



# **NETAJISUBHAS OPEN UNIVERSITY**

**Centre for Internal Quality Assurance**

*Accredited by NAAC with grade 'A'*

## **Audit Report on ICT Services for the Academic Year 2020-21**

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Kolkata-700064  
[www.wbnsou.ac.in](http://www.wbnsou.ac.in)

## BACKGROUND AND SCOPE

Information and communication Technology (ICT) is 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 ICT can be judged from the way of its increasing usage in various activities. In a world afflicted with Covid19 pandemic situation, there has been an exponential increase in the use ICTs—in all areas of social transaction. And education sector is no exception to that trend.

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.

To circumvent the difficulties arising out of the pandemic, NSOU has promptly initiated measures to digitise the SLM so that students can have access to these from the university website. The university has put in place a system of online lectures to further augment this effort and complement its PCP programmes. The university proposes to strengthen these features in a progressive manner.

The aim is to develop a system of online education to provide a new way of learning and develop a student's mindset beyond the classroom. Once the technological and pedagogic challenges are properly addressed, online education will hopefully make teaching and learning more interesting. The university has an eye on an effective online learning package that is an amalgamation of e-text, audio and/or video material, graphics, simulation, animation etc. This facility will be creative, collaborative and flexible in terms of free entry/ exit, accessibility etc.

Netaji Subhas Open University has already introduced the following online facilities for online education through digital platform to deliver its services:

- Online admissions
- Online classes and sessions (synchronize and asynchronous)
- Online academic content
- Web Streaming of Important Lectures (NSOU Web TV and NSOU Web Radio “Muktak”)
- Online workshops
- Webinars
- E-library
- Online journal
- Online feedback mechanism
- Online courses
- Online assessments
- Online meetings
- Online counselling
- Massive Open Online Courses (MOOCs)

This audit of ICT services will give some important insights about those delivery channels in the academic year 2020-21.

### **University Official Website ([www.wbnsou.ac.in](http://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 the challenged and differently-abled).

### **NUMBER OF FILES UPLOADED (APPROX.) TO NSOU WEBSITE 2020-2021**

<b>Section</b>	<b>Academic Year</b>	<b>Number of Files Uploaded</b>
<b>Admission Information</b>	2020-2021	27
<b>Renewal Information</b>	2020-2021	9
<b>Merit Lists / Waiting Lists</b>	2020-2021	46
<b>PCP – BDP</b>		
Counselling Schedule	2020-2021	--
LCES	2020-2021	--
<b>PCP – PG</b>		
Counselling Schedule	2020-2021	--
SLP/ECS	2020-2021	--
<b>PCP – PG DIPLOMA</b>		
ELT - Counselling Schedule	2020-2021	--
JMC- Counselling Schedule	2020-2021	--
PR & Ad. - Counselling Schedule	2020-2021	--
<b>PCP – 2ND DEGREE</b>		
BLIS - Counselling Schedule	2020-2021	--
B.Ed. Spl. Ed. - Counselling Schedule	2020-2021	--
B.Ed. Spl. Ed.-ODL - Workshop Schedule	2020-2021	--
<b>ONLINE CLASSES</b>		
BDP	2020-2021	76
PG	2020-2021	94
PGD	2020-2021	4
2nd Degree	2020-2021	8
Certificate	2020-2021	1
Advance Diploma	2020-2021	2
Ph.D.	2020-2021	13
<b>EXAMINATION NOTICES</b>	2020-2021	91
<b>RESULTS</b>	2020-2021	5
<b>NEWS AND EVENT</b>	2020-2021	24
<b>CIRCULARS</b>	2020-2021	5
<b>TENDERS</b>	2020-2021	22

<b>RECRUITMENTS</b>	2020-2021	3
<b>NSOU WEBTV - PROGRAMME SCHEDULE</b>	2020-2021	11
<b>LIVE CLASS</b>	2020-2021	52
<b>NSOU WEB RADIO</b>	2020-2021	1
<b>NSOU MOOCs</b>	2020-2021	4
<b>SCHOOL OF HUMANITIES</b>		
CLTCS Program	2020-2021	3
Seminars, Conferences & Symposiums	2020-2021	4
Publication	2020-2021	1
Online Student Support Service	2020-2021	3
<b>SCHOOL OF SOCIAL SCIENCES</b>		
Academic Events	2020-2021	1
<b>SCHOOL OF SCIENCES</b>		
Seminar/Conference/Workshop	2020-2021	9
<b>SCHOOL OF VOCATIONAL STUDIES</b>		
Seminar / Conference / Workshop	2020-2021	6
<b>SCHOOL OF EDUCATION</b>		
CDSER	2020-2021	2
News & Events	2020-2021	1
Seminar	2020-2021	8
<b>SCHOOL OF PROFESSIONAL STUDIES</b>		
Dissertation (MLIS)	2020-2021	11
Field Work & Dissertation (MSW)	2020-2021	15
Seminar	2020-2021	6
<b>PREVIOUS YEARS QUESTION PAPERS</b>	2020-2021	677
<b>NEWSPAPER CLIPPINGS</b>	2020-2021	8
<b>REDUCED SYLLABUS</b>	2020-2021	46

- **ICT enabled Academic Services of NSOU**

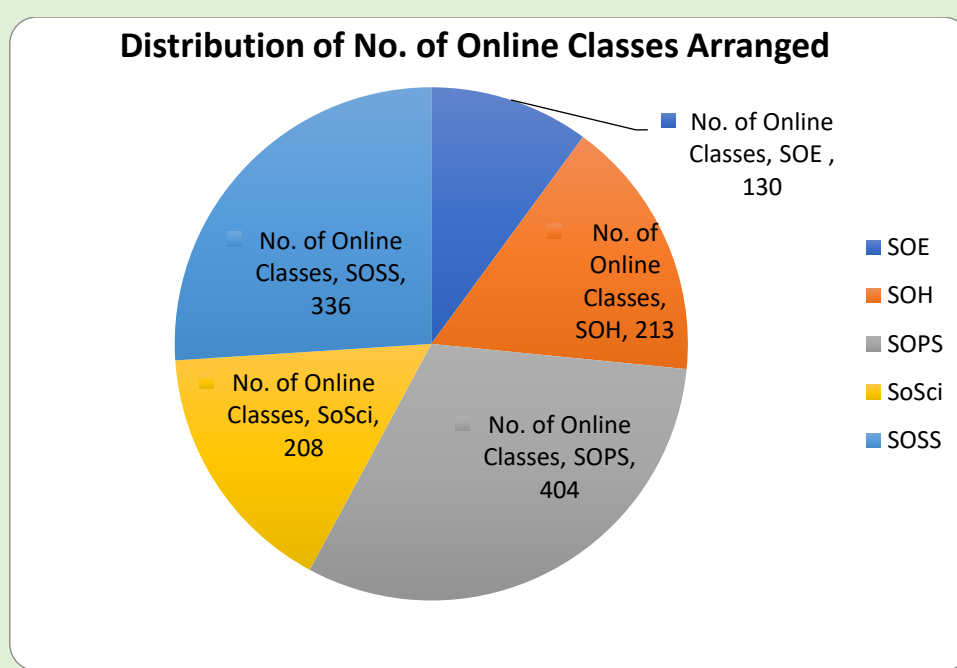
NSOU has a dedicated web portal [www.nsouict.ac.in](http://www.nsouict.ac.in) for delivery of its web enabled academic services to its learners.

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.
5. Delivery of important Video Lectures through NSOU Web TV.
6. Delivery of Audio Lectures through Cloud based Audio Streaming platform (Web Radio) in NSOU Website named as “**Muktak**”.

## STATISTICS FOR ONLINE CLASSES

School of Studies	No. of Online Classes	Total App Views
School of Education (SOE)	130	12569
School of Humanities (SOH)	213	19458
School of Professional Studies (SOPS)	404	27410
School of Sciences (SoSci)	208	11404
School of Social Sciences (SOSS)	336	19342



## SURVEY ON NSOU ICT SERVICES

An online survey has been conducted by NSOU to assess the effectiveness of NSOU ICT services from 27-06-2021 to 31-07-2021. It is a follow-up on the Pilot Survey conducted last year. This year the survey questionnaire was finalised based on the experience of the Pilot. Considering the fact that the pandemic situation arising out of COVID-19 was continuing, the questionnaire was again uploaded on NSOU website and students asked to respond online.

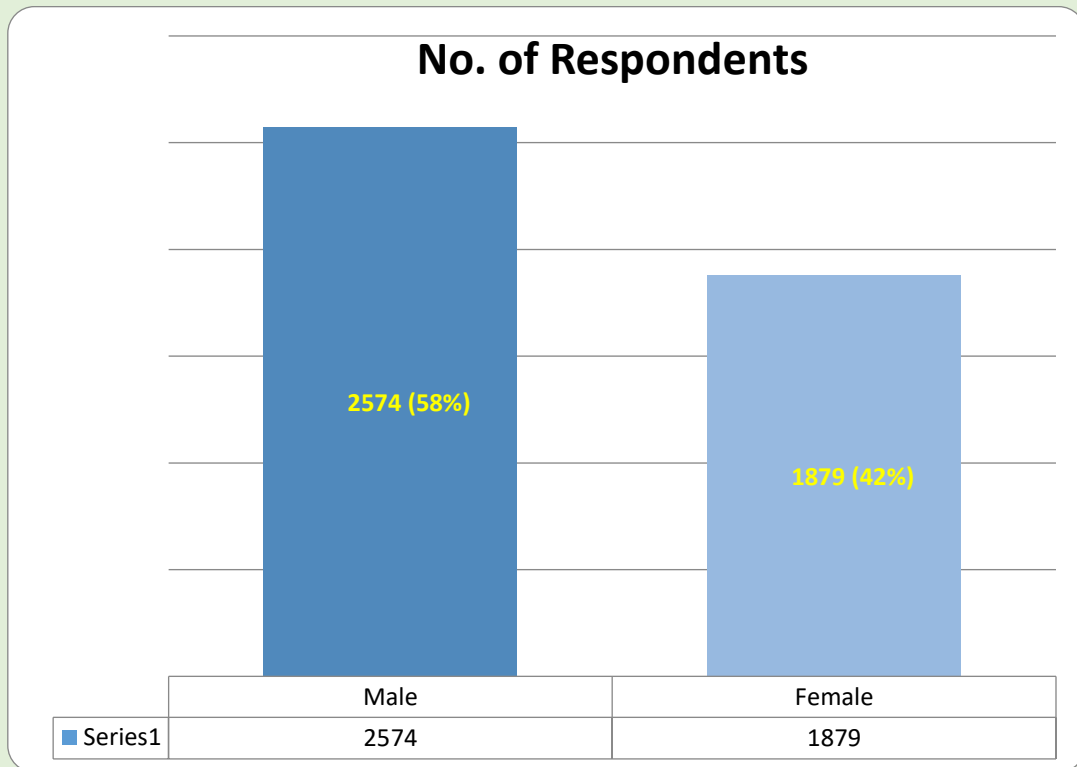
The survey aims to know the learners' preference on devices, the type of internet connectivity used while accessing online services and learners' satisfaction over the accessibility and quality of web enabled resources and services NSOU offered during the course of study.

A total of 4453 learners responded to the questionnaire prepared in a collaborative manner.

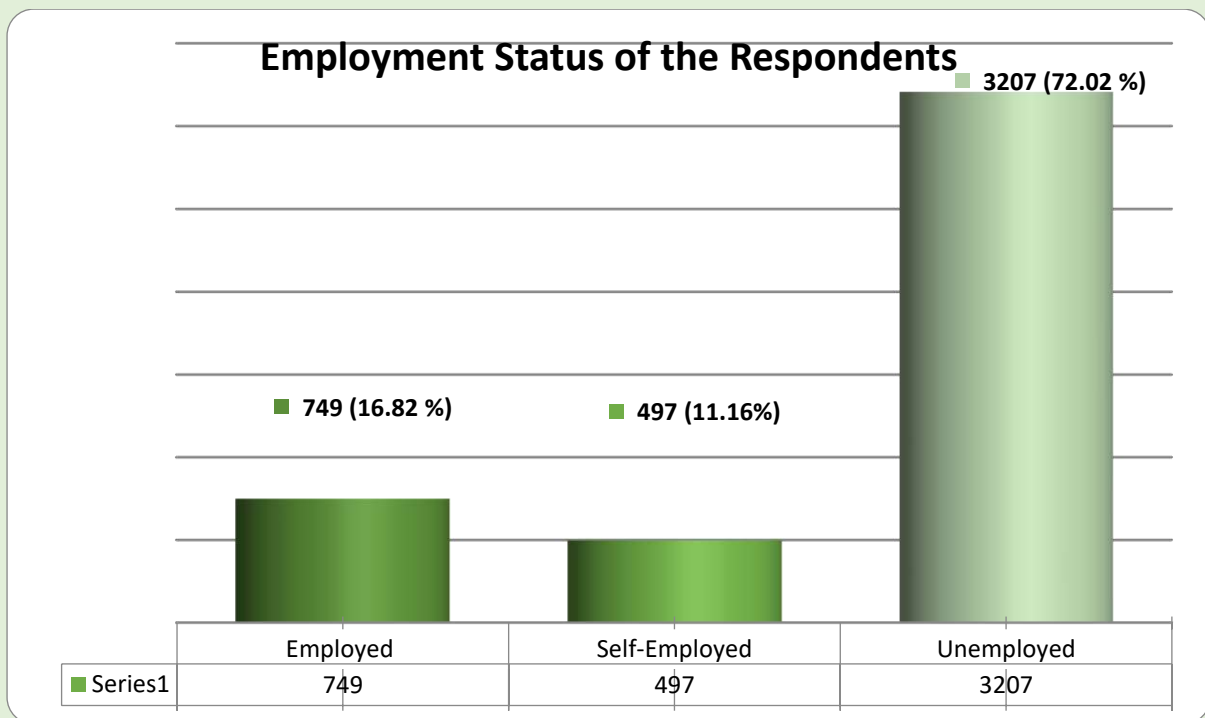
The result of the survey has been analysed and will be used to improve the web offerings in future.

**The following are the key findings of survey**

1. More than 72% Respondents are unemployed.
2. 70% respondents are from rural area (Gram Panchayats).
3. 63% respondents are under-graduate students.
4. 97% respondents are using any kind of digital devices.
5. 83% of the respondents (Digital Device Users) use smartphones to access online services.
6. 84% of the respondents have only one digital device and 21% have three digital devices.
7. 46% uses Website Notifications and 36% uses SMS alerts to obtain important information.
8. 65% access Academic Materials through online mode( NSOU Website, LMS and NSOU OER Repository).
9. 55% does agree on the fact that, online services provided by NSOU fulfil their expectations.
10. 71% does agree on the fact that, online class schedules are suitable to attend.
11. 57% prefer online classes over Personal Contact Programmes (PCP).
12. 73% agree on the fact that, online services are easily accessible.
13. 69% agree on the fact that, A/V lectures are helpful for understanding the concepts.
14. 71% agree that, navigation though NSOU website is easy and user-friendly.

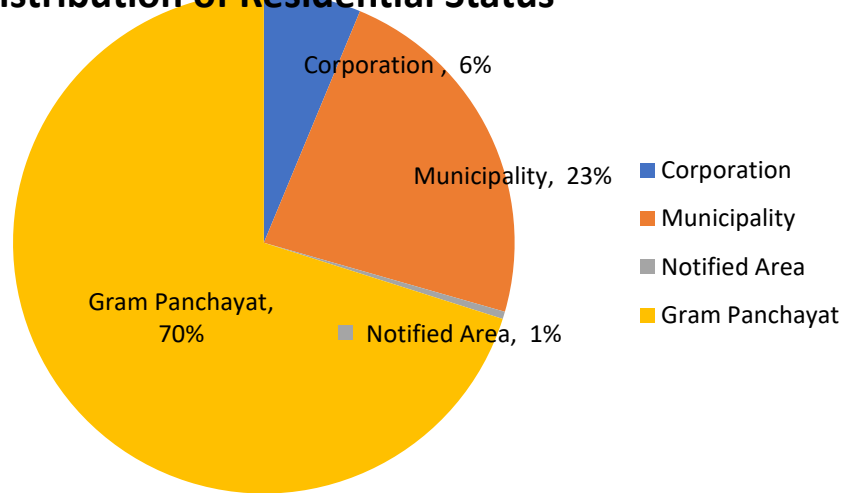


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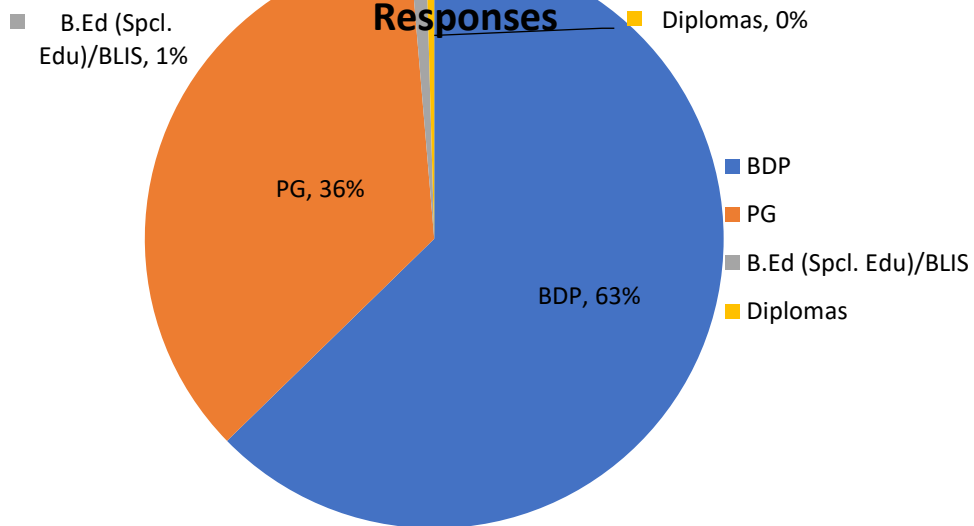


3.

### Distribution of Residential Status



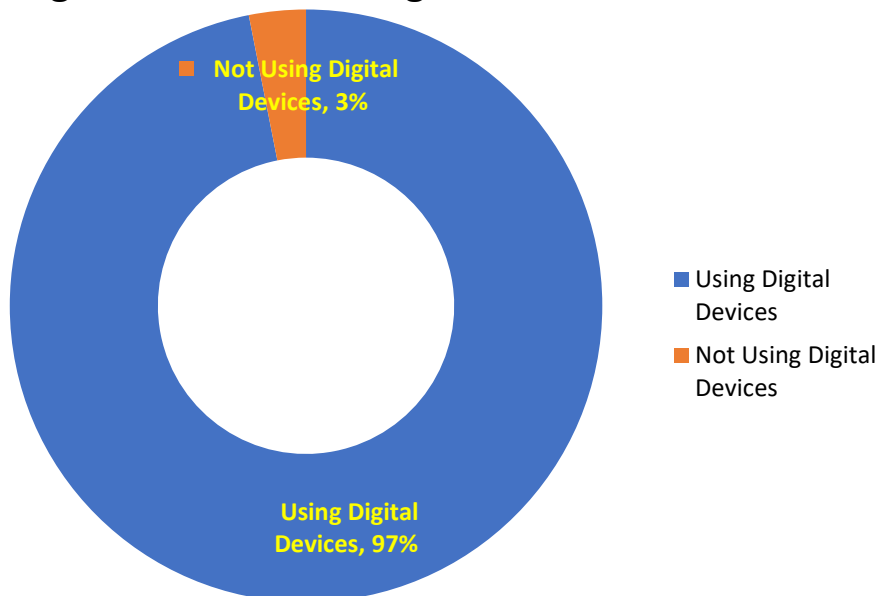
### Course wise distribution of Responses



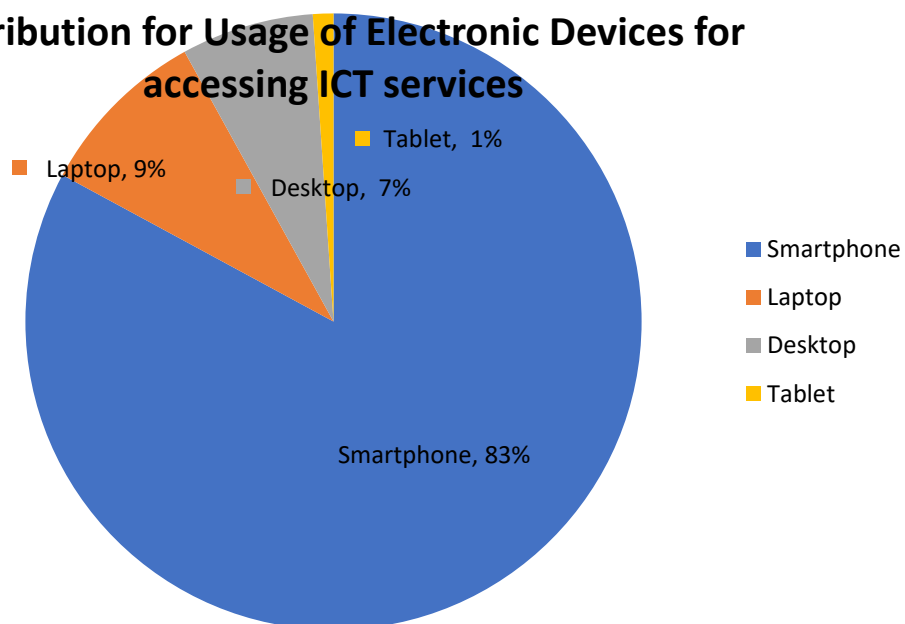


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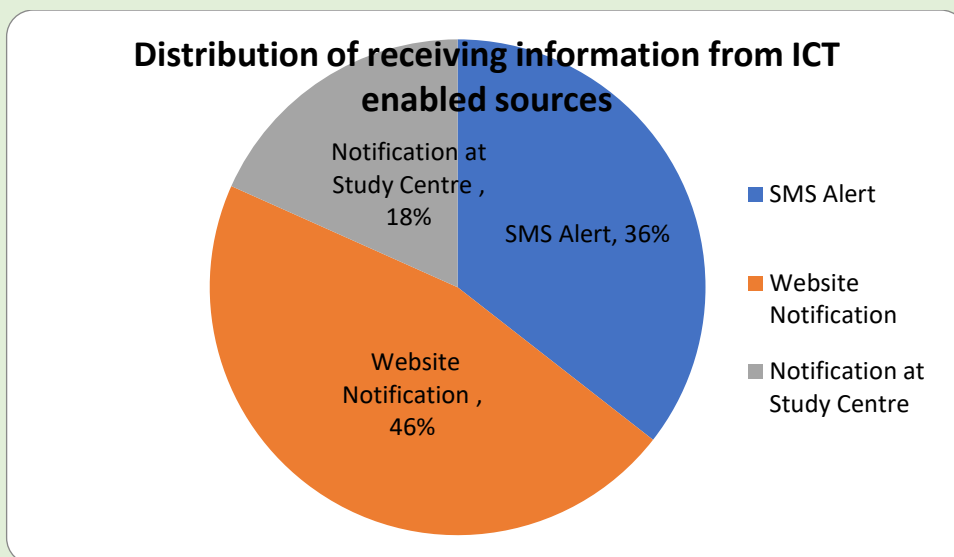
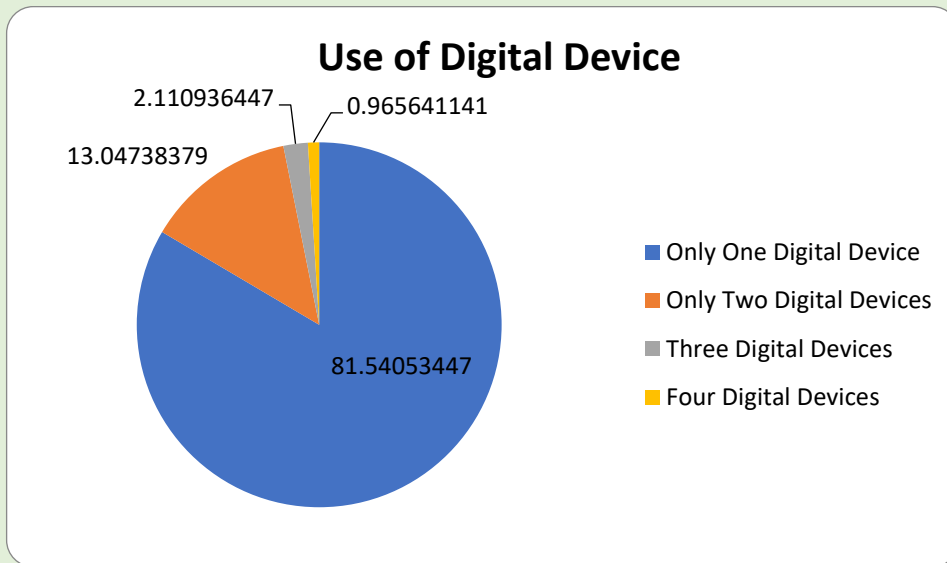
### Usage Distribution of Digital Devices



### Distribution for Usage of Electronic Devices for accessing ICT services

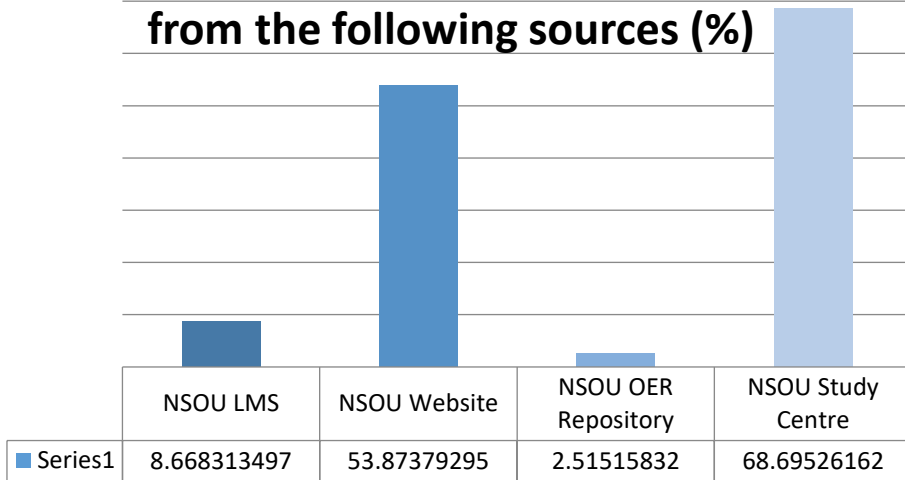


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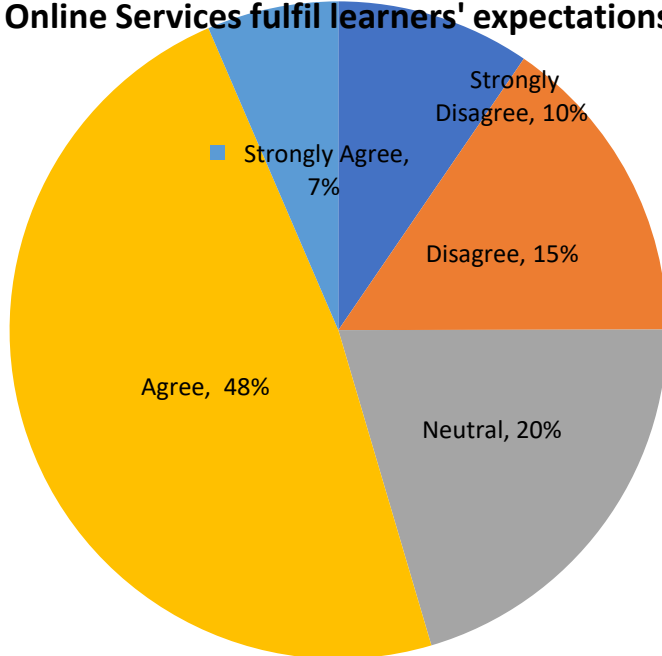


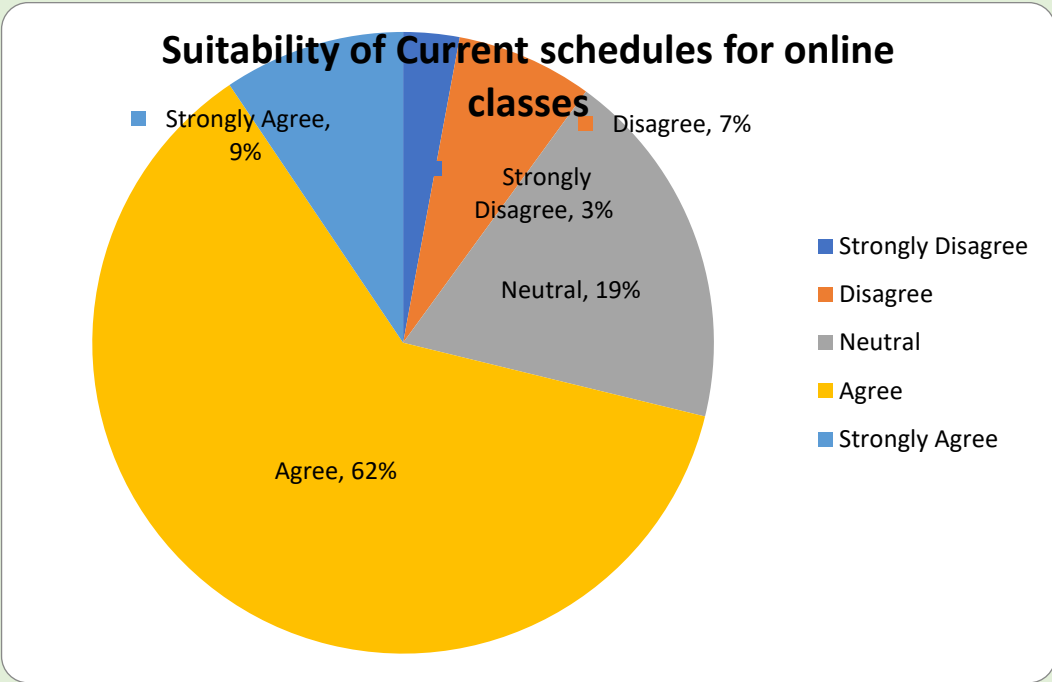
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### Learners' received Course Materials from the following sources (%)

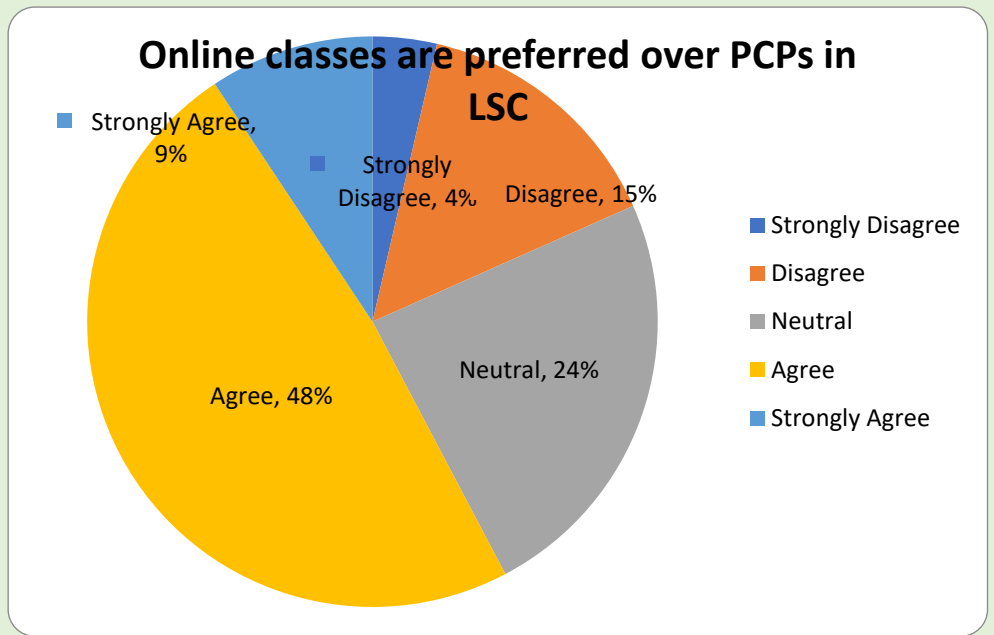


### Online Services fulfil learners' expectations



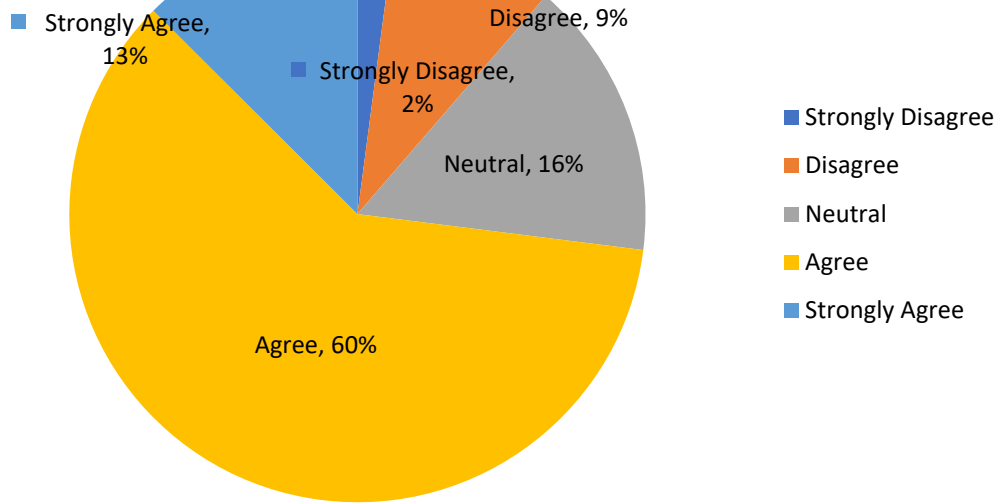


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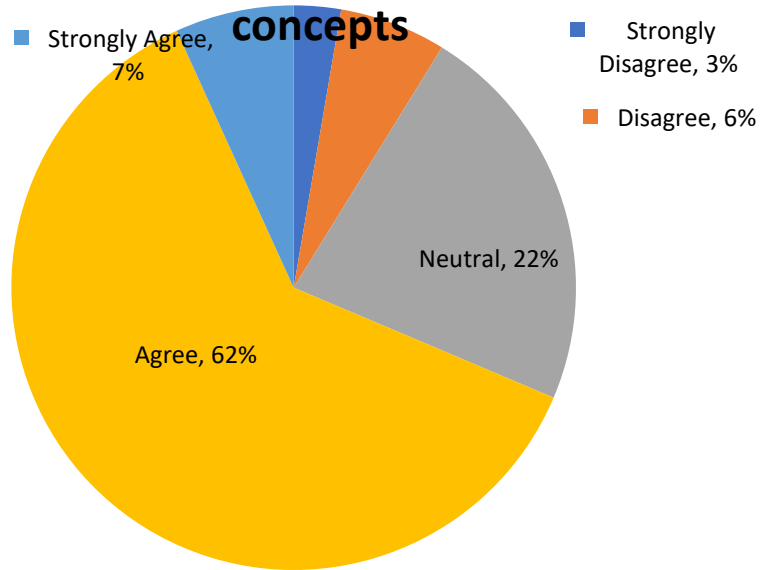
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### Easy Accessibility of online services

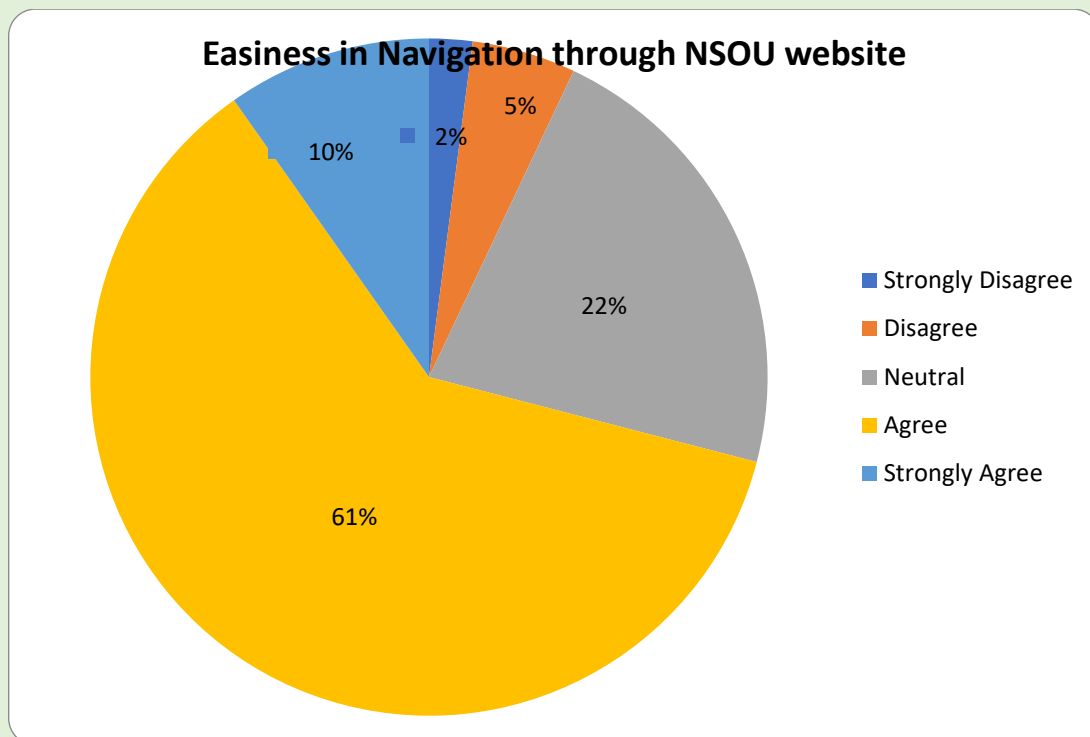


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### A/V lectures are helpful understanding concepts



15.



### Status of MOOCs:

The following is the status of enrolment in Online course/ Massive Open Online Courses (MOOCs) introduced by Netaji Subhas Open University during the academic year 2020-21 which are basically Value added course employability linked course/ awareness course.

Sl. No.	Course Name	Course Duration Date to date	Male	Female	Transgender	Total	Department
1	GST 1 <sup>st</sup> Cycle	18.09.20 to 29.10.20	157	37	0	194	CLL-SVS
2	GST 2 <sup>nd</sup> Cycle	01.03.21 to 30.04.21	66	10	0	76	CLL-SVS
3	GST 3 <sup>rd</sup> Cycle	31.08.21 to 30.10.21	89	13	1	103	CLL-SVS
4	CRP 1 <sup>st</sup> Cycle	14.11.20 to 27.12.20	248	138	1	387	CLL-SVS
5	CRP 2 <sup>nd</sup> Cycle	02.06.21 to 04.08.21	295	194	0	489	CLL-SVS
6	FDP 1 <sup>st</sup> Cycle	19.05.21 to 02.06.21	153	65	1	219	CIQA

### List of MOOCs through LMS:

1. Corporate Tax Planning through SWAYAM
2. Goods & Services Tax (GST)
3. Child Rights and Protection (CRP)

4. Faculty Development Programme (FDP)
5. Fundamentals of Cyber Security (FCS)
6. Film Appreciation (FA)

#### **Upcoming MOOCs:**

1. Conversational English
2. Research and Publication Ethics( RPE)
3. Becoming an Entrepreneur
4. Prospect in Tourism

#### **Online Programmes on ICT Services:**

An Online Programme on ICT Services for LSC and Learners of NSOU was arranged on 19<sup>th</sup> June, 2021 to sensitize the counsellors of LSCs and learners regarding effectiveness and usefulness of ICT services in their learning journey and method(s) to access different ICT enabled channels of delivery of educational content.

The entire programme was streamed was live streamed on YouTube and the programme is available on [https://www.youtube.com/watch?v=1fg7fIF8\\_1U&t=3406s](https://www.youtube.com/watch?v=1fg7fIF8_1U&t=3406s).

#### **Recommendations :**

1. More technology enabled learning activities and solutions may be implemented to enable students' access to quality education through internet. It will be specially helpful for the disadvantaged section of the society.
2. Awareness programs on ICT enabled services may be periodically 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. Progressive compliance of the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020.

-----Report prepared by Dr. Someswar Bhowmik, Officer-in-Charge, Centre for Online Education (CoEdn) and Shri Hillol Ghosh, Information Technology Officer, NSOU and submitted to CIQA.

Dated: 21/10/2021