NETAJI SUBHAS OPEN UNIVERSITY

Centre for Internal Quality Assurance

Accredited by NAAC with grade 'A'

Audit Report on

ICT Services for the Academic Year 2024-25

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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 leaning 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 2024-25.

University Official Website (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** 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, Class Detail

1. Online class in hours and in no. of Session	2024-2025 (July-June)														
	BDP/UG		No. of beneficiary	PG		No. of beneficiary	2nd Degree Programme		No. of beneficiary	SVS		No. of beneficiary	SHORT TERM COURSE		No. of beneficiary
	Session	Hours		Session	Hours		Session	Hours		Session	Hours		Session	Hours	
1. School of Humanities	**50**	**50**	**1558**	**189**	**189**	**5602**	**2**	**2**	**62**	**NA**	**NA**	**NA**	**46**	**46**	**1498**
2. School of Social Sciences	**92**	**92**	**2609**	**65**	**65**	**2713**	**1**	**1**	**118**	**NA**	**NA**	**NA**	**7**	**7**	**162**
3. School of Sciences	**158**	**158**	**1993**	**137**	**137**	**2421**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**
4. School of Professional Studies	**48**	**48**	**1673**	**144**	**144**	**10002**	**16**	**16**	**1451**	**18**	**18**	**1056**	**NA**	**NA**	**NA**
5.School of Education	**19**	**19**	**335**	**71**	**71**	**2098**	**41**	**41**	**2403**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**
Total	**367**	**367**	**8168**	**606**	**606**	**22836**	**60**	**60**	**4034**	**18**	**18**	**1056**	**53**	**53**	**1660**

2. Webinar/Seminar/Workshop - Session and hours	Session	Hours
	31	**35**

3.Special Lecture	Department	Session	Total Hours	Total beneficiary
	SOH	**2**	**2**	**122**
	SOSOC	**8**	**8**	**589**
	SOSC	**1**	**1**	**8**
	SOP	**3**	**3**	**289**
	School of Education	**3**	**3**	**900**

[Source: Team Lease Edtech Pvt. Ltd.]

SURVEY ON NSOU ICT SERVICES

An online survey has been conducted by NSOU to assess the effectiveness of NSOU ICT services from 01.07.2024 to 30.06.2025. 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.

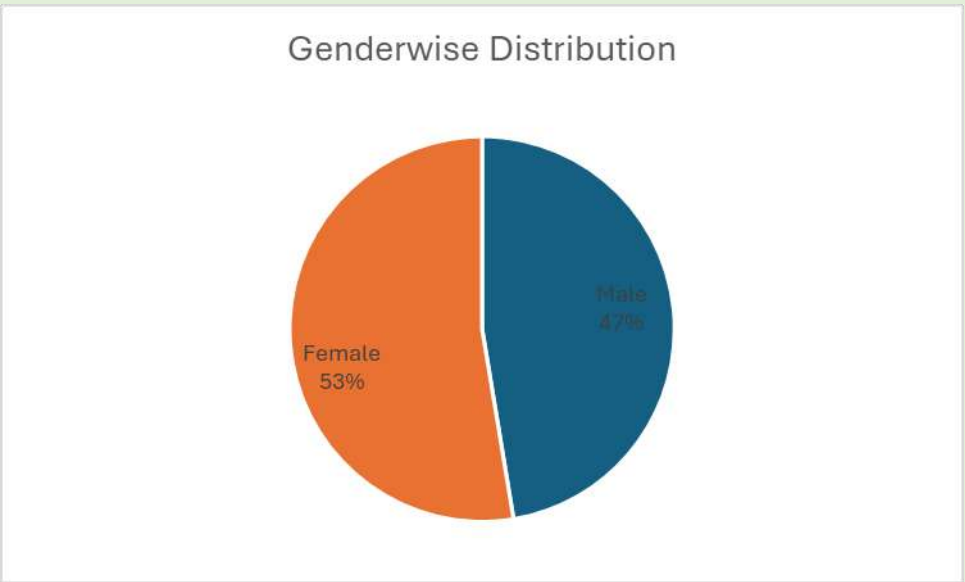
A total of 4430 learners responded to the questionnaire.

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

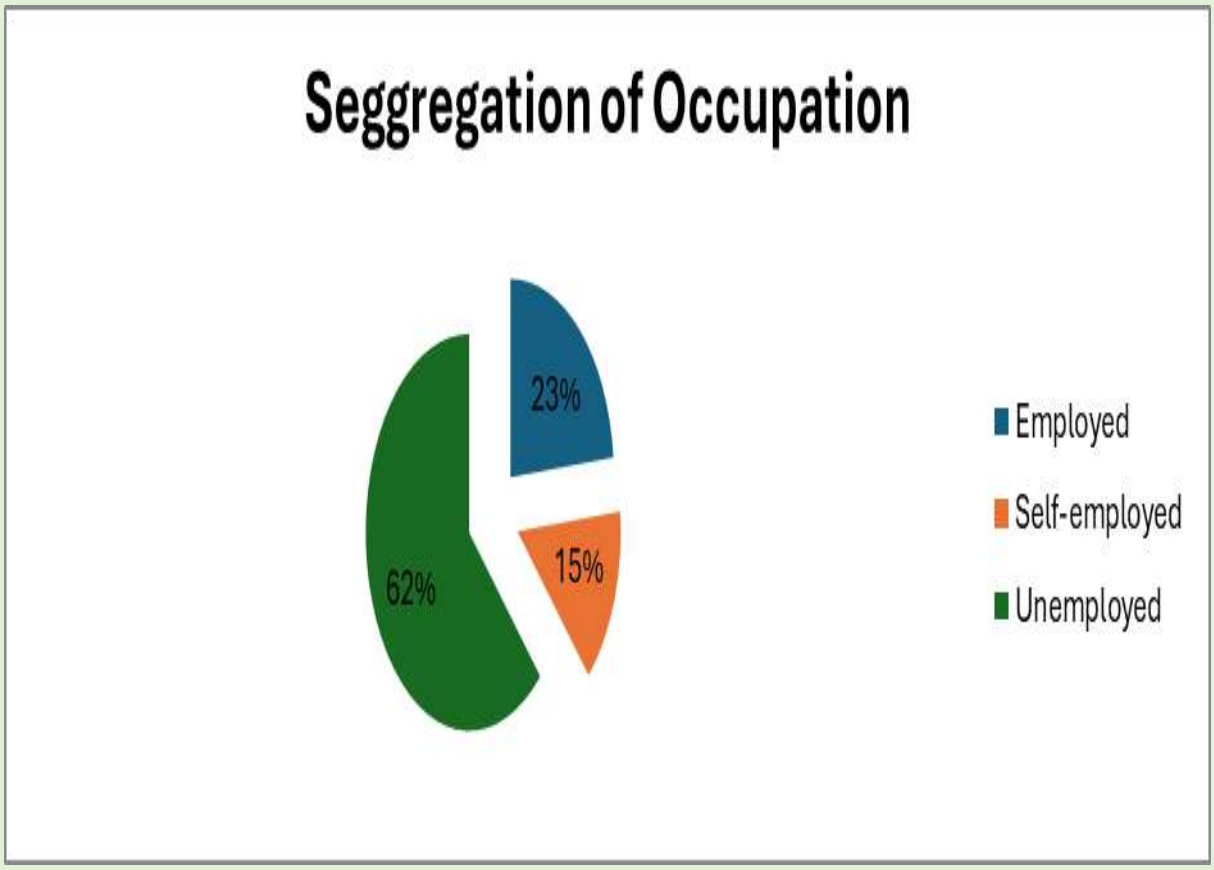
The following are the key findings of survey, having reference to individually numbered tables below.

1. **47% of respondents are Male, 53% Female.**
2. **62% of respondents are unemployed and 23% are employed.**
3. **67% the respondents are from rural area (Gram Panchayats).**
4. **76% respondents are using smartphones.**
5. **Most of the participants uses internet at their homes.**
6. **53% participants use printed study materials.**
7. **61% 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.**
8. **61% have shown preference for online classes over Personal Contact Programmes (PCP), 21% remained neutral and 13% apparently prefer PCP.**
9. **68% have agreed that A/V lectures are helpful for understanding the concepts.**
10. **71% agree that schedule of online classes is suitable for them.**
11. **74% have found NSOU online services easily accessible, 71% are agreed on accessibility of website contents.**

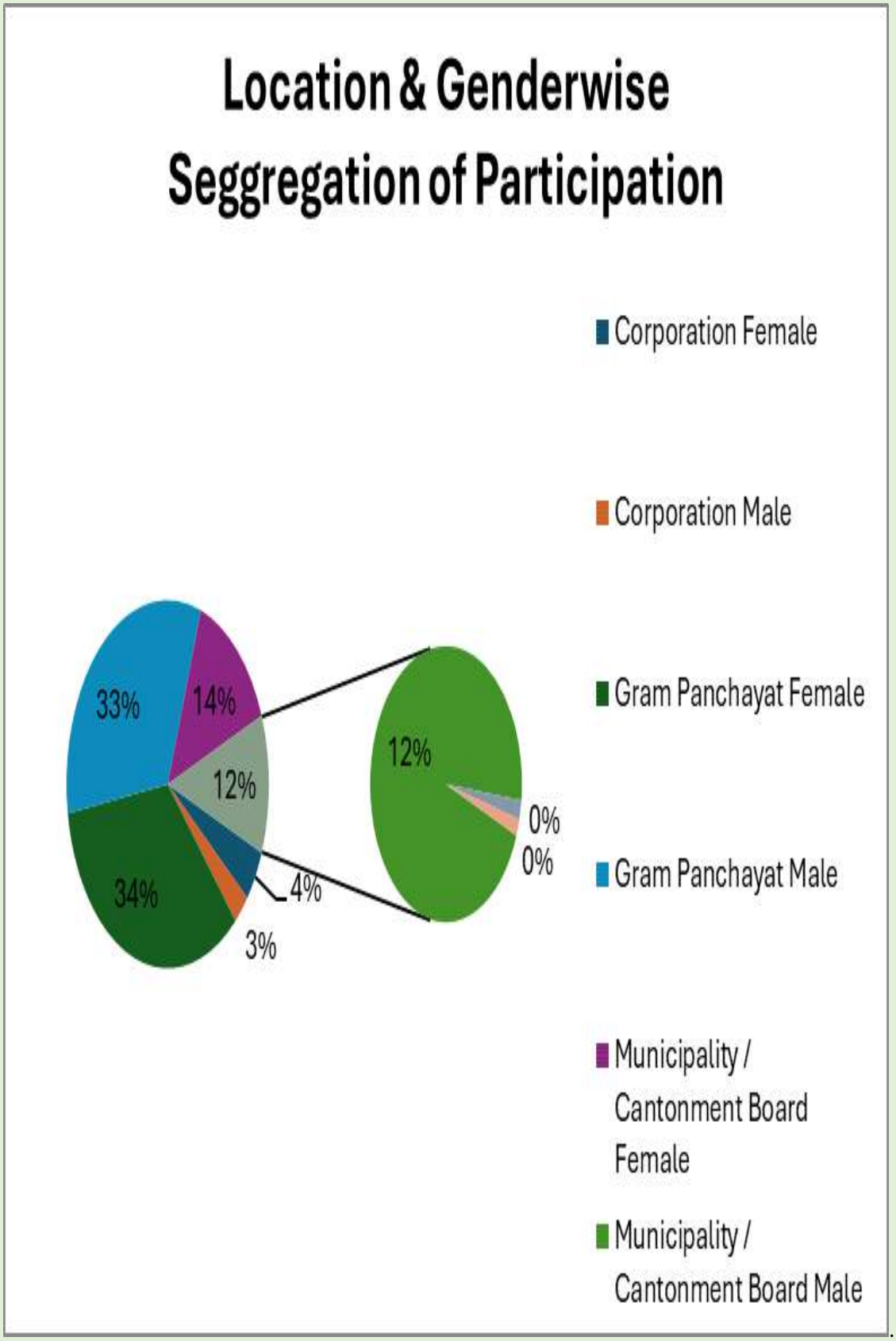
1. **Gender Wise Segregation**



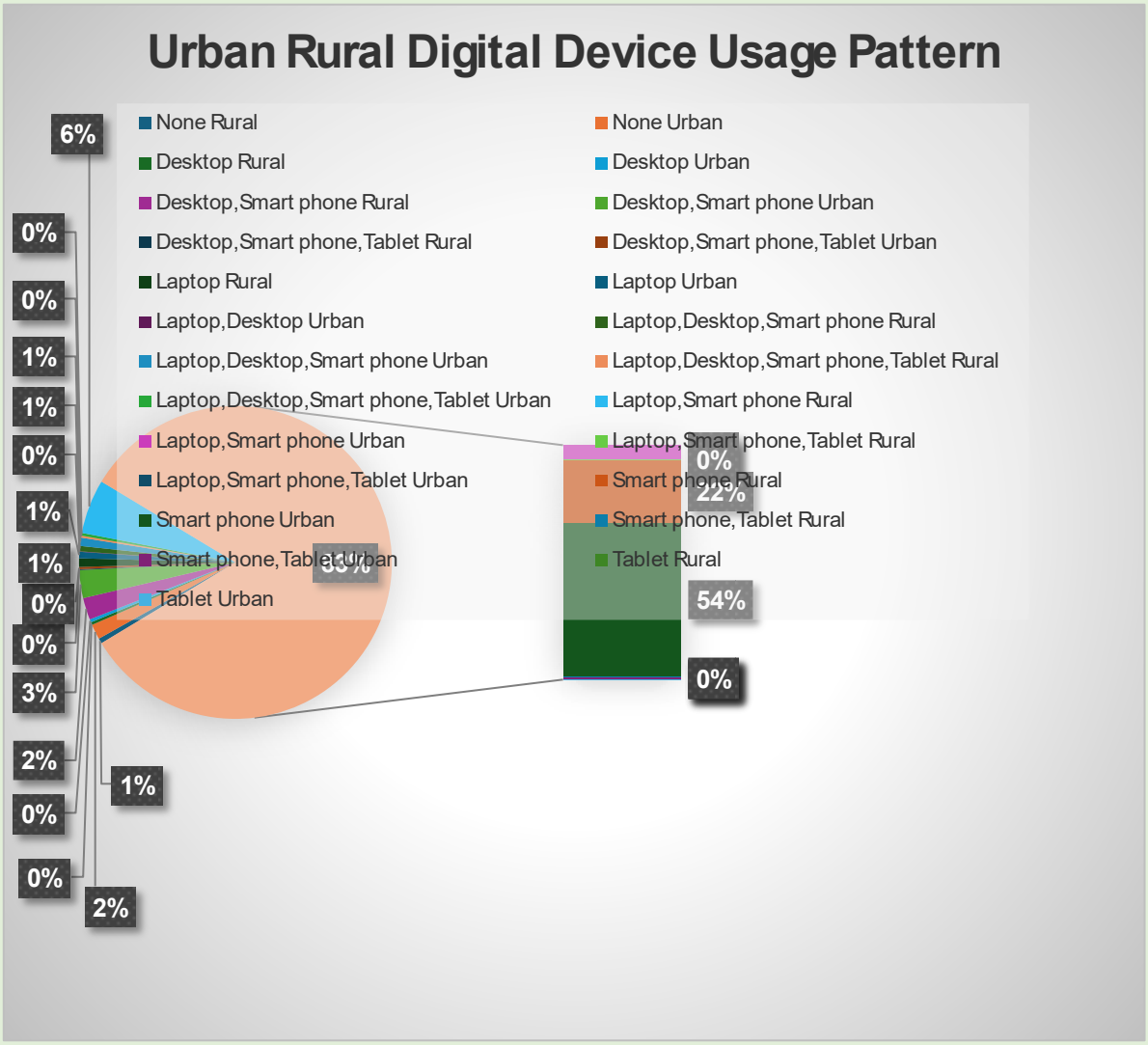
2. Employment Status of the Respondents



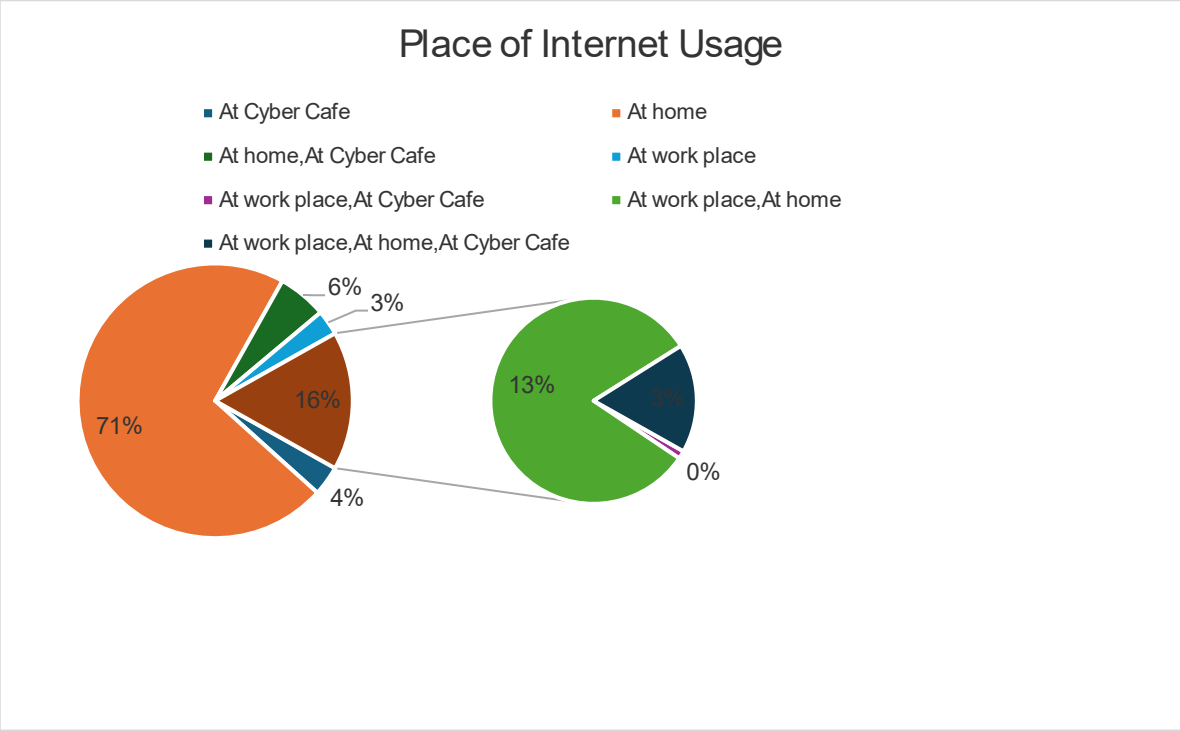
3. **Location & Genderwise Seggregation of Participation**



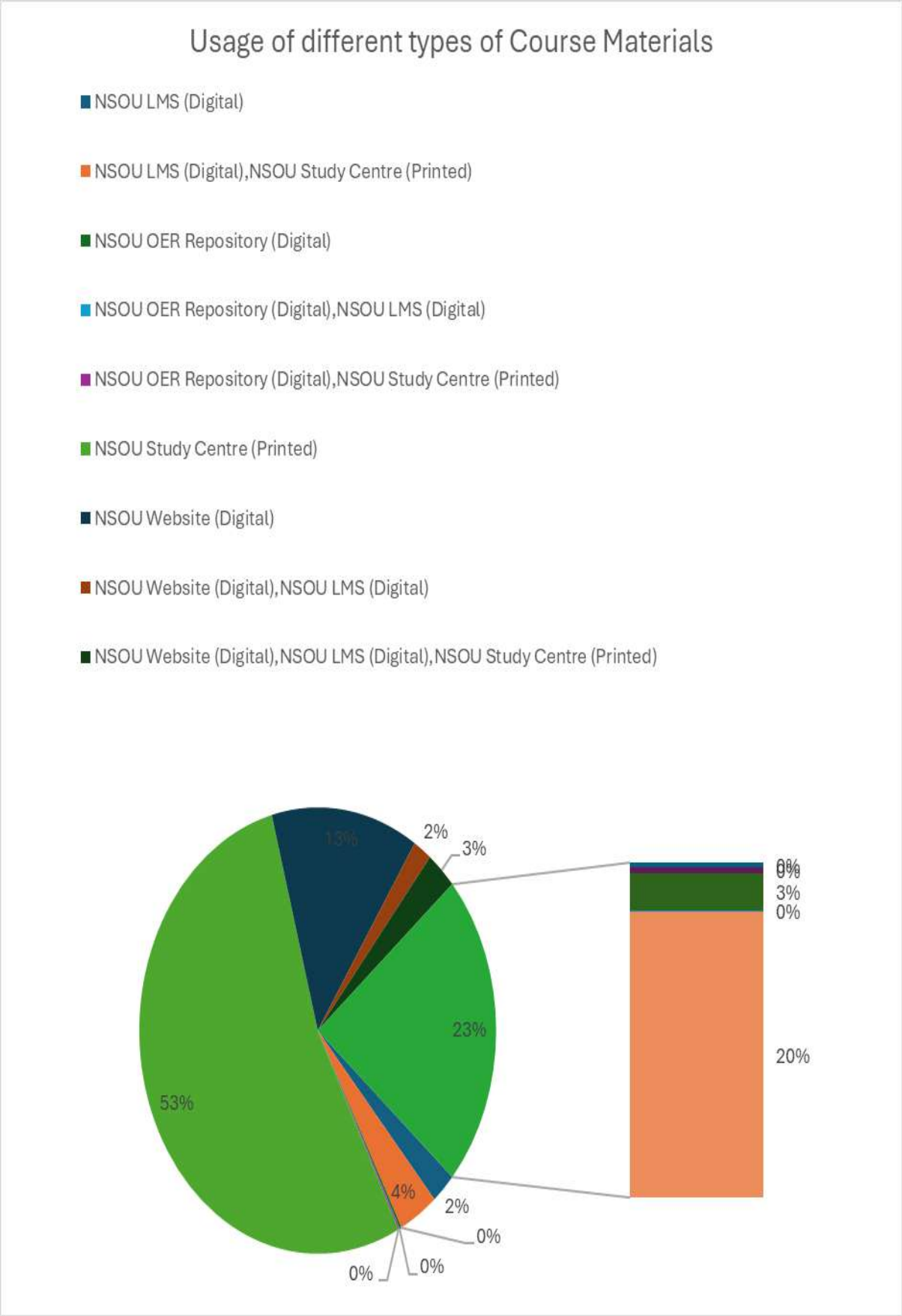
4. **Urban Rural Digital Device Usage Pattern**



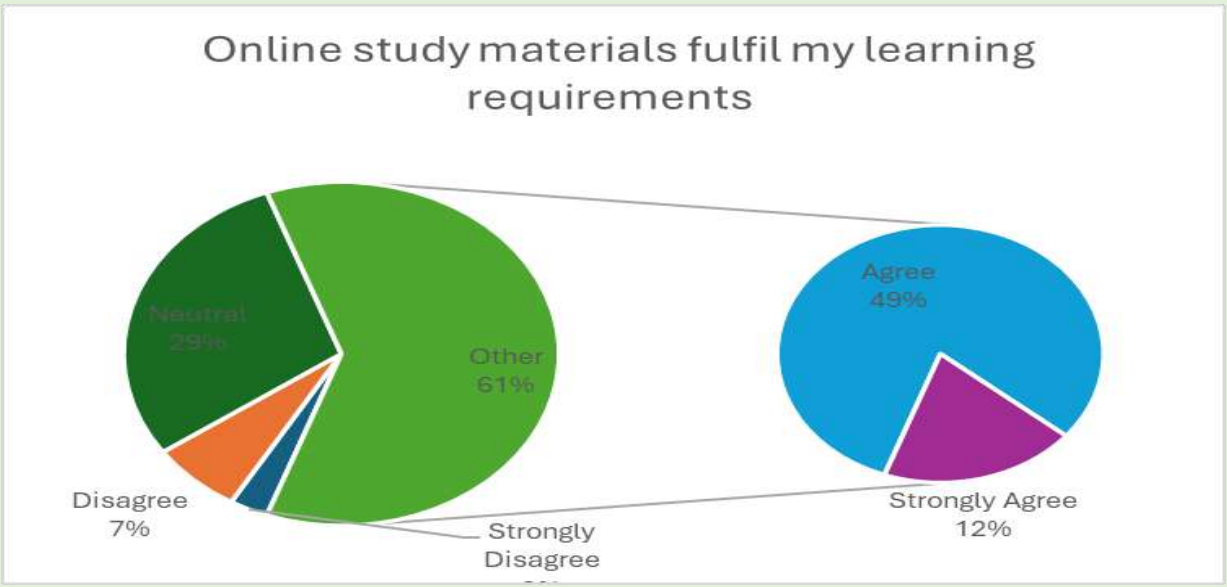
5. **Place of Internet Usage**



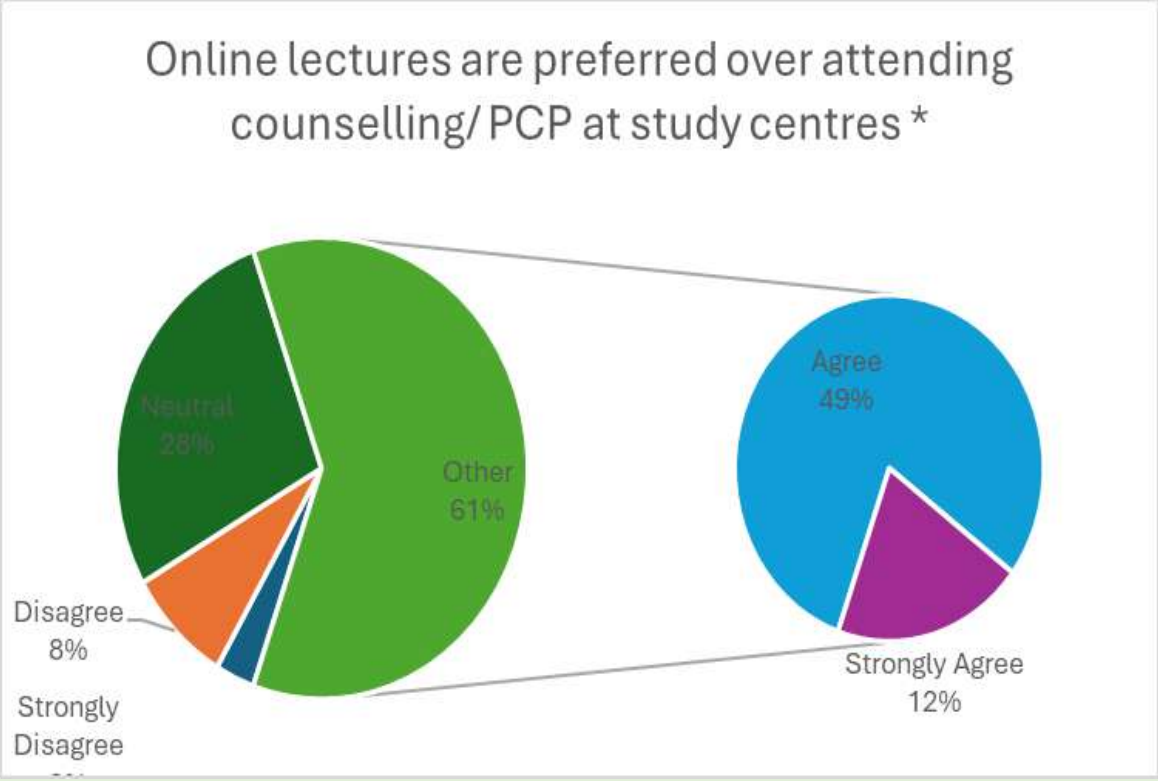
6. **Usage Pattern of different types of Course Materials**



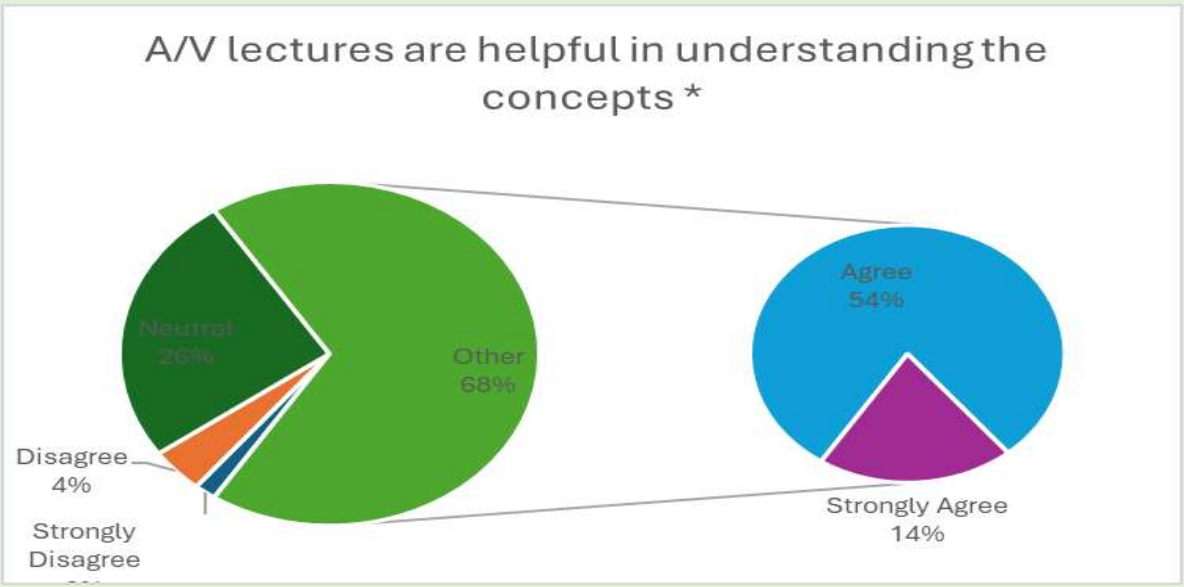
7.


Online study materials fulfil my learning requirements
Neutral 29%
Other 61%
Disagree 7%
Strongly Disagree
Agree 49%
Strongly Agree 12%

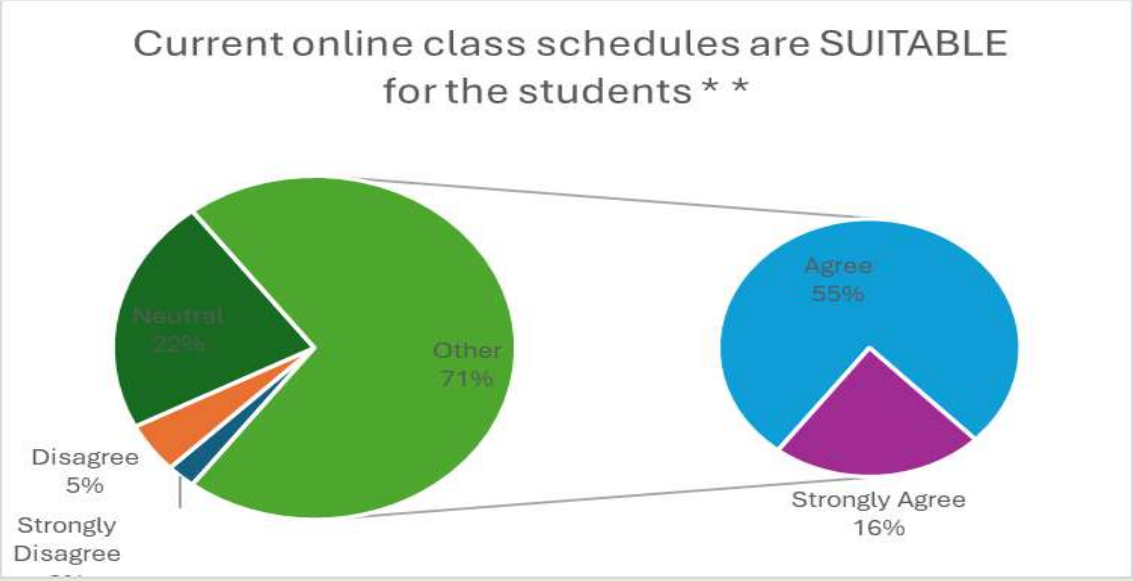
8.


Online lectures are preferred over attending counselling/ PCP at study centres *
Neutral 28%
Other 61%
Disagree 8%
Strongly Disagree
Agree 49%
Strongly Agree 12%

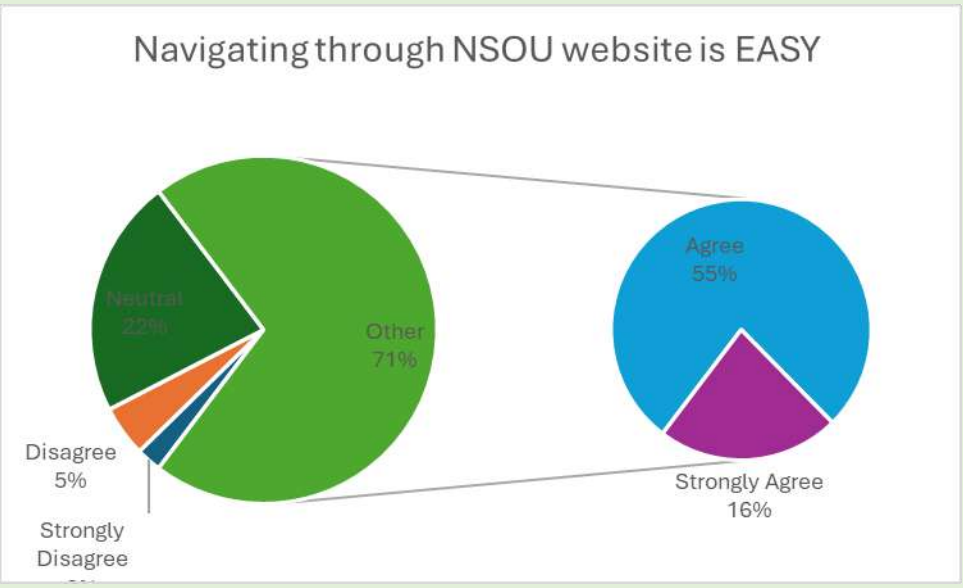
9.


A/V lectures are helpful in understanding the concepts *
Neutral 26%
Other 68%
Disagree 4%
Strongly Disagree
Agree 54%
Strongly Agree 14%

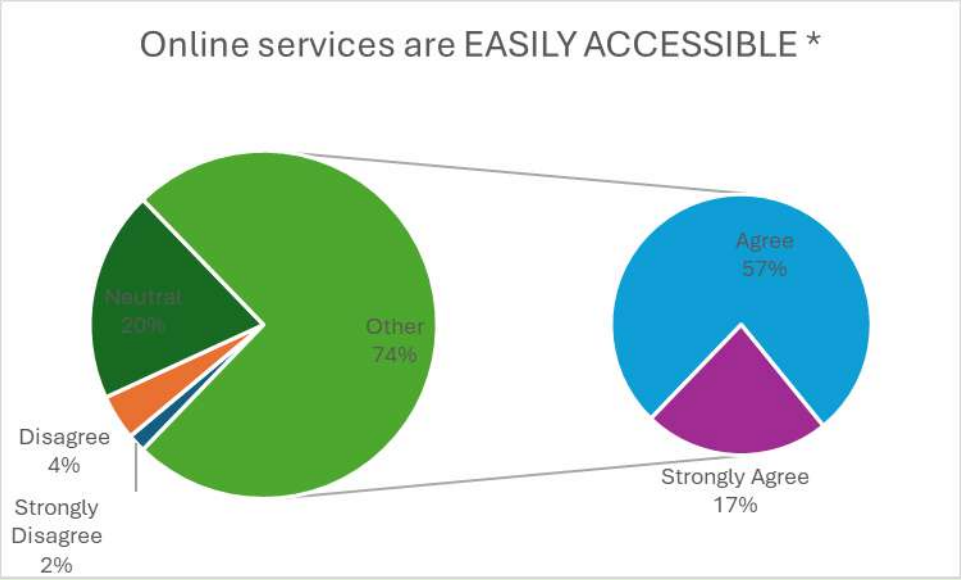
10.


Current online class schedules are SUITABLE for the students * *
Neutral 22%
Other 71%
Disagree 5%
Strongly Disagree
Agree 55%
Strongly Agree 16%

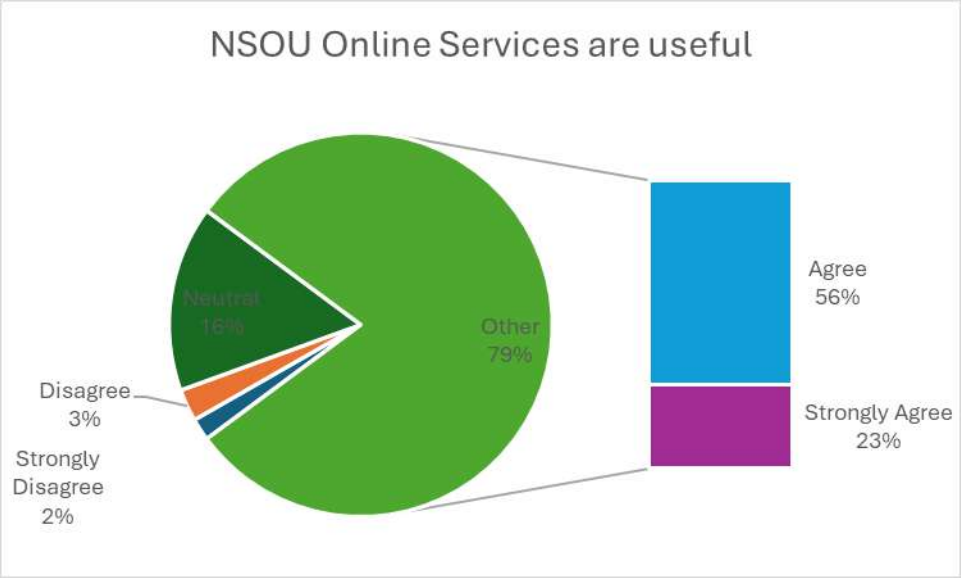
11.


Navigating through NSOU website is EASY
Neutral
22%
Other
71%
Disagree
5%
Strongly
Disagree
Agree
55%
Strongly Agree
16%

12.


Online services are EASILY ACCESSIBLE *
Neutral
20%
Other
74%
Disagree
4%
Strongly
Disagree
2%
Agree
57%
Strongly Agree
17%

13.



Recommendation: Every department in each school should provide some online audio/video lectures by their own faculty covering the syllabus. This will help learners study from home using ICT services. As a result, these subjects may not need to be taught at study centres, which can help reduce costs for NSOU.

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