NETAJI SUBHAS OPEN UNIVERSITY

Centre for Internal Quality Assurance

Accredited by NAAC with grade 'A'

Audit Report on

ICT Services for the Academic Year 2019-20

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www.wbnsou.ac.in

BACKGROUND AND SCOPE

Online education has provided a new way of learning to develop a student's mindset beyond the classroom. Information and communication Technology (ICT) can be defined as tools and applications through which or by means of which information is transferred, recorded, edited, stored and disseminated with enormous quantities in the minimum possible time. Usefulness of ICTs can be judged by way of its usage in various activities as one of the basic things to make teaching and learning more interesting. The most effective online learning package is an amalgamation of e-text, audio and/or video material, graphics, simulation, animation etc. The Online teaching-learning is creative, collaborative and flexible in terms of free entry/ exit, accessibility etc.

Netaji Subhas Open University extensively uses ICT to improve the delivery of its academic services to the learners present throughout the state of West Bengal. It is using various internet driven communication channels like user-friendly web portals, content management system, web streaming services like. Web TV, YouTube channels, various social media like Facebook, Twitter and WhatsApp messaging applications to reach its learners residing every nook and corners of the state of West Bengal. Netaji Subhas Open University has already introduced the following online facilities for online education through digital platform to deliver its services:

- Online admissions
- Online attendance
- Online classes and sessions (synchronize and asynchronous)
- Online academic content
- Online workshops
- Webinars
- E-library
- Online journal
- Online feedback mechanism
- Online courses
- Online assessments
- Online meetings
- Online counselling
- MOOCs

This audit of ICT services will give some important insights about those delivery channels in the academic year 2019-20.

University Official Website (www.wbnsou.ac.in)

It is acting as a single point of source of authentic information repository related to all academic and administrative functions and services provided by the university.

1. It provides secured access to web content whenever necessary.
2. It provides easy, anywhere and anytime access to NSOU services.
3. It has user friendly and less data consuming navigations (low bandwidth friendly) with multilingual options.
4. It is easily scalable, interoperable and inclusive (friendly for differently-abled).

NUMBER OF FILES UPLOADED (APPROX.) TO NSOU WEBSITE 2019-2020

Section/Topic/Title		Academic Year	Number of Files Uploaded
--	Admission Information	2019-2020	16
--	Renewal Information	2019-2020	8
--	Merit/Waiting Lists	2019-2020	21
PCP-BDP	Counseling Schedule	2019-2020	10
	LCES	2019-2020	5
PCP-PG	Counseling Schedule	2019-2020	77
	SLP/ECS	2019-2020	5
PCP-PG Diploma	ELT - Counseling Schedule	2019-2020	2
	JMC - Counseling Schedule	2019-2020	3
	PR&AD - Counseling Schedule	2019-2020	3
PCP-2nd Degree	BLIS - Counseling Schedule	2019-2020	3
	B.Ed. Spl. Ed. - Counseling Schedule	2019-2020	13
	B.Ed. Spl. Ed.-ODL - Workshop Schedule	2019-2020	2
Online Classes	BDP	2019-2020	10
	PG	2019-2020	28
	PGD	2019-2020	2
	2nd Degree	2019-2020	6
--	Examination Notices	2019-2020	56
--	Results	2019-2020	13
--	News and Events	2019-2020	22
--	Circulars	2019-2020	1
--	Tenders	2019-2020	17
--	Recruitments	2019-2020	4
--	NSOU WebTV – Programme Schedule	2019-2020	13
School of Humanities	CLTCS Programme	2019-2020	12
	Seminar, Conferences & Symposiums	2019-2020	2
	Online Student Support Service	2019-2020	6

School of Social Sciences	Academic Events	2019-2020	1
School of Sciences	Seminar/Conference/Workshop	2019-2020	1
School of Vocational Studies	Seminar/Conference/Workshop	2019-2020	3
School of Education	Admission	2019-2020	5
	News & Events	2019-2020	6
	Seminar	2019-2020	6
	Extension Activities	2019-2020	1
School of Professional Studies	Extension Activities	2019-2020	3

- **ICT enabled Academic Services of NSOU**

NSOU has a dedicated web portal www.nsouict.ac.in for delivery of its web enabled academic services to its learners.

The main activities of the web portal are

1. Delivering online classes through a Learning Management System (LMS).
2. Streaming A/V lectures of various courses through LMS.
3. Providing guidance and support for availing ICT enabled academic services of NSOU.
4. Providing all kinds of information regarding online classes and related activities.

The following features have been incorporated in the LMS in the academic year 2019-20. The LMS can be accessed in the desktops and in the mobile devices through an android mobile app.

NEW FEATURES OF LMS

- ❖ LMS has a new smart look and user friendly features.
- ❖ Web conferencing application Zoom was integrated for Live class / Seminar/ Workshop / Special Lecture / Training Program / Virtual Counseling / Online Interview etc.
- ❖ Feedback & Certification through LMS for some special programs has been implemented.
- ❖ Course Completion report was introduced for better introspection and analysis.
- ❖ Weekly format in the course section was designed and with the help of these restrictions, resources in the LMS would open in due date & time.
- ❖ Features for easy communication with the peer group, teacher added in the Discussion Forum.
- ❖ Email notifications implemented in connection with the content update in LMS.
- ❖ The Badges implemented to reinforce students for completing activities

- ❖ The LMS platform implemented provisions for grouping of learners into various learning groups. Specific mentors can be assigned to the groups as necessary
- ❖ Regional language MCQ support has been implemented in the LMS platform.

STATISTICS FOR ICT SERVICES

CALLING REPORT

No of Total Outgoing Calls	App/LMS login	Closed Tickets	Tawk
75176	77354	1857	111295

A/V LECTURE REPORT

Sl. No.	Department	No of Capsule	Total minutes
1	School of Education	107	2416.45
2	School of Humanities	110	2088.59
3	School of Professional Studies	86	1090.03
4	School of Sciences	84	1486.6
5	School of Social Sciences	245	5024.73
Total		**632**	**12107.4**

ONLINE/OFFLINE CLASS & SEMINAR REPORT

Sl. No.	Events	Total no	Total Hrs.
1	Online Class	348	357
2	Online Seminar/Webinar	06	13
3	Offline Seminar/Webinar	52	182.98

CONTENT DEVELOPMENT REPORT

Recording Hours	Editing Hours	Uploading Hours
1433.86 hrs.	1251.5hrs.	855.25 hrs.

NEW LMS COURSE PAGE CREATION REPORT

Sl. No.	Course Name	No of Web Pages
1	BDP (Year I & II all courses including Foundation & Subsidiary Course)	119
2	MOOCs CRP	1
3	MOOCs GST	1
4	PGMT-Computer Training Programme	1
5	OSLSM (Mathematics Special Lecture series)	1
6	SLS-LSc (Life Science Special Lecture Series)	1
7	Yoga LMS for celebrating IDY	1
8	Internal Faculty Training Programme	1
9	Communication Between HO & RC	1
TOTAL		**127**

Class Detail_ICT support									
1. Online class in hours and in no. of session	2019-2020 (July - June)								
	BDP		No. of beneficiary (Learners)	PG		No.of beneficiary(learners)	2nd Degree Programme		No.of beneficiary (Leraners)
	Session	Hours		Session	Hours		Session	Hours	
1. School of Humanities	0	0	0	73	75	8,074	NA	NA	NA
2. School of Social Sciences	10	11	1,582	49	50	3,618	NA	NA	NA
3. School of Sciences	17	18	1,126	36	37	1,811	NA	NA	NA
4. School of Professional Studies	20	21	530	68	70	6,906	17	17	2,841
5.School of Education	8	8	551	21	22	4,530	20	21	2,045
Total =	55	58	3,789	247	254	24,939	37	38	4,886
2. Webinar -Session and hours	Session						Hours		
	3						9		

BDP = Bachelor Degree Program
PG = Post Grad. Program
2nd Deg. Program = B.Ed. Special & B.LIS Program

SURVEY ON NSOU ICT SERVICES

An online survey has been conducted by NSOU to assess the effectiveness of NSOU ICT services provided during the year 2019-20.
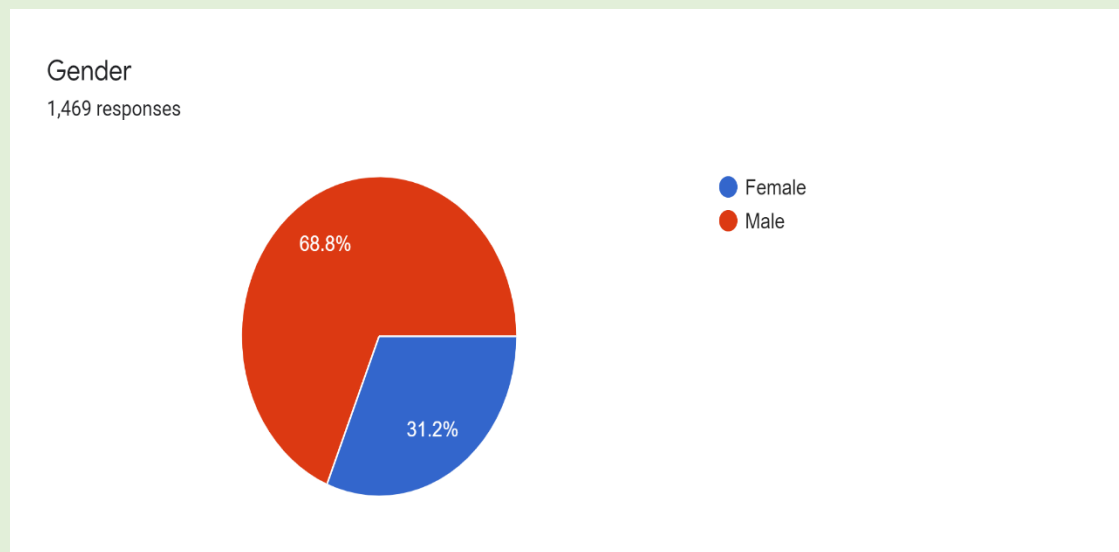
The survey aims to know the learners' preference on devices, the type of internet connectivity used while accessing online services and learners' satisfaction over the accessibility and quality of web enabled resources and services NSOU offered during the course of study.

A total of 1469 students responded to the questionnaire.

The result of the survey has been analysed and will be used to improve the web offerings in future.

The following are the key findings of survey

1. More than 96% respondents are in the age group 18-35 years.
2. Around 68% respondents are from rural area.
3. Around 96% respondents have used smartphones while availing ICT services.
4. More than 88% respondents used mobile internet service while availing ICT services.
5. Only around 25% uses e-SLMs while more than 86% depend on Study Centres for their delivery of course materials.
6. Only 8% disagree and 2% strongly disagree over the preference of online classes in comparison with attending Personal Contact Programmes (PCPs) at study centres.
7. 45% of the respondents agree on their ability to learn better on digital platform.
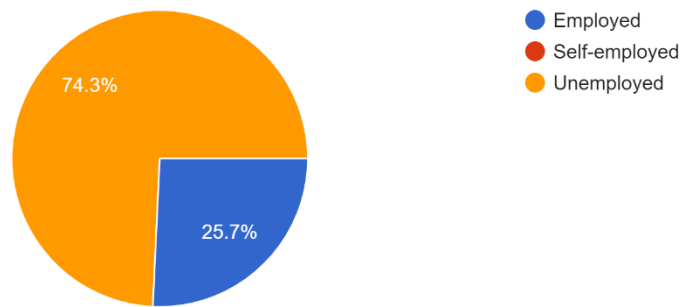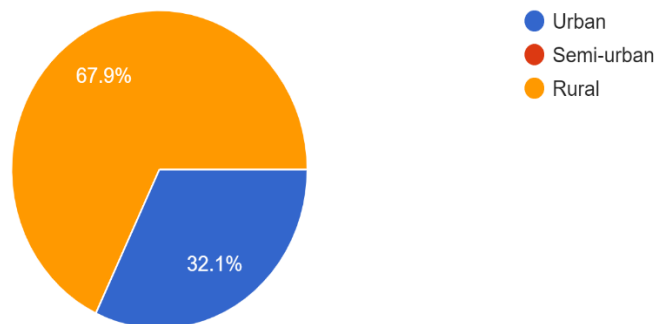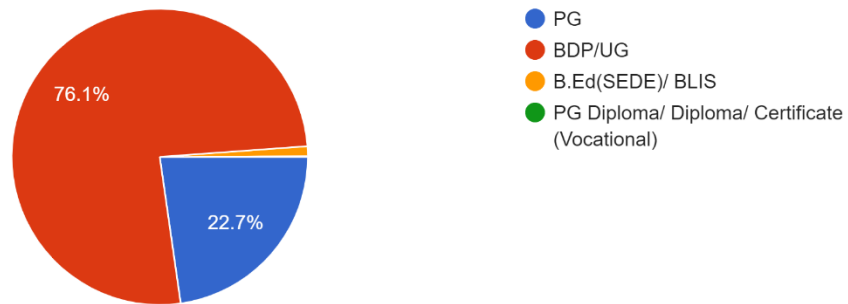
Gender

1,469 responses

68.8%

31.2%

● Female
● Male

Age Group
1,469 responses

- 18-35 years
- 36-55 years
- 56-70 years
- Above 71 years

96.2%
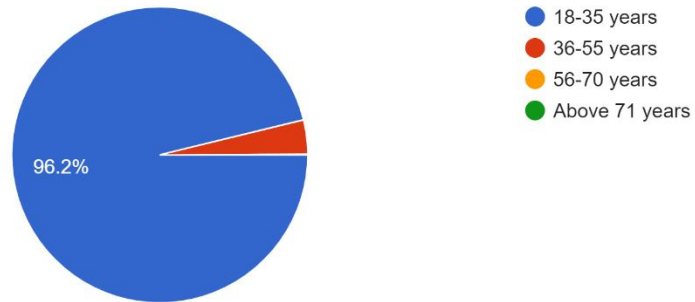
Occupation
1,469 responses

- Employed
- Self-employed
- Unemployed

74.3%

25.7%

Place of stay
1,469 responses

- Urban
- Semi-urban
- Rural

67.9%

32.1%

Programme of Study
1,469 responses

- ● PG
- ● BDP/UG
- ● B.Ed(SEDE)/ BLIS
- ● PG Diploma/ Diploma/ Certificate (Vocational)

76.1%

22.7%

Reason for pursuing education through distance mode (you may tick more than one)
1,469 responses

Category	Count
Time constraints	673 (45.8%)
Financial constraints	457 (31.1%)
Distance constraints	199 (13.5%)
To increase knowledge/ skils	543 (37%)
All the above	566 (38.5%)
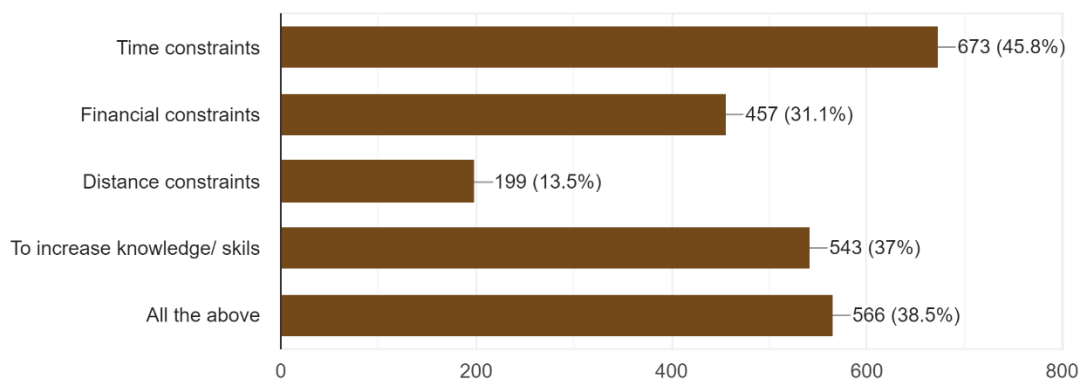
Reason for pursuing education at NSOU (You may tick more than one)

1,469 responses

Category	Value
Moderate Course fees	414 (28.2%)
Quality course materials	340 (23.1%)
Digitized Course materials	157 (10.7%)
Effective support system	229 (15.6%)
All the above	873 (59.4%)
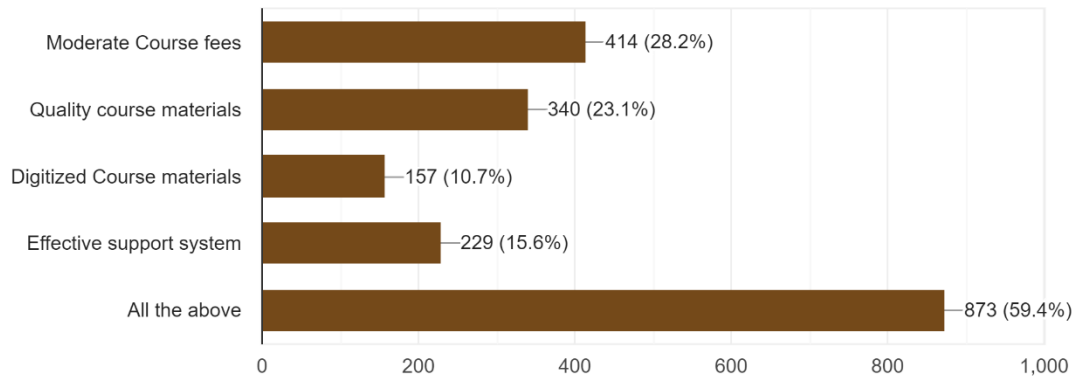
Which kind of digital device you have?

1,469 responses
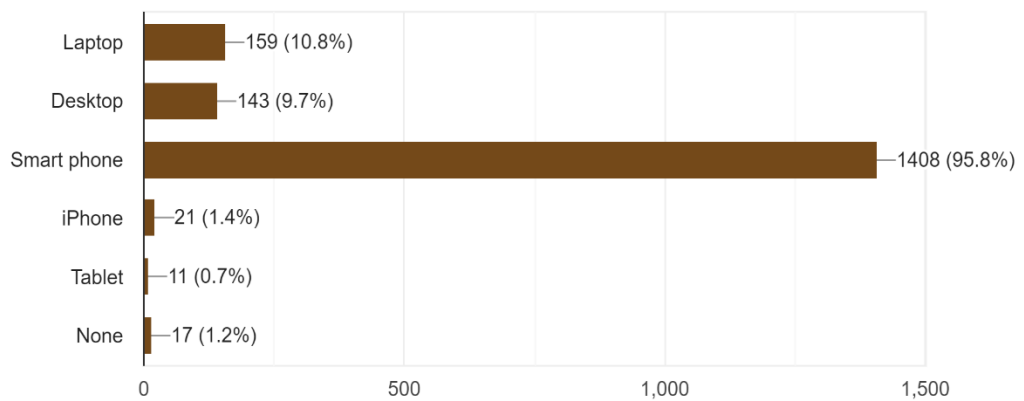
Category	Value
Laptop	159 (10.8%)
Desktop	143 (9.7%)
Smart phone	1408 (95.8%)
iPhone	21 (1.4%)
Tablet	11 (0.7%)
None	17 (1.2%)

Where do you access internet?
1,469 responses

- At work place
- At home
- At Cyber Cafe
- All of the above
- Non of the above
- Both at work place and home

77.8%
14.2%

How do you access internet?
1,469 responses

- Mobile data package
- WiFi/ Broadband
- Both

88.2%
8%
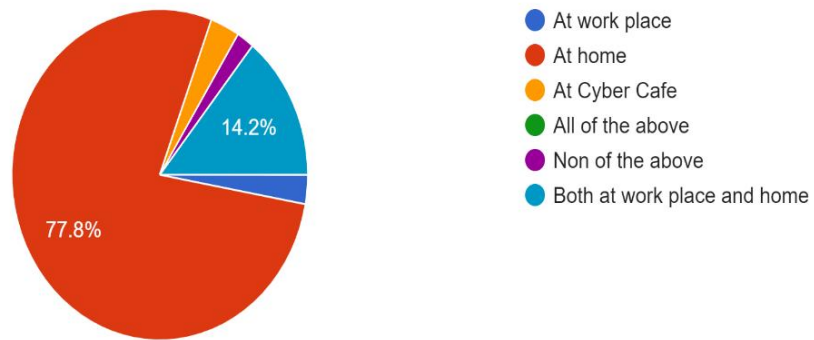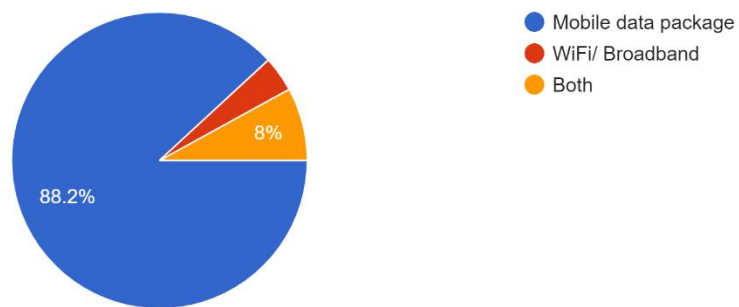
Which of the following social media you use? (You may tick more than one)
1,469 responses

Social Media	Count
Facebook	1092 (74.3%)
WhatsApp	1423 (96.9%)
Twitter	160 (10.9%)
Blog	21 (1.4%)
Instagram	405 (27.6%)

Facebook
Count: 1,092
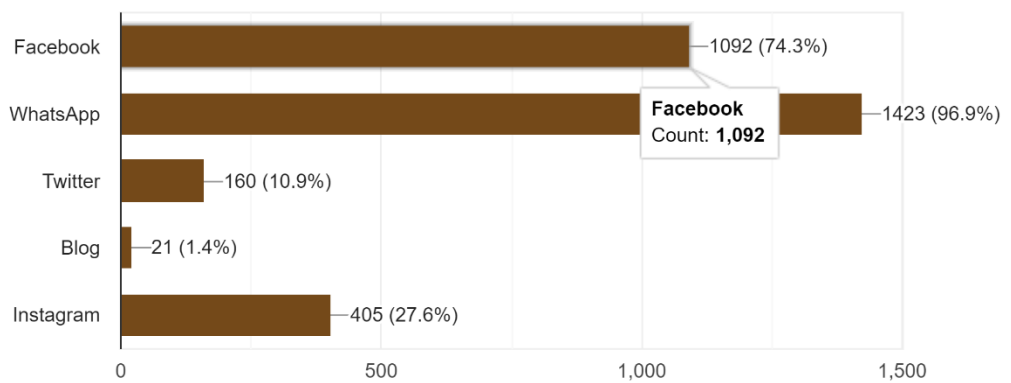
Can you download file/ figure from the web using your device?

1,469 responses

- ● Yes
- ● No

95.6%
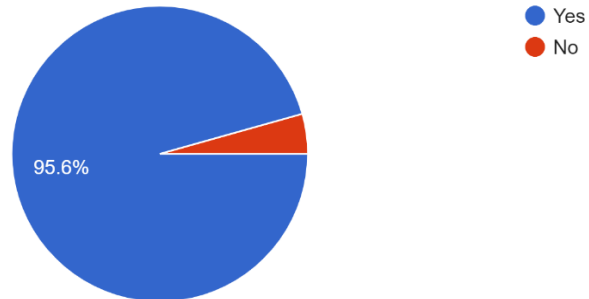
Can you log on to the NSOU website/ LMS/ App on your device?
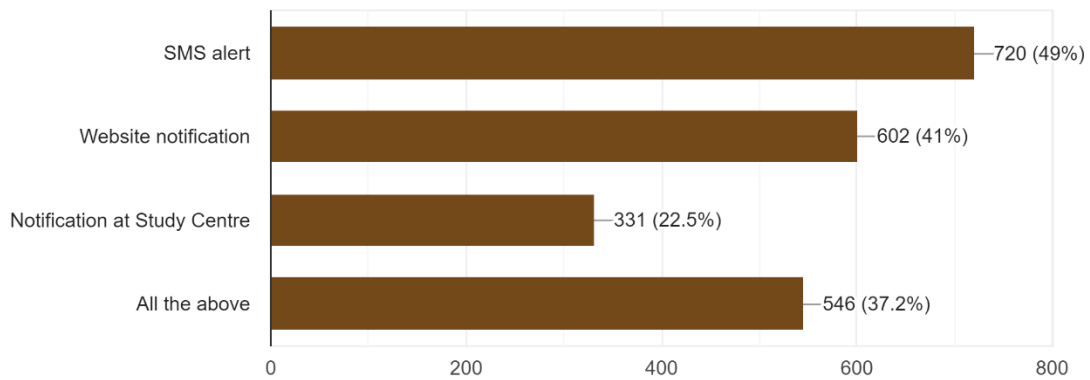
1,469 responses

- ● Yes
- ● No

24.2%

75.8%
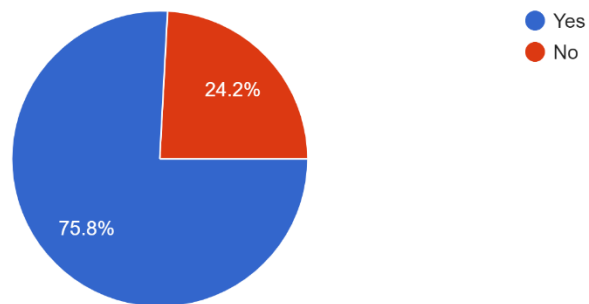
I access other resources (MHRD-SWAYAM, NPTEL, e-PGpathshala/ COL) through the links available on NSOU website
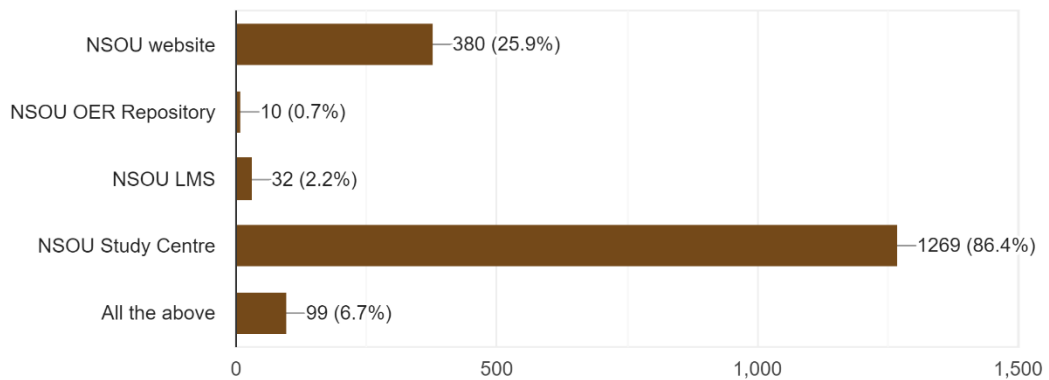
1,469 responses

- ● Yes
- ● No

73.4%

26.6%
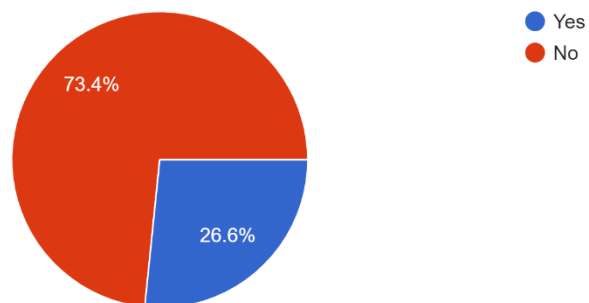
How do you get the University information? (you may tick more than one)
1,469 responses

Option	Count (Percentage)
SMS alert	720 (49%)
Website notification	602 (41%)
Notification at Study Centre	331 (22.5%)
All the above	546 (37.2%)

Received course materials from (You may tick more than one)
1,469 responses

| Option	Count (Percentage)
NSOU website	380 (25.9%)
NSOU OER Repository	10 (0.7%)
NSOU LMS	32 (2.2%)
NSOU Study Centre	1269 (86.4%)
All the above	99 (6.7%)

What kind of digital platform do you prefer for live interaction with the teachers? (You may tick more than one)

1,469 responses

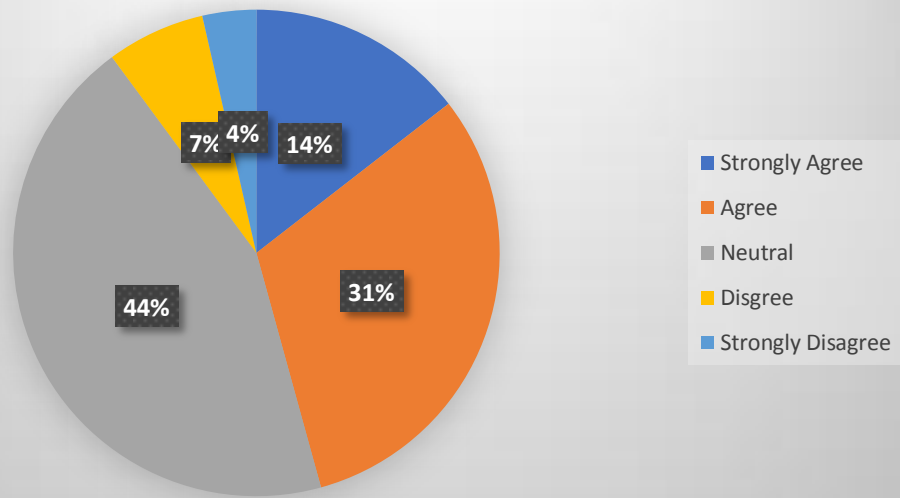| Platform	Responses
Faculty Online App (NSOU mobile App)	611 (41.6%)
ZOOM/ Jitsi/ Google Meet	341 (23.2%)
WhatsApp	1105 (75.2%)
Webinar	41 (2.8%)
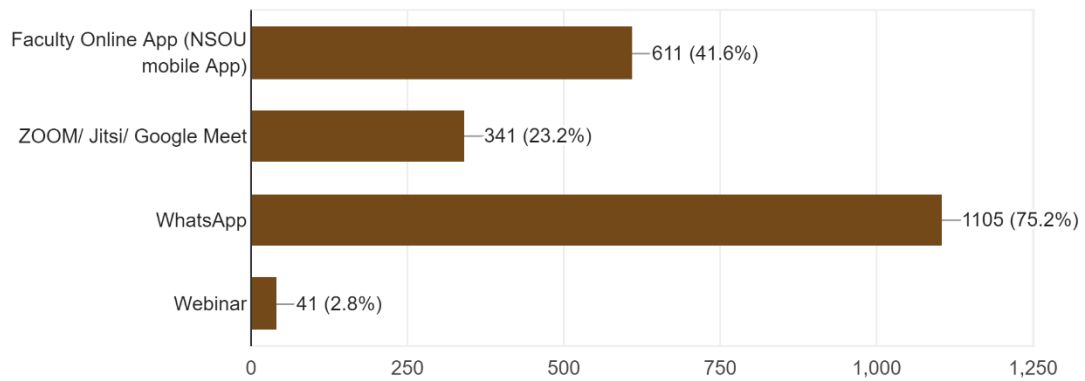
SURVEY ON LEARNING ACTIVITIES ON DIGITAL ENVIRONMENT

Study Materials are available on LMS/ University Website]

- Strongly Agree — 15%
- Agree — 30%
- Neutral — 45%
- Disgree — 8%
- Strongly Disagree — 2%
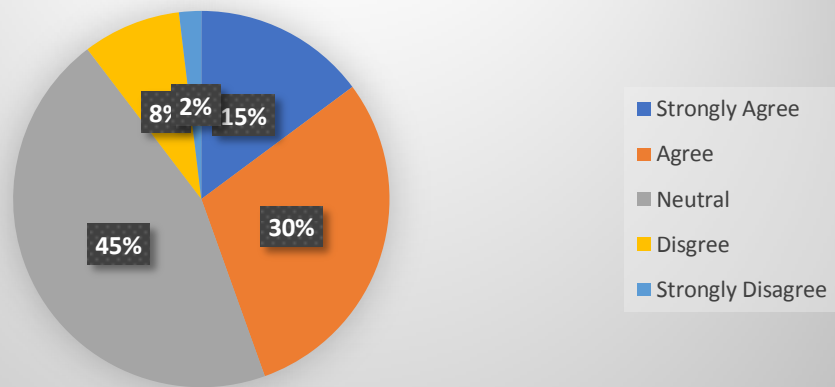
Ability to learn better through digital platform

- Strongly Agree — 14%
- Agree — 31%
- Neutral — 44%
- Disgree — 7%
- Strongly Disagree — 4%

Audio-Video Lectures on LMS/ Website are helpful

- Strongly Agree — 14%
- Agree — 33%
- Neutral — 45%
- Disagree — 5%
- Strongly Disagree — 3%
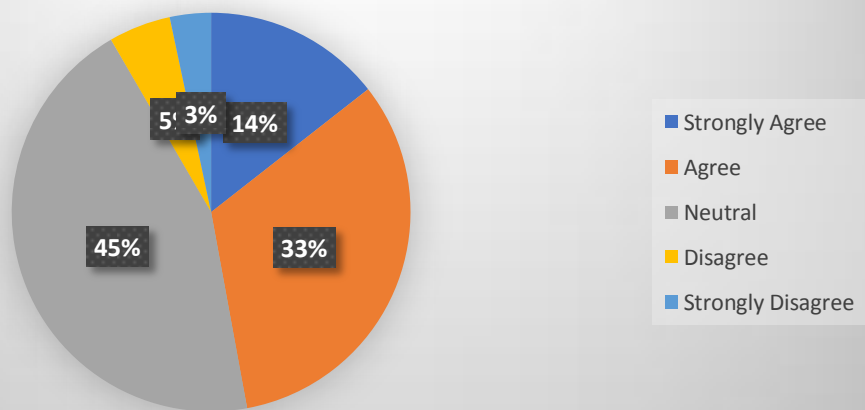
Receiving quick response from the teachers during the online class

- Strongly Agree — 11%
- Agree — 27%
- Neutral — 52%
- Disagree — 7%
- Strongly Disagree — 3%
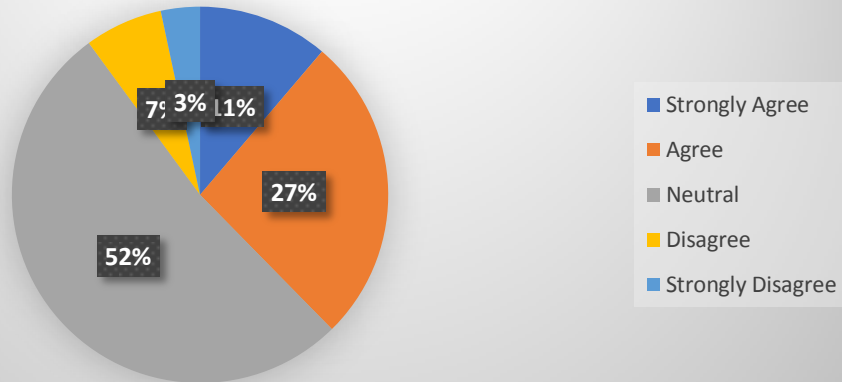
Taking notes while attending online classes

- Strongly Agree — 12%
- Agree — 25%
- Neutral — 47%
- Disagree — 7%
- Strongly Disagree — 9%
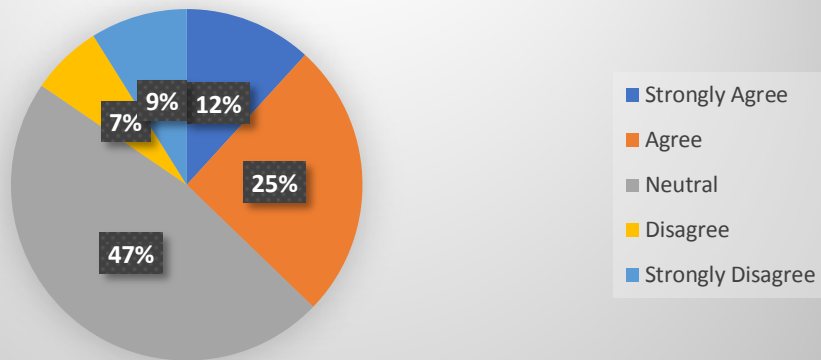
Online lectures are preferred over attending counselling/ PCP at study centres

- Strongly Agree — 3%
- Agree — 26%
- Neutral — 51%
- Disagree — 8%
- Strongly Disagree — 2%
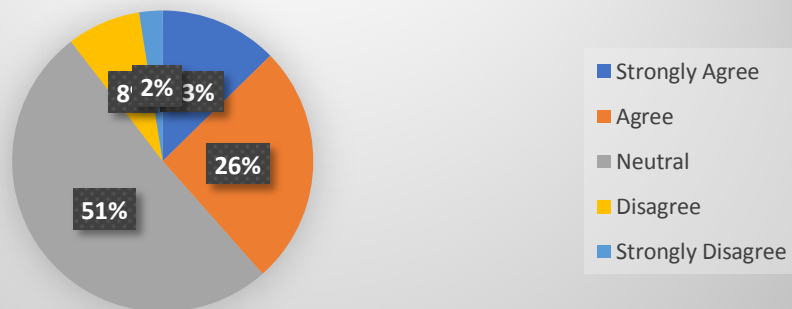
Online classes of the University during COVID-19 help us to continue our study

Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Pie values: 16%, 24%, 50%, 6%, 4%
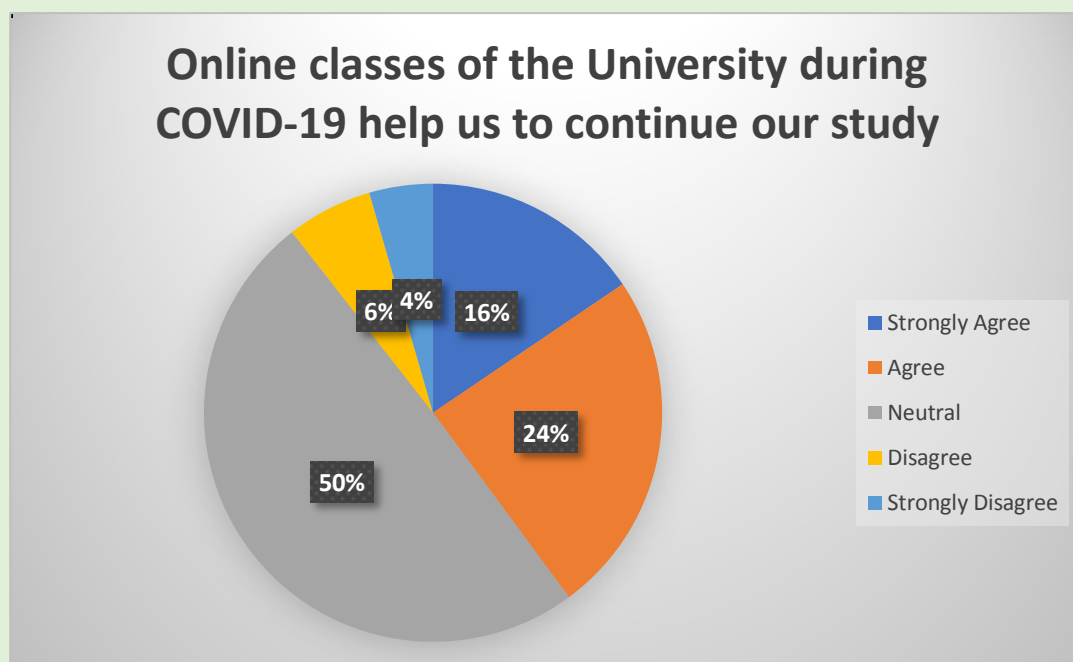
Recommendations:

1. More technology enabled learning activities and solutions may be implemented to enable student's access to quality education through internet. It will be especially helpful for the disadvantaged section of the society.

2. An awareness program on ICT enabled services may be organised to make learners and others about the availability and effectiveness of ICT enabled services provided by the university.

3. Number of online classes may be increased in coming academic year for the benefit of the learners especially in the pandemic situation.

4. Introduction of new communication channel like Web Radio with educational content may be explored to reach the rural people where bandwidth is low.

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and
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Report approved by:
Hon'ble Vice-Chancellor on 19/07/2021.