



# **NETAJI SUBHAS OPEN UNIVERSITY**

**Centre for Internal Quality Assurance**

*Accredited by NAAC with grade 'A'*

## **Audit Report on ICT Services for the Academic Year 2022-23**

DD-26, Sector-I, Salt Lake  
Kolkata-700064  
[www.wbnsou.ac.in](http://www.wbnsou.ac.in)

## **BACKGROUND AND SCOPE**

The Netaji Subhas Open University (NSOU) constantly strives for bringing in novelty in the design, delivery and use of academic and related resources. For that, it extensively uses Information and communication technologies or ICT, defined as a diverse set of technological tools and resources used to transmit, store, create, share or exchange information. ICT comes handy in improving the delivery of academic and related services for the benefit of all stakeholders including learners. It is using various digital media 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 spread over the state of West Bengal. NSOU has already introduced the following online facilities 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

NSOU is now developing Online Teaching-Learning Modules based on 4-quadrant approach aligned with its UG and PG programmes. Dissemination of online leaning packages, similar to MOOCs, will make teaching and learning more interesting. Each of these online modules is an amalgamation of e-text, audio and/or video material, graphics, simulation, animation etc., embellished with interactive and self-assessment tools. These will gradually complement the ODL method so far followed at the NSOU.

This audit of ICT services will give some important insights into those delivery channels in the academic year 2022-23.

## 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**”.

## Snapshot for the enhancement and updation of the website for 2022-23

Files Uploaded - Academic Year 2022-23			
Section	Sub-Section		Uploaded Files
About us	CIQA	Minutes of the Meeting	4
		Workshop/Seminar/Events	59
		Publication	3
		NSOU Annual Reports	1
		CIQA Annual Reports (UGC-DEB)	4
		Feedback Analysis Report	1
		ICT Audit Report	1
	Recognition	RCI (Rehabilitation Council of India)	2
		AICTE (All India Council for Technical Education)	1

		Equivalence of ODL Degree by UGC	1
	Regional Centres - Kalyani	Activities	12
	Regional Centres - Durgapur	Activities	9
	Regional Centres - Jalpaiguri	Activities	22
<b>Student Zone</b>	<b>Pre-Admission Counselling / Induction Meeting</b>		7
	<b>Admission</b>	Admission Information	90
		Renewal Information	8
		Merit List / Waiting List	15
		Prospectus/Information Brochure	4
	<b>Interactions</b>	PCP - BDP	22
		PCP - PG	144
		PCP - 2nd Degree	9
		PCP - Advance Diploma	11
		PCP - M.Ed.	2
		Online/Special Classes	149
		Live Classes	252
		Course Work	1
	e-Tutoring	4	
	<b>Examination Notices</b>		336
	<b>Results</b>		11
	<b>Previous Years Question Papers</b>		27
	<b>Newspaper Clippings</b>		4
	<b>Code of Conduct</b>		1
<b>Academic Bank of Credit (ABC)</b>		3	
<b>Despatch of SLMs</b>		48	
<b>Fellowships</b>		2	
<b>Academics</b>	<b>School of Humanities</b>	CLTCS	21
		Seminars, Conferences & Symposiums	25
		Syllabus	2
		Publications	4
		Online Student Support Service	1

		Syllabus	1
	School of Social Sciences	Publications	1
		Academic Events	41
		Centre for Social Studies	4
		Seminar/Conference/Workshop	27
	School of Sciences	Laboratory	5
		CPSK	3
		Prospectus	1
	School of Vocational Studies	CLL	1
		Seminar/Conference/Workshop	22
		CDSER	3
	School of Education	Syllabus	3
		Admission	4
		News & Events	21
		Publications	2
		Seminar/Conference/Workshop	52
		Syllabus	2
	School of Professional Studies	IIC	2
		Dissertation (MLIS)	2
		Filed Work & Dissertation (MSW)	19
		Seminar/Conference/Workshop	41
		Mandatory Disclosures - AICTE	1
		Research	1
Library Services	Library Committee		2
	Library News/Events		18
Lerner Support Centre	Format for New LSC		1
	RC wise Learner Support Centre (LSC)		1
Bulletin Board	News & Events		126
	Notices & Circulars		14
	Tenders		33
Recruitments			31
Open Journal			15

<b>NAAC</b>	Self Study Report (SSR) / IIQA	1
	Minutes	1
<b>Online Services</b>	e-SLM	46
	NSOU WebTV	11
	NSOU Web Radio	11
<b>UGC Disclosure</b>		306
<b>TOTAL</b>		<b>2199</b>

### Summary Of ICT Services

1.

Calling Report				
YEAR	INCOMING	OUTGOING	ONBOARDED	OTHERS CALLS
July 2022 - June 2023	18403	41539	33938	16000

2.

Support Report				
YEAR	SMS	TICKETS	TAWK	SUPPORT MAIL
July 2022 - June 2023	8424	5242	24	266

3.

Content Report				
Year	Recording Hrs	Others Recording Hrs (MOOCS, Seminar, Webinar, Special Lecture)	Editing Hrs	Uploading Hrs
July 2022 - June 2023	1012.84	269.46	567	331.31

4.

Web TV & Web Radio are exclusive services which are given to NSOU students from the ICT Department. Web TV comprises of audio-visual lectures which are generally telecasted two times a day (Web TV:11.30 am & 2.30pm) for students to revise their course progress.

Web Radio is telecasted everyday (Web Radio: 12:00 pm & 3:00pm) which comprises audio lecture of 10-15 minutes duration for students to revise their course.

Web TV Link -

[NSOU - Online Services - NSOU WebTV - Live Streaming \(wbnsou.ac.in\)](http://wbnsou.ac.in)

Web Radio Link -

[NSOU - Online Services - NSOU Web Radio \(wbnsou.ac.in\)](http://wbnsou.ac.in)

<b>Web TV &amp; Web Radio Summary Report</b>		
<b>Year</b>	<b>Web TV</b>	<b>Web Radio</b>
July 2022 - June 2023	464	458

#### 5.: Detailed Web TV & Web Radio report

July 2022 - June 2023

<b>MONTH</b>	<b>WEB TV</b>	<b>WEB RADIO</b>
JULY	44	40
AUGUST	38	41
SEPTEMBER	40	40
OCTOBER	26	12
NOVEMBER	36	44
DECEMBER	44	44
JANUARY	38	38
FEBRUARY	40	36
MARCH	42	42

APRIL	36	37
MAY	40	40
JUNE	40	44

**UMS Service comprises of:**

- Creation of students' data base in University Management System (UMS)
- Creation and maintenance of all Subject in UMS for all courses under ICT
- Linking LMS to UMS
- Generating log in id and password for students under ICT to access LMS through NSOU App, Portal
- Sending SMS, Emails & App Notification through UMS
- Re-enrolment for the students after Renewal and exit of students from
- UMS after course completion

**Summary Report of Admission**

Year	UG	PG	2nd Degree Programme	CLL	SVS	MOOCs/STC
July 2022 - June 2023	37804	30298	2839	936	963	1099

**UMS Notification**

Period	No of SMS	No of Email	No of App Notification	No of LMS Notification
July 2022 - June 2023	1,45,041	6,53,418	3,18,605	5379

**LMS Report**

Year	No of Course Page	No of E-SLM Uploaded	No of AVL Uploaded	No of Additional Resources Uploaded	No of Interactive Content/MCQ Uploaded
July 2022 - June 2023	319	223	500	586	119



**Online class Services comprises of:**

- Communicating and coordinating with the Departments for Online class schedules
- Creation of Online class link through LMS
- Sending online Class schedules with link for uploading in University Website
- Sending Class links to the faculties Sending notification to students about the classes through Support Service calls and SMS/email notification
- Hosting the class at scheduled time
- Recording the class and preserve for future reference
- Handhold/Technical support to students and faculties during the class
- Keeping the class related data for further reference
- 

<b>July 2022 - June 2023</b>		
<b>Department</b>	<b>Total no. of online classes</b>	<b>Students' attendance</b>
<b>SOE</b>	202	10612
<b>SOH</b>	235	14028
<b>SOPS</b>	506	10228
<b>SOSCI</b>	625	20052
<b>SOSS</b>	270	11272
<b>TOTAL</b>	<b>1838</b>	<b>66192</b>

**Vocational Examination Services comprises of:**

- Creating Exam form fill-up notice for the Term End Exam (T.E.E)
- Preparing of student database for T.E.E
- Preparing of Course wise, Centre wise Pre-filled Student's Exam form
- Distributing Exam Notice & Exam Form to the Study centres
- Sorting & Uploading Assignment marks after receiving students' forms
- Scheduling T.E.E dates & publishing Exam Notice
- Generating Admit Card
- Preparing Award List/Marks Foil
- Sending Admit Card & Award List/Marks Foil to the Study centres
- Conducting Theory paper exam through LMS
- Uploading theory & practical marks in Master sheet
- Preparing Tabulation Sheet Preparing Marksheet, Progress Report & Certificate
- Printing of the Marksheet, Progress Report & Certificate
- Preparing Result Submission Report & Submitting to the SoVS Department.

## ICT Support, Online Class Details (July 2022-June 2023)

Online class in hours and in no. of Session	2022-2023 (July - March)											
	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	
SoH	1	1	44	175	184	13248	NA	NA	NA	59	60	736
SoSS	121	121	4278	141	141	6823	NA	NA	NA	8	8	171
SoSci	526	526	12924	68	68	6868	NA	NA	NA	31	31	260
SPS	177	177	3356	239	239	3977	55	56	1251	35	35	1644
SoE	48	48	2034	69	70	6622	55	55	1854	30	30	102
<b>Total</b>	<b>873</b>	<b>873</b>	<b>22636</b>	<b>692</b>	<b>702</b>	<b>37538</b>	<b>110</b>	<b>111</b>	<b>3105</b>	<b>163</b>	<b>164</b>	<b>2913</b>
Webinars	Session						Hours					
	31						86					
PhD/PROJECT / INTERVIEW	Schools	Session		Total Hours			Total beneficiary					
	SoH	NA		NA			NA					
	SoSS	3		3			15					
	SoSci	NA		NA			NA					
	SPS	NA		NA			NA					
	SoE	NA		NA			NA					

## **SURVEY ON NSOU ICT SERVICES**

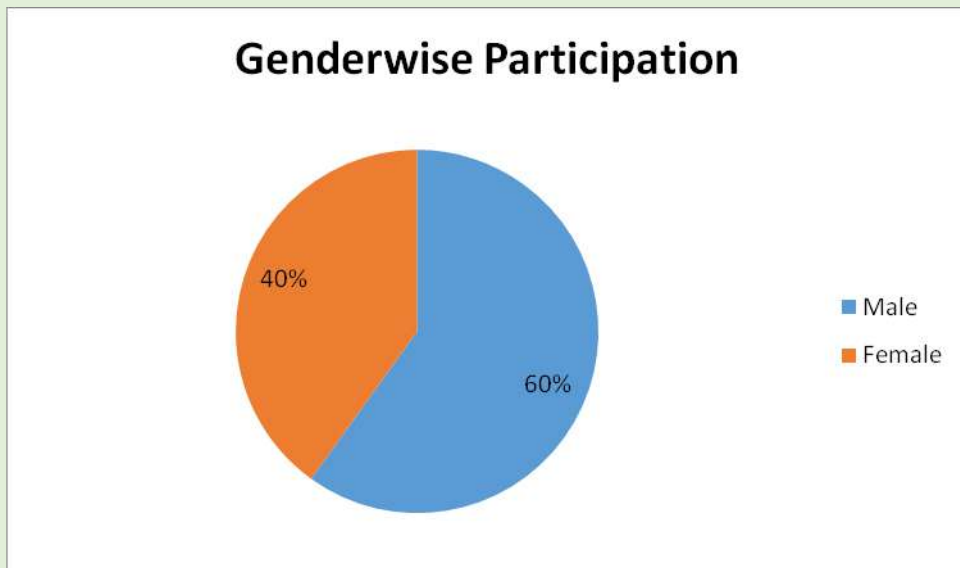
An online survey has been conducted by NSOU to assess the effectiveness of NSOU ICT services from **01.08.2022 to 30.07.2023**. The survey aimed at eliciting information about the learners' practice and preference about devices, the type of internet connectivity used while accessing online services and their satisfaction or otherwise about the accessibility and quality of web enabled resources and services NSOU offered during their study.

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

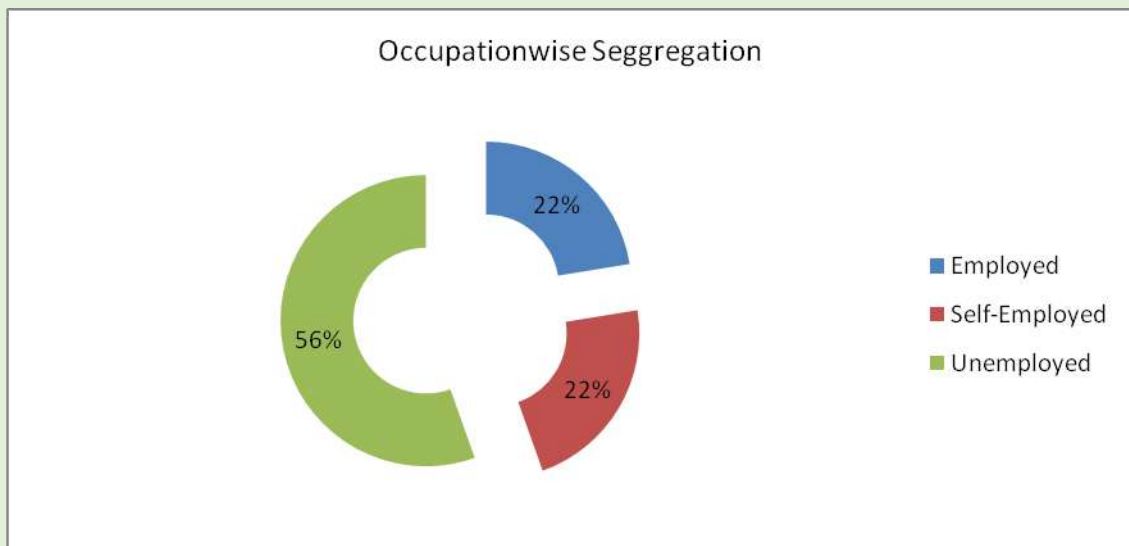
**The following are the key findings of survey, having reference to individually numbered tables below.**

1. 60% of respondents are Male, 40% Female.
2. 56% of respondents are unemployed, with 44% being engaged gainfully.
3. An overwhelming majority (74%) of the respondents are from rural area (Gram Panchayats), followed by 20% from municipalities and only 6% from corporation.
4. 60% of the respondents are undergraduate students enrolled for BDP and 38% are enrolled for PG Programmes.
5. Although only 4% of the respondents do not own any digital device, all the respondents have access to some kind of digital devices.
6. 75% of the respondents own 1 digital device, and the rest 21% up to 4 devices.
7. Smartphones are the predominantly owned digital devices, especially among rural learners.
8. Similarly, smartphones are the predominantly used device to access online services.
9. Significantly, most of the Rural population can avail of internet connectivity.
10. Digital device usage is uniformly distributed across gender, age, location and occupation groups.
11. Only about one-third of the respondents depends solely on a single source (either Study Centre or SMS alerts) for important Information. But the others take recourse to multiple sources.
12. While only a small minority of the learners (21%) agree that Online Study Materials fulfil their requirements, most of the learners (56%) disagree, with the rest remaining neutral.
13. While 55% of the respondents have shown preference for Online classes over Personal Contact Programmes (PCP), 27% disagree and the rest have remained neutral.
14. While 62% of the respondents have found Online class schedules suitable there are still 18% disagreement and 20% neutrality.
15. While 62% agree that navigation through NSOU website is easy, there is still 15% disagreement and 23% neutrality.
16. While 82% have found the university's online services useful, there is still 12% neutrality and 6% disagreement.

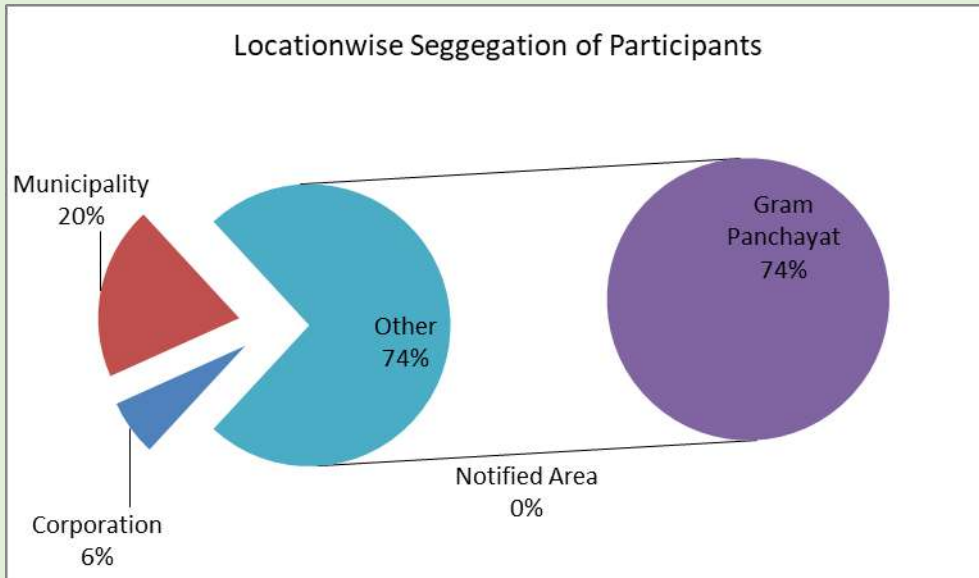
1.



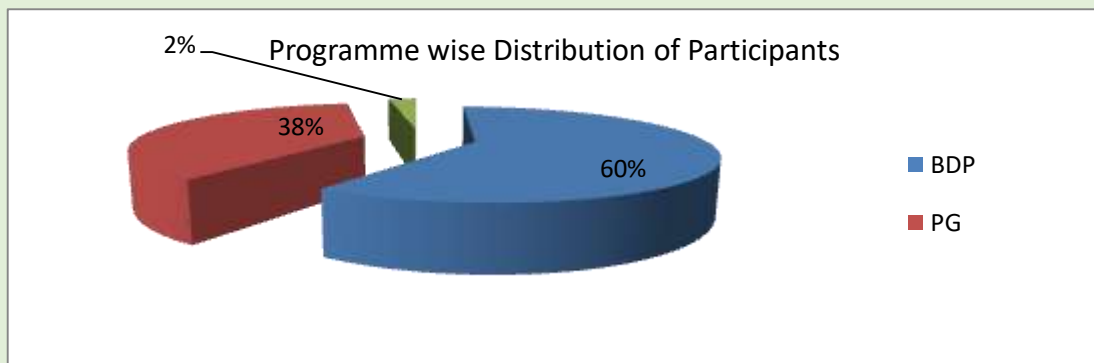
2. Employment Status of the Respondents



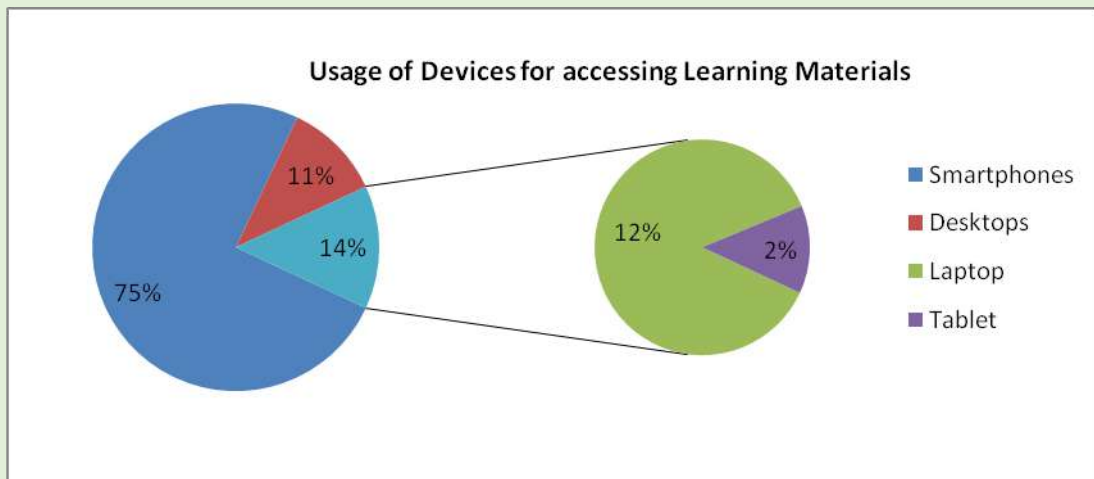
3.



4.

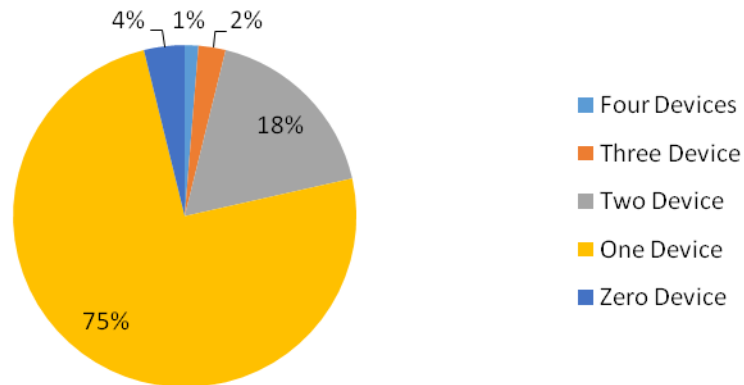


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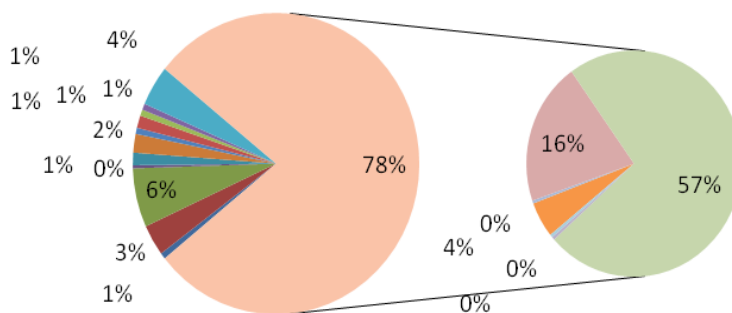
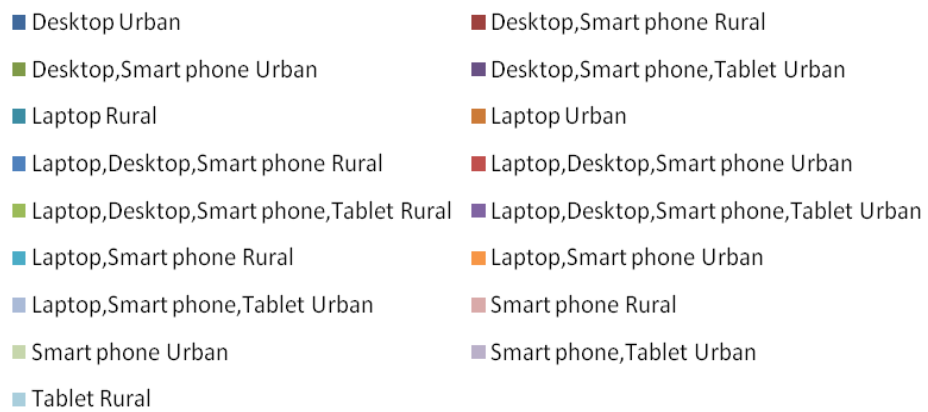
6.

### No of Digital Device Type used by the participants

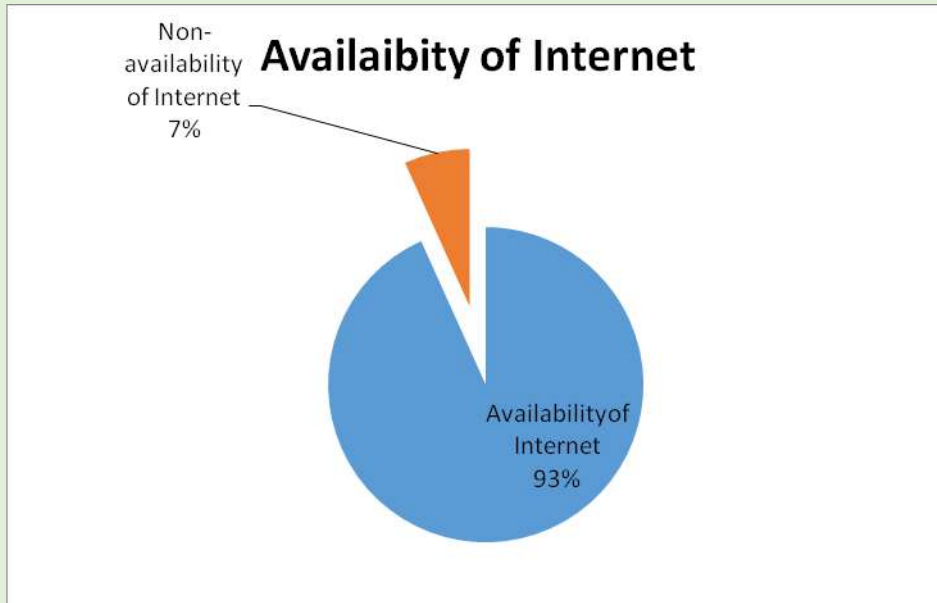


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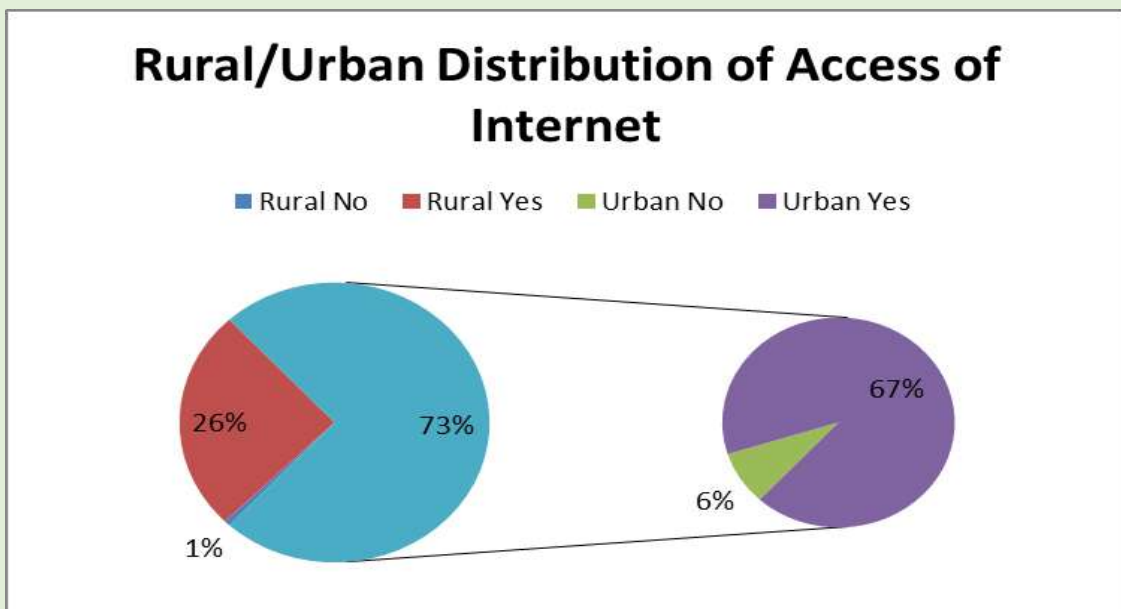
### Usage of Devices Location wise



8.

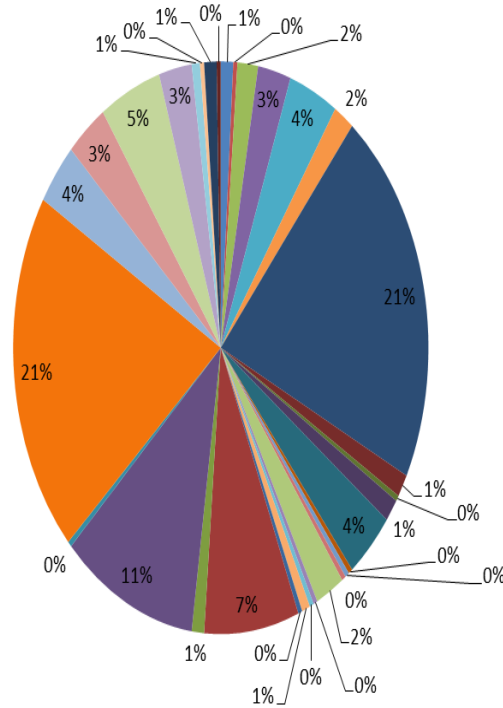


9.



10.

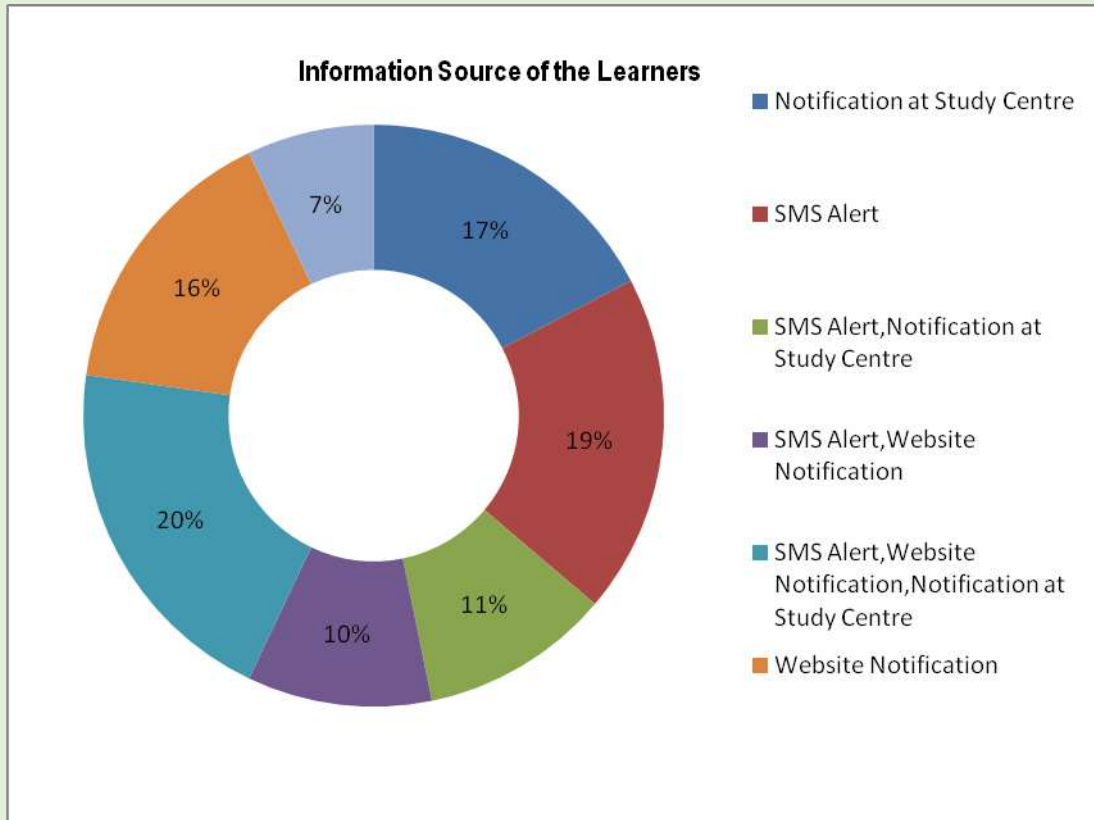
Seggreated View of Gender, Age, Location, Occupation, Digital Device Usage Status



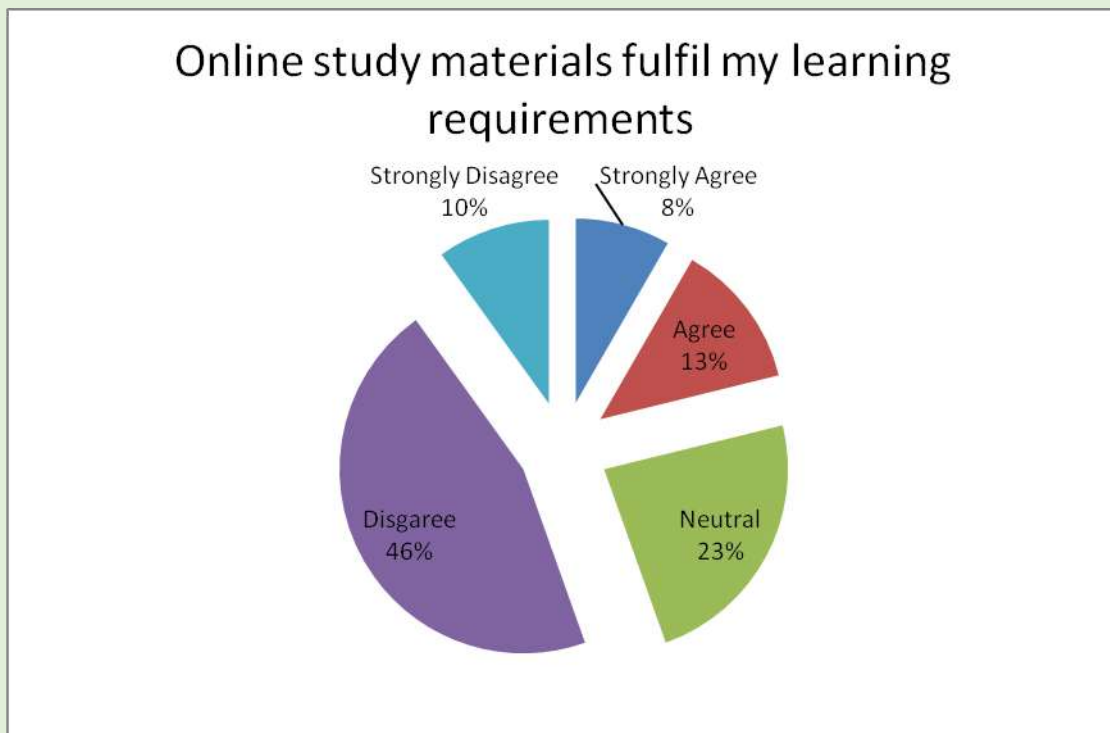
- Female 18-35 Years Corporation Employed Yes
- Female 18-35 Years Corporation Self-employed Yes
- Female 18-35 Years Corporation Unemployed Yes
- Female 18-35 Years Gram Panchayat Employed Yes
- Female 18-35 Years Gram Panchayat Self-employed Yes
- Female 18-35 Years Gram Panchayat Unemployed No
- Female 18-35 Years Gram Panchayat Unemployed Yes
- Female 18-35 Years Municipality / Cantonment Board Employed Yes
- Female 18-35 Years Municipality / Cantonment Board Self-employed No
- Female 18-35 Years Municipality / Cantonment Board Self-employed Yes
- Female 18-35 Years Municipality / Cantonment Board Unemployed Yes
- Female 36-55 Years Gram Panchayat Employed Yes
- Female 36-55 Years Gram Panchayat Unemployed Yes
- Female 36-55 Years Municipality / Cantonment Board Employed Yes
- Male 18-35 Years Corporation Employed Yes
- Male 18-35 Years Corporation Self-employed No
- Male 18-35 Years Corporation Self-employed Yes
- Male 18-35 Years Corporation Unemployed Yes
- Male 18-35 Years Gram Panchayat Employed No
- Male 18-35 Years Gram Panchayat Employed Yes
- Male 18-35 Years Gram Panchayat Self-employed No
- Male 18-35 Years Gram Panchayat Self-employed Yes
- Male 18-35 Years Gram Panchayat Unemployed No
- Male 18-35 Years Gram Panchayat Unemployed Yes
- Male 18-35 Years Municipality / Cantonment Board Employed Yes
- Male 18-35 Years Municipality / Cantonment Board Self-employed Yes
- Male 18-35 Years Municipality / Cantonment Board Unemployed Yes
- Male 36-55 Years Gram Panchayat Employed Yes
- Male 36-55 Years Gram Panchayat Self-employed Yes
- Male 36-55 Years Gram Panchayat Unemployed Yes
- Male 36-55 Years Municipality / Cantonment Board Employed Yes
- Male 36-55 Years Municipality / Cantonment Board Self-employed Yes



11.



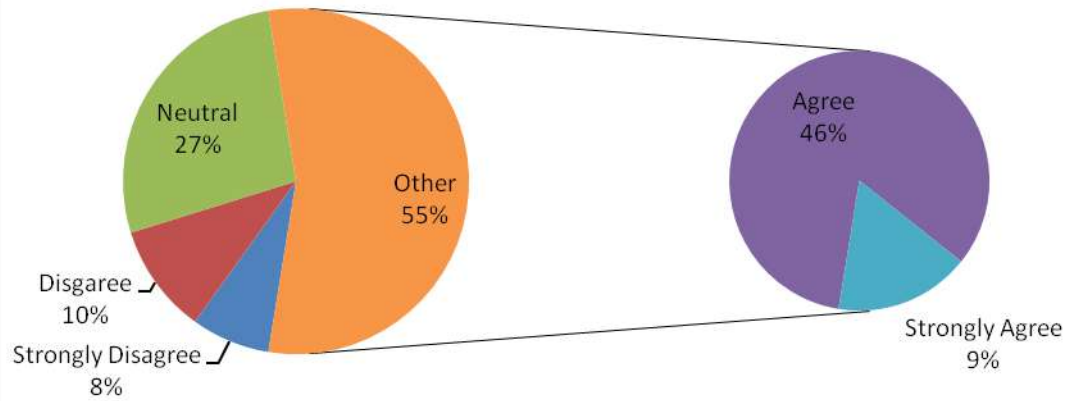
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13.

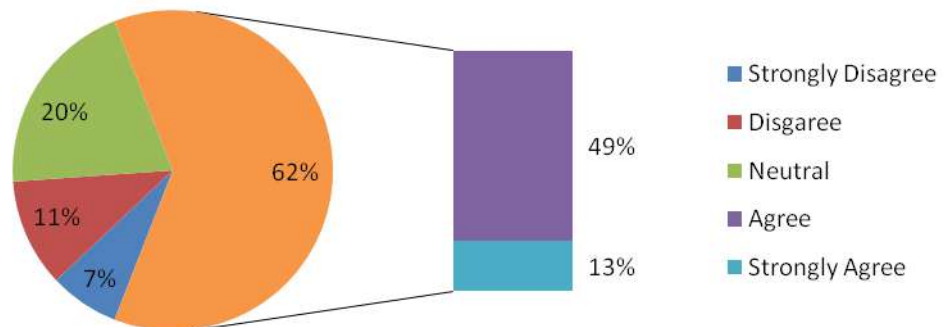
### Online lectures are preferred over attending counselling/ PCP at study centres

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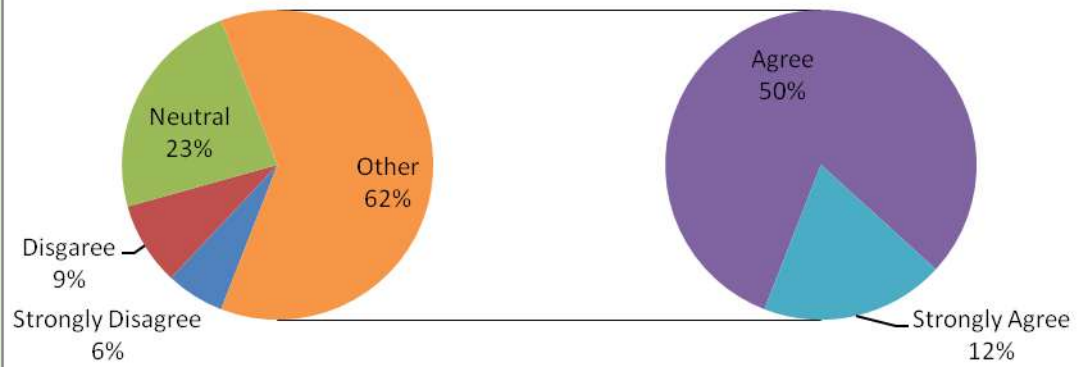
14.

### Current online class schedules are SUITABLE for the students



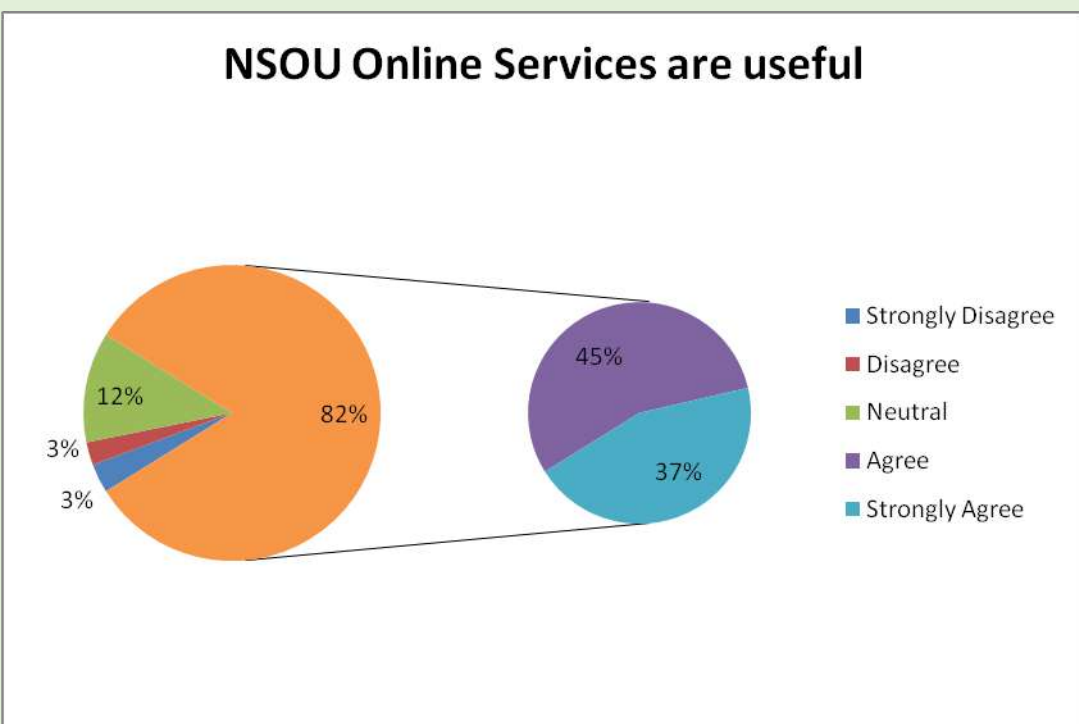
15.

### Navigating through NSOU website is EASY



16.

### NSOU Online Services are useful



### **Recommendations:**

1. More learners need to be sensitized regarding the efficacy and benefit of this survey for communicating appreciation or grievances.
2. The above results may be correlated with the entire student database to arrive at a proper insight into students' expectations and resolution of their grievances at the university end.
3. The technological parameters of the ICT-enabled services need to be made more robust and sustainable.
4. Technology-driven, location-neutral, and time-neutral teaching-learning activities may be increased, and support-systems strengthened on the basis of the responses.
5. Regular awareness programmes on ICT-enabled services may be offered to sensitize the learners and other stakeholders about ICT-enabled services provided by the university.
6. Academic strategy may be designed and developed considering 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]