to the Extended Profile and 58 to the quantitative metrics. The CIQA submitted its response clarifying the issues raised by the DVV team on 13th July 2020, during the ongoing lockdown.



There are 8 gateways through which grievances and information are obtained at Student Service Centre (SSC) namely: RTIMS, PGPORTAL, IGRAM, INGRAM, NATIONAL SCHOLARSHIP PORTAL, DIRECTOR SSC OFFICIAL E-MAIL BOX, TELEPHONE CALLS, SMS and WHATSAPP MESSAGES. The team at SSC was working from home with limited resources to redress the grievances received through above mentioned portals. An average of about 200 grievances was resolved by the team SSC daily. On the directions of the UGC, a cell was set up especially for handling students' grievances related to examinations and the academic calendar, and a task force to monitor the grievance redressal of students.

Online Counselling and grievance redressal meeting with students of different programmes



The CIQA had initiated the action of obtaining feedback from all stakeholders namely: learners, teachers, subject experts, academic counsellors, alumni, and employers in 2019. The data collected by the Schools of Studies, Regional Services Division, International Division, Campus Placement Cell, was collated and analyzed during the lockdown and Feedback Analysis Reports of the aforementioned stakeholders were compiled and also approved in the statutory bodies such as School boards and the academic Council before their submission to CIQA.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
SCHOOL OF AGRICULTURE

REPORT ON THE FEEDBACK OF TEACHERS ON THE DESIGN OF CURRICULUM

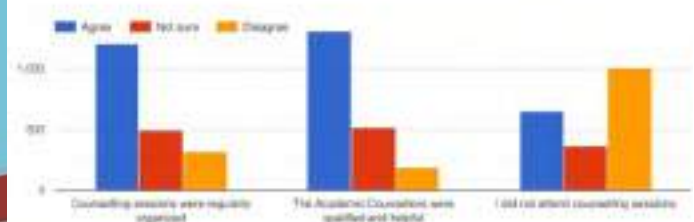
1.0: Preamble

The University has applied for NAAC certification. The feedback system and action taken on feedback reports are important metrics of NAAC's assessment of quality assurance. Among various stakeholders, teachers of the University are an important group who are directly involved in designing the curriculum. As the University offers the academic programmes through ODL and Online mode (self learning study materials) are strong component of any programme. The course curriculum for various general, skill based, vocational and research programmes needs to be designed keeping in mind the requirement of the UGC and relevant professional bodies and also the educational background of the target group and the mode of delivery of the programmes. The teachers of the University conceptualize the academic programmes as per the University mandate and do the need analysis of the proposed programme before designing the curriculum in consultation with various subject experts from different academic institutions. While designing the curriculum, they consider the need of the all types of learners, aligning the instructional activities with learning outcomes, enhancing the critical thinking and employability skills of the learners. Therefore, the feedback from the teachers will help in assessing the quality assurance practices followed in the University to curriculum designing.

2.0: About the School

The School of Agriculture (SOA) was established in 2005 with a mission to improve and sustain the quality of human life and productivity of Agriculture and Allied Sectors through ODL. It strives for a flagship role in training the rural (un)employed youth to agricultural entrepreneurs and agri-business managers of tomorrow. SOA has been focusing on academic, research and extension activities in

Please tell us about the academic counselling support



To a question on whether they think they have achieved the goal for which they joined IGNOU, an overwhelming 85.4% said they had either fully or partially achieved the goal. This can be taken as an indicator of their satisfaction level.

Do you think you have achieved the goal for which you joined IGNOU?

2,173 responses



This is confirmed by the next question, where it is asked to indicate...

COMPILATION & DESIGN

- *Prof. Manjulika Srivastava, CIQA*
- *Dr. P. Vijayakumar, SOA*
- *Dr. Shekhar Suman, CIQA*

CONTRIBUTORS

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- *Dr. SK Pulist, SRD*
- *Dr. S. K Mishra, SED*
- *Dr. P. Vijayakumar, SOA*
- *Dr. Shekhar Suman, CIQA*
- *Dr. Navita Abrol, CIQA*

