

YEAR: 2020-2021

# BEST PRACTICES

SUCCESSFULLY IMPLEMENTED BY THE UNIVERSITY



**CENTRE FOR INTERNAL QUALITY ASSURANCE**

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
NEW DELHI - 110068**

# **BEST PRACTICES SUCCESSFULLY IMPLEMENTED BY THE UNIVERSITY**

## **1. Technological Interventions in Examination System**

The transformation of the University from Open and Distance Learning to Digital Learning marks a paradigm shift in the working of the University in general and Examination System in particular. IGNOU being a Mega University has put a robust examination system in place accomplishing all activities in a time-bound manner. This paradigm shift was more pronounced in the technological interventions of the University during the pandemic setting a new normal for the University. The University has made greater technological interventions at different stages of examination-related operations at different levels. Some of the noticeable technological interventions are highlighted below:

- As a step towards process automation, IGNOU decided to make the examination process online. All Applications for Term End Examination (TEE) and Entrance Tests for various programmes were invited online, adopting an entirely online application system strengthening the procedure. The University designed, developed and implemented Online Question Paper Delivery System (OPDS). The platform facilitates Automation of Question Paper Bank, Printing, and Delivery of Question Papers at the IGNOU examination centers. The Question Papers for different academic programmes were sent through this secured online distribution system to all the examination centres spread across the country. This eliminated the University's dependence on Indian Post Service for physical dispatch of question papers. In the first phase, it was successfully implemented for the practical examination and followed by Term End Examination for all other Programmes.
- The use of web-based technology further facilitated the University in handling TEE-related activities smoothly. The University made use of ICT/Web-based technology extensively for conducting the Term-End Examinations (TEE). Monitoring of LSCs was done through Google meet which facilitated frequent interaction with the Learner Support Centre (LSC) functionaries also.
- For certain programmes, practical and term-end examinations were conducted through online mechanism for ensuring uninterrupted teaching learning activities.
- Online payment of fees for different examination-related services such as examination, re-evaluation, issuing of photocopies of answer scripts, duplicate grade cards and provisional certificates, name and address correction on the grade card, degree, convocation, issuing of degrees in-absentia, migration certificate, etc. that helped the students in getting the services at their door-step without being exposed to Covid related hazards.

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- The submission and evaluation of assignments also took a sharp turn. An online mechanism on Google Drive was created for the students to submit their assignments, projects, manuals etc. The students were advised to scan their hand-written assignments (Course-wise) and submit them online. The scanned assignments of students were also received by the Regional Centre through email. The links of the Google Drive were provided to all the LSCs for downloading the assignments and other documents submitted by the learners for evaluation. This online system facilitated the teachers and academic counselors for evaluation of assignments in an impressive and time-bound manner as compared to offline evaluation.
- The Regional Centres conducted the viva-voce for practical TEE for different programmes through Google Meet.
- The theory counselling was conducted online. WhatsApp Groups were created for contacting and interacting with the students. Meetings were held with Coordinator's/Exam Superintendents through Google Meet. Workshops and Extended Contact Programme (ECP) for different Programmes were held online.
- The Induction meetings for the newly enrolled students were also conducted online keeping in view their safety and welfare.



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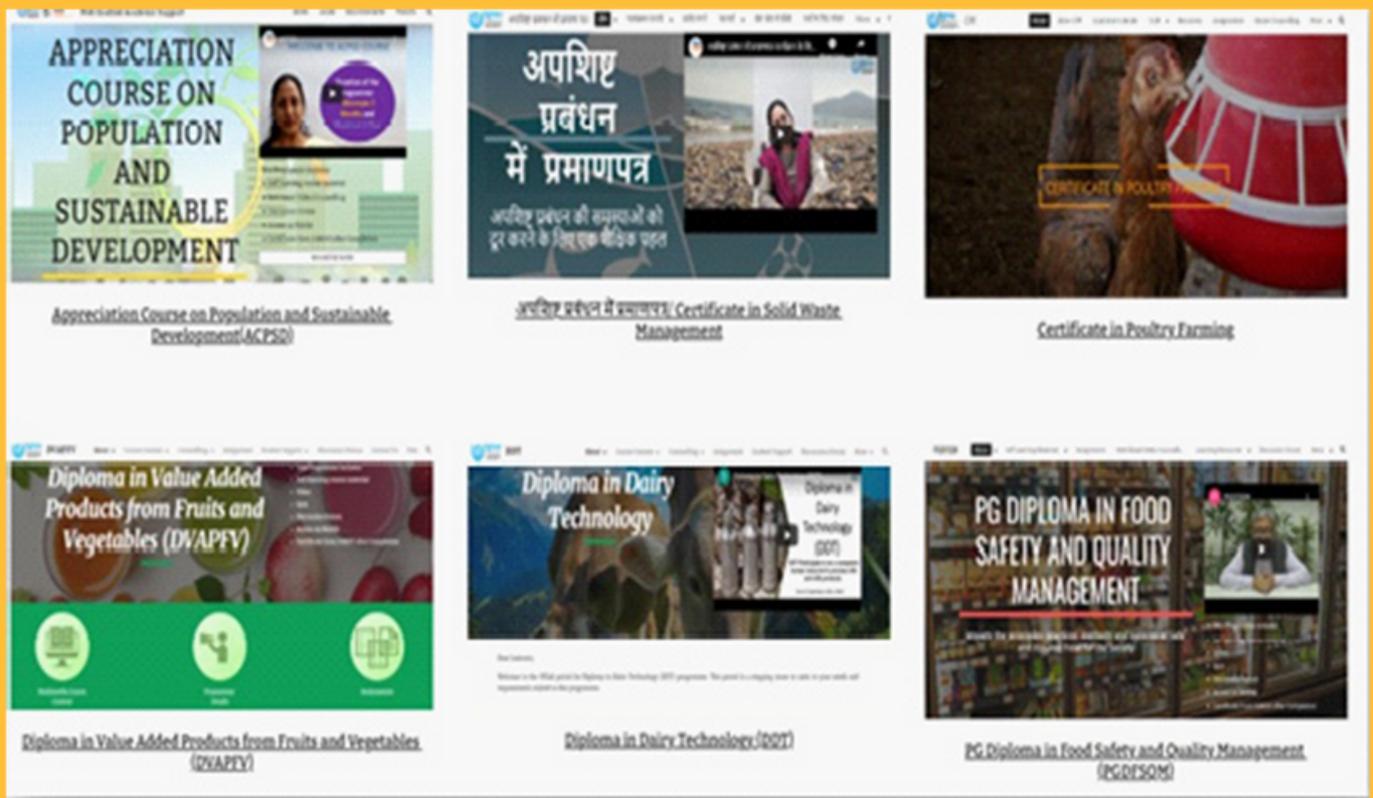
### **2. Technology enabled Learner Support Mechanisms Technology enabled Learner Support Mechanisms**

The University provided academic and administrative support services to the learners through the following technology-enabled mechanism:

- School of Studies geared up addressing uninterrupted teaching-learning through the intervention of ICT such as live Interactive Radio Counselling (IRC), Facebook sessions, webinar series, and other social media. In order to facilitate the fieldwork, projects and research activities, interim guidelines were prepared by the Schools having practical components to ensure smooth conduct of the programme. This was in compliance with the UGC guidelines issued from time to time. This helped the University in addressing several student queries promptly which were related to the completion of the programme. Blended mode of submitting assignments, projects, fieldwork, journals etc. now has become a new normal.
- The University has created a Web-based Repository “eGyankosh”, a digital repository of the course materials (<http://egyankosh.ac.in/>). This repository houses self-learning materials, video programmes, audio programmes, handbooks and programme guides for different programmes. The students can access eGyanKosh which provides open access of study materials.
- An Augmented Reality (AR) application based on the QR Code was designed and developed by some of the Regional Centres. The QR Code based access is provided to the eContent available online on eGyankosh. With the corresponding QR codes given in the document provided to the students, they could easily access the eContent for some of the Programmes. In this document e-resources were compiled/ curated and placed in order, for the ease and benefit of the students. With the help of a Smartphone, Tablet etc. the student could access all the help links provided in this document.
- The Online programmes launched by IGNOU are managed and operated through LMS. The course content and other learning material is provided to the students through this LMS. The students are required to attend the discussion forum and online tutorial through this platform. They are required to submit their assignments online as per the schedule.

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- The Student Service Centre (SSC) which is the Nodal Unit for handling the grievances and general queries from the learners through the portals viz. RTIMS, PGPORTAL, IGRAM, INGRAM, National Scholarship Portal, SSC official email, telephone calls, SMS and WhatsApp messages has been further strengthened to handle the task effectively. The Grievance Redressal Mechanism post-COVID has been made more effective through the use of ICT.
- Web-Enabled Academic Support (WEAS) system is an in-house developed learning delivery system. WEAS is a single window platform providing various kinds of academic support including the study material, audio-videos, web-based assessment, discussion forum calendar of activities, web-based video counselling, and links of various other web-based resources to the distance learners by using simple and easily available ICT tools.



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- The University introduced a new Online Admission System for the University on the Samarth platform. The Samarth Project is cloud-based solutions supported by the Ministry of Education. The new Online Admission System is user-friendly and robust. Being a cloud-based system, it is capable of handling a very large number of concurrent users.
- IGNOU is also the national coordinator for four DTH educational channels of SWAYAM PRABHA, an initiative of the Ministry of Education, Govt. of India i.e., Channel 17: Social Sciences and Humanities, Channel 18: Basic and Applied Sciences, Channel 19: Professional and Vocational Education, and Channel 20: State Open Universities (SOU) and Teacher Education. The University develops software for these channels and also manages transmission. 100 hours of video contents (200 video programmes of half-an-hour duration) recorded for IGNOU courses for SWAYAM PRABHA-DTH (Channels 17, 18, 19, and 20) during the reporting period (2020-21). The channels have good viewership.
- IGNOU e-Content App is available on Google Playstore to enable learners to access IGNOU learning materials. The students can access the course materials on smart phones, Tabs, etc. Students are updated on the latest development and schedule of events through bulk SMS alert facility.
- Facebook Live Sessions, Podcast, and Web support, discussion forums provides academic support as well as other support services to students during COVID Pandemic.



2020/IG/PU/DIGI NEWS/Oct/1776  
9th October 2020  
HQ

### IGNOU DIGI NEWS

## Live Session

@OfficialPageIGNOU  
facebook  
**LIVE**  
11:00am  
9th Oct., 2020  
(Friday)

“ Starting and Speed Control of  
DC Motor”

For  
Engineering Students

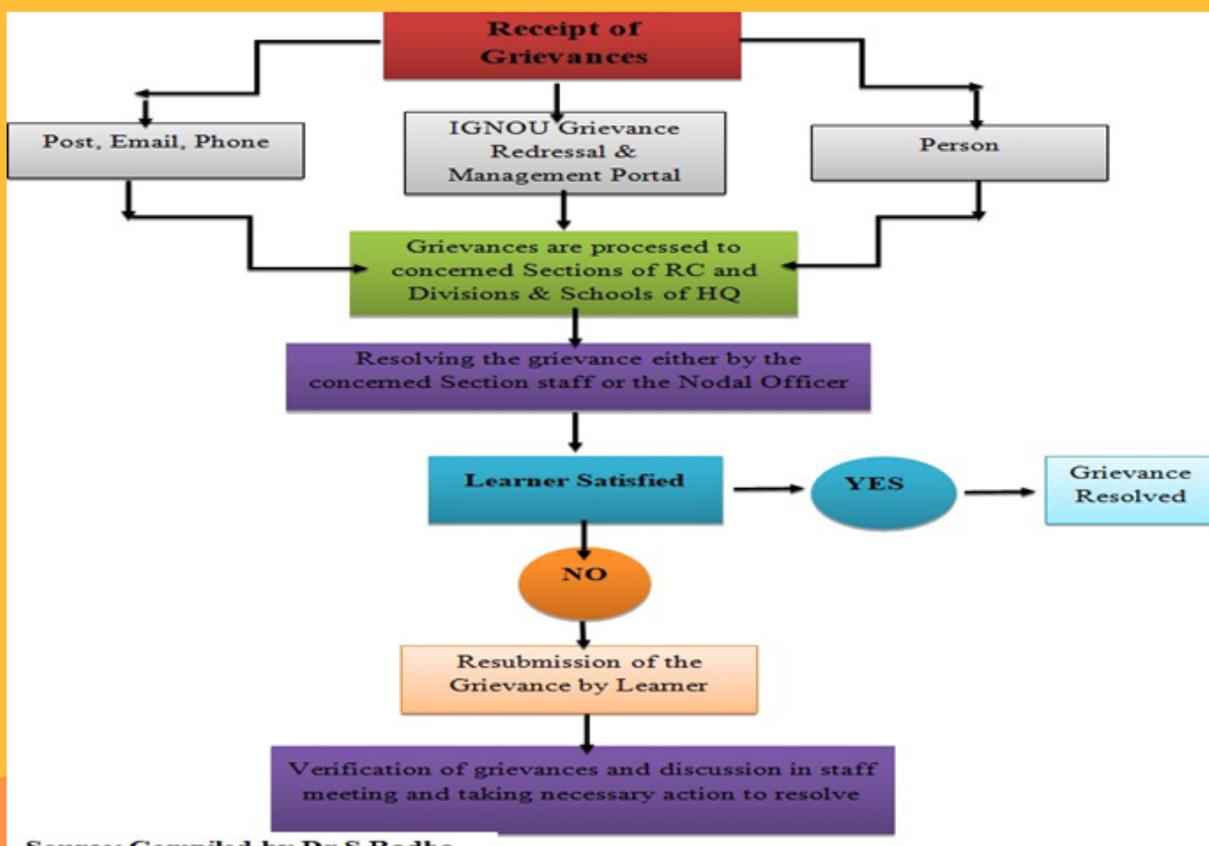
Dr. Sanjay Agrawal  
School of Engineering and Technology

IGNOU

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- The website of the University has a 'Student Zone' where all the information about students such as admission, re-registration, result, the status of Grade Card, new assignments, programme details, old question papers, etc. are available in one place <http://ignou.ac.in:8080/ignou/studentzone/>. Students can access personal information, schedule of various events, dispatch of study materials, results and grade card on student zone in secured manner.
- Every Regional Centre has its own website to cater to the regional needs of students and the public. The contents of websites are frequently updated.
- 24x7 Educational Television and FM radio Channels: GyanDarshan (TV) and GyanVani (FM Radio) provide round-the-clock educational programmes on a variety of subjects. It is also available on Webcasting (GyanDhara).
- Dedicated in-house web portals for grievance redressal – iGRAM, other portals for attaining grievances of students are UCC, RTI MIS Portal and INGRAM. In order to provide instant replies to the frequently asked questions by the IGNOU learners, a Chatbot was developed that handles the queries in an automated manner. The Chatbot has been integrated with the Telegram messaging app and has in-built answers to the questions generally being asked by the learners. For convenience of the learners, options have been given on the main menu from where the specific query may be selected just by pressing the number and the reply of the query is provided by the Chatbot automatically.

### Flow chart of Grievance Redressal Mechanism Adopted by the RC



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- The students can download identity cards, hall tickets, grade cards, etc. through IGNOU website which is a rich source of updated information on different academic and administrative activities related to students.
- Programme specific live interactive sessions are conducted via satellite through Gyan Darshan Channel(GD-2) from the University studios at Electronic Media Production Centre (EMPC). These provide an opportunity to interact with the subject experts through a dedicated phone line and email. These are transmitted through DTH and are simultaneously available online.
- Interactive radio counselling through GyanVani: Live interactive Counselling is provided on the radio by invited experts. These are broadcasted through FM Channels across different cities and towns. The learners can interact live over the phone.
- Internet audio counselling through GyanDhara: The learners can listen to the live discussions by the teachers and experts on the topic of the day and interact with them through telephone, e-mail, and chat mode. (<https://www.ignouonline.ac.in/GyanDhara/>)
- The examination process was modernized with the Online delivery of Question Paper for Term End Examination.
- Orientation Programme for Academic Counselors through Teleconferencing: Regional Services Division (RSD) in association with different Schools of Studies has been organizing live interactive Orientation Programmes for Academic Counsellors through teleconferencing on GyanDarshan TV Channel. A series of live interactive programmes were held for Master of Arts (Psychology), Master of Arts (Hindi), Master of Arts (English) and Master of Social Work (MSW) programmes.

## COMPILATION & DESIGN

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- *Dr. Shekhar Suman, CIQA*
- *Dr. Navita Abrol, CIQA*

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