



Report of Inspection & Induction Meeting at Cooch Behar College Learner Support Centre 2019-20, held on 15th February, 2020

As per the advice of Hon'ble V.C. and the recommendation of CIQA and Director, Study Centre, NSOU vide Memo No. 1134, dt. 02/01/2020 and approved by competent authority Regional Dy. Director, Jalpaiguri RC organized the said Inspection and Induction Meeting with the following team members:

NSOU Team Members:

1. Mr. Santanu Dam, Dy. Director, Jalpaiguri RC
2. Mr. Anupam Roy, Asst. Professor of Sociology, School of Social Sciences
3. Mr. Soumitra Sengupta, Jr. Superintendent

Date & Day of Inspection: 15th February, 2020 (Sunday)

Time of Inspection: 12:00 NOON

Venue of Inspection: Cooch Behar College LSC

The NSOU team has a details discussion with the Coordinator and other Officials of the LSC in his chamber and the following points were to be addressed:

- a) The Coordinator informed that the LSC did not receive the SLM of various courses, such as in BDP, Bengali, History, Pol. Sc. etc.
- b) The counselling session held as per University norms and they continue it in regular basis.
- c) The Coordinator informed that they have insufficient classrooms with reference to the number of learners. Additionally, they need some improvements in infrastructure to facilitate the learners.
- d) The Notice Board of the LSC was placed in identical manner for updating the circular of information among the both learners and the Officials members.
- e) The LSC has received all necessary maintenance grants till the date.
- f) The NSOU Tab was available on college website but not linked with university website yet. The LSC's authority assured for linking of NSOU Tab on college website very soon.
- g) The Inspection team Informed the co-ordinator that the following LSC's related information which need to be maintained like:
 - I. Teaching experience of the academic councillor.
 - II. Learner Satisfaction Survey (LSS) need to be recorded.
 - III. Number of class rooms or seminar rooms maintained at LSC.
 - IV. Number of counselling session held (As per counselling schedule).
 - V. Letter head mentioning NSOU with related to LSC.
 - VI. Geo-tagged photo of class rooms seminar rooms and smart class rooms.
 - VII. A dedicated Learner's support help desk is present or not.
 - VIII. Whether the College Website contains the link of NSOU.
 - IX. Whether the Notice Board is at proper and prominent place or not
 - X. Whether the learners are aware about the feedback mechanism.
- i) Following Learner's related data need to be maintained:
 - I. Pre admission counselling whether happened or not.
 - II. Whether got support for admission related issues.
 - III. Induction meeting with newly admitted students whether happened or not.
 - IV. Study material is handed over or not.
 - V. Teaching support in form of Counselling/PCP.
 - VI. Conducting practical session under the supervision of experts for programmes having practical component at selected centres.
 - VII. Regularly learners are informed or not about the date of submission of the assignments and handing over corrected or evaluated Assignment copies.



VIII. Conduct of Special Lecture Program (SLP)

j) Co-ordinator was also requested to encourage the learners to fill-up the feedback form by their honest feedback which is available on website. The team requested him to inform the participants to go to the NAAC tab of NSOU website. The bilingual 'Student Satisfaction Survey' has been uploaded there for their understanding. This form will be sent to all the registered students by NAAC directly.

After the discussion, the team met with the enrolled learners. The team also looked into the availability of facilities provided by the LSC to the learners. The induction programme was attended by more than 130 learners of both newly admitted BDP and PG courses.



The inspection team was given a warm welcome by **Dr. Rabindra Dey**, Coordinator of the concern LSC and delivered the issues that the NSOU provides opportunities to enhance and empower educational standard. Then **Prof. Pankaj Kumar Debnath**, Principal of Cooch Behar College expressed his emotions about the journey of LSC in his college premises. He also makes sure that the learners to provide full academic supports and guidance as much as he can as a Principal. He also informed that the total numbers of Students were enrolled in BDP & PG near about 8000.



Mr. Soumitra Sengupta, Jr. Superintendent, Jalpaiguri RC, expressed his views about the NSOU and its functionality. He gave a very brief but crucial factuality about the historicity of NSOU itself and how NSOU as a University formed and the challenges and difficulties it faces. The goal and visions of NSOU. Its infrastructural and administrative functionality and its present status and achievements.



Mr. Santanu Dam, Dy. Director, Jalpaiguri RC, then addresses exclusively about the ODL System and also clarified how NSOU plays an important role in ODL Model. He gave an overall view about the various levels of programmes that NSOU conducts, clarifies with classification all the important issues about the pre and post admission duties and responsibilities of the learners, how can they avail the provided accessibilities and facilities that NSOU provide to the learners through the P.P.P. method. He gave his full excellencies to the audiences to make them aware and empower through self-conscious way. Along with this, highlighted the importance of NAAC and in that reference, what will be the duties and responsibilities of the Official personnel's and learners. At last, requested the learners to put their problems and suggestions through feedback sincerely.



Mr. Anupam Roy, Asst. Professor of Sociology, School of Social Sciences, discuss primly on academic and counselling matters. As a learner of ODL system that is extremely difference from regular system, how can they cope up with this situation. Differences between the ODL system and regular system learning methods. He spoke about the advantages and flexibilities of the Open System. Through the counselling process, how can they improve and enhance their learning process and mostly the importance of learning SLMs, PCP and counselling sessions that University provide to them. The methods of writing assignments and preparing syllabus etc. at least but not the last, requested to check in regular basis the university website and make update own self through online and put their valuable feedback to the NSOU.

Finally, an interactive discussion took place. The NSOU team also interact and interpreted to their queries. Through this session various doubts and obscurities on structuring and functioning of teaching-learning-evaluation mechanisms were cleared to all.



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Learner's Feedback:

- i) For certain subject, venue of practical class is away from the LSC and request to arrange in nearest location.
- ii) More number of counselling sessions is needed.
- iii) SLMs are not received in time.
- iv) Requested to arrange Examination Centres within nearest locations.

The program was ended with a vote of thanks by the Coordinator and other personnel. The meet may conclude with new hopes, commitments and aspirations for betterment and advancement between NSOU and LSC.



Santanu Dam

Santanu Dam
Deputy Director, Jalpaiguri RC