

ICT Services NSOU

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Background

Open and Distance Learning is increasingly becoming popular because of its flexibility and learner friendly approach, particularly to those who could not get access to the formal education system. Netaji Subhas Open University is a premiere University not only imparting education as an alternative to the formal system of education i.e. conventional courses, but also in areas such as vocational and non-conventional courses.

The success of any Open Learning institution like Netaji Subhas Open University (NSOU) lies in its responsiveness to the changing needs and aspirations of its students. Students of open universities typically are spread far and wide across the state, in remote sites and often are working full time or part time while pursuing education. Student Support is a critical differentiator in student's choice and experience in a university.

Schoolguru has joined hands with NSOU in imparting ICT enabled Student Support services to enrolled students of three Schools of studies.

The Student Support Cell (SSC) is engaged to address student queries through the following modes of communication:

- a. IVR system
- b. Telephone system
- c. Web driven system
- d. Mobile app driven response system

The Student Support Centre provides the following:

1. From 9:30 AM to 5:30 PM on university working - Supported by Support Executives
2. Students shall be able to submit their queries and support request **24 x 7**

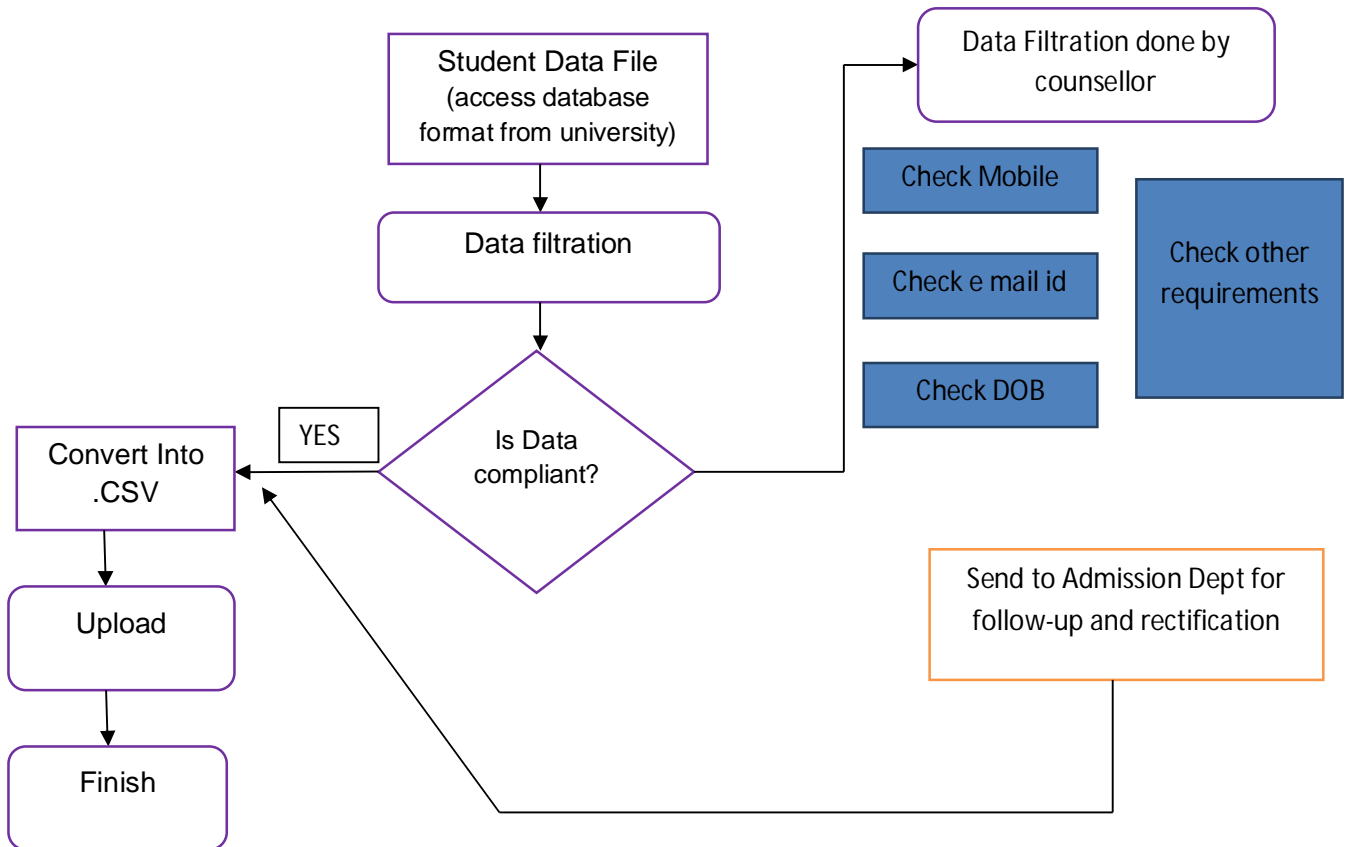
QUALITY CHECK OF STUDENTS DATA

One of the key activities of SSC –NSOU is importing the student data into an integrated **Data Management System** and filter and purify the data during that process.

The data is processed in two ways:



STUDENT DATA IMPORT



STUDENT SUPPORT CELL

The SSC is the central point of contact for all student support issues. Students are being encouraged to contact the Support Centre to report problems, ask question. The SSC will help with Admission enquiries, Application formalities, Admission form and Document Receipt status, enrollment queries, Student Portal Logins, forgotten passwords, audio/visual lectures, mobile app enquiries, software problems, and the like. One call/visit/e-mail does it all!



Everything gets logged in the SSC ticket tracking system.

Support Executives at the Support Centre are providing Level-1 support.

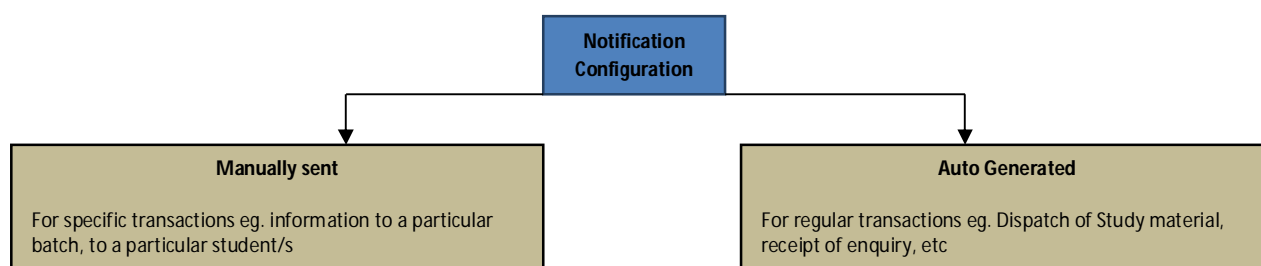
Issues that cannot be immediately resolved at the Support Centre automatically escalate to Level-2 Support for resolution.

It is the role of the Support Centre to 'own' all tickets and provide updates through to resolution.

SMS AND E MAIL NOTIFICATION

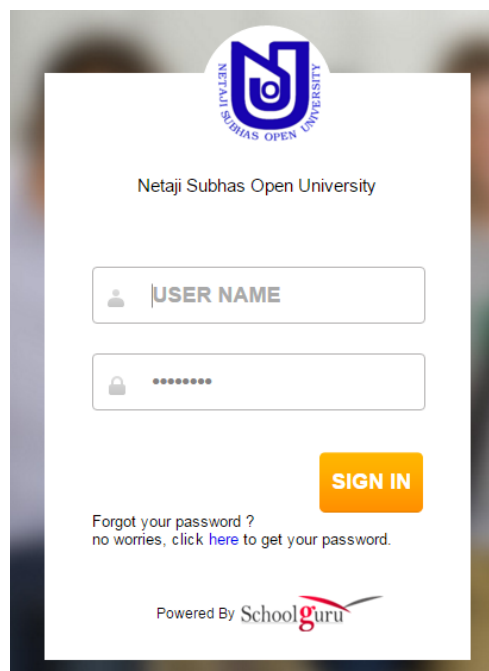
Students are kept in the loop all through by notifications through email and SMS at ticket generation and query acceptance as well as response and closure.

SMS and Email are being used at different stages of the whole support cycle period of the students, starting from the enquiry till the end of the entire course for course feedback and reference seeking.



STUDENT PORTAL

Students get access to their virtual classroom through their unique login ID and Password within the Student Portal. The entire student portal is also available on a mobile platform. Students get access to ticketing system and their emails through the same.



TICKET RESOLUTION MATRIX

Priority	Impact	Resolution Goal
1	High Impact	Less than 4 hrs
2	Medium Impact	Less than 2 days
3	Low Impact	Less than 3 days

STUDENT SUPPORT TEAM WORK:

- **Data extraction from access data base**
- **Data cleaning**
- **Data verification**
- **Data import to University Management system**
- **Creation of student log in and password for each course**
- **SMS & mail the id and password to students**
- **Sensitize students for portal activation**
- **Answer students' enquiry**
- **Provide student support**
- **FAQ- Enrolment card rectification, mail id & address change request, study material, assignment & PCP dates, student portal operating procedure, expected exam date, new admission enquiries**

LEARNER'S MANAGEMENT SYSTEM (LMS)

- **All courses under 5 schools of studies digitized**
- **LMS created and activated for all courses**
- **Syllabus uploaded for all courses**
- **PCP schedule uploaded**
- **Previous years question papers uploaded**
- **Assignment papers uploaded**
- **E- contents and study materials partially uploaded**
- **Assignment questions for practice uploaded**

CONTENT DEVELOPMENT

- **Creation of audio visual work- recording by faculties**
- **Editing of content with quiz, academic script, summary, animation**
- **Uploading audio visual content on LMS**