



# **NETAJI SUBHAS OPEN UNIVERSITY**

**Centre for Internal Quality Assurance**

*Accredited by NAAC with grade 'A'*

**Audit Report on  
ICT Services for the Academic Year 2021-22**

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

## **BACKGROUND AND SCOPE**

The two-year long Covid19 pandemic was undoubtedly a challenging time. But at the same time it has ushered in a new way of teaching-learning to reach the students beyond the classroom—that is online teaching-learning. Information and communication Technologies (ICTs) as tools and applications helps us in developing, archiving and transferring information in enormous volumes in a very short time. Dissemination of online learning packages 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., which also incorporates interactive and self-assessment tools. The Online teaching-learning is creative, collaborative and flexible in terms of free entry/exit, accessibility etc. Online teaching-learning learning has complemented the ODL method so far followed at the Netaji Subhas Open University (NSOU).

NSOU extensively uses ICT to improve the delivery of its academic and related services for the benefit of students and other stakeholders spread across 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 classes and sessions (synchronous 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 into those delivery channels in the academic year 2021-22.

### **University Official Website ([www.wbnsou.ac.in](http://www.wbnsou.ac.in))**

It is a unique 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, location-neutral and time-neutral access to NSOU services.
3. It has user friendly and less data consuming navigations (low bandwidth compatible) with multilingual options.
4. It is easily scalable, interoperable and inclusive (friendly for differently-abled).

- **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 the 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 programmes/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. Delivering important Video Lectures through NSOU Web TV.
6. Delivering Audio Lectures through Cloud based Audio Streaming platform (Web Radio) in NSOU Website named as “**Muktak**”.

ICT Support for Academic Dissemination [Class Details]												
1. Online class in hours and in no. of Session	2021-2022 (July - June)											
	BDP/UG		No. of beneficiary	PG		No. of beneficiary	2nd Degree Programme		No. of beneficiary	MOOCs/SHORT TERM COURSE		No. of beneficiary
	Session	Hours		Session	Hours		Session	Hours		Session	Hours	
1. School of Humanities	111	112	65585	302	303	24473	NA	NA	NA	37	38	667
2. School of Social Sciences	332	334	48520	301	302	16100	NA	NA	NA	NA	NA	NA
3. School of Sciences	620	621	11768	509	510	2592	NA	NA	NA	NA	NA	NA
4. School of Professional Studies	167	169	4527	341	342	5650	44	44	4775	32	33	3639
5. School of Education	77	78	4088	182	183	9184	50	51	578	NA	NA	NA
3. Webinar - Session and hours	Session						Hours					
	61						275					
4. PhD Interview	Department	Session	Total Hours	Total beneficiary								
	School of Humanities	2	6	15								
	School of Social Sciences	1	3	10								
	School of Sciences	NA	NA	NA								
	School of Professional Studies	NA	NA	NA								
	School of Education	NA	NA	NA								
5. Science lab session (PGMT_CTP TRAINING_VIRTUAL)	School of Sciences	No of Phases/Session	Hours	No. of beneficiary								
		18	144	1379								
5. B.Ed SEDE Virtual Counselling	School of Education	No of Phases/Session	Hours	No. of beneficiary								
		4	28	225								

[Source: TeamLease Edtech Pvt. Ltd.]

**NUMBER OF FILES UPLOADED (APPROX.) TO NSOU WEBSITE 2021-22**

<b>Section</b>	<b>Academic Year</b>	<b>Number of Files Uploaded</b>
<b>Admission Information</b>	2021-2022	53
<b>Renewal Information</b>	2021-2022	6
<b>Merit Lists / Waiting Lists</b>	2021-2022	21
<b>PCP – BDP</b>		
- Counselling Schedule	2021-2022	--
- LCES	2021-2022	--
- SLP/ECS	2021-2022	4
<b>PCP – PG</b>		
- Counselling Schedule	2021-2022	108
- SLP/ECS	2021-2022	11
<b>PCP – PG DIPLOMA</b>		
- ELT - Counselling Schedule	2021-2022	--
- JMC- Counselling Schedule	2021-2022	--
- PR & Ad. - Counselling Schedule	2021-2022	--
<b>PCP – 2<sup>ND</sup> DEGREE</b>		
- BLIS	2021-2022	7
- B.Ed.-ODL	2021-2022	--
- B.Ed. Spl. Ed.-ODL	2021-2022	2
<b>PCP - Advance Diploma</b>		
- Counselling Schedule	2021-2022	2
<b>Online Classes</b>		
- BDP	2021-2022	129
- PG	2021-2022	134
- PGD	2021-2022	4

- 2 <sup>nd</sup> Degree	2021-2022	5
- Certificate	2021-2022	0
- Advance Diploma	2021-2022	11
- Ph.D.	2021-2022	0
- M.Ed.	2021-2022	7
<b>Examination Notices</b>	2021-2022	96
<b>Results</b>	2021-2022	0
<b>News and Events</b>	2021-2022	26
<b>Circulars</b>	2021-2022	16
<b>Tenders</b>	2021-2022	13
<b>Recruitments</b>	2021-2022	14
<b>NSOU WebTV – Programme Schedule</b>	2021-2022	11
<b>Live Classes</b>	2021-2022	278
<b>NSOU Web Radio</b>	2021-2022	12
<b>NSOU MOOCs</b>	2021-2022	1
<b>School of Humanities</b>		
- CLTCS Program	2021-2022	3
- Seminars, Conferences & Symposiums	2021-2022	13
- Publication	2021-2022	2
- Online Student Support Service	2021-2022	0

<b>School of Social Sciences</b>		
- Academic Events	2021-2022	7
<b>School of Sciences</b>		
- Seminar/Conference/Workshop	2021-2022	6
<b>School of Vocational Studies</b>		
- Seminar/Conference/Workshop	2021-2022	15

<b>School of Education</b>		
- CDSER	2021-2022	5
- News & Events	2021-2022	9
- Seminar	2021-2022	6
<b>School of Professional Studies</b>		
- Dissertation (MLIS)	2021-2022	8
- Field Work & Dissertation (MSW)	2021-2022	16
- Seminar	2021-2022	9
<b>Previous Years Question Papers</b>	2021-2022	0
<b>Newspaper Clippings</b>	2021-2022	19
<b>e-Tutoring (PG)</b>	2021-2022	3
<b>CIQA</b>		
- Minutes of the Meeting	2021-2022	4
- Workshop/Seminar/Events	2021-2022	28
- Publication	2021-2022	2
- NSOU Annual Report	2021-2022	1
<b>Despatch of SLM</b>		
- PG	2021-2022	42
- UG	2021-2022	32
- BDP/B.Ed./BLIS	2021-2022	5
<b>Pre-Admission Counselling / Induction Meeting</b>	2021-2022	17
<b>Library</b>		
- News/Event	2021-2022	5
- Notices	2021-2022	3

## **SURVEY ON NSOU ICT SERVICES**

An online survey has been conducted by NSOU to assess the effectiveness of NSOU ICT services from 01.08.2022 to 22.09.2022. The survey aimed at eliciting information about the learners' preference about devices, the type of internet connectivity used while accessing online services and their satisfaction or otherwise about the accessibility and quality of web enabled resources and services NSOU offered during the course of study.

A total of 1763 learners responded to the questionnaire.

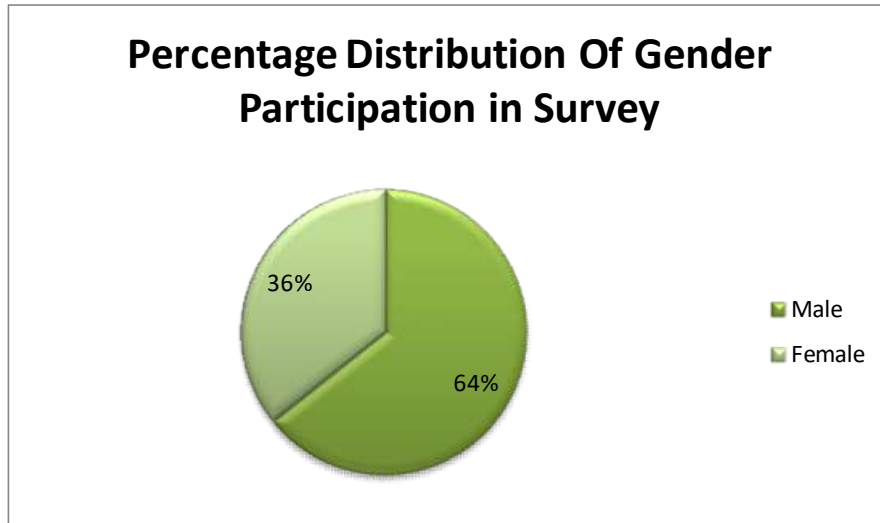
The result of the survey has been analysed and will be used to improve the web offerings in future.

**The following are the key findings of survey, having reference to individually numbered tables below.**

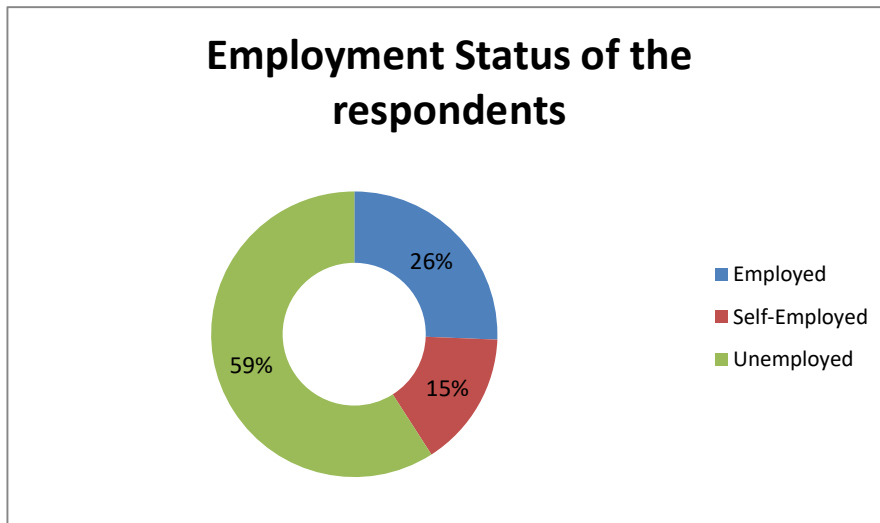
- 1. 64% of respondents are Male, 36% Female.**
- 2. 59% of respondents are unemployed.**
- 3. 68% the respondents are from rural area (Gram Panchayats).**
- 4. 67% respondents are undergraduate students.**
- 5. 97% respondents are using some kind of digital devices.**
- 6. 73% of the Digital Device Users use smartphones to access online services. 12% use desktop, 13% use laptops and 2% tablets.**
- 7. Use of smartphones is more prevalent among respondents from non-rural areas.**
- 8. 68% of respondents have one digital device and the rest up to four digital devices.**
- 9. 32% of the respondents obtain important information from Website Notifications, 52% from SMS alerts and 16% from study centres.**
- 10. 52% access Academic Materials through online mode (NSOU Website, LMS and NSOU OER Repository) while 48% get these from study centre.**
- 11. 55% of the respondents have obtained printed course materials while 45% have accessed online course materials.**
- 12. 65% agree that online services provided by NSOU fulfil their expectations, around 20% remained neutral and another 15% have disagreed that NSOU online services fulfilled their expectations.**
- 13. 66% have shown preference for online classes over Personal Contact Programmes (PCP), 21% remained neutral and 13% apparently prefer PCP.**
- 14. 72% have agreed that A/V lectures are helpful for understanding the concepts, 19% have remained neutral, and 9% have disagreed.**
- 15. 73% agree that navigation though NSOU website is easy, 19% remained neutral and 9% disagreed.**
- 16. 80% have found NSOU online services easily accessible, 12% remained neutral and 8% have had difficulties.**
- 17. 82% have found online services useful, 12% remained neutral and 6% remain dissatisfied.**



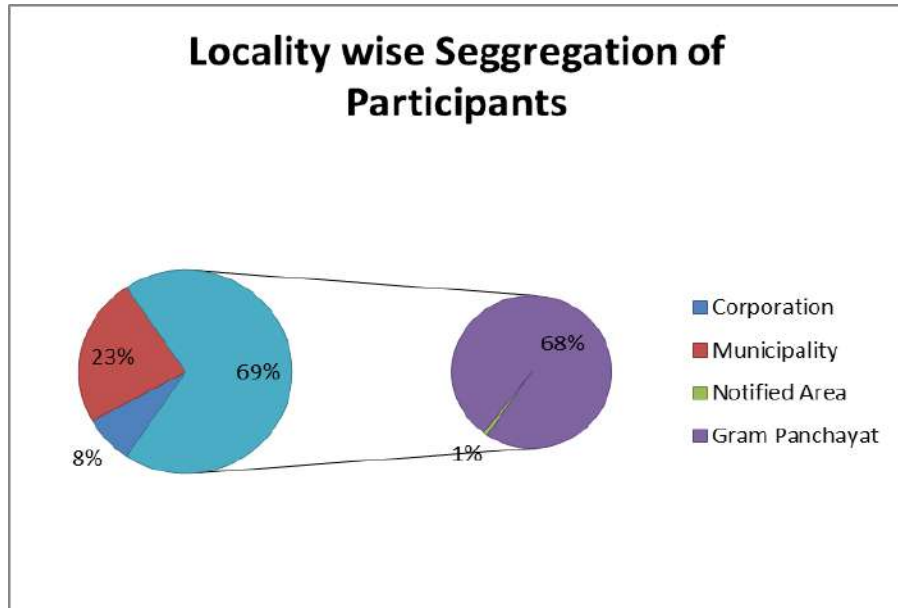
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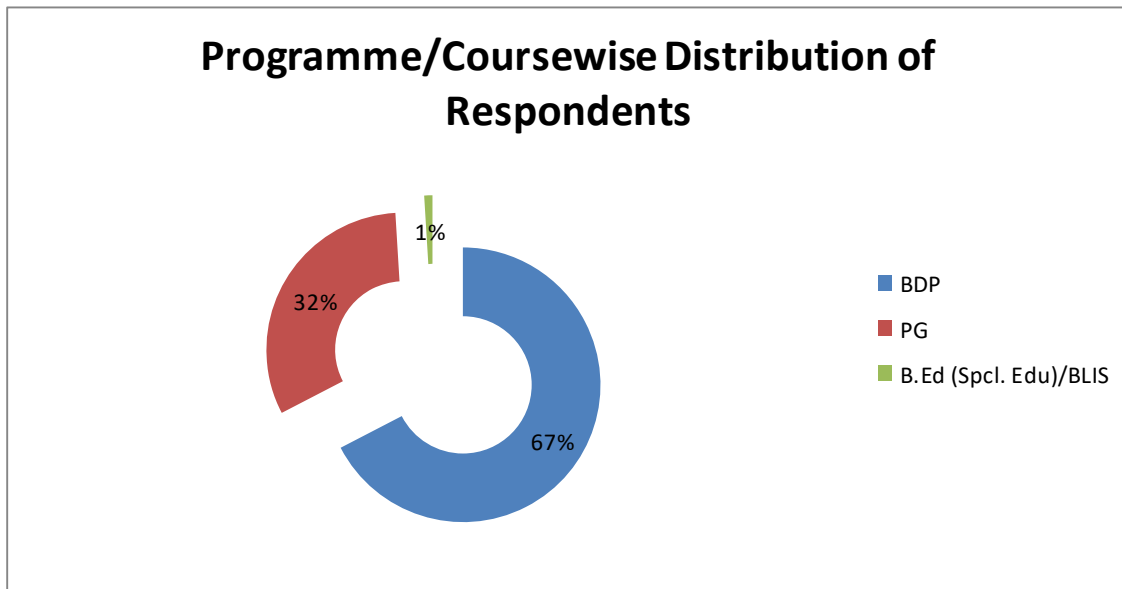
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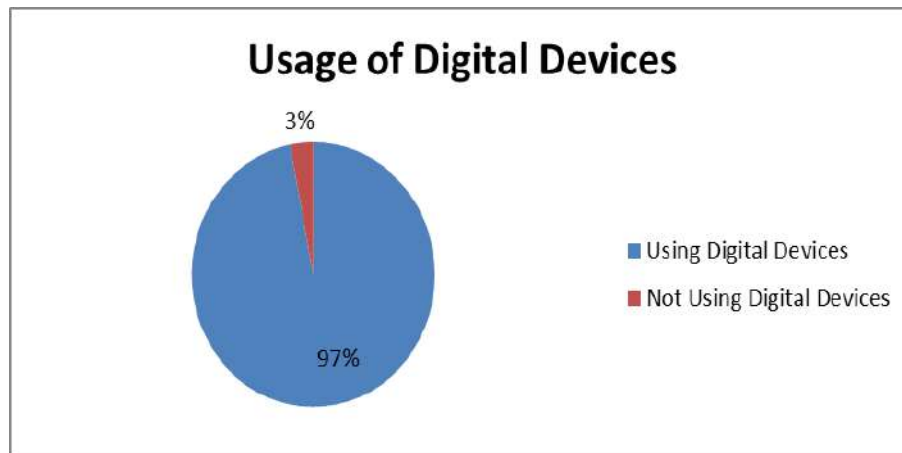
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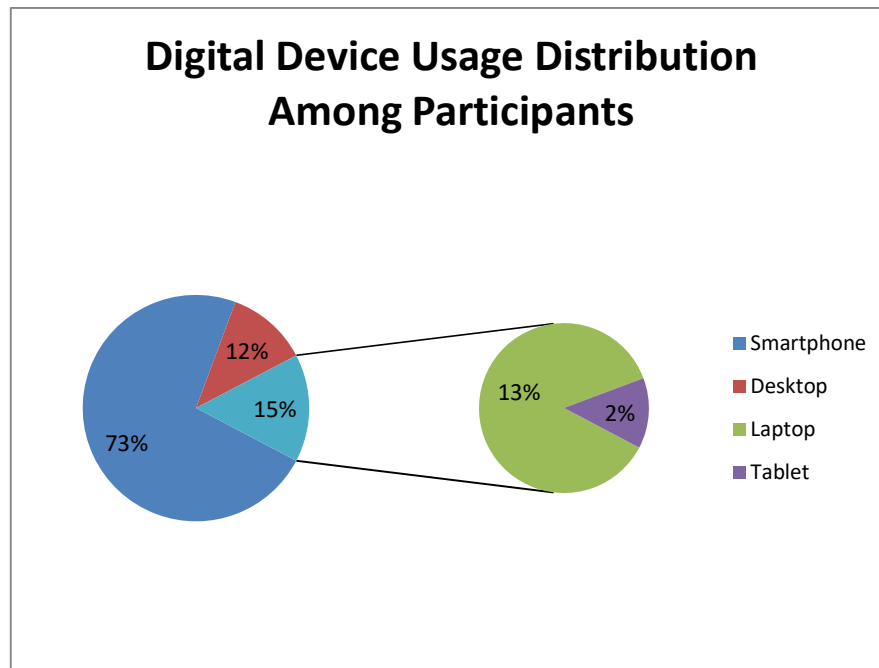
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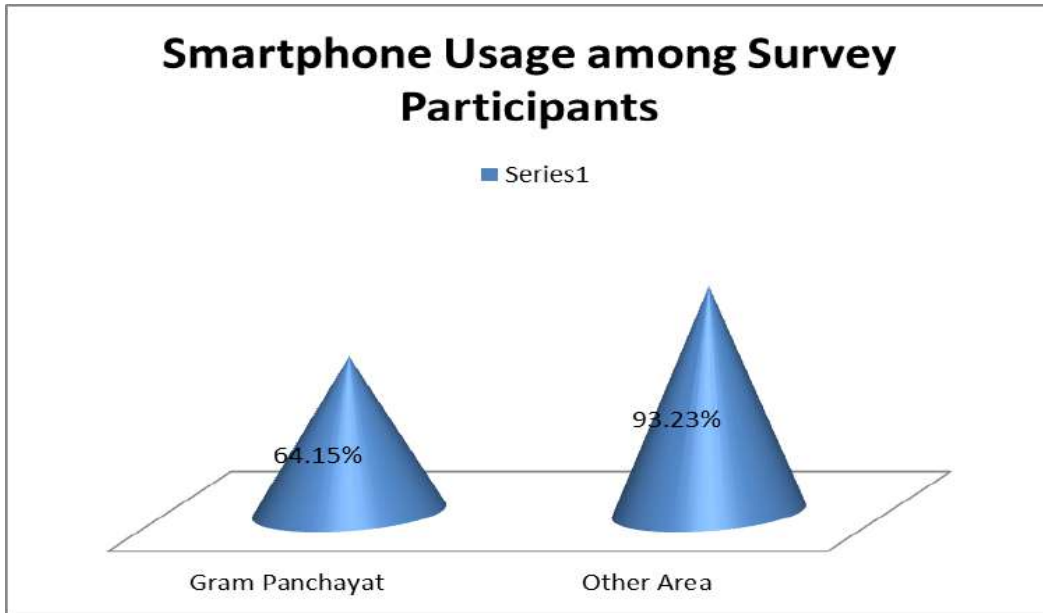
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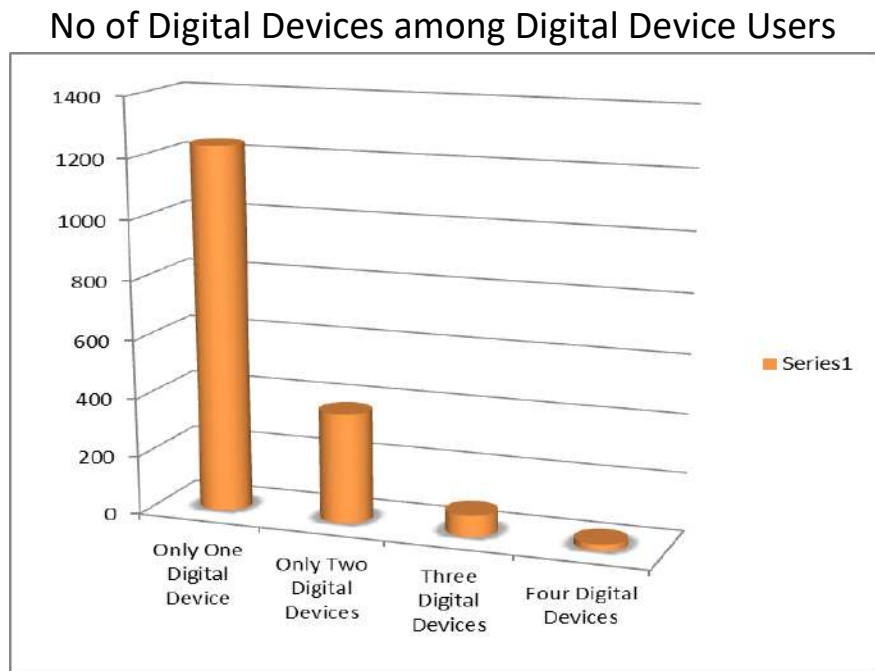
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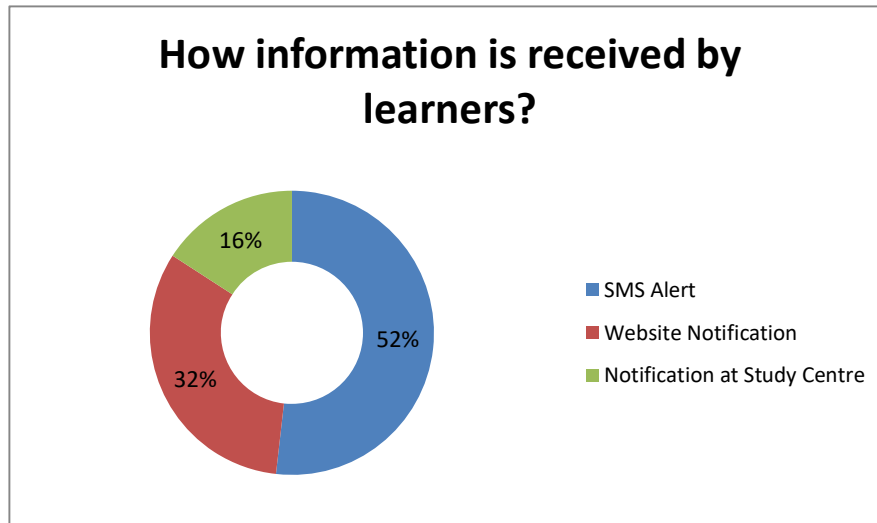
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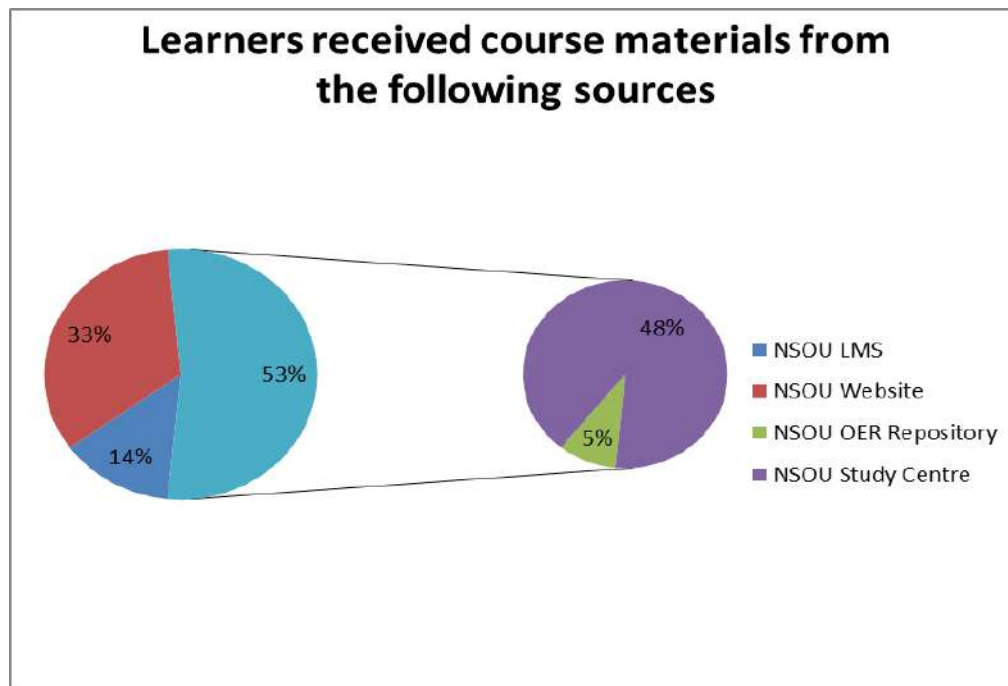
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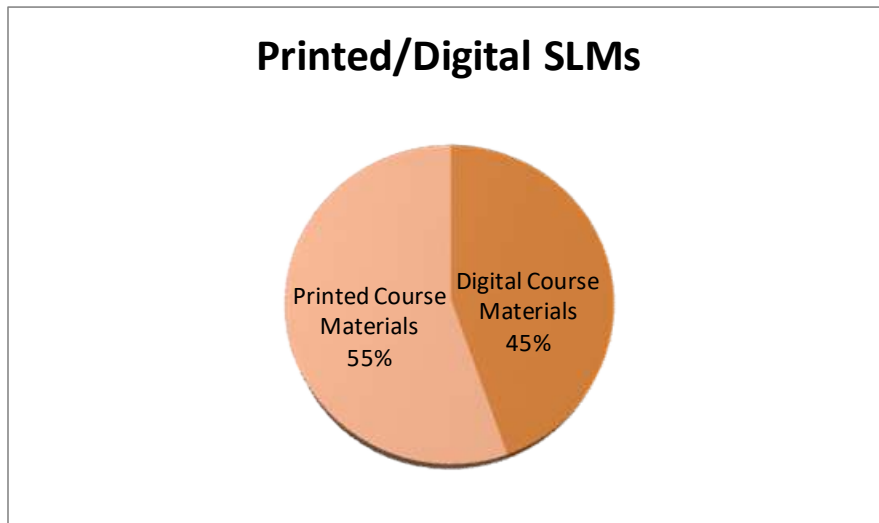


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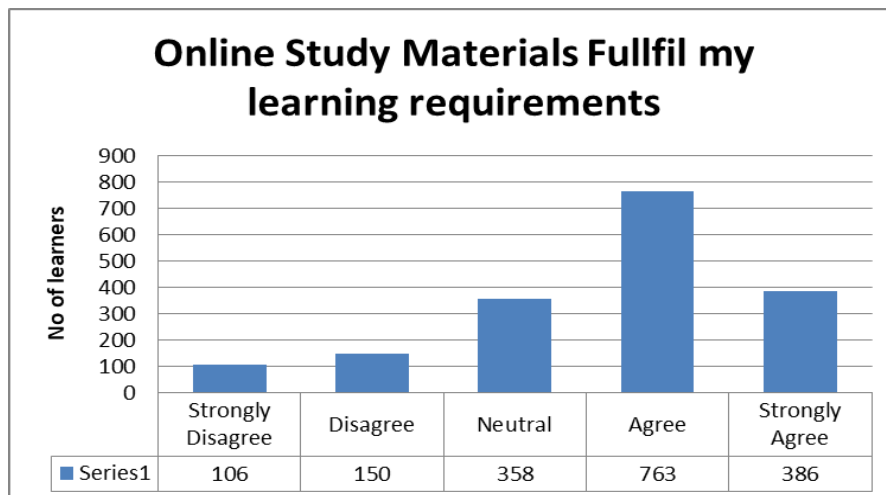


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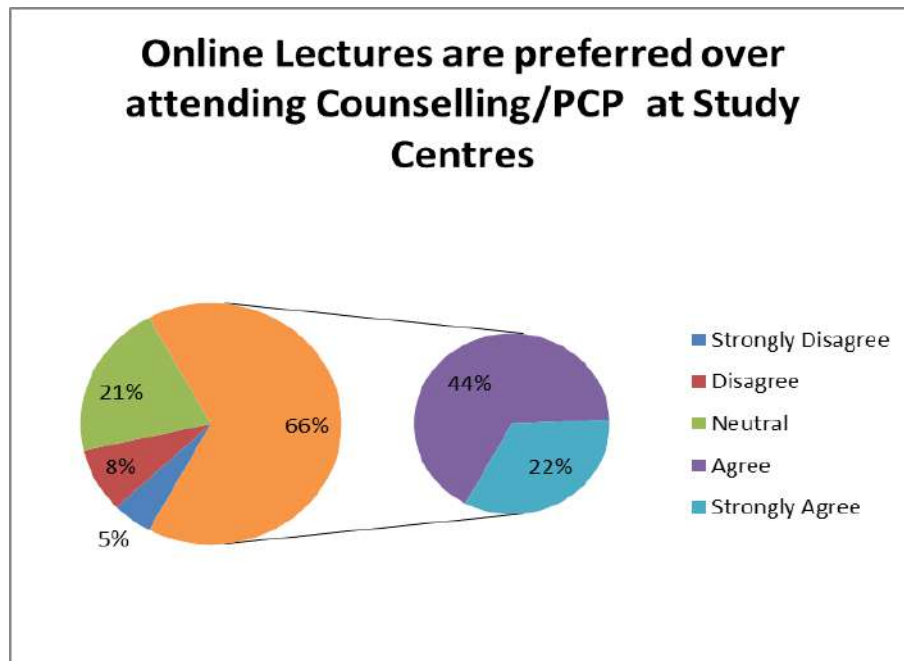
### Usage of Printed SLM and Digital SLM



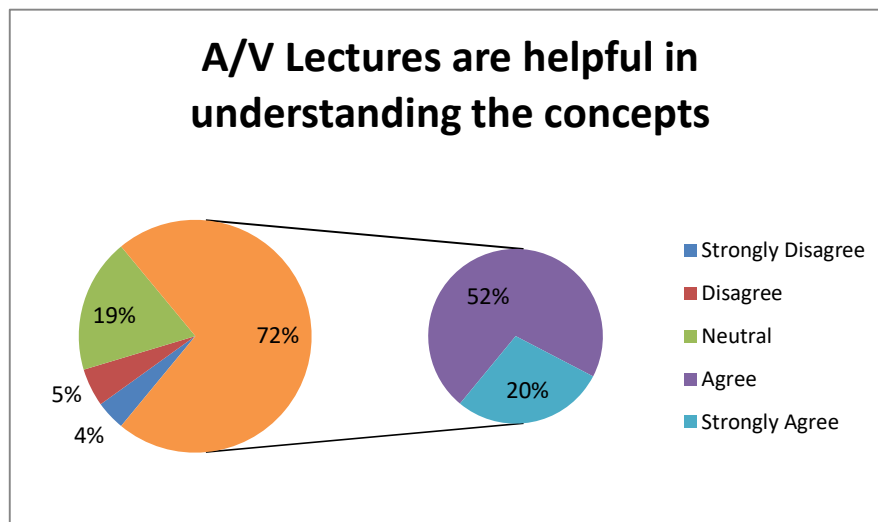
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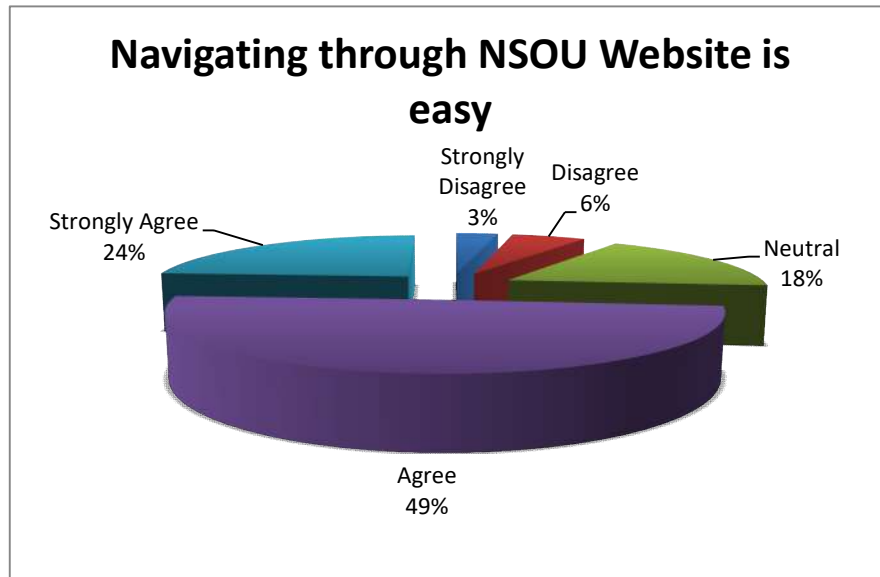
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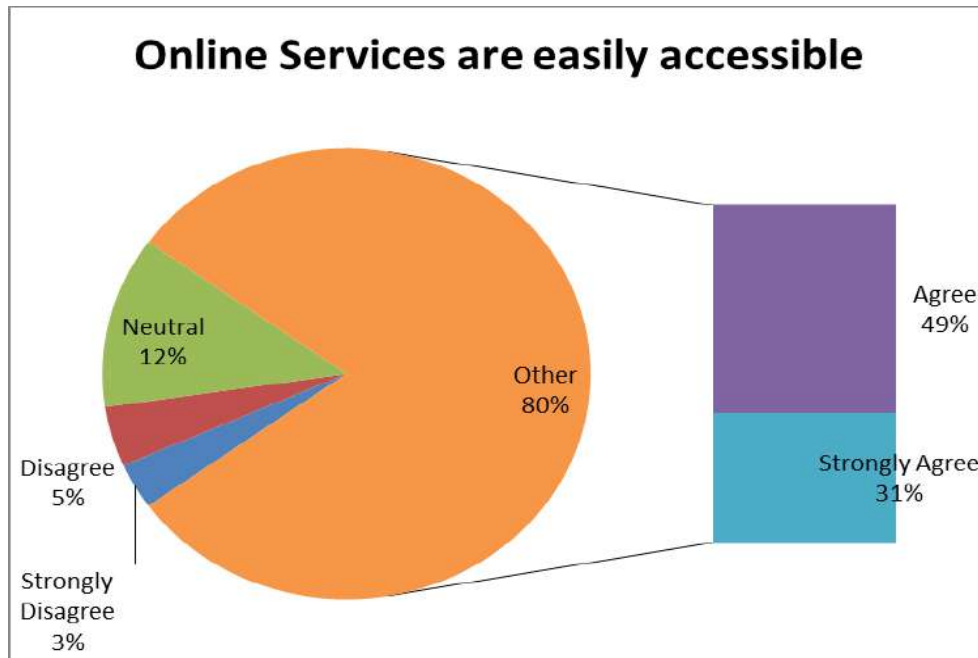
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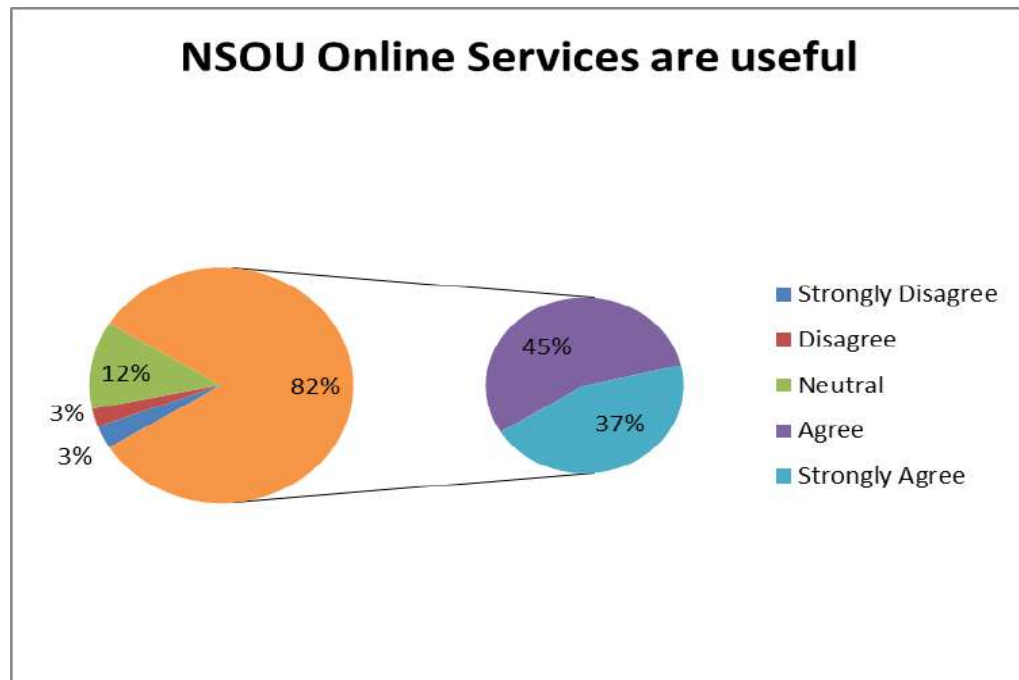


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**Recommendations:**

1. The above results may be correlated with the entire student database in order to arrive at a proper insight into students' expectations and their resolution at the university end.
2. Technology-enabled learning activities and solutions may be revisited on the basis of the responses.
3. Regular awareness program on ICT enabled services may be organised to sensitize learners and other stakeholder about ICT enabled services provided by the university.
4. Academic strategy may be developed taking into account the students' preference for online mode of teaching-learning. Efforts should be made to increase the number of online classes and online modules in coming days for the benefit of the learners.

[This report has been finalised with inputs from Prof. Someswar Bhowmik, Officer-in-charge, Centre for Online Education, and Mr. Hillol Ghosh, IT Officer]