New Educational and Communication Technologies

NSOU initiatives	Partnering with other Organization
OER Repository	**GOI initiatives**
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Brief Description

OER Repository: OER stands for open educational resources. OER are openly licensed resources, which means they are both free to use, and open for revision without seeking the original author's permission. NSOU, with support from Commonwealth Educational Media Centre for Asia (CEMCA), has devised its own OER Repository as a low-cost platform to support equitable and sustainable teaching-learning system by using regional language. The SLMs and other resources are available in the repository.

Mobile APP: It is an ICT enabled distance learning companion app., in which students can (a) view their course details and subjects, (b) view the learning material and track their progress, (c) raise and track support tickets, and (d) get news and announcements from the university.

Learning Management System: A learning management system is a software application or web-based technology used to plan, implement and assess a specific learning process. It is used for e-learning practices and, in its most common form, provides an instructor with a way to create and deliver content, monitor student participation, and assess student performance. It also provides students with interactive features, such as threaded discussions, video conferencing and discussion forums.

e-SLM (website & LMS): NSOU e-SLM contains e-learning material for the university's Undergraduate Degree Programmes, Post Graduate Programmes, B. Ed Programmes, M.Ed Programmes, 2nd Degree Programmes, Advanced Diploma Programmes and Vocational Programmes. These are available in NSOU website as well as in the LMS.

Audio-video Lecture (website/ LMS/ Mobile APP/ YouTube): NSOU has, with help from the UGC, developed Audio-visual Lecture Series on the above Programmes. These are available on the NSOU website, NSOU App., and YouTube.

Virtual Classroom through LMS: Online classes for the benefit of the learners are scheduled with regular frequency. Learners can log-in through the NSOU LMS.

Live Chat: NSOU encourages its learners to engage in Live Chat with the faculty to seek clarification regarding courses they are pursuing. With consensus between students and faculty Live Chats are scheduled.

Online Assignment system: NSOU offers registered learners the facility for submission of assignments online through dedicated portal. Submission may be made through a single device from amongst smartphones, tablet PC, desktop or laptop with active data connectivity.

Web TV: NSOU WebTV streams live lectures related to various programmes, according to carefully planned schedules. Registered learners can directly connect to these live sessions (without help from support centre) through User ID and Password, and follow the live sessions as per schedule. They have to maintain certain decorum. Through an in-built analytics, they can even generate their Course Progress Report.

Web Radio-Muktak: The web Radio broadcasts lectures on subject specific topics for both UG and PG level. NSOU faculty members contribute towards the audio repositories. At remote places where the bandwidth is low, learners can take the benefit of the web radio to fulfil their academic needs.

YouTube channel: Video recordings of important events of the university are stored here, like memorial lectures and awareness programmes organized by the university.

Telegram Group (e-Mentoring): NSOU Telegram group is an online community where one can get Latest Information about Netaji Subhas Open University, News About Admission, Assignments, Renewal, Exam Form Fill Up, Exam etc. The teachers extend their academic support through this group.

Learner support services: All ICT-enabled programmes of the University are supported by a dedicated Learner Support Cell consisting of counsellors who address any issue faced by the student. The support team can be reached via 033-4058-5127 or through the student portal for any issue related to technology, academics, administrative or ICT enabled programmes. The team ensures that all student enquiries are taken note of and resolved in a timely manner. All such requests/ enquiries are made available in the student portal accessible to both the student and NSOU officials. The issues raised are captured on the Issue Resolution System so that the students and the University officials can keep track of any progress made.

Grievance Redressal Mechanism: NSOU has in place a mechanism to address and resolve the learners' complaints (both individual and collective) regarding any aspect related to their learning path including programme quality, learning resources, learner support and guidance, teaching, learning and assessment. It is the responsibility of the university to monitor the progress and resolve the matter of grievances in a time-bound manner. NSOU also informs the complainant(s) regarding action taken to resolve the complaint. The timeline for each grievance

are considered case to case basis, however it is completed within one month from the date of receipt of complaint.

Learner Facilitation Centre: Learners' Facilitation Centres at the three Regional Centres have been set up by Netaji Subhas Open University. Any one can visit their respective LFC to get technical help for submission of online PG, BLIS and Advance Diploma admission form of Netaji Subhas Open University.

Placement Facilitation Service: NSOU also has an online platform for the students of Vocational Studies to upload their CVs for prospective employers. This platform doesn't provide any job guarantee.

Pre and post examination system: The Examination Department maintains a dedicated web portal for all examination related activities. The registered students can only access the portal with their credentials (user ID & PW).

Social Media (Facebook, Twitter): NSOU has footprints in Social Media like Facebook and Twitter (now X-handle) sensitizing the stakeholders regarding various developments at the university.

Cashless University: The university has developed the cash less system in its finance and accounts department. All the vendors are paid through online or RTGS mode. The vendors are selected through e-tender as per norms of the university.

Partnering with other Institutions
GOI Initiatives
SWAYAM: SWAYAM is a programme initiated by Government of India and designed to take the best teaching learning resources to all, including the most disadvantaged. SWAYAM seeks to achieve the three cardinal principles of Education Policy viz., access, equity and quality. For the benefit of students/learners from higher educational institutions, this platform hosts UG & PG course materials which can be accessed by anyone, anywhere at any time.

NSOU is a partner institution of SWAYAM. Its faculty have developed 4 (four) MOOCs for the SWAYAM platform. One is a 4-Credit PG course and Diploma course, two are 2-credit courses and other is a Non-credit certificate course.

Learners of NSOU are encouraged to earn credits from SWAYAM, which they can easily integrate into their mark sheet, taking advantage of credit accumulation/mobility facility offered by Academic Bank of Credit or ABC. The university has developed **"Credit Transfer Policy"** and Standard Operating Procedures (SoP) for credit mobility.

SWAYAM PRABHA: SWAYAM PRABHA is a group of 40 DTH channels devoted to telecasting of high-quality educational programmes on 24X7 basis. Every day, at least 4 (four) hours of new contents are telecast. While this platform does not support any certification, it provides the learners new vistas of knowledge. The lectures developed by the faculties are also available in SWAYAMP RABHA channel.

e-PG Pathshala: e-PG Pathshala is an initiative of the MHRD under its National Mission on Education through ICT (NME-ICT) being executed by the UGC. The contents are compatible for PG level and include high quality, curriculum-based, interactive e-content in all discipline. A complementary facility is e-Adhyan platform to provide 700+ e-Books for the PG Courses.

All the e-Books are derived from e-PG Pathshala courses. <u>The link has been given in the NSOU website for easy access o the students to the e-PG Pathshala portal.</u>

Digilocker/NAD: DigiLocker and NAD are initiatives of Ministry of Electronics and Information Technology (MeitY) and Ministry of Education (MOE) respectively. The concept of National Academic Depository (NAD) is born out of an initiative by MHRD to provide a 24X7 online depository to Academic institutions to store and publish their academic awards. <u>The university has already registered its name in the NAD portal and has started to upload the academic credit in the NAD.</u>

ABC: ABC is a bank for academic purposes to manage and transact academic credit of students. ABC shall deposit credits awarded by registered HEIs for courses pursued therein, in the Academic Bank Account of the students as per the norms and guidelines issued by the UGC. <u>From July 2022 academic session the university has made it compulsory to create ABC ID for the registered students.</u>

e-Shodhsindhu: e-ShodhSindhu provides current as well as archival access to more than 10,000 core and peer-reviewed journals and a number of bibliographic, citation and factual databases in different disciplines from a large number of publishers and aggregators to its member institutions including public-funded higher educational institutions. <u>The university is member of this initiative of the GoI.</u>

SodhGanga: It is a digital repository of theses and dissertations submitted to member universities in India for the award of PhD and MPhil degrees. The full text of all the documents submitted to Shodhganga are available to read and to download in open access to the academic community worldwide. <u>The university is one of the members of Sodhganga initiative of GoI.</u>

ShodhGangotri: An allied project of Shodhganga. It is a repository of electronic version of the approved synopsis submitted by research scholars to the universities for registering themselves for the Ph.D. programme / MRPs/PDFs/Emeritus Fellowship, etc. The repository on one hand would reveal the trends and directions of research being conducted in Indian universities, on the other hand, it would avoid duplication of research. Once the full-text thesis is submitted for a synopsis, a link to the full-text theses would be provided from ShodhGangotri to ShodhGanga. <u>The university is one of the members of Sodhganga initiative of GoI.</u>

DELNET: <u>The university being member of DELNET, gets benefit that it provides viz. (a)</u> promoting resource sharing among the Member-Libraries by collecting, storing and disseminating information and by offering networked library services to users; (b) undertaking research in the area of information science and technology, offer technical guidance to Member-Libraries; etc.

International Partnership
Commonwealth of Learning: International Partnership of Distance and Online Learning for COVID-19 under OpenDoor project.

Commonwealth Educational Media Centre for Asia: Collaboration for various skill development programmes with integration of appropriate technology.