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**Report of Induction Meet at Santipur College Support Centre (G-04) held on 10<sup>th</sup> June, 2023**

As per recommendation of Director, Study Centre vide Memo-RC/KLY/029/23-24 dated 05/06/2023 and approved by competent authority vide VC/16/1848 dated 07.06.2023; Regional Director, Kalyani organized the said induction meeting and Inspection with the following team members:

**NSOU Team Members:**

1. Dr. Premananda Jana, Director, Regional Centre, Kalyani
2. Dr. Parimal Sarkar, Assistant Professor, School of Education

**Date & Day of Inspection:** 10<sup>th</sup> June, 2023 (Saturday),

**Time:** 11:00 AM

**Name of the LSC with Code:** Santipur College Learner Support Centre (LSC) (G-04)

The NSOU Team had a detailed discussion with the coordinator, counsellor, and other officials of the LSC in the chamber of the principal. The team also investigated the availability of facilities provided by the LSC to the learners as well. The following points were observed to be noted:

**Observations:**

- a) SLMs are arranged properly.
- b) The NSOU website have not been linked with college website till the day of inspection.
- c) There was no separate notice board for NSOU learners in front of the office room of the study centre.
- d) No UG classes have been organized since January, 2020.**
- e) Washrooms are not maintained properly.

**Meeting with Coordinator, Counsellor, and Staff:**

- i)* The coordinator expressed with joy that Santipur College as a Learner Support Centre (LSC) of NSOU had glorious past since 2005 with few UG and PG courses.
- ii)* He also affirmed that a separate link for NSOU support centre will be displayed at their college website as soon as possible.
- iii)* Coordinator entrusted that separate notice board for NSOU learners will be displayed at the earliest.
- iv)* The coordinator expressed with unhappiness that since 2020 no UG classes have been organized. He assured the visiting team to organize UG classes as early as possible. The coordinator assured that they will maintain regular attendance register for the students.
- v)* Coordinator also assured about the formation of Whatsapp group of learners for regular communication.
- vi)* The coordinator informed that they have not received few SLMs till date and requested the University authority to send the SLMs.
- vii)* Coordinator also requested for lifting obsolete SLMs.

After the discussion, the team met with the enrolled learners' and induction meetings were performed by the University officials. **Number of learners attended the program is only 10.**

After the discussion, the team meet with the enrolled learners to fulfil the purpose of the program.

The coordinator thanked the learners for choosing NSOU for enhancing their education achievements. He said the NSOU provides opportunities for enhancing educational levels for those who have not been permitted to take admission in the conventional system due to long gap after achieving certain educational standard from the conventional system, and those who due to some reasons could not continue their studies despite their eagerness of learning. He also encouraged the students by assuring them to provide academic facilities as much as possible.

Dr. Premananda Jana, Director, Kalyani Regional Centre, addressed the audience next. He first extended a warm welcome to the newly admitted students on behalf of the university. Dr. Jana spoke impressively about Open Learning; where and how NSOU as an institution was different from other such institution. He gave an overall view about the various levels of programmes that NSOU conducts, clarified all important issues of equivalence of degrees attained through NSOU. He informed about the post admission duties of the learners, emphasizing the importance of self-study through controlled guidance with counsellors and mentioned about the facilities (Library, LFC, Laboratory etc.) available at Regional Centre, Kalyani.

Dr. Parimal Sarkar, Assistant Professor, School of Education, next explained about the ODL system and shared his experiences with NSOU. He spoke about the flexibility of the Open mode and significance of SLM in open system and the audience appreciated the concerns he shared. He then spoke about e-materials and the new initiatives in ICT taken by the university. He informed the audience about the Kalyani Regional Centre to be a worthy part of NSOU and the upcoming regional centres. Dr. Sarkar advised the learners to attend counselling and interaction sessions at University Kalyani campus for their own benefits.

Lastly, an open discussion with the learners took place. And, **learners raised pertinent questions relating to non-receipt of SLM, SMS alert, submission of assignments** etc. All these queries were adequately answered by the members of the NSOU team and despite learners also raise the following points.

- A) **Enrolled learners requested the visiting team to provide Bengali version SLMs as they are from Bengali medium background.**
- B) **Learners reported that most of the time no one responding over helpline even during office time.**
- C) **Learners are not getting proper guidance/ information regarding their queries over helpline.**
- D) **Not getting SLMs from LSC in time.**

Then a demonstration about the University website and NSOU App was performed by Dr. Sarkar to the learners by using mobile phone.

The program was ended with a vote of thanks by the coordinator and the meeting concluded on a positive note.



*Dr. Premananda Jana*

**Dr. Premananda Jana**  
 Director,  
 Regional Centre, Kalyani, NSOU

*Dr. Parimal Sarkar*

**Dr. Parimal Sarkar**  
 Assistant Professor,  
 School of Education, NSOU