



STUDENT SUPPORT SERVICES : A KALEIDOSCOPIIC VIEW



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FROM THE VICE CHANCELLOR'S DESK



Indira Gandhi National Open University (IGNOU), having been established in 1985, has steadily grown over the past three decades to become the largest single education provider in terms of student strength. With its flexible teaching-learning arrangement and extensive outreach, the University has made substantial contribution in democratizing higher education in the country and creating opportunities for lifelong learning, thereby supporting continuous up-gradation of knowledge and skills.

A key characteristic of the educational delivery mechanism of IGNOU is an extensive student support services network. The University has established its Learner Support Centres even in the remotest parts of the country, thus ensuring last mile connectivity. Owing to the flexibility in pace and place of learning, IGNOU, which was originally conceived primarily as an instrument for providing a 'second chance' to those who missed the opportunity of higher education, has now emerged as a University of "first choice" for a vast majority; and this is reflected in the changing learner demography. It has become a 'People's University' in the true sense of the term.

The blend of technology in the instructional design, availability of digital content, facilities for tele-education and repository of digital learning resources are other important characteristics of the delivery mechanism. Similarly, technology-supported facilities like the online admission and re-registration system, examination form submission system, online availability of individual registration records and programme completion status, online grievance redress portal, online portal for empanelment of academic counsellors, etc. add up to the strengthening of student support services.

In addition to empowering people through education, the Regional Centres have actively engaged in supporting overall development of disadvantaged communities under the Village Adoption Scheme of Unnat Bharat Abhiyan of the Government of India. Their contribution in Swachh Bharat Abhiyan has also been noteworthy.

The booklet " Student Support Services : A Kaleidoscopic View" captures the myriad hues of the vibrant student support services system of the University. I congratulate Regional Services Division for bringing out this exciting compilation on the occasion of the 32nd Convocation of the University, being held at the Headquarters and simultaneously at the Regional Centres.

Prof. Nageshwar Rao
Vice Chancellor

MESSAGE



Indira Gandhi National Open University since its inception in 1985 has been growing steadily and has emerged as the largest provider of higher education in the Open and Distance Learning mode. The multiple media instructional system adopted for delivery of its academic programmes is constantly evolving, thereby contributing significantly in democratizing and de-elitizing higher education in the country. In keeping with its vision, mission and mandate, the University constantly strives to extend its outreach to all segments of the society with a focus to reach the underserved and marginalized population of the country.

A unique feature of the University is its dynamic student support services network, operationalized through 56 Regional Centres, 11 Recognized Regional Centres and over 3000 Learner Support Centres across the country. Regional Services Division, the largest division in the university, is entrusted with the responsibility for establishing this network and is also mandated to develop policies, systems and procedures in respect of establishment, management and operationalization of the Regional Centres and Learner Support Centres. The Regional Services Division is focused to meet the newer and ever changing societal demands for knowledge and skill upgradation by facilitating the provisions for programme delivery through a technology-enabled mode, promoting the use of the available digital content, tele-education facilities and other digital learning resources by the learners. The support services are further strengthened by technology-supported facilities like the online admission and re-registration system, examination form submission system, online registration records, evaluation and programme completion status, online grievance redressal portal and online portal for empanelment of academic counselors.

Apart from the primary function of providing support services the Regional Services Division through its Regional Centres and Learner Support Centres undertakes a gamut of extension and development activities which contribute for societal and community development. The Government of India schemes such as Unnat Bharat Abhiyan, Swachh Bharat Abhiyan etc. are also implemented in the field through the Regional Centres and Learner Support Centres. The activities undertaken are primarily focused on the empowerment, educational upliftment and overall development of the deprived and marginalized segments of the population.

The present booklet on “Student Support Services: A Kaleidoscopic View” provides glimpses of the varied dimensions of these activities. I am thankful to Honourable Vice Chancellor for initiating and encouraging Regional Services Division to document the multifarious activities of the University. I am hopeful that this document which is a maiden attempt to showcase the robust and dynamic student support services system of the university will be informative and a source of encouragement.

Dr. M. Shanmugam
Director
Regional Services Division

INTRODUCTION

The Indira Gandhi National Open University (IGNOU), which has completed thirty three years in 2018, has become a household name and is aptly known as the 'People's University'. In the last three decades, it has established itself as a powerful system, striving continuously for democratization of higher education and social transformation through educational empowerment of the people of the country, especially the underserved population segment. The University has played a pivotal role in engendering and nurturing the Open and Distance Learning (ODL) system in the country.

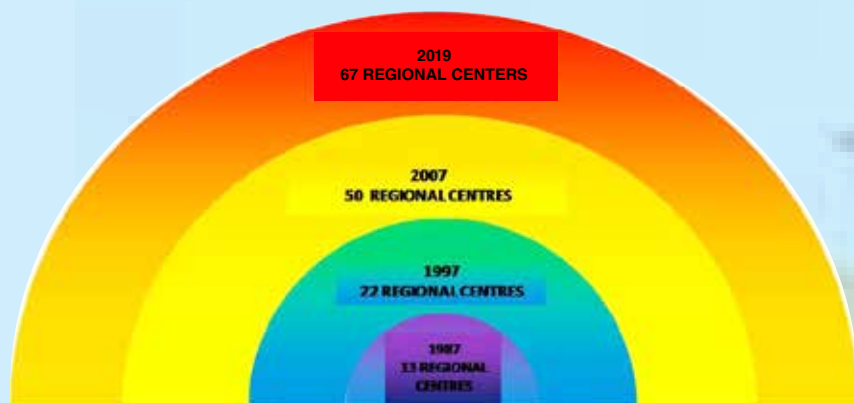
The ODL system is by design 'learner-centric' – both conceptually and operationally. IGNOU has, since its inception laid emphasis on supporting the learners in their academic pursuit throughout the learning life-cycle. To this end, The University has created a vast and diverse national network of Regional Centres (RCs) and Learner Support Centres (LSCs) across the country. The LSCs are variously known as Regular Study Centres, Programme Study Centres and Special Study Centres, catering to the diverse nature of academic programmes and student population.

Regional Centres, as academic units of the University, also engage in research activities. Seminars and Conferences are organized on various themes by Regional Centres in which academics and professionals from IGNOU as well as other Universities/Institutions participate. In addition, Regional Conferences of Coordinators of LSCs are also organized periodically.

The University empanels teachers from other universities and colleges to provide face-to-face academic support to the learners at the respective LSCs. These empanelled teachers are known as 'Academic Counsellors'. Identifying, orienting and training these teachers into the culture of ODL is one of the important responsibilities of Regional Centres. The University has put in place an online portal for empanelment of academic counsellors. Through this portal, the University has opened the doors for all the eligible teachers of colleges and universities to empanel themselves as academic counsellors. Post empanelment, Orientation Programmes are organized for these academic counsellors to 'induct' them into the ODL system.

This brochure intends to provide a kaleidoscopic view of the vibrant student services network of the University and the wide spectrum of activities undertaken across the length and breadth of the country. The 'social engagement' of the University is a reflection of its resolve to meaningfully contribute to the overall development of the nation.

GROWTH : ENHANCING ACCESS



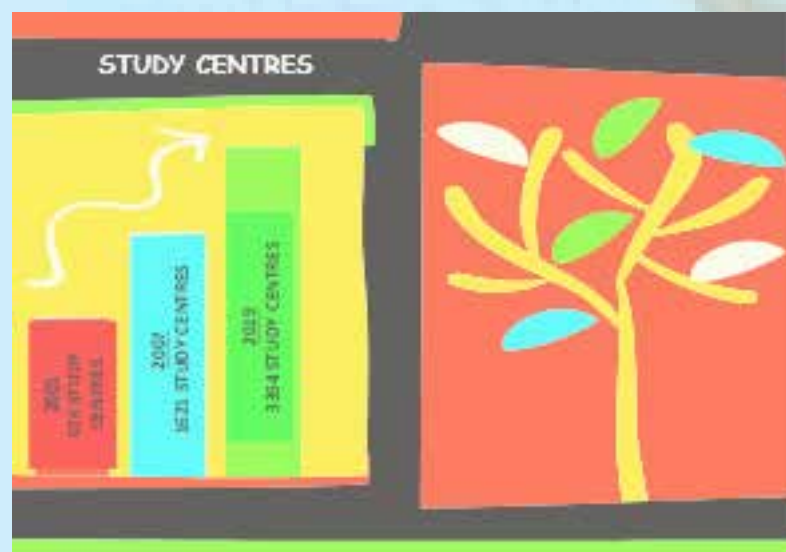
In addition to the 56 Regional Centres, there is a network of 11 Recognised Regional Centres of which, 6 are Army Recognized Regional Centres, 4 are Navy Recognised Regional Centres and 1 is Assam Rifles Recognised Regional Centre, making it a total of 67 Regional Centres.

Out of the 3354 study centres, 176 are special study centres, opened in jails across India.

There are 84 study centres under the Recognised Regional Centres

DETAILS OF RECOGNISED REGIONAL CENTRES

RC CODE	RECOGNIZED REGIONAL CENTRES
51	ARMY-KOLKATA
52	ARMY-CHANDIMANDIR
53	ARMY-LUCKNOW
54	ARMY-PUNE
55	ARMY-UDHAMPUR
56	ARMY-JAIPUR
71	NAVY-NEW DELHI
72	NAVY-MUMBAI
73	NAVY-VISAKHAPATNAM
74	NAVY-KOCHI
81	IGNOU ASSAM RIFLES



ENROLMENT AT RECOGNISED REGIONAL CENTRES



REGIONAL SERVICES DIVISION FRAMEWORK : REACHING THE UNREACHED



IMAGE ILLUSTRATION OF THE FRAMEWORK

East	West	North	South	North East
Bhagalpur	Ahmedabad	Aligarh	Bangalore	Agartala
Bhubaneswar	Bhopal	Chandigarh	Bijapur	Aizwal
Darbhanga	Jabalpur	Dehradun	Chennai	Gangtok
Deoghar	Jaipur	Delhi-1	Cochin	Guwahati
Kolkata	Jodhpur	Delhi-2	Hyderabad	Imphal
Koraput	Mumbai	Delhi-3	Madurai	Itanagar
Patna	Nagpur	Jammu	Port Blair	Jorhat
Raghunathganj	Panaji	Karnal	Trivandrum	Kohima
Raipur	Pune	Khanna	Vatakara	Shillong
Ranchi	Rajkot	Lucknow	Vijayawada	
Saharsa		Noida	Visakhapatnam	
Siliguri		Shimla		
		Srinagar		
		Varanasi		

The Regional Services Division develops policies, systems and procedures for establishment and management of student support services through the network of Regional Centres and LSCs and also organizes and manages the national network of RCs and LSCs. It also supervises and monitors the functioning of the Regional Centres and LSCs. The Pan India network of the system penetrates the hitherto isolated, unreached and marginalized areas and communities to increase accessibility and to democratize higher education.

The Division promotes and publicises the ODL system and IGNOU and its academic programmes and identifies strategies for increasing GER across Regions and States through respective Regional Centres. It also provides Single Window Operation' for the Armed Forces namely the Indian Army, Indian Navy and the Assam Rifles.

Amongst the many other functions, it also releases, regulates and monitors the quarterly grants and controls expenditure of Regional Centres and LSCs, approves and organises orientation programmes and meetings as per need. Regional Centres have been classified into five zones to have clarity in aspects of operationalisation. Namely the North Zone having 14 Regional Centres, the West Zone having 10 Regional Centres, the South Zone having 11 Regional Centres, the East Zone having 12 Regional Centres and the North-East Zone having 9 Regional Centres

REGIONAL CENTRES : OUR POWER GRIDS



PROMOTIONAL, EXTENSION & OUTREACH INITIATIVES

- Extending outreach to the people through awareness drives, public meetings, camps & discussions.
- Creating promotional materials (pamphlets, profiles, brochures, handouts) for distribution & dissemination of information.
- Organizing / participating in placement drives, job fairs, book fairs etc.
- Liaise with government , voluntary organizations, institutions of repute for shared progression.
- Extending the initiatives of the government through Unnat Bharat , Swachh Bharat, Digital literacy for social upliftment.
- Promoting inclusion .

ACADEMIC FUNCTIONS

- Opening of LSCs , programme activation & empanelment of academic counsellors.
- Transaction of the curricula in coordination with the Schools of Study.
- Utilizing multimedia channels (Interactive Radio Counselling, web conferencing, teleconferencing, eGyankosh etc) for content delivery.
- Supervision & monitoring of the LSCs.
- Organizing pre & post admission counseling & induction programmes.
- Management of activities of continuous evaluation : assignments, practical, viva voce etc.
- Conduct of term end exams & related activities.
- Database management of all learners and activities.
- Management of alumni database.
- Conducting annual convocation, seminars & conferences.
- Conducting Meetings , orientation programmes & capacity building programmes.

FINANCIAL FUNCTIONS

- Financial management of the Regional Centres.
- Maintenance of Service Records.
- Engage part time functionaries of the LSCs.
- Purchase, maintenance & provision of furniture & equipments .
- Processing of bills of LSCs
- Ensuring smooth progress of academic activities.

CREATING STUDY SPACES : THROUGH LEARNER SUPPORT CENTRES



*Inauguration of LSC-13158,
NMKRV College for Women
(RC Bangalore)*



*Inauguration of LSC - 88022-D, District Jail,
Pratapgah (RC Jodhpur)*



*Inauguration of LSC - 29056-D, Central Jail,
Mandoli (RC Delhi -2)*



*Inauguration of Study Centre at Badwani under
Bhopal Region by Prof. S N Yadav, former VC, Rewa
Univ Women (RC Bangalore)*

OPENING OF LEARNER SUPPORT CENTRES

Opening new LSCs aim to create study spaces in the geographical space, surmounting difficult contours. Based in a number of locations across India, LSCs are the real workshops , which are geared towards meeting the educational and socio psychological needs of learners and realization of the University's mission. It is an interface between learners and the University, providing direct academic support.

CONNECTING LEARNERS : INDUCTION PROGRAMMES



*Induction meeting at LSC – 1305
(RC Bangalore)*



*Induction meeting at Sopore Study Centre
(RC Srinagar)*



*Induction Meeting at LSC 32008D, BirsaMunda
Central Jail (RC Ranchi)*



*Induction Meeting at IGNOU LSC – 0719,
(RC Delhi - 3)*



*Induction Meeting at IGNOU LSC – 2304,
(RC Jodhpur)*



*CKLC Induction Meeting for CKLC Program
at Korean Cultural Centre , (RC Delhi -1,
Delhi -2, Delhi -3, RC NOIDA and SOFL)*

INDUCTION PROGRAMMES

An open hall interaction with the newly admitted learners and LSC functionaries with representatives of the Regional Centre. Such meetings are designed to provide learners comprehensive and integral introduction to their studies and help to alleviate potential anxieties. Inductions enable learners to establish connections with the programme of study, their peers and the academic facilitators.



*Induction meeting at at LSC-0106
(RC Hyderabad)*

CONNECTING LEARNERS : INDUCTION PROGRAMMES



*MSCDFSM Practical Counselling classes
(RC Bangalore)*



Practical Counselling Sessions of MPCE-24



*Extended Contact Program for students of
PGDHE Programme (RC Srinagar)*



*Workshop on Field Work Practicum for Social
Work Programs (RC Port Blair)*



*Theory Counselling at one of the LSCs,
RC Kohima*

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STRENGTHENING NETWORK : COORDINATORS' MEETINGS / ORIENTATION PROGRAMMES



Coordinator Orientation Programme (RC Siliguri)



Coordinator's Meeting (RC Karnal)



Coordinator's Meeting (RC Saharsa)



Coordinator's Meeting (RC Mumbai)



Coordinator's Meeting (RC NOIDA)



Coordinator's Meeting (RC Delhi -1)

COORDINATORS' MEETINGS AND ORIENTATION PROGRAMMES

The part – time academic and non academic functionaries engaged at the LSCs represent the University in the field. Training and orientation of these functionaries is undertaken periodically at Regional Centres to sensitize and familiarize them about their roles, responsibilities. Coordinators Meetings aim to inform about operational aspects for effective delivery of the academic programmes, sharing of experiences and good practices. Orientation Programmes are organised periodically for academic counsellors, exam superintendents and other target population for better support services



Orientation Programme Coordinators and PICs (BPCCHN), (RC Vijaywada)



Oriending Term End Exam Superintendents (RC Dehradun)



Orientation Programme for Academic Counsellors , (RC Vatakara)

Contd.....

Coordinators' Meetings / Orientation Programmes



Orientation Programme for Part-time Staff of LSC Shimla (1101), HPU Shimla (1114P), NIELET Shimla (1123P), Rampur Keonthal Shimla (1129P) and St. Bed's College, Shimla (1134P)



Orientation Programme for Coordinators of study centres under the Rajasthan Skill Development Project (RC Jaipur)



Orientation Programme for newly approved Academic Counsellors (RC Deoghar)



Orientation Programme for PICs of BPCCHN PSCs , (RC Vishakhapatnam)



Orientation Programme for Academic Counsellors, (RC Saharsa)

STRENGTHENING STUDENT SUPPORT SERVICES : GOING DIGITAL



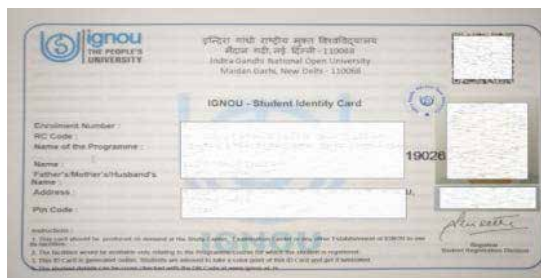
Online Grievance Redress Portal iGRAM - Students can submit their grievances/queries on this portal and also track the action taken by the School/Division/Regional Centre concerned.



'Anywhere, Anytime Learning' is now possible through the e-Content App. Through this App students can access on their mobile phones, the digital study material available on e-Gyankosh, the digital content repository of the University.



Online portal for empanelment of academic counsellors (OACE) is an important step forward in digitization of services. A major step towards paperless process for empanelment of academic counsellors.



A QR Code-based, tamper-proof student identity card, generated after filling up the online admission form is instantly created for learners..



The Online Admission System (2015) and online re-registration (2017) have facilitated admissions from remote, rural and inhospitable areas for all academic programmes (except merit-based and entrance test-based programmes).

DIGITAL INITIATIVES

To upgrade, to ensure faster and effective communication, to reduce time lags and to strengthen student support and services of the University, new digital initiatives are put forward through Regional Centres and LSCs, circumventing the geographical barriers. Report generation on various aspects of the online facilities is now possible for further research and improvisation

INCLUSION INITIATIVES :TARGETING AREAS & GROUPS



Enrolment Drive at Weavers Service Centre, RC Bhagalpur



Felicitation of Transgender Student of IGNOU, RC Lucknow



Enrolling Weavers Community, Chamrajnagara, RC Bangalore



One Day Seminar on Developing Study Skills amongst the Transgender Learners, RC Bijapur



Awareness Programme for transgenders in collaboration with three NGOs, RC NOIDA



Ms. Lakshmi Srivastava (87 yrs.) enrolled for CFN Programme of IGNOU being felicitated by DDG, Press Information Bureau, RC Lucknow.

INDUCTION PROGRAMMES ENDEAVOURS

Inclusion ensures access to quality education for all , aspiring to opt for higher learning, by effectively meeting their diverse needs in a system that is responsive, accepting, respectful and supportive. The hitherto marginalized communities, sections of population such have found a ray and way of hope through IGNOU.

contd/- ...

INCLUSION INITIATIVES : TARGETING AREAS & GROUPS



Special drive for on the Spot Admission for SC/ST people at Majuli Island , RC Jorhat



Drive for admission to the BPP programme of the SC/ST community at Chintamani , RC Bangalore



Gyan Vani Programme with Acid Attack Victim Survivors , RC Lucknow



Outreach to the Army , Navy & Assam Rifles personnels



Facilitating the differently abled learners to progress



Facilitating learners across diverse age groups

ENDEAVOURS

..... Such groups include the jail inmates, the weaver community, the transgender community, the SC/ST and minority community, remotely located communities, acid attack survivors, differently abled and people from other marginalized segments. Thus, overcoming social barriers to learning.

UNIVERSITY AT THE DOORSTEPS : PROMOTIONAL INITIATIVES OF REGIONAL CENTRES



Awareness meet with Officers and Jawans of Army cantonment at Jakhama , RC Kohima



Promotional activities in the remote and rural areas of Anantnag (Kashmir) district , RC Srinagar



Participation in local agriculture fair to promote SOA programmes, RC Darbhanga



Promotional Meeting at Army HQs, Fort William, RC Kolkata



Promotional Drive for the weaver community at Hasta Kala Sahyog Shivir, RC Vijaywada



Stall at National Handloom Award Distributions Ceremony , RC Raipur



Promoting IGNOU amongst the Transgender community, RC Mumbai

GAMUT OF ACTIVITIES

The advantage of having a pan India coverage brings responsibilities of promotional initiatives. Such measures ensure that IGNOU does not only become a household name but also has a learner from each household.

The Regional Centres adopt mechanisms to create awareness, promote enrolment and increase the GER in higher education in the Country.

COMMUNITY DEVELOPMENT INITIATIVES : FOR UNNAT BHARAT



Health check up programme of Paithani Saree weavers in the adopted village Paithan with active support of other authorities, Paithan, RC Pune



Addressing the females in the adopted village , Dhantari for pursuing education, RC Raipur



Pre-admission counseling at adopted village Kathiwada , RC Bhopal.



Cleanliness drive under in the adopted village, Morni Hills, RC Chandigarh.



Family Survey at adopted village, Kailwas village, RC Jabalpur



Using the MeLT Van for promoting education in the adopted village, RC Bhubaneshwar



Vigilance awareness camp at adopted village Bhatiana, RC NOIDA

ADOPTING VILLAGES

Unnat Bharat Abhiyan is a flagship programme of the Ministry of HRD, Government of India , with the objective of providing developmental linkage to the villages through Educational Institutions. IGNOU is registered with the UBA Scheme and through the Regional Centres, 81 villages have been adopted for meaningful interventions.

COMMUNITY DEVELOPMENT INITIATIVES : FOR UNNAT BHARAT



House hold and Base line survey at adpoted village Lohagaoun , RC Bijapur



Nail cutting and hand washing campaign at the adopted village , RC Ranchi



Interacting with the Sarpanch of the adopted vilage , Mirzaguda for UBA activities, RC Hyderabad



Promotion of agriculture programmes among the villagers in the agricultural field and organic farming at adopted village Puliyankulam , RC Madurai



Meeting with Kudumbshree workers in the adopted village , RC Cochin



Admission awareness camp at the adopted village , RC Karnal

CONTRIBUTING TOWARDS SWACHH BHARAT



Swachhta Camp at Govt. Girls Senior Secondary School, Miran Sahib, RC Jammu



Swacha Bharat Abhiyan at Belgachi High School, RC Siliguri



Drawing competition for school children on Swachhta theme, RC Kohima



Campus cleaning drive , RC Cochin



Cleanliness drive by SC-0789D under Swachh Bharat Abhiyan, RC Delhi -1.



Hand washing and nail cutting campaign in a rural school, RC Ranchi



Campus cleaning drive , RC Rajkot



Campus cleaning drive , RC Itanagar



Plantation drive in the campus, RC Varanasi

ENSURING CLEAN SURROUNDINGS

The Swachh Bharat activities range from direct participation in Swachhta abhiyaan, awareness meet at the villages, sensitisation programmes for the students etc. Some of the wide ranging activities were performed as part of the mission . the Swachhta pledge, toilet cleaning, garbage collection and disposal, cleaning of the office and surroundings, health and hygiene talks at the Regional Centre, plantation activity, use of dustbins (wet and dry waste) management etc.

ACADEMIC INITIATIVES : MEETINGS / SEMINARS / CONFERENCES / WORKSHOPS



Two Days Regional Directors Meeting on ‘Vision of Student Support Services in the Digital Era’, organized by the RSD, Convention Centre, IGNOU, HQs



National Conference on Food & Hospitality in India, RC Bhopal



Workshop on Research Methodology in collaboration with ICSSR, RC Panaji



National Conference on “Indian Handloom Weavers: Educational Initiatives” in collaboration with the Ministry of Textile (GOI), RC Guwahati



National Conference on “Indian Handloom Weavers: Educational Initiatives” in collaboration with the Ministry of Textile (GOI), RC Guwahati

ORGANISING EVENTS

Regional Centers organize conferences, seminars or workshops for promotion and strengthening the distance education system, and also for obtaining greater involvement of the academic community. These programmes are organised on present developments and future possibilities in open and distance education in regional, national or global context as well as on specific academic programmes/ courses.

VARIED DIMENSIONS



Celebrating the Republic Day, RC Mumbai



Sports and Cultural Day , RC Bangalore



International Women's Day, RC Itanagar



Hindi Pakhwada, RC Nagpur



*Winners of the National Education Day
awarded on IGNOU's Foundation Day,
RC Panaji*



National Unity Day, RC Guwahati



International Yoga Day, RC Delhi -3



National Voter's Day, RC Trivandrum



Vigilance Awareness Week, RC Kolkata

THE MULTIPLE ROLEPLAY

Regional Centers are our power grids in the field. A range of activities are performed with the intention and aim to reach, educate, train, promote, liaise and provide our services to the stakeholders at different levels and places in the set up. A prismatic view of the same is reflected here..

VARIED DIMENSIONS



Promotional Meeting at the Women's Cell in Ghagidih Central Jail, Jamshedpur , RC Ranchi



Orientation Programme for Accounts Assistants of the LSC , RC Ahmedabad



Promotional cum Awareness Programme, RC Sahara



Alumni meet , RC Bangalore



Launch of CPSCM Programme for pan India jail inmates , organised by RC Delhi -2



Participation in the Career Conclave-2019, RC Delhi -1, Delhi - 2 , Delhi - 3 & NOIDA



Felicitation of Young International Achievers and IGNOU students, Ms Jayalakshmi , International Archer (All India 5th Ranker), Mr Atul Choukse , International Ultra Marathon Runner and Mr Ashok Munne, a physically challenged person, who achieved feat of climbing Everest with Single Leg, RC Nagpur



Transmission of programme through Gyan Vani FM Radio Station, RC Madurai



Inauguration of the new bilding of Regional Centre, Patna

CELEBRATING LEARNER SUCCESS : REFLECTIONS OF EARLIER CONVOCATION



RC Pune



RC Cochin



RC Raipur



RC Jodhpur



RC Shillong



RC Gangtok



RC Kolkata



RC Port Blair

REFLECTIONS FROM THE REGIONAL CENTRES

Convocation is held once a year as per IGNOU Ordinance. The main function is held at the Headquarters, New Delhi and simultaneously at all Regional Centres. The event is marked by setting up of an exhibition highlighting the activities of the Regional Centres. Eligible students who are willing to attend the Convocation are invited at the venue and Degrees are awarded in the presence of the Guest of Honour identified by the Regional Centre. Thus, creating cherishable memories for students, of their proud moments in academic life.

CELEBRATING LEARNER SUCCESS : REFLECTIONS OF EARLIER CONVOCATION



RC Vishakhapatnam



RC Bhopal



RC Kohima



RC Jammu



RC Dehradun



RC Rajkot



RC Srinagar



RC Khanna



RC Madurai



RC Koraput



RC Patna

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