

INDIRA GANDHI NATIONAL OPEN UNIVERSITY



STUDY MATERIALS DISPLAY

DEEKSHARAMBH

Student Induction Programme

Maidan Garhi New Delhi

www.ignou.ac.in

2020





DEEKSHARAMBH

STUDENT INDUCTION PROGRAMME FOR IGNOU LEARNERS



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
2020**

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E-BOOK COORDINATOR

Dr M. Shanmugam	Director, Regional Services Division
------------------------	---------------------------------------------

MANUSCRIPT PREPARATION TEAM (MEMBERS OF TASK GROUP)

Dr M. Shanmugam	Director, Regional Services Division	Chairperson
Prof. Nehal Farooquee	Faculty, SOEDS	Member
Dr. S. Raja Rao	Regional Director, RC Vishakapatnam	Member
Dr. Sanjeev Pandey	Regional Director, RC Delhi-3	Member
Dr. GN Shiva Kumar	Regional Director, RC Kolkata	Member
Dr. Abhilash Nayak	Regional Director, RC Patna	Member
Dr. M. Rajesh	Regional Director, RC Vatakara	Member
Dr Hema Pant	Deputy Director, RSD	Member, Convener

GRAPHICS AND DESIGN

Dr. M. Rajesh	Regional Director, RC Vatakara
Name of Graphic designer	Jitesh Roshan A



FOREWORD

NEED FOR STUDENT INDUCTION PROGRAMME

The Student Induction Programme (SIP) is fundamental to familiarizing the learner with the University. The SIP provides a general framework through which the new learner acquaints himself or herself with the structure, norms, staff, logistics, facilities and operational mechanism of the university. The Induction gives a clear picture of the instructional system or teaching learning methodology of the university, support mechanism and its administrative structure. A robust SIP shall therefore steer the learner clear of many hurdles that he may encounter during the learning process and is also expected to develop the character and potentialities of a learner in diverse ways. In view of the unique features of a distance learner and the ODL system there is need to induct the newly enrolled learner into the IGNOU system.

Features of Student Induction in IGNOU

IGNOU has 67 Regional Centres, with 11 of them catering to the armed forces. Further, the university has a network of more than 2500 Learner Support Centres. As such, we have to address the diversity resulting from diversity in culture, economic background, geography and other factors while framing a Student Induction Programme. Apart from all this, the University is also expected to follow the broad guidelines provided by the University Grants Commission (UGC) for conducting its induction programme. The document published by MHRD on Student Induction Programme titled Deeksharambh seeks to create a holistic awareness in every new learner about culture, society, academics as well as the institution in which the learner is expected to study. To achieve this aim, the UGC has created a framework, which goes by the acronym- SAGE, which stands for (UGC, 2019):

1. **Socialization** with fellow learners, seniors, student union members etc...
2. **Association** with the institution by making visits to the university and its departments (in the case of IGNOU- the Regional Centre and the concerned Learner Support Centre)
3. **Governance** Understanding the basic aspects of functioning of the institution (in the case of IGNOU- Learner Support Centre, Regional Centre and Head Quarters)
4. **Experiencing** various academic and extra-curricular aspects such as lectures, study skills, small-group activities, physical activity, creative and performing arts, literary activities, universal human values

For achieving these objectives, the UGC has mandated 6 days in-house programme. While this is feasible in the face to face situation, in distance education, the same can be achieved only through substantial technological intervention such as the e-book or an LMS.



Face-to-face Induction

As of now, induction programme is conducted by Regional Centres in Face to face mode only. Continuing with the present practice, it is suggested that a one-day face-to –face induction programme may be conducted at the Learner Support Centres, which shall be coordinated by the officials from the Regional Centres concerned. The Face to face session will have the following components:

TIME DEVOTED	SESSION TITLE	ENTITIES INVOLVED
9.00Am -9.30Am	Student Registration	Learner Support Centre Staff
9.30Am- 10.00Am	Inauguration of the induction meeting	Regional Centre and Learner Support Centre functionaries
10Am- 11.00Am	Distance education in India- Features, Status and important Conceptual issues	An eminent Distance Education Expert.
11.00Am – 12.00Am	Important Rules of the University in a nutshell	Regional Centre Staff
12.00 Am-1.00Pm	Introduction to the salient features of IGNOU Study Materials and assignment preparation	Regional Centre Staff
1.00Pm – 1.40Pm	Lunch	
2.00pm-3.00pm	Introducing the Regional Centre, Staff, Study Centre Staff and Academic Counsellors. The first Counselling Schedule may also be distributed to the learners	Regional Centre and Learner Support Centre Study Centre Staff
3.00pm-4.00pm	Get to know the study centre- The coordinator and staff shall take the learners in batches to different departments, laboratories, class-rooms and library of the study centre	Learner SupportCentre Staff
4.00pm-500pm	A session on Human Values, cultural and literary grooming	Eminent expert from the field
5.00Pm – 5.30Pm	Valedictory Session	Regional Centre and Learner Support Centre Staff



Any one day at the weekend in the following week	Visit to nearby village(s) under Unnat Bharat Abhiyan for their engagement in extension and outreach activities for promotion of human values	Learner Support Centre Staff in collaboration with the RC Staff
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This is a tentative schedule, which can be modified as per the convenience of the Regional Centres and Learner Support Centres concerned.

ICT-enabled Approaches for SIP

Various ICT enabled measures are also adopted in IGNOU for the SIP in IGNOU. The learners are inducted using the platforms of Interactive Radio Counseling through GyanVani (dedicated FM Radio channels), Tele-Conferencing through Gyan Darshan (Educational Television channel) and recently, induction through social media app such as Facebook page of the University.

The SIP in the e-book format has been developed for wider outreach and access for the IGNOU learners.

ACKNOWLEDGEMENTS

We acknowledge with deep gratitude the guidance, support and encouragement received from, Prof. Nageshwar Rao, Hon'ble Vice Chancellor, IGNOU in the preparation of the e-book: "Deeksharambh: Student Induction Programme"

The inputs received from the Directors of Schools and Heads of Divisions/Centres/Units/Cells is also thankfully acknowledged.



INTRODUCTION

Dear Learner

Congratulations on taking admission in Indira Gandhi National Open University (IGNOU). We welcome you to IGNOU, the world's largest University in terms of student numbers. In IGNOU instruction is imparted through the Open and Distance Learning (ODL) mode which is a non-formal learner centric method and is different from the formal mode adopted in conventional universities. The e-book is intended to orient and familiarize you with the teaching learning system of IGNOU and your role and responsibilities as a distance learner and as a useful member of the society.

At the outset we begin with a brief introduction about the philosophy, concept, terminologies of ODL that will help you during your study in IGNOU.

A --- OPEN AND DISTANCE LEARNING (ODL)

Education has always been a dynamic process, transforming itself continuously in response to the demands of the learners and societal needs. The individualized face to face one to one mode of education prevalent in the times of Socrates, Dronacharyahas been replaced by the massified version of education through the conventional mode in the classrooms. The earliest form of non-formal education was Correspondence Education, where the learner received study material by post and did not attend regular classes. This was the first phase of providing access to education through an alternative mechanism. With rapid advancement of ICT, the delivery of higher education through correspondence system further evolved with the use of electronic modes such as audio, video, radio, T.V., satellite and internet, in addition to the print medium. This mode of providing instruction using a multiple media approach was termed as open and distance education. Distance Education is a learner centric pedagogy, catering to a heterogeneous clientele of learners, offering education without restrictions of age, place, pace and time of study. Technology-mediation in higher education led to the emergence of the distance mode which later evolved into OPEN AND DISTANCE LEARNING (ODL) mode.

The term **Open and Distance Learning (ODL)** implies the physical separation of the learner from the teacher and from the educational institution, i.e., a college/university, in the present case. The term Open connotes inherent flexibility in such educational systems and removal of barriers of educational qualifications, age, place, pace of study, flexibility in choice of courses, duration of course completion etc. These features inherent in the ODL system distinguish it from the conventional mode of education. Several other terms were subsequently used to describe it such as, flexible learning, e-learning, digital learning, and online learning.



It is pertinent for you to know about the popularity and expansion of ODL system in India and the world over.

Open and distance education has been growing at a fast rate during the last few decades. Originally conceived as an alternative for the dominant traditional mode of education, it has now become a strong competitor. There are 31 open universities across the Commonwealth, contributing to over 4.4 million learners, offering more than 18,000 courses in almost all domains of knowledge and at all educational levels¹ (as per The International Standard Classification of Education, cited in COL, 2019). In other countries, other than the Commonwealth too, ODL has a strong presence. Now open and distance learning is not limited to open universities. Many of the conventional universities have added ODL activities to their face to face teaching and have become ‘dual mode’ institutions (Kanwar, 2009).

The first open university in India was the Dr. BR Ambedkar Open University, established in 1982 and was followed by the establishment of Indira Gandhi National Open University in 1985. Today there are 15 Open Universities in India and institutions of open and distance learning catering to nearly five million learners across the country. The emergence of massive open online courses (MOOCs), another form of distance education, has been embraced even by top-tier research universities (COL, 2019). Study Webs of Active Learning for Young Aspiring Minds (SWAYAM), has been introduced by the Ministry of HRD, GOI, where teachers from institutions like the IITs, IIMs, and central universities have been offering online courses to the citizens of India. At least one crore students are expected to benefit in 2-3 years through this initiative. Besides, it has been stated that at least 20 per cent materials from the total number of courses by an Indian University should be released in the form of MOOCs for the fast mobilisation and dissemination of knowledge and information among the masses (Bordolai, 2018). People of all age groups in both the developing and developed countries are now inclining towards ODL for their personal and professional development.

A.1 Objectives of ODL

The main objectives of open and distance learning are to:

- provide continuing and lifelong education to all sections of society through flexible patterns of entry in education
- democratize education and facilitate the educational empowerment of the masses by providing accessible and affordable education
- minimize the isolation of learners through their engagement with self-instructional materials
- harness the potential of technology to provide seamless education and cater to the needs of individual learners
- explore and manipulate multiple media and methods to make teaching learning interesting, engaging and rewarding



- utilize resources of the host institution to provide cost-effective and qualitative open and distance education
- use flexible methods of admission, instruction and assessment to facilitate the access of the disadvantaged and ensure equity

A.2 Features of ODL

Some distinguishing features of ODL are highlighted below:

- 1. A Learner Centric System:** The first feature of open and distance learning which distinguishes it from conventional education is the open access and flexibility it provides to the learners in terms of formal entry requirements, prerequisite credentials, methods of instruction and assessment thus overcoming barriers to learning which you may encounter.
- 2. Separation of teacher and learner in time or place, or in both time and place:** With all flexibilities in place, you as a distance learner may not regularly meet your teachers/peers/or visit the institution. It is because of this distance that you may often feel isolated but the system has inbuilt mechanism to reduce the distance and break the isolation. The academic counselors in the academic counselling sessions, the self-learning or self-instructional materials play and ICT-enabled support services play a major role in reducing this distance.
- 3. Two-way communication:** Open and distance learning uses various strategies to facilitate two-way communication between you and your friends, teachers and the functionaries providing various support services. This two-way communication is made possible in face to face or online counselling sessions or practical sessions or through other technology-enabled support services like emails, chats, WhatsApp groups.
- 4. Use of Self-Instructional Materials:** Self-learning or self-instructional materials are the foundation of a sound distance learning system and printed materials are the most viable medium. These materials play a significant role in sustaining motivation as they have the teacher in-built in them and provide learning experiences similar to the classroom-based teaching-learning process thus guide and support you.
- 5. Extensive Use of Multi-Media and Modern Technology:** Open and distance learning system, unlike the correspondence education, uses various media including print, radio and television broadcasts, video and audio-conferencing systems, web, virtual reality to provide alternative modes of teaching and learning so that the distance between you and teachers is minimized.
- 6. Use of Industrialized Processes:** As the open and distance learning system caters to the needs of millions of learners, its operations with regard to extension of various types of support services require industrial mode of functioning and require human resources on a large-scale and hence demand division of labour.



7. **No upper age limit: Opportunity for Continuous and Lifelong Learning:** In the open and learning system, there are no restrictions for people of any age for admission to a particular programme though there is a minimum age required to take admission to the programme.
8. **No Fixed Qualifications for Admission:** Unlike the conventional education, open and distance education does not have entry restrictions for majority of its programmes, sparing a few professional and practical-intensive programmes for which there are restrictions in regard to entry qualifications and percentage of marks/grades.
9. **Openness with regard to pace, place, style and time of study:** In the open and distance learning system, you have absolute control over your place, time, pace and style of learning. In national universities like IGNOU, you they have national mobility. Besides, you also have the freedom to complete a programme at your own pace, taking exams in one or two courses at a time and completing a programme within the maximum admissible limit.
10. **Flexibility in selection of courses:** In the open and learning system, you enjoy flexibility in selecting courses out of the total number of courses available. This gives you an opportunity to study the courses which you would have missed if you had pursued these programmes from the conventional colleges and universities.
11. **Self-Paced Examination System:** Open and distance learning allows you flexibility not only to study at your pace but also take examinations as per your convenience, depending upon your preparedness for the courses and availability of time. You can spread your registration for examination over a specified minimum and maximum number of years.

You are now familiar with the concept of Open and Distance Learning (ODL) as discussed above. As a learner enrolled in the Indira Gandhi National Open University (IGNOU), it is important for you to understand about this university and how the teaching learning system in this University is different from the conventional universities like Delhi University, Mumbai University, Punjab University, etc.

Let us begin with a basic understanding of the University and its instructional system.

B --- ABOUT IGNOU

The Indira Gandhi National Open University (IGNOU), was established by an Act of Parliament on 20th September 1985. The University was established with the aim of democratizing higher education through Open and Distance Learning (ODL) mode, thereby taking education to the door steps of the learners. The aim of the University is to provide cost effective, quality education in an equitable manner to large segments of the population including those who are living in remote and disadvantaged areas.

The mandate of the University is to:



- Provide access to higher education to all segments of society;
- Offer high quality, innovative and need-based programmes at different levels, to all those who require them;
- Reach out to the disadvantaged by offering programmes in all parts of the country at affordable costs; and
- Promote, coordinate and regulate the standards of education offered through open and distance learning in the country.

B.1 Unique Features

To achieve the twin objectives of widening access for all sections of society and providing continual professional development and training to all sectors of the economy, the University uses multiple media including new and emerging technologies in imparting education. IGNOU stands significantly apart from other universities because of its unique features such as:

- National jurisdiction,
- Flexible admission rules,
- Individualized study: flexibility in terms of place, pace and duration of study,
- Use of latest educational and communication technologies,
- Country –wide network of student support services,
- Cost- effective programmes,
- Modular nature of the programmes,
- Resource sharing, collaboration and networking with the conventional system as well as the State Open Universities/ Distance Education Institutes/ Correspondence Courses Institutes.

B.2 Achievements of IGNOU

IGNOU has extended its outreach as per its mandate, through its academic programmes, training and skill development initiatives, to large segments of society unreached by formal system of education. Some of its notable achievements are:

- Emergence of IGNOU as the largest Open University in the Commonwealth, in terms of student enrolment and LSC network.
- Serves the educational aspirations of around 3.3 million learners.
- Pan India Network of LSCs.
- Recognition as Centre of Excellence in Distance Education by Commonwealth of Learning in 1993.
- Award of Excellence for Distance Education material by Commonwealth of Learning in 1999.
- UNESCO declaring IGNOU as the largest institution of higher learning in the world in 2010.
- Taking IGNOU programmes to other countries in Asia and Africa.



- IGNOU has been awarded second rank in Swachh Campus Ranking 2019 of Higher Educational Institutions under University (Non-Residential) category by the MHRD, Government of India.
- Running largest network of 37 Radio Stations devoted to enhancing education access all over the country.
- Round-the-clock Educational TV Channels Gyan Darshan. (Gyan Darshan Regular transmissions are done on these channels from the studio at Electronic Media Production Centre, IGNOU)

B.3 Extending Outreach to Disadvantaged Communities for Inclusive Learning

IGNOU has continuously striven to provide inclusive education by extending the outreach of its academic offerings. The University has a special focus on the disadvantaged and marginalized segments of the society, such as rural, tribal, women, jail inmates, transgenders, SC/ST and the economically weaker sections (EWS). It has made several provisions for these categories of learners, such as:

- Special LSCs have been opened in remote, tribal and rural locations
- Special LSCs have been opened in Jails and education to jail inmates is free of cost
- Reservation: The University provides reservation of seats for the learners belonging to Scheduled Castes and Scheduled Tribes, non-creamy layer of OBC, Economically Weaker Sections, (as notified by MHRD vide OM 12-4/019-U1 dated January 2019), War Widows, Kashmiri Migrants and Physically Handicapped learners, as per the Government of India rules, for admission to its various programmes.
- Scholarships and fee reimbursement/Exemption?: The University has taken proactive steps in launching the scheme to provide financial support to the learners belonging to SC/ST categories. Under this scheme the university provides fee reimbursement/fee exemption to students from SC/ST category under the Direct Benefit Transfer (DBT) scheme- SCSP & TSP Plan Grant provided by the MHRD, GOI.
- Scholarship scheme of National Centre for Promotion of Employment of Disabled People (NCPEDP) for Post Graduate level programmes is applicable to the students of this University also. Such students are advised to apply to the awarding authority directly.
- Students belonging to SC/ST/OBC/Minority/PWD can avail scheme of fee waiver/reimbursement/ exemption/scholarship offered by UGC/MHRD/various State



Governments/Govt. Departments. For eligibility and procedural details, interested students may obtain details from concerned agencies.

- University conducts focused promotional and awareness campaigns by identifying the target groups such as transgenders, EWS and target areas such as tribal belts in the North East, and remote rural areas etc. to sensitize prospective learners about the benefits of enrolling in IGNOU programmes.
- Opportunities for higher education are also extended to physically disadvantaged learners. The National Centre for Disability Studies (NCDS) established in the University caters to the educational, vocational and rehabilitation needs of such learners through its activities, like making books accessible through the SugamyaPustakalaya portal, brochures in sign language, etc. (Refer Section F.9 of the module)

For further details you can access the Common Prospectus January 2020, in English and Hindi, on the IGNOU website at: <http://ignou.ac.in/userfiles/Common-Prospectus-English.pdf> and <http://ignou.ac.in/userfiles/Common-Prospectus-Hindi.pdf>, respectively.

C --- GOVERNANCE

C.1 How IGNOU Functions

Open and Distance Learning (ODL) requires involvement of experts from diverse fields, and like big industries, it works on the principle of division of labor. Hence, organizational structure of any ODL institution is huge. You need to get a brief overview of the organizational structure of IGNOU.

You can view the chart of the organizational structure of the University at the following link: <http://ignou.ac.in/userfiles/Organizational-Structure.jpg>

The Hon'ble President of India, is the Visitor of the University. The University is headed by the Vice-Chancellor and he is assisted in the performance of his duties by various authorities of the university, including the Pro-Vice Chancellors, Directors of Schools and Divisions, and Registrars of units. You can get a clear understanding about the authorities of the university from the link, <http://www.ignou.ac.in/ignou/aboutignou/authority/member/detail/4/ramnathkovind-4862>.

The Board of Management is the principal decision-making body of the University. The other authorities of the university include: Academic Council, Planning Board, Board of Recognition, Schools of Studies and Finance Committee. The overall functioning of the University is managed



by these statutory authorities. There are 21 Schools of Studies which are mainly engaged in development of the programmes of study and periodic updating. Similarly, 12 operational divisions provide various kind of support in development and delivery of programmes. On the other hand, 14 Centres and Divisions also help the university not only to develop and deliver the programmes to its learners but also help in training and capacity building of the existing human resource so that ODL programme offered by the university are managed effectively and efficiently.

A brief description of some of the organizational components of IGNOU, i.e., Schools of Study/Divisions/Centres/Units is provided for you to understand their role in providing support services to IGNOU learners:

➤ **Schools of Study**

The 21 Schools of Study of the University develop the programmes as per the need of the society. The programmes/courses are designed and developed through a very rigorous exercise starting with need assessment, involving nationally and internationally best available experts for curriculum and course development, devising best suitable and most accessible delivery mechanism and ends with programme evaluation for further improvement. A detailed description of these schools is available on the link, <http://www.ignou.ac.in/ignou/aboutignou/school>.

➤ **Regional Services Division (RSD)**

The Regional Services Division (RSD) is the nodal division responsible for devising delivery strategies and providing student support services to the learners all over the country through an elaborate and efficient network of academics at Regional Centres (RCs) and Learner Support Centres (LSCs). The LSCs cater to diverse needs of a heterogeneous learners and also that of specific target groups of learners through Special LSC and for specific programmes through Programme LSC. The 'Single Window Operation' for the Defence and paramilitary personnel, i.e., Army, Navy and Assam Rifles is also coordinated by RSD.

➤ **Electronic Media Production Centre (EMPC)**

EMPC serves as a 'nodal' resource centre in production, dissemination and transmission of educational software in the country utilizing a wide range of communication tools and techniques. The major activity undertaken by the Centre is production and dissemination of curriculum based educational audio-video programmes. It also coordinates the Radio and TV channels dedicated for educational broadcast, teleconferencing.

➤ **Public Information Unit (PIU)**

Public Information Unit (PIU) acts as a link for communication and information sharing concerning the policies, plans and programmes of the University with the prospective students



and general public through press releases, advertisements and media support. It releases advertisements related to admissions, recruitments, tenders and other notifications and communicates with prospective students and general public regarding admissions/academic programmes, rules and regulations of the University through email/fax/post/telephone and in person.

➤ **Student Service Centre (SSC)**

Student Service Centre (SSC) acts as a Single Window Nodal Agency for attending to students queries with a view to resolve their difficulties pertaining to Admission, Registration, Evaluation, Examination, Non-receipt of Study Material and Regional Centre/ Learner Support Centre related issues.

Students who approach SSC are provided guidance and counseling, through face-to-face mode, fax (91-011029535714), telephone (EPABX – 29535924-32, 29535062-65, 29533869, 29533870), electronically (ssc@ignou.ac.in) and by post.

➤ **Campus Placement Cell (CPC)**

The prime objective of a learner is to get a suitable placement after successful completion of his/her study at IGNOU. To facilitate the learners towards this end, a Campus Placement Cell has been established at the IGNOU HQ to maintain liaison with prospective employers and arrange their interactions with the prospective job-seekers among the IGNOU learners across the country.

➤ **Planning and Development Division**

The Planning and Development Division formulates short-term and long-term plans, policies, procedures to operationalize various programmes and activities of the University. It periodically reviews and monitors the performance of all the schemes and activities of the University. The Division coordinates in design development and delivery of academic programmes/activities, its procedures, administrative reforms, students support network in order to improve quality of the Open and Distance Education.

➤ **Student Registration Division (SRD)**

SRD is responsible for monitoring registration of students for different programmes offered by the University. This division play important role in admission process by releasing the admission notice and circulating the schedule of operation to all the Regional Centre. Other important activities of the division are finalizing re- admission data and sending the same to SED for incorporation in their records.



➤ **Student Evaluation Division (SED)**

Student Evaluation Division is mainly responsible for evaluation of learner performance in Term-End Examinations. It coordinates activities pertaining to continuous evaluation and evaluation of Project Reports. It is also mandated for certification of learners by conferring degrees/diplomas/certificates. The Division also maintains the database of all active students on rolls of the University. Currently the Division has established Seven Regional Evaluation Centres(REC) to undertake the task of evaluation of answer script of June and December Term End Examination.

➤ **Computer Division (CD)**

The computer division is the main IT infrastructure and service provider of the University at the Headquarters, Regional Centres and Learner Support Centres all over the country. It maintains and services the Internet, mailing and other software services for use of faculty in Schools of Studies and users in service divisions at the headquarters. Some of these services are shared at the level of Regional Centres and beyond.

➤ **Finance & Accounts Division (F & AD)**

The Finance & Accounts Division is responsible for preparation of Budget Estimate and Revised Budget estimate for RCs and the University as a whole. It releases grants to Regional Centres as per norms and approved budgets and conducts Internal Audit of Accounts of the Regional/ Learner Support Centres, Divisions and Schools.

➤ **Material Production and Distribution Division (MPDD)**

The Material Production and Distribution Division is entrusted with the task of coordinating, monitoring, printing and distribution of instructional material to the students as well as to RC/LSC of IGNOU. It also undertakes a wide array of activities for synchronization of printing, production, storing and inventory control of these materials.

In an effort to encourage its learners for using digital means of study, the University has digitized its study material and made it available on e-Gyankosh, the digital repository of the University. As an incentive, 15% of programme fee is refunded to the students who opt for digital study material in place of printed study material.

Centre for Online Education (COE) was established on June 7, 2019 to make IGNOU a global leader in digital learning with world class technology enabled learning experiences and support services. The vision is to align with the nation's digital initiatives to provide affordable access to quality education through virtual learning environment for anyone, anytime and anywhere. The



COE has identified 85 online programmes at UG/PG degree, Diploma/PG Diploma, Certificate and Awareness levels.

IGNOU is national coordinator for SWAYAM MOOCs Project for Diploma and Certificate level courses and for five channels of SWAYAM PRABHA, the DTH channel initiative of Government of India. The SWAYAM and SWAYAMPRAHA are hosted in COE which is facilitating the development of SWAYAM MOOCs. More details can be accessed on the IGNOU website at:

<http://www.ignou.ac.in/ignou/aboutignou/icc/iuc/introduction>

C.2 Learning Environment: Instructional System in IGNOU

IGNOU adopts a multiple media approach for imparting instruction, wherein teaching/learning packages for instruction and self-learning are designed, developed and delivered. The different components used for teaching/ learning include self-instructional print and audio-video materials, radio and television broadcasts, face - to - face counselling / tutoring laboratory and hands-on experience, tele-conferencing, video conferencing, interactive radio counselling, and internet-based learning, and the use of mobile phones for instant messaging. Practical sessions are arranged at select LSCs.

The learner-centric instructional system of IGNOU is depicted in the **Figure 1** below:



Figure1: Instructional System of IGNOU

Source: IGNOU PROFILE, 2017



ICT Enabled Pedagogy

Since inception IGNOU has adopted ICT enabled instructional system which is a unique pedagogical feature. It has set up two Divisions exclusively for promoting technology mediated teaching and learning, namely the Electronic Media Production Centre (EMPC) and the Computer Division. As discussed above, a state –of –the –art Electronic Media Production Centre (EMPC) is the nodal centre for the development of educational software using a wide range of communication technologies such as: audio- video programmes, broadcast and telecast of audio and video programmes, conducting teleconferencing and interactive radio –counselling. The Computer Division that is the main IT infrastructure and service provider at the University Headquarters, Regional Centres and Learner Support Centre all over the country. The ICT enabled support mechanisms are:

- **Gyan Darshan:** Collaboration between MHRD, PrasarBharti, IGNOU and other organizations has resulted in launching Gyan Darshan the educational channel of India, for which EMPC has been identified as the coordinating and transmitting agency. The channel provides educational programmes on a variety of subjects for 24 hours a day to enhance learning processes.

The GyanDarshan is also available on webcast, thus extending the reach of IGNOU programmes to audiences' world over. The Gyan Darshan telecast is also beneficial for students of the formal education system and the viewers can access Gyan Darshan on IGNOU's website <https://www.ignouonline.ac.in/gyandarshan/>.

As Gyan Darshan Channel is must carry channel as per the Government of India Gazette notification, a number of private DTH/Cable Operators carries Gyan Darshan in their Bouquets. Gyan Darshan is now part of Swayam Prabha and can be watched on MHRD Channel no.25. The list of private channels are as follows:

Gyan Darshan TV Channel Available on DTH Platforms & Cable TV Networks		
S. No.	DTH / Cable TV	TV Channel No.
1	Airtel	442
2	Tata Sky	755
3	Sun Direct	596
4	Dish TV	2423
5	Independent TV	566
6	DD Free Dish	MHRD Channel No. 25
7	Hathway	473
8	In Digital	297
9	Den	526
Gyan Darshan Web Link: http://ignouonline.ac.in/gyandarshan/ Gyandarshan TV Channel available on C-band		



- **Gyan Vani:** The University is the nodal agency for the implementation of the MHRD initiative (launched in November 2001) for establishing FM stations in 40 cities as a part of the Gyan Vani network dedicated to education and development. Interactive Radio Counselling (IRC), sessions are conducted at the EMPC studio. Live counselling is provided on radio by invited experts. Students can ask questions right from their homes over telephone. These sessions are conducted for an hour on Sundays from 189 radio stations in the country.
- **GyanDhara:** It is an internet audio counselling service launched recently. Students can listen to the live discussions by the teachers and experts on the topic of the day and interact with them through telephone, e- mail and through chat mode.
- **Internet based support**
IGNOU Headquarters has a campus Local Area Network and more than 650 computers/ printers connected to it. Internet access has been provided and the domain server of IGNOU operates with the domain name of www.ignou.ac.in which is the web page. The IGNOU website contains exhaustive information and links to useful resources which is accessible to the vast learner population.
- **Mobile Applications for students**

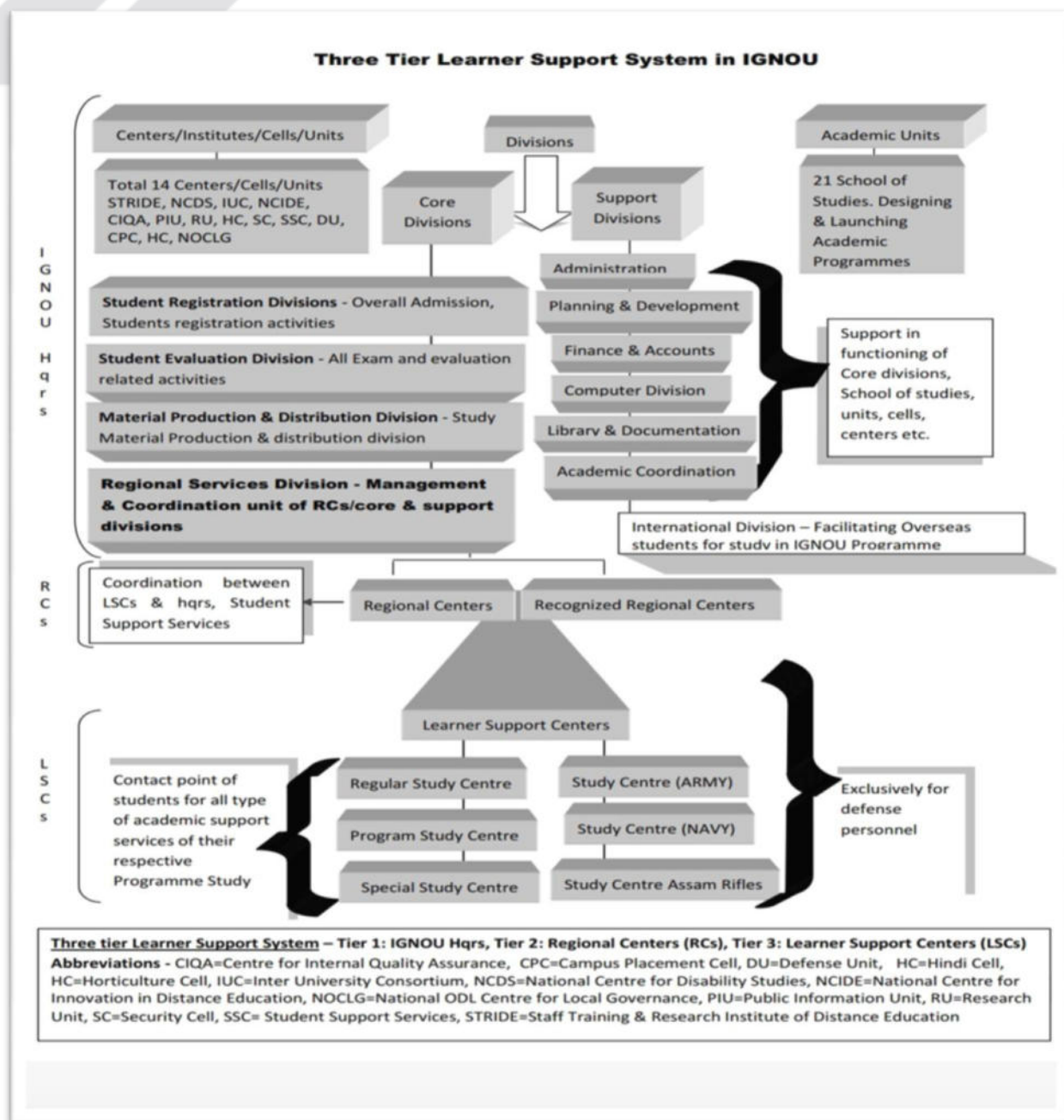
IGNOU Student App has been developed to facilitate students to access useful information pertinent to their study in IGNOU. The student app can be downloaded on the mobile phones from the Google playstore and can be accessed at the following link:

<https://play.google.com/store/apps/details?id=com.ignou.studentsApp>

You can read the details of the ICT enabled learner support mechanisms in Appendix-1 of this module.

C.3 Delivery Mechanism: Three Tier Learner Support System in IGNOU

In keeping with the ODL philosophy of learner centeredness, IGNOU organizes the learner support services described above, for effective instruction at three levels or three tiers of operations, i.e., at the IGNOU Headquarters in New Delhi, at Regional Centres and Learner Support Centres, as depicted in the Figure 2 below:



Source: <http://www.ignou.ac.in/ignou/aboutignou/division/rsd/3tlearnersupport>

Figure 2: Three Tier Learner Support System in IGNOU

The learner support system in IGNOU as described above facilitates and strengthens the two-way communication between the learners and teachers and the learners themselves.

The various types of support provided to you through the three-tier mechanism, which are interdependent, can be broadly categorized as in Figure 3:

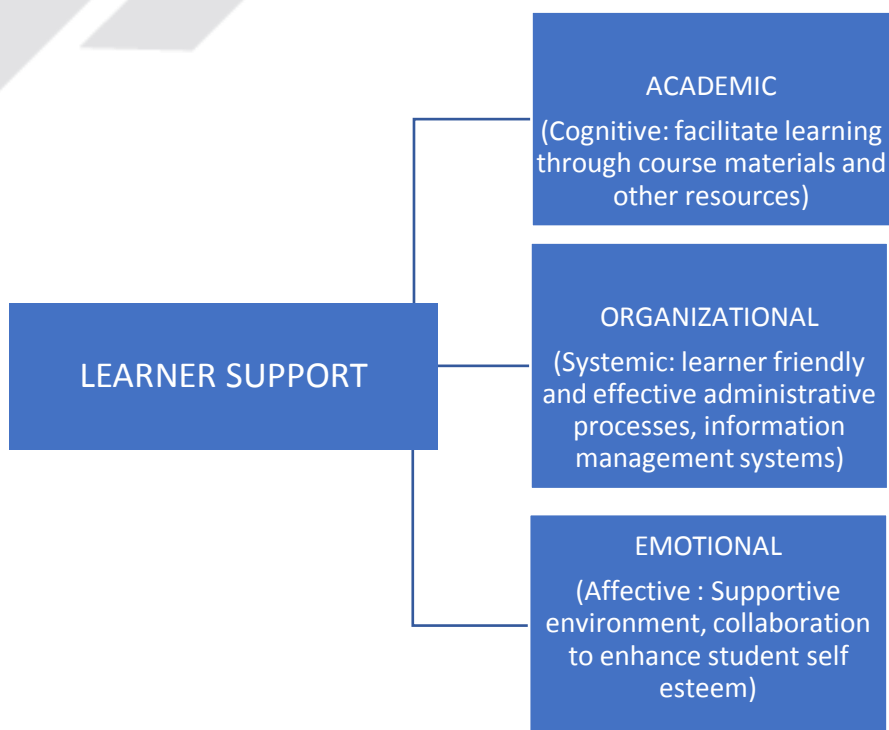


Figure 3: Primary Interdependent Functions of Learner Support in ODL
(Alan Tait, 2000)

You will gain most of the learning experiences at the LSC which will be assigned to you by the Regional Centre. Hence you need to have a clear understanding about the two terms RC and LSC.

D --- ASSOCIATING

D.1 Know Your Regional Centre

A Regional Centre (RC) is the office of the University, established with the support and cooperation of the respective State Governments. It is responsible for promotion of the ODL system in the State/ region, and for establishment, development, maintenance and monitoring of LSCs.

You can view the state wise presence of the 56 RCs at the following link:

<http://www.ignou.ac.in/ignou/aboutignou/division/rsd/introduction>

The details of the 11 Recognized RCs established for personnel of Army, Navy and Assam Rifles are available at the following link:

<http://www.ignou.ac.in/ignou/aboutignou/division/rsd/RecognizedRC>



You will be associated with one of the above RCs as chosen by you at the time of admission. The RC coordinates the delivery of IGNOU programmes of study and is the link between you, the LSC and the IGNOU headquarters and thereby facilitates provision of student support services. Most of the services for learners are now provided online through the dynamic website of IGNOU, such as issuance of Identity card, Migration Certificate, Bonafide Certificate, Change of RC/LSC, Change of Medium of study, change of programme/course of study, etc. However, you may experience the need to physically visit your RC for resolving any queries or for guidance/counselling pertaining to your study or career. The RC is headed by a Regional Director (RD) supported by a team of academic and administrative officials. The RC is equipped with a dedicated Student Service Cell (SSC)/Helpdesk to attend to your query. Alternatively, you can also contact the RC officials through telephone/email the details of which are available at the respective RC webpage. Briefly, the RC is responsible for the delivery of programmes and providing student support services as follows:

- ❖ Supervises the functioning of LSCs in its jurisdiction
- ❖ Functions as the Resource Centre & promotes IGNOU & ODL in the region
- ❖ Maintains database of learners & offers services like:
- ❖ Change/Correction of Corresponding Address, Phone No, email ID
- ❖ Change/Correction in students' particulars like name/surname etc.
- ❖ Change of Regional Centre/Learner Support Centre
- ❖ Duplicate Identity Card.

You can access the details of all 56 RCs on the IGNOU website and also access the webpages of each RC displaying the list of LSCs operating under the RC at the following link:
<http://www.ignou.ac.in/ignou/aboutignou/regional/about>

D.2 Know Your Learner Support Centre

You will be allotted to an LSC which you have chosen at the time of filling the online admission form.

LSC is a term given to a Centre established at the local level, which is, maintained or recognized by IGNOU for advising, counselling or for rendering any other assistance required by the learner during their course of study with IGNOU. The major functions of the LSC are promotion and publicity of IGNOU programmes, pre-admission counselling, organization and conduct of induction meetings, conduct of academic counselling for theory and practical courses, evaluation of assignments, conduct of term end examination, organizing course related workshop and seminar and providing library support to the learners.



In fact, LSC is the College/University or the face of the University for you where you will interact with your teachers/subject experts termed as ‘academic counselors’ and meet your fellow learners. Each LSC is headed by a Coordinator who organizes various academic activities for learners with the support of a team of other part time staff and academic counselors. The LSC also functions as an information centre wherein learners get information about important activities of the University, beginning with Induction meeting at the commencement of the new academic session, academic counseling schedules, schedules of IRC, GyanDarshan, GyanDhara and other media support systems, examination schedules etc. related to your programme/course of study. All these schedules are also posted on the IGNOU website or websites of the respective RCs which you should visit regularly and keep yourself updated with latest information. Some of the activities undertaken at the LSC are depicted in Figure 4 below:



Figure 4: Activities conducted at the LSC

The main activity conducted at the LSC is academic counseling (theory and practical) by the academic counselors in the programmes/courses of study. The academic counselors also evaluate the assignments which have to be submitted by the learner in every course of the programme and it is mandatory for the learner to submit the assignments at the LSC to be eligible to take the Term end examination in that course.



E --- SOCIALIZATION

As you understand, the learners of IGNOU come from all walks of life. They come from a cross section of the society. It is important that all of you should mingle with each other. For this process to happen effectively, you can utilize the following mechanisms:

- a. On the day of the one-day induction at the Learner Support Centre, you may get in touch with your peers.
- b. When you reach the Learner Support Centre for attending counseling and practical sessions, you may socialize with your fellow learners and enter into peer academic activities.
- c. On the day of your induction meeting your coordinator shall form a WhatsApp group, where you can interact with one another on academic and logistic matters.

E.1 Interactions with your Academic Counsellors

The academic counselors are the fulcrum of academic activities in IGNOU. As a learner, there are three major ways in which you associate with your academic counselor. Let us have a look at them.

- a. You will be directly interacting with the academic counselor at the time of the face to face counseling sessions. You will report to the counseling sessions after going through the study materials and during the sessions, you shall be raising your queries. You can also have informed discussions on various matters with the academic counselors during these sessions.
- b. Once you submit your assignments, the academic counselor shall evaluate the assignment and provide the Global and margin comments on the same. The comments given by the counselor are the mechanism through which they communicate the broader academic matters to you. These comments will indicate your strong points and weaknesses of your assignment responses and your broader academic accomplishments.
- c. Supplemental communication is often initiated by academic counselors, when they feel that they need to communicate aspects which have not yet been mentioned. This may take diverse forms, including telephonic discussions, e-mail communication and the like.
- d. These day programme-wise Whatsapp groups are also formed at the Learner Support Centres, where the academic counselors are also members. They shall communicate academic and non- academic matters of relevance through this mechanism as well.
- e. Finally, the academic counselors may also counsel on non-academic matters with the aim of bringing about awareness of university rules and to provide psychological support to learners who need the same.

E.2 Learner Interaction: In the ODL system, the network of LSCs provides a mechanism for human interaction to encourage learners to interact with the institution functionaries who are



close to them and in their locality. It would give them a feeling of attachment and hope and encourages the learner to approach them for getting their problems solved.

- a. **Academic Interaction:** The learners get all kinds of academic support at the LSCs through Coordinator and Assistant Coordinators and the Academic Counsellors. They are all part-time staff drawn from the host institution to provide the support to the learners.
- b. **Non Academic Interaction:** The learners also have some non-academic interaction with the staff at the LSCs whenever they face any particular problem like non reflection of their assignment grades/marks in their grade cards, non-completion of assignments and practical's, change of address, correction of address, correction of mobile number, email address, change of LSC, etc.

F --- EXPERIENCING

How Will You Study in IGNOU?

Being a distance learner will be a unique experience for you because the instructional system in IGNOU is completely learner oriented unlike the teaching learning process in conventional universities.

F.1 Self-Instructional Material (SIM)

As part of the teaching learning process, you would have received the Self-Instructional Material (SIM) or the printed booklets from the University, which includes the Programme Guide/Starter kit. The soft copies/digitized Programme Guides are also placed on the IGNOU website, on the webpage of the respective School of Study which offers the programme. The Programme Guide contains complete details about the programme of study and useful information about the procedures of the University relevant for the learner for successful progress during the period of study.

Self-Instructional Materials (print) are provided to the learners by the Material Production and Distribution Division, IGNOU, New Delhi immediately after their admissions are confirmed. As per the recent decision of the university, the self-learning materials are sent to the respective Learner Support Centres so that learners do not face the problem of postal delay or non-delivery of the materials due to insufficient, incorrect address or change of address. The digital materials of all the programmes are available on the digital repository of the university on e-GyanKosh(www.egyankosh.ac.in). Learners can freely register themselves to this portal and have access to any of the materials available on this portal. The IGNOU Student App designed and developed by the University is very student-friendly and provides everything to the learners at their fingertips. Learners can download their assignments, self-learning materials, Hall Tickets, Grade Cards and question papers of the previous years from this App and make use of



various online support services. They can also check the status of their self-learning materials on this App.

- Some of the useful links to access the self-learning materials:
- IGNOU Mobile App - URL from Google Play Store:
<https://play.google.com/store/apps/details?id=com.ignou.studentsApp>
- IGNOU Study Material App -
<https://play.google.com/store/apps/details?id=ac.in.ignou.Viewer>
- IGNOU e-Gyankosh for availing all online content of IGNOU - <http://egyankosh.ac.in/>
- IGNOU Study material Download - <http://egyankosh.ac.in/handle/123456789/1>

At this stage it is pertinent for you to know the structure of the printed SIM in IGNOU which is different from a conventional text book.

Structure of Self Learning Material (Print)

An academic programme of study, at IGNOU comprises of different courses. Each course is divided into a number of Blocks (Booklets). A Block is further divided into Units (Chapters). A unit comprises of different sections which are divided into sub-sections. Self-check questions (SCQ) are interspersed in the text, which provide feedback to the learner. Answers to these SCQs are given at the end of the unit, to enable the learner to ascertain the correctness of their responses and reinforce learning. With this understanding of the structure of Self Learning Material (SLM) and its inherent pedagogy, the counselling schedule is prepared accordingly by the LSC Coordinator.

Unlike the text-books of the conventional or face to face education system, they have the teacher in-built in them and guide and support the learners at each and every step.

The design of a typical 'Unit' in IGNOU SLM can be illustrated as follows:

- ❖ **BEGINNING OF UNIT:** Structure, Introduction & Objectives
- ❖ **MAIN BODY:**
 - Sections with sub sections, Self- Check Questions (SCQ) after 1or 2 Sections, Unit End Activities & Exercises
 - Content interspersed with Illustrations/Tables/Charts
 - 5000-6000 words with margins on both sides
- ❖ **ENDING**
 - Summary
 - Glossary of difficult words/concepts
 - Model Answers to SCQ
 - Unit end questions(preparatory)
 - Suggested Readings (Additional)



After going through the programme guide, as a proactive distance learner, you are required to study the SIM and go prepared to the LSC for attending the academic counseling sessions.

For more details about the Self Learning Materials in IGNOU you can refer to Appendix-4

F.2 Academic Counselling

The LSC Coordinator will inform you through letter, email or SMS about the commencement of the academic counseling sessions, which begins with Induction meeting for the freshly enrolled learners. It is advisable to attend the Induction programme as it is a platform to meet and interact with your academic counselors, Coordinator and part time functionaries of the LSC and your own peer group. The Coordinator will provide the schedule for academic counseling drawn up by them for the academic session. Though not mandatory yet it is advisable for distance learners to attend the theory counseling sessions and benefit from the human interactions which will keep you motivated throughout the duration of the study. You need to understand, what is academic counseling and its significance for a distance learner.

Concept of Academic Counseling

Academic counselling is a help, advice, guidance and support given to the learners to facilitate them to make satisfactory academic progress. It includes both matters pertaining to academic difficulties faced by the learners and also corresponding matters, as per the requirements of a programme of study. More specifically, in absence of regular contact with teacher/ academic counsellor, the highly structured nature of the study materials with their access devices, activities and assignments, the learners, at times, find it difficult to go through the course materials and require guidance and specific study skills, thus making the component of academic counselling a vital input for learner support services especially for ensuring that the learners receive human support, they do not feel isolated, they get their academic doubts clarified and more importantly, the use of ICT enabled support offered by the University to complement the study process and feedback on the academic progress made by them.

Click on the link below to view a YouTube video on the Role of an Academic Counselor in Distance Education:

<https://youtu.be/ikG26axq0tw>

Components of Academic Counselling

The academic counselling in IGNOU involves tutoring and general counselling.

Tutoring is

- a) Information and guidance on subject related matters
- b) Resolving difficulties pertaining to the course and development of skills especially for practical based programmes.



General counselling relates to the matters on non-academic difficulties faced by the learners mainly on issues related to compliance and fulfillment of procedure associated matters.

Credit Hours and Academic Counselling

IGNOU follows the credit system for its programmes of study comprising of various courses (subjects) which has been assigned specified number of credits, which enables the University to inform the learners about the required number of study hours. One credit in our system is equivalent to 30 hours of study, comprising various learning activities such as reading the self-learning materials, attending face to face counselling sessions (both theory and practical) as per the requirement of the programme, writing assignments, attending teleconferencing sessions /GyanDhara /GyanVaniprogrammes using other ICT enabled support to understand the subject matter. As such, a 4-credit course requires 120 hours of study. In general, 10% of the total study hours assigned to a particular course are allocated to the face to face academic counselling. Since most of the discussions during face to face academic counselling pertain to support related matters, as such, the learners are expected to be well-versed with the study materials of IGNOU. During face to face counselling, the discussions would mainly be on course content, and the subject related matters as given in the self-learning materials and the resolution of the problems.

Number of Academic Counselling sessions

- The academic counselling sessions are organised Course-wise,
- Number of academic counselling sessions depend on the credit weightage assigned to each of the course,
- 10% of the total study hours are allocated to the face to face academic counselling,
- Broadly, the number of academic counselling sessions course wise, as per allocated credits, are provided in Table-1, as follows:

Table-1: Number of academic counselling sessions course wise credit wise

S. No.	No. Of Credits	Total study hours	Expected no. of counselling sessions*
1	2	60	3 to 4
2	4	120	5 to 6
3	6	180	8
4	8	240	10

*for exact number of counselling sessions for each course, you are advised to refer to the Programme Guide provided to you along with study materials.

How does Academic Counselling take place?

- Immediately after the confirmation of the admission, the students are attached to different Learner Support Centres (LSCs) which are normally located in the institutions of higher



learning such as colleges, universities, research organisations, engineering/medical colleges /universities, institutions engaged in providing education and training etc.

- As discussed in the earlier section, the LSCs are the main providers of support services and are headed by a Coordinator who prepares and provides the counseling schedule during the induction programme. You are also informed as to who is to be contacted for what on various matters such as submission of assignment responses, submission of term end examination forms, re-registration forms (only for semester/annual programmes such as Bachelors and Masters programmes) etc.
- The academic counseling sessions are taken by the approved and empanelled Academic Counsellors who are teachers/subject experts drawn from the host institution and other institutions, conducted at the LSCs during the off days, weekends /holidays of the host institutions.
- The face to face academic counselling includes both theory and practical sessions, as per the requirements of the programme (e.g. Sciences, Computer science, health sciences etc. have both theory and practicals)
- Attendance is compulsory for practical counselling sessions, however, for theory sessions, the attendance is not mandatory, though always advisable, given the limited number of face to face sessions.
- You are advised to come, as per the counselling schedule, well prepared having gone through the study materials and also the areas of difficulties which needs to be addressed.
- You should maintain your interest and continuity by developing the habit of regular study as per the total number of credit hours assigned for the programme, which they are pursuing.
- You should regularly visit the University website (www.ignou.ac.in) and the Regional Centre website to which you are attached. Regularly go through / attend various programmes through teleconferencing / interactive radio counselling sessions /Gyan Vani / GyanDhara etc.

Preparing for the Counselling sessions

- Develop regular habit of self-study.
- Go through the Programme Guide, at least twice, to familiarize with programme, course requirements and other subject and procedure related matters.
- As mentioned earlier also, you should come well prepared in the counseling session with areas of difficulty to be resolved.
- Should be aware of the specified guidelines for the submission of assignment responses, submission of various forms, try to understand the system of teaching and learning at IGNOU, especially understanding the rules and regulations of the University.



Always remember that your continued interest, commitment and motivation will go a long way in successful completion of the programme.

Apart from attending the theory and practical counselling sessions at the LSC your teaching learning is supplemented by other mechanisms as detailed in the preceding section. These are viewing TV/video programmes, listening to radio programmes, use of the available Library facilities at the LSC/ listen to / watch audio/video programmes developed for the respective courses. List of these A/V programmes and their web links are given in the self-learning materials and can be accessed on the e-Gyankosh portal. You can also resolve their queries and clarify your doubts by interacting with experts during the live Interactive Radio Counselling (IRC) sessions organized by the EMPC through GyanVani and GyanDhara channels and also in the live Gyan Darshan (TV Channel) programmes.

In addition to the face-to-face counselling sessions at the LSC, web-based counselling is being conducted by the Faculty at Headquarters. Live sessions are being held through the Facebook page of the University. This is also facilitating interaction of learners with the course team. The schedules of web counseling in these programmes, as and when organized are being circulated to the RCs for onward dissemination to learners concerned.

Academic Support Services in Low Enrolment Programmes

IGNOU has introduced online counseling and initiated learner interaction with teaching faculty, **where the enrollment of students is less than two hundred for the programmes offered**, the new niche programmes which are non- conventional and multi- disciplinary in its nature and are based in few new Schools of Studies, such as programmes offered by SOEDS, SOITS, SOVET, SOGDS etc. The low enrolment programmes have been identified and notified by the University. Learners in these programmes are provided academic support directly by the Schools of Studies, such as academic counseling, in theory component through ICT enabled modes, and assignments will also be submitted by the learners to the respective School for evaluation.

F.3 Evaluation in IGNOU

As a learner, you should understand that the system of evaluation in IGNOU is different from that of Conventional Universities. For beginners, please bear in mind that IGNOU has a multi-tier system of evaluation.

1. Self-assessment exercises within each unit of study material. These do not carry any weightage of marks, but they help you to understand the subject better.
2. Evaluation mainly through Assignments (tutor-marked and practical assignments) and Seminars/ Workshops/ Extended Contact Programmes, Field Visits etc.
3. The Term-End Examinations at the end of semester/ year. (Theory and Practical separately)
4. Projects, Internships etc. (during studies)



Continuous Evaluation through Assignments

Assignments comprise a crucial dimension of learner support in IGNOU and constitute 25%-30% weightage in the overall score in the course. They serve a twin purpose, i.e., of continuous assessment and a teaching-learning function by providing feedback through comments written by the evaluators. The tutor comments guide you and help you to prepare for the term end exam. Submission of hand written assignment in each course at the LSC is mandatory for you to be eligible to write the Term end examination in that course.

Assignments play an important role in the instructional system of IGNOU not only as a tool for continuous assessment but also as a teaching-learning mechanism providing unique learning experiences through written comments/feedback. The role of assignments is as follows:

- Not just a tool for measurement of learner performance but teaching tool.
- Provide presence of teacher through tutor comments on assignment responses.
- Evaluation of assignments is different from evaluation of TEE answer scripts.
- Provides personalised attention & guidance to learners provided.
- Provides continuous feedback to sustain learner motivation.
- Builds two- way communication in the process through feedback and remedial guidance.
- Clarifies ambiguities in difficult content areas.

Since assignments perform such a major function in the teaching-learning process by providing meaningful learning experiences you are well advised to keep the following aspects in mind regarding assignment submission:

- ▶ Submission of Assignments as per the schedule is mandatory. Assignments must be prepared as per the procedure and guidelines given in your programme Guide/Starter kit.
- ▶ Assignments should be submitted before the deadlines fixed by the university.
- ▶ Keep photocopies of the assignment responses you submit at the Centre for future reference.
- ▶ Collect acknowledgement slip from the Learner Support Centre after submitting the assignment responses.
- ▶ Collect evaluated assignment responses back for your feedback. If you do not receive them before the Term End Examination, please contact the Learner Support Centre for the same.
- ▶ In case you have applied for change of Learner Support Centre or Regional Centre, you are expected to submit assignments at your old Learner Support Centre till records are transferred to the new Regional Centre and Learner Support Centre.



- ▶ Feed-back on assignment should be considered carefully. Please insist on feed-back on your evaluated assignments.
- ▶ Assignments are changed every semester/year. New assignments can be downloaded from IGNOU website at the following link: <https://webservices.ignou.ac.in/assignments/>

Submission of Scanned Copies of Handwritten Assignments by Learners through email to the RC.

The University has recently initiated the process of submission of assignments by learners through email to the respective RC email. **This facility has been provided to learners if they cannot visit the LSC physically to submit their assignments. The learners can submit scanned copies of their hand-written assignments (not typed) through email to the email-id of the respective RC where they are enrolled.** The RCs have created dedicated email ids to receive scanned copies of handwritten assignments by the learners. On receipt of assignments from the learners the RC will take care of further process of evaluation of these assignments.

You can refer to Appendix-2 to get “Useful Tips” for a better understanding of the Assignments that constitute a crucial learner support component in IGNOU

You can click on the link below for a YouTube video on how to write assignments in IGNOU: <https://youtu.be/xJoZJOfowiY>

Term End Examination

The University conducts Term-End Examination twice a year in the months of June & December. You are permitted to appear in Term-End Examination subject to the conditions that;

1. Valid registration for the courses, in which you wish to appear,
2. Filled-in examination form for courses in which you student wish to appear along with fee has to be submitted online. Examination fee @ Rs. 150/- (?) per course is required to be paid through online payment gateway.

Points to remember while submitting Examination Form

- You should submit on-line examination form as per guidelines through IGNOU website www.ignou.ac.in within the prescribed date and time.
- Intimation Slips/ Hall Tickets will be made available for download and the same can be downloaded from IGNOU website www.ignou.ac.in within 7 days before the commencement of the examinations as it is necessary to appear for the examinations.
- Every Learner Support Centre will not be an examination centre (not necessary every time). In case you want to appear for any other Examination centre anywhere in India, you are expected to mention the name and the code of that centre in the examination form and submit the exam form online.



You can opt for an exam centre anywhere in the country to appear in the Term End Examinations. Further details about registering for Term End Examinations are provided in the **Appendix-1, “ICT Based Support Services to Learners in IGNOU”**.

Please refer to the latest schedule at IGNOU website for details.

Practical Examination

As you are aware, some programmes/ courses have practical examination. For example, MCA, BCA, CIT, CBS, BA/MA Psychology and etc In order to appear in a practical examination, you are required to submit your Term-End-Examination (TEE) form online. The TEE form is same for theory and practical examination. The schedule of the practical examinations will be available at the Regional Centre. Separate hall tickets are issued by Regional Centre for practical examinations. To attend the Term end practical examination, you are required to have **prescribed attendance** in the practical sessions of each course. Therefore, learners of BCA/MCA and other programmes having practical's/lab, must take a course wise certificate from the coordinator/PIC mentioning their attendance in the practical/lab. **For course in which attendance is short, the learner is expected to appear in the term end practical examination only after paying the requisite fee for attending the repeat practical sessions in each course,** thus, compensating the shortage of attendance in the next semester. Please note that change of Learner Support Centre or Regional Centre should be avoided in the middle of the study as this may create inconvenience in fulfilling compulsory attendance requirement due to transfer. Please see programme guide or manuals where detailed information is available on practical sessions and conduct of final practical examinations. The Regional Centre will not permit students to appear in Term End Practical Examination, unless and until learners have requisite attendance in practical/lab experiments etc.

Projects (Proposal and Reports)

Some Programmes/Courses have projects. Students are required to go through their Programme Guides and project manuals. Remember that some projects could be submitted with/without project proposal approvals. Once the final project is ready, student is required to submit the same to the Regional Centre/University HQs (New Delhi) depending upon the guidelines given in the project guide. For Example, MCA and BCA need project proposal approval before submission of the final project. For MCA, BCA, MA (Psychology), PGDEMA, MA (EDU) project proposals are to be submitted to the Regional Centre concerned. In case of MBA Project, proposal needs to be approved by the School of Management Studies. Final Project needs to be submitted to The Coordinator (Projects), School of Management Studies, IGNOU, MaidanGarhi, New Delhi-110068. For more details of various programmes you are required to go through the guidelines given in the ProgrammeGuide/project guidelines and act accordingly for preparation of projects and proposals.



Viva-Voce:

The Viva-Voce of project for BCA /MCA/MA (Edu.), MA (Psychology), M.A. Psychology Internship, BA Psychology Internship is conducted at the concerned RC usually in the months of January and July after your Project Report is evaluated. The dates and venue of the Viva-Voce is communicated to you by the Regional Centre.

Please refer latest schedule regarding Viva Voce at IGNOU website.

F.4 You need to be familiar with some other important rules of IGNOU

Registration

You have now taken admission to one or the other IGNOU programme. Yet as a rejoinder, let me take you through the IGNOU web portal that enables you to take admissions. The URL for this admission portal is <https://ignouadmission.samarth.edu.in/>. All IGNOU admissions are now centralized at this portal.

Re-Registration (in case of three/ four/ two year or semester-wise degree/ Diploma programmes)

Right now you have registered for the first semester/ year and your current registration is valid only for the semester/ year. You are required to re-register for semester/year and so on depending upon the programme you have chosen. If you send the re-registration form through any other mode, you run the risk of missing registration for the next semester/ year.

Please refer latest schedule regarding Re registration at IGNOU website

Re-admission:

Learners who are not able to successfully complete their courses in the programme for which they registered within the maximum duration can take Re-admission for additional period in continuation of the earlier period as under:

Programmes	Duration /Period	Re-Admission Period allowed after the maximum period
Certificate Programmes	6 months — 2 years	6 months
Diploma Programmes	1 year — 3/4 years	1 year
Bachelor Degree Programmes (other than 4 years programme)	3 years — 6 years	2 years
Master Degree Programmes	2 years — 4/5 years	2 Years



Change of Region

One of the major flexibilities offered by the university is that you can change your Regional Centre by writing to the Regional Centre from where you are seeking transfer with a copy to the Regional Centre where you would like to be transferred to. Further, you need to obtain a Certificate from the Coordinator (present centre) regarding the number of assignments submitted. Then the Regional Centre will transfer all records including details of fee payment to the new Regional Centre under intimation to the Registrar (SRD) and the learner as well. For change of Region in practical oriented programmes 'No Objection Certificate' is to be obtained from the new Regional Centre to which you want to be transferred. The procedures to be followed can be obtained from the Common Prospectus.

*For a complete set of rules and guidelines for learners you can refer to FAQs in **Appendix 3** of this module or study the Common Prospectus (English & Hindi placed on the Student Zone of the IGNOU website).*

You will agree that IGNOU is a dynamic system dealing with large numbers of learners enrolled in a diverse range of programmes, organizing and delivering support services through a network of nearly 2000 LSCs across the country. With all provisions in place for effective learner support it also has a robust grievance redressal system for the learners.

F.5 Grievance Redressal Mechanism in IGNOU

Every RC has a dedicated Help Desk/Student Service Cell/May I Help You Counter with an official in charge to look into learner queries grievances received in person, letter, email, Phone, or any other mode. The email id and phone number of the helpdesk is displayed on the RC webpage/RC notice board for extending support and redressal of the queries/grievances.

In addition to the RC and LSC mechanisms for addressing queries of learners and other stakeholders, the University has a dedicated Centre the Student Service Centre (SSC) located in the IGNOU Headquarters to redress learner queries and grievances thus bridging the gap between the learner and the institution. Queries and grievances are received at SSC through various modes, namely, by fax, post, in person, e-mails/SMS, whatsapp, telephone calls and on-line Portals, such as PG Portal, UGC Portal, RTI-MIS Portal, INGRAM Portal, National Scholarship Portal and e-district Portal and i-GRAM Portal.

i-GRAM: For further facilitating and simplifying the operationalization of this student grievance redressal network, a Portal namely IGNOU Grievance Redress and Management System (i-GRAM) has been developed and launched. This is a public grievance redressal system of IGNOU monitored by the Student Services Centre (SSC) for prompt student grievance redressal through



coordination and networking with RCs, other Divisions, Schools and Units of the University. The **i-GRAM** portal can be accessed at the following link: <http://igram.ignou.ac.in/>

Being a member of the dynamic ODL system in IGNOU, it is pertinent for you to understand the **characteristic features, roles and responsibilities of distance learners** and how they are different from their counterparts in the conventional university system. This awareness will enable you to learn effectively as you progress through the programme of study in which you have enrolled in IGNOU utilizing the different instructional components.

F.6. Characteristics of Distance Learners

Distance learners like other human beings are likely to experience feelings of uncertainties in their new educational enterprise. This is the reason they need support to instill confidence for attaining their cherished goals. Support to the distance learner is provided through various instructional components encompassing print and non-print media and further strengthened through human interface. The face-to-face human interaction at the LSC with their Coordinators/Support staff/academic counselors and peer teams are organized to keep them motivated and provide the desired stimuli for learning.

Distance learners in IGNOU are adult learners and it is pertinent for you to understand some features that characterize and impact learning of adults. Adult learners according to Knowles, M. (as cited in A. Carlsen, C. Holmberg, C. Neghina, A. Owusu-Boampong (2016)), display the following characteristics:

- Self-concept: The individual's personality becomes self-directed and independent as he/she matures.
- Adult Learner Experiences: Their own experiences become a source for learning with maturity.
- Develops readiness to learn for fulfilling social roles.
- Orientation to learning shifts from one of subject-centeredness to one of problem-centeredness.
- Motivation to learn becomes increasingly intrinsic, i.e., the adult is self-motivated to learn.

The adult distance learner is inclined to take responsibility for his/her own learning. However, during the course of study in the ODL mode the learner experiences some challenges. Let us first understand the profile of distance learners with the conventional learners:

Learners in Conventional Education System	Learners in Distance Education System
Learning is the full-time activity in life	Learning is one activity alongside other commitments
Learner has one role, i.e., of student of that institution	Learner's role as a student is part time as he/she will be in other multiple roles



	(work/social etc)
The learner is of a young age and peer group is of homogenous age group	Learners are adults and the peers are of heterogenous age groups
Learner is in regular contact with the peer group	Learner may or may not have contact with peers
Learner visits the educational institution with regularity and has ready access to learning resources	Learner visits the institution periodically and often infrequently and instructional resources are available at a distance

Kamau, J. (1999) describes the reasons for adults resorting to distance education as:

- missing out educational opportunities earlier in life
- prevented by economic or environmental factors
- rejection by the formal system due to low marks.
- Long gap after school education and being out of touch with studies.

Some typical problems experienced by adult learners can be:

- Family Pressures
- Worries about work and money
- Lack of books and libraries
- Lack of own study space
- Lack of transport to reach Learner Support Centres
- Lack of confidence
- Isolation
- No undisturbed study time
- Low levels of reading ability
- Too busy to attend counselling

Keeping in view the above differences in the profiles and the types of problems experienced by adult learners, you will understand that there is the need for providing support for learning to distance learners. The types of support services organized in IGNOU have been discussed in the preceding sections of the module.

F.7 Factors Impacting Effective Learning

Now that you have registered in the IGNOU programme of study you need to understand the factors that will influence your learning through this unique non-formal mode of education. Some important aspects that you should know for overcoming the likely challenges discussed above and for effective learning for attaining your education goals are:



1. Be an independent learner by taking responsibility of your learning and not wait to be prompted by any agency, social or institutional. Choose when, where and what you want to learn.
2. Be self-motivated as you will be learning in isolation most of the times. To overcome the sense of isolation and staying motivated you can form learning groups and stay connected with fellow learners and also tutors to discuss and resolve your problems.
3. Work with a positive attitude which will strengthen your belief in your abilities to progress through the course of study.
4. Set goals and plan out your work in accordance with them. Then work out your plan to successfully complete your programme of study.
5. Develop study skills as you access different learner support components.

Time management is crucial for distance learners successfully complete the programme within the stipulated time period. You should organize and prioritize your time since there will be other commitments to fulfill. Develop the time management skills by:

- Avoiding unimportant activities
- Combining activities/work to save time
- Categorize/prioritize daily activities(complete/club 2 to 3 activities)
- Systematic planning saves 1 to 2 hours per day

F.8 Skills for Effective Learning through different Instructional Components

1. SLM (Print): Reading Skills

Once you receive the SLMs, write notes based on questions:

- What do I do on receipt of SLM?
- What method do I follow while reading?
- How do I make notes(if you do make them)?
- How do I tackle/write assignments?
- How do I revise/summarize?
- You can discuss your methods individually/groupswith academic counselors/peer groups either in face-to-face or in asynchronous modes.

2. Skills for Assignment Work (mandatory component)

- Focus on developing 3 skills: Reading, writing & content organization
- Question about methods adopted & discuss



- Careful reading of study material
- Understand meaning of assignment questions
- Follow guidelines for answering questions
- Organize content, prepare draft answer(recheck for style, presentation, word limits etc)
- Adherence to submission deadlines & retain photocopies

3. Skills for Using ICT enabled support mechanisms

The University provides ICT enabled learner support systems as discussed earlier in the module. The schedules of Television and radio programmes are available on the IGNOU website and are regularly updated. You can view/hear the programmes at the scheduled times. These programmes are designed to supplement the study material and are enrichment programmes. After each programme that you listen to/view you can prepare a summary of the same and integrate the concepts with the subject matter of the relevant course. Another popular and accessible ICT learner support mechanism is the Interactive Radio Counselling(IRC)wherein you can discuss your doubts/queries over the phone with experts delivering the programme from EMPC studios. Similarly, you can participate from your home in the live Gyan Darshan (T.V. channel) sessions and interact with experts delivering the programme from EMPC studio in IGNOU. The social media platforms are used extensively to provide student support. IGNOU posts important notifications and information on its Facebook page and Faculty provide counseling through live Facebook sessions.

However, for gaining optimal learning experiences provided through such ICT enabled support mechanisms, you need to be well prepared with the course content and come prepared to participate and interact in these sessions. The Learning environment is strengthened and supported by several ICT enabled provisions which you should be familiar with. The ICT interventions to facilitate your learning are discussed in Appendix-1.

G --- FOLLOW UP

G. 1 Follow-Up After Induction

The SIP is the beginning of your academic journey in IGNOU. After the induction as a proactive distance learner you should be constantly in touch with your LSC and RC for further academic activities. Keep yourself abreast of the latest information pertaining to various instructional components which are mandatory for successful progress and completion in your programme of study.

- Read the study material provided by the University and discuss/clarify your difficulties during the academic counseling sessions which will begin after the induction programme.



- Assess your own progress through your SLM and work on assignments. If you submit your assignments on time, the feedback through tutor comments will guide you through the course content.
- Stay connected with your peer group, academic counselors by regular interaction with them through different face-to-face and ICT enabled platforms discussed in the preceding sections.
- The learner-centric system of IGNOU offers the flexibility of minimum and maximum time for completing your programme. Stay aware of the deadlines for submission of various components, assignments, Re-registration forms, TEE forms, etc. as per programme requirement and prescribed rules of the University.
- Visit the dynamic IGNOU website and web-portals to utilize the online facilities of the University.
- During the course of study in IGNOU you can contribute to societal development by participating actively in various initiatives and schemes of the University which are described in the subsequent sections.

G.2 Contact with Campus Placement Cell

You have read above that the university has established the Campus Placement Cell (CPC), in order to further extend learner support services to its geographically distributed student population who are pursuing various IT and Non-IT related Degree, Diploma and Masters Programme. The mission and endeavor of CPC is to enhance and facilitate the process of prospective suitable employment opportunities that are commensurate with the personal profiles of our learners. All learners interested in seeking the assistance of CPC for procuring suitable job opportunities are requested to send their current resume/biodata to campusplacement@ignou.ac.in. They are further advised to visit our home page www.ignou.ac.in for regular updates on placement related activities.

G.3 Student Socialization through Community Based Activities

You will agree that a University is a venue where ideas compete among themselves. IGNOU is no different. At this university, you will get a large number of opportunities to showcase your ideas and also contribute towards community development. Let us have a look at some of the activities.

Participation in Innovation Cell Activities

IGNOU has a vibrant network of innovation cells with its nodal agency at the Head Quarters and the sub-units at the Regional Centres. The Innovation Council at IGNOU plans a plethora of activities to involve our learners in the intellectual pursuits of IGNOU. Further activities are also planned and implemented at the Regional Centres also. The aim of these entities is to inspire and nurture young students by supporting them to work on new ideas. The Innovation Council of IGNOU has the following objectives (IGNOU, 2020):



- To conduct various innovation and entrepreneurship-related activities prescribed by MIC in time-bound fashion.
- Identify and reward innovations and share success stories.
- Organize periodic Workshops/Seminars/Interactions with Entrepreneurs, Investors, Professionals and create a mentor pool for Student Innovators.
- Organize Hackathons, Idea Competition, Mini-Challenges, etc. with the involvement of industries

The initiatives of the Innovation Council and the Innovation Cells at the Regional Centres are expected to benefit the learners in the following manner (IGNOU, 2020):

- Students/Faculty associated with IIC will get exclusive opportunity to participate in various Innovation related initiatives and competitions organized by MHRD.
- Opportunity to nurture and prototype new ideas.
- Mentoring by Industry Professionals.

Some of the activities convened by the Innovation Council and the Innovation Cells at the Regional Centres can be mentioned below:

- Workshop on Intellectual Property Rights
- Periodic Innovation Cell meetings at various Regional Centres involving the active participation of learners
- Workshop on “Cognitive Skills, Design Thinking and Critical Thinking”
- Festival of Ideas, involving learners
- Implementation of innovative ideas received from learners
- Various Hackathon programmes

As IGNOU learner, you can give wings to your ideas by actively taking part in the activities announced by the Innovation Cell from time to time.

Participation in Swachh Bharat Abhiyan

Swachh Bharat Abhiyan is a flagship programme of the Union government aimed at making the streets, canals, air, streets, roads, public utilities and other entities in the country clean. The Scheme also known as the Clean India Mission was launched by Sh.Narendra Modi, the Hon'ble Prime Minister of India on 2nd October 2014. IGNOU is an active participant in this Abhiyan. Under the auspices of this mission, a number of activities have been convened and implemented by the university. Every Regional Centre across the country has adopted 4-5 villages where it focuses intensively on initiating programmes under the Swachh Bharat and Unnat Bharat Abhiyan. As a learner of IGNOU, you can contribute your bit for the success of these programmes.



Participation in Unnat Bharat Abhiyan

As you are aware, the Unnat Bharat Abhiyan (UBA) is one of the flagship programs of the Union Human Resources Development Ministry for involving educational institutions for the development of rural India. The major goals of this movement according to the ministry are (MHRD, 2019)

- “To build an understanding of the development agenda within institutes of Higher Education and an institutional capacity and training relevant to national needs, especially those of rural India.
- To re-emphasize the need for field work, stake-holder interactions and design for societal objectives as the basis of higher education.
- To stress on rigorous reporting and useful outputs as central to developing new professions.
- To provide rural India and regional agencies with access to the professional resources of the institutes of higher education, especially those that have acquired academic excellence in the field of science, engineering and technology, and management.
- To improve development outcomes as a consequence of this research. To develop new professions and new processes to sustain and absorb the outcomes of research.
- To foster a new dialogue within the larger community on science, society and the environment and to develop a sense of dignity and collective destiny”.

To give shape to this mission, IGNOU has formulated a multi-pronged strategy. On the one hand a robust policy has been devised for implementation and on the other every Regional Centre has adopted villages where the schemes could be implemented. The major areas of intervention are Organic Farming, Water Management, Renewable Energy, Artisans, Industries, Livelihood and Basic amenities.

Similarly, Regional Centres conduct Computer Literacy programmes, skill enhancement programmes, Water conservation schemes and other livelihood protection workshops at various locations to fulfill the mandate of Unnat Bharat Abhiyan. An instance of immense success was the “One Student, one Tree Programme”, which was a huge success across the country.

You can and should be active participants in various activities organized by Regional Centres and your Learner Support Centre.

H --- PROMOTION OF HUMAN VALUES THROUGH INSTITUTIONAL FRAMEWORK OF ODL AND PROMOTION OF HUMAN VALUES THROUGH MENTORING IN HUMAN VALUE CENTRIC OPEN AND DISTANCE LEARNING (HVCODL).

You will agree that there is urgent need to integrate values of individual freedom and personal responsibility towards balance, coexistence, wellbeing and peace, while creating social



institutions. This is simply revealed in early works of Vedas and Upanishads. Indians have to reclaim the importance of this worldview and take up the responsibility to unearth, revitalize, regenerate spiritual wisdom for humanity. Revisit efforts of philosophers and rational thinkers of humanity from the east such as Shankaracharya, Ramanujam, Ramana Maharshi, Rama Krishna Paramhansa, Vivekananda, Mahatma Gandhi, A.P.J Abdul Kalam, secular education imparted by Indian Christian congregations, and their followers, never claimed to be Messiahs or religious teachers. Their philosophies and thoughts reflect their non-conformity with institutionalized religions, practices, rituals and dogmas.

From the perspective of Open and Distance Learning, promotion and dissemination of universal human values is achieved through the efficient institutional framework and its instructional system that support ODL processes aligned to it.

Some of the major ways to impart value education to ODL learners could be through:

Student Induction Programme

- Student Induction Programme (SIP) is an important activity of the ODL institutions to orient learners into the new paradigm of distance learning. SIP can be an important means to implement the newly proposed framework for HVCODL because of the opportunities it provides to the ODL institution in terms of rare physical outreach to its learners, structured schedule of programme, convenient and fixed time schedule, participation of experts from diverse social areas, active participation and autonomy of the ODL institution to plan and implement its scale, impact and objectives, etc
- It is organized at the Learner Support Centre for all newly enrolled learners who are informed to participate in it by the respective Regional Centre.
- Sometimes the SIP is made more participatory by organizing public lecture on topics of general human value by eminent social workers and social thinkers as part of the SIP schedule.

Academic Counselling as Mentorship

As discussed, in Section F.2 academic counselling is one of the most important means of imparting student support for distance learners. The role of teachers, in the absence of face to face contact teaching in the ODL mode acquires a wider significance.

- The role of 'Teacher'/academic counsellor evolves as a 'Mentor' who can steer a learner not only through the narrow premises of his academic programme but also orients his learning potential towards managing 3 fundamental values firstly, flexibility, Secondly, responsible time management and finally quality to optimize potentials available for administering choice based programmes.



- Every ODL academic counselor, carrying out his augmented role as a mentor cannot ignore the importance of imparting the significance of these values to the learners during the counseling sessions, for the successful completion of his programme.
- Your interaction with academic counselors will enable you to imbibe high human qualities of service, social sharing, commitment to inclusive innovation and sustainable entrepreneurship for local, regional, national and global human development.

Values inculcation through participation in various activities of IGNOU

You can be an active participant in various activities and initiatives of the University which are organized by the Regional Centre/Learner Support Centre. Some of these have been described in Section G above.

- You can contribute to community development and imbibe values of cooperation, team work, commitment, leadership, discipline, regularity etc.

Values developed through IGNOU system for learners

The discipline expected of ODL learners is far more than that of traditional education. On multiple counts, discipline is expected from learners. Let us understand some of the basic disciplines which you as a learner is expected to adhere.

- **Norms against ragging** The university follows a no-tolerance policy against ragging. Though the possibility of ragging is limited in a distance education system, yet as a matter of policy and practice, enough defenses have to be built in the minds of learners. Ragging is generally considered as the physical or psychological harassment of new students (in the normal case), by seniors with a view to demoralize them. Violent ragging has a debilitating effect on the learners and may result in actively inhibiting them from achieving their potential in the university and later on in their professional life. Needless to state, you should neither personally involve yourself in ragging nor abet others for doing the crime.
- **Norms against Sexual Harassment** As an IGNOU learner, you should be aware of the fact that IGNOU follows a zero tolerance policy towards sexual harassment. The university has constituted separate committees for taking cognizance of sexual harassment related issues at the division, school, regional centre and cell levels. The broad policy of the university on the matter is given on the following link, http://www.ignou.ac.in/userfiles/Policy_English.pdf . The practical policy of the University for Implementation is given on the link, <http://ignou.ac.in/userfiles/ICASH.pdf>. It is of paramount importance that you should maintain social decorum while dealing with others so that they do not feel offended by your acts.



- **The issue of General Discipline** You as a learner in the premier ODL system of the world has to be self-motivated in all walks of life- be it academics or other aspects. Let us examine a few areas where you as a disciplined learner have to show maturity:
 - ❖ *Firstly, you have to be disciplined in your study process. From day one, you have to assign academic targets for you to achieve and make a periodic review as to the attainment of the same.*
 - ❖ *You have to keep a tab on important dates associated with your study process.*
 - ❖ *It is a good idea to open an IGNOU file, where you will be keeping all documents received from IGNOU from the beginning of your studies till the end of the same.*
 - ❖ *You should keep checking the websites of the university and its regional centres once in two days.*
 - ❖ *When you visit your Learner Support centre, please ensure that you put forward your best behavior. Please note that the Learner Support Centres allow IGNOU learners to use their facilities. It is incumbent upon you to ensure that you take adequate safeguard of the resources made available to you. Always remember that you are all “brand ambassadors” of IGNOU and the world at large will perceive IGNOU through you. You should courteously behave with all staff at the Regional centre, Study Centre and associated institutions.*

Imbibing Basic Human Values As a learner in a university, you have to bear in mind that you are among the lucky few who are in a position to access higher education. This privilege charges you with responsibilities as well. You have spread the light of knowledge deep into the underprivileged society that you see all around you. Therefore, it is essential that you imbibe values that will make you the ideal citizen of the nation. Let us look at some of the values that you should imbibe as an IGNOU Learner:

- ❖ ***The Value of Honesty*** Honesty is the touch-stone of character. Honesty occupies in the Indian life. Honesty should also be a bed-rock of your character throughout your life. There will be several occasions in your life, when dishonest avenues may seem tempting, but you should never yield to them.
- ❖ ***The Habit of Hard Work and ‘never say die’ spirit*** It is said that there is no short cut to success. Often people also speak about “intelligent hardwork”. Many people put in hard work, but they do not get rewarded commensurate to the efforts they put in. Hard work has to be done with a goal in mind. A shifting goal post seldom lets a goal go in. Keep you focus on the task at hand and work incessantly towards attaining it. Always work with a “never say die spirit”, because if you persevere in attaining your goals, then the sky is indeed the limit for you.
- ❖ ***Respecting the authorities and the university norms*** You will agree that in the traditional scheme of studies, there are multiple ways in which the respect to university authorities can be built into the learner. In the distance education



system, however, the absence of regular class room sessions may prompt you to be disassociated with the university authorities. You will be able to appreciate the fact that all credible systems in the world has been built on the basis of respecting the authorities concerned. For IGNOU, the authorities are the functionaries at the Head Quarters, Regional Centres and the Learner Support Centres. They have your best interest in their mind, so it is wise that you follow their instructions to the fullest extent possible. It is possible that many of you could be occupying senior positions in the society. Inspite of this, when you enter IGNOU, you are our learner and it is our expectation that you would scrupulously follow the norms of the university.

- ❖ ***The sense of Gratitude*** A sense of gratitude is of paramount importance to all persons in all walks of life. A person of character never forgets the paths he has walked through. First and foremost, we should never forget the persons who have helped us in times of need. Second, in life we may find numerous opportunities to betray they ones who stood with us, but a virtuous person, shall never betray the path of righteousness.
- ❖ ***The Attitude of Acceptance*** Acceptance is a virtue that all of us should cultivate in good measure. In Distance Education, learners come from all walks of life. Homogeneity is not a virtue to be found in Distance Education. When you go for your counseling sessions, you will find people from all segments of the society. Some may be rich; some may be poor and others maybe from the middle class. We should not look at our peers with tinted glasses. We should be empathetic to their position in life and should help each other in times of need. A helpful attitude, warmth and acceptance are something we all can imbibe.

It is incumbent upon the learners to imbibe the basic tenets of the philosophy followed by IGNOU. IGNOU has a broad vision which states that educational services should be accessible to all sections of the society, without the discrimination of caste, creed, gender and other factors of discrimination. **As ambassadors of IGNOU, you should be the epitome of these values.**



APPENDIX-1

ICT-Enabled Interventions for IGNOU Learners

Right from its inception, the university has sought to incorporate the latest ICT for the best possible benefit of its learners. The university has been a front runner in harnessing new technology as and when it emerged. In more recent times, IGNOU has been a nodal agency for implementing Study Webs of Active–Learning for Young Aspiring Minds (SWAYAM). In what follows, let us have a look at the various ICT based support services provided to learners by IGNOU.

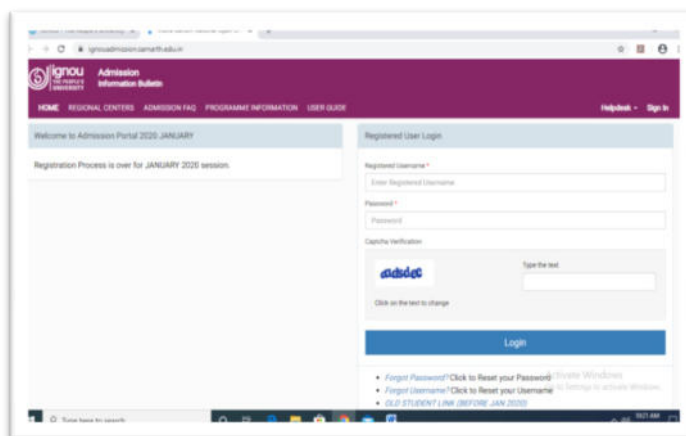
1. Basic Web-Based Services

You will be happy to know that the IGNOU website, www.ignou.ac.in provides a plethora of services those could be used by you to successfully pursue your studies. Well some of you would have already browsed the website at a preliminary level. Now let us see in some depth what this portal holds for you.

1.1. Admissions

Well friends, all you have now taken admission to one or the other IGNOU programme. Yet as a rejoinder, let me take you through the IGNOU web portal that enables you to take admissions. The URL for this admission portal is <https://ignouadmission.samarth.edu.in/>. All IGNOU admissions are now centralized at this portal. A screen-shot of the admission portal is provided as Fig-1.

Fig-1: Admission Portal of IGNOU



A comprehensive list of Frequently asked Questions (FAQs) is given at the link <https://ignouadmission.samarth.edu.in/index.php/site/faq> which can guide the learners in the admission registration process. Further, programme information is provided at the link <https://ignouadmission.samarth.edu.in/index.php/site/programmes> which enables



applicants to make an informed decision about the programme in which they would wish to be enrolled. Finally, the admission portal also hosts a user guide on the link, https://ignouadmission.samarth.edu.in/ignou_user_guide.pdf, which guides applicants through the application process. Since we have now gone through the admission process, let us move ahead to other services provided by the IGNOU portal.

1.2.Check your Registration Status

Dear Learner, now that you have taken fresh admission to the programme of your choice, it is a good idea to check the status of your registration. Please check whether your personal details including your name, address, phone number and e-mail address is accurately reflected on the portal. You can obtain these details by inserting your Enrolment number, Programme Code and Date of birth. This console is available on the main page of the website, www.ignou.ac.in, under the link Student Zone. A screen shot of the procedure to check the registration status is given in as Fig-2 Below

Fig- 2: Check your Registration

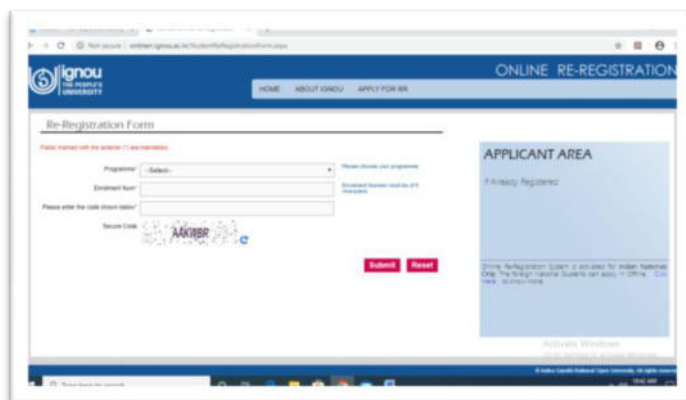


1.3.The Re-registration Portal

Dear Learners, while taking fresh admission to IGNOU, you have taken admission either to the first year of studies (yearly Masters and Bachelor Degree programmes) or the first semester (semester based Masters and Bachelors Degree Programmes such as MCA, MP, BCA etc...). To further extend your studies to the subsequent years or semesters, the learners are expected to re-register themselves. To facilitate the process of re-registration, a user friendly portal is deployed by IGNOU at the link, <https://onlinerr.ignou.ac.in/StudentReRegistrationForm.aspx>. Since your basic data has already been captured at the time of taking fresh admissions, now you only need to choose your courses for further studies and make payment through a card. Normally, depending on adequate internet bandwidth, the process is over in less than 10 minutes. A screen shot of the portal is given below as Fig-2:



Fig-2 Re-registration Portal



It is further to be noted that the general instructions for Re-registration are given on the link, <https://onlinerr.ignou.ac.in/Default.aspx#end>

Steps for Re-registration(IGNOU, 2019)

- Click on "LOGIN" button from the homepage of Online Re-registration system and then login with your UserName (Enrolment Number) and password by clicking the "LOGIN" button given on the login screen.
- Fill course details i.e. selection of the optional/Elective Courses from available groups
- Save your selections and click on next button, confirm your details and check the self-declaration box and click on "Accept & Proceed Payment" button.
- Pay your Re-registration fee through debit/credit card (Master/Visa/Rupay) and Net banking:-
- Payment by Debit/Credit Card (Master/Visa/Rupay): You have to select Debit/Credit Card option to pay the programme fee and follow the online instruction to complete the payment of fee. After successful payment, you will be able to print/save the payment confirmation slip.
- Payment by Net banking: If you have net banking account select this option. You will be redirected to your bank website.

Now that we are clear with the modalities of completing re-registration, let us understand the modalities for registering for Term End Examination.

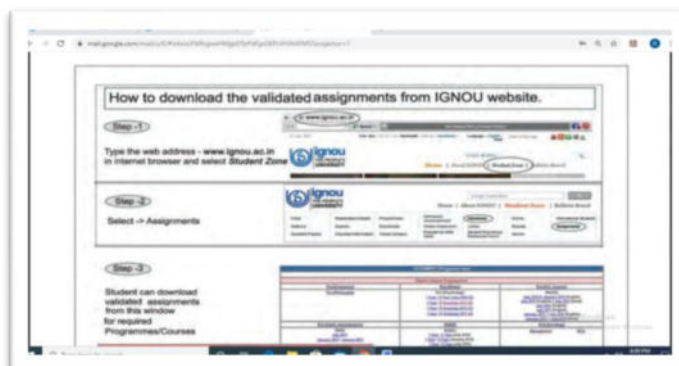
1.4.Downloading Assignment Question Papers

Well, you must be by now aware that every course has atleast one assignment which has to be solved by the learner and submitted to the Learner Support Centre study centre. Assignments are a form of Guided Didactic Conversation initiated between the learner and the teacher. The university ensures that the assignment question papers are prepared



and uploaded in a timely fashion on the university website. The link for the same is <https://webservices.ignou.ac.in/assignments/>. A screenshot of the procedure for downloading assignments is given below as Fig-3. The student can click on their programme of study and download the relevant assignment for use.

Fig-3: Procedure for downloading assignment Question Papers



1.5.Term End Examination Registration Portal

As you are aware, Term End Examinations are the final stop before results are declared for the courses concerned. Successfully completing the Term End Examinations is a major step towards certification. For filling up the examination form, two pre-requisites have to be met:

- Required number of assignment(s) as applicable for the course(s) have been submitted;
- Registration for the course(s) is valid and not time barred;

SCHEDULE OF ACTIVITIES:

DATES	AMOUNT OF LATE FEE WHEREVER APPLICABLE	EXAM CENTRE
11th March, 2020 to 31st March, 2020	Nil (WITHOUT LATE FEE)	The exam centre will be allotted on first come first basis. In case the sitting at the centre has exhausted you may please select the alternate centre.
1st April, 2020 to 30th April, 2020	Nil (WITHOUT LATE FEE)	
1st May, 2020 to 20th May, 2020	Rs.1000	Exam centre will be only at the city of the Regional Centre

PROCESS OF EXAM FORM SUBMISSION(IGNOU, 2020):-



- Enter correct programme code, enrolment number and the Regional Centre from where you want to appear in exam. In case programme code or enrolment number is wrong you will not be permitted to fill the exam form;
- Opt for the exam centre from the list available (the exam centre code is made available Regional Centre wise). Hence fill the Regional Centre code carefully.
- Allotment of exam centre is based on first come first basis. In case at the choice of exam centre if the sitting is full, you will have option to select another exam centre which is nearest to it.
- PLEASE ENSURE THAT THE EXAM FORM FOR ALL THE COURSES FOR WHICH EXAMS ARE TO BE TAKEN ARE FILLED IN ONE INSTANCE ONLY. As next attempt to add the course can result in change of exam centre/non availability of sitting at the exam centre.
- ***In case date of exam for two courses is same, however, the courses are of different years/semester IT WILL NOT BE CONSIDERED AS CLASH.***
- BDP STUDENTS: please note that the exam of courses in a particular group (Group1, 2, 3, 4, 5 and 6) is conducted on same day, date and time.
- **EXAM FEE AND MODE OF PAYMENT**

COURSES	EXAMINATION FEE
Theory	Rs. 150/- per course
Practical & Lab	Rs. 150/- per course

- Students may select any one payment gateway (HDFC or IDBI Bank) to make payment using Debit Card/Credit Card & through Internet Banking of any banks.
- Examination fee once paid shall neither be adjusted with any other Exams nor refunded.
- In case of wrong/excess deduction of examination fee, the same will be credited to the account from which the payment was made after due verification.
- Once all the parts of the examination form are filled, the summary of the same will be reflected on screen before proceeding for payment.
- Take the print out of the acknowledgement receipt indicating the control number for future use.

The screenshot of the exam form registration portal is given below as Fig-3:



Fig-3- Examination Form

Examination Form for (TEE: Jun-2020)

Step of the programme that is available in the list will be available very soon.

Payment through Debit/Credit/Net Banking

Click here to view Programme Code
Please Enter Programme Code Here*

Programme Code:

Exam No.:

Select Examination Centre Region*

Before Submitting the examination form please ensure that:

1. Examination fee per course is Rs.150/- (Examination fee once paid will not be refunded/adjusted in any case).
2. The required number of assignments as applicable for the course(s) filled in the examination form have been submitted.
3. Registration for the course(s) is valid and not time-barred.
4. In case of non-compliance of any of the above conditions, Candidates for appearing in the Term-End Examination will not be considered and no Hall Ticket will be issued.

Fields Marked with * are mandatory.

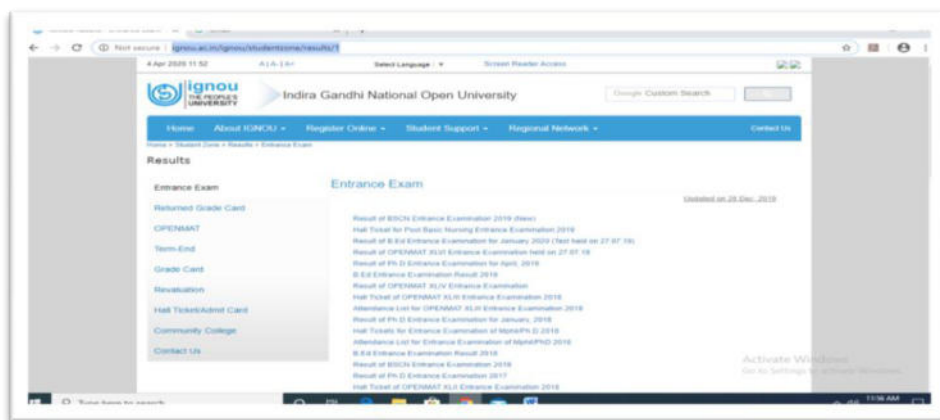
Submit

The University makes efforts to allot the exam centre of your choice. However, the exam centres have limited sittings, hence it is advisable to fill the exam form without waiting for the last date. In case the sitting at the exam centre of your choice has exhausted, you may please opt for the alternate exam centre from the list of centres available in the link (IGNOU, 2020).

Please note that previous year's Term End Examination question papers are available on the link, <https://webservices.ignou.ac.in/Pre-Question/>.

1.6.Examination Results Portal

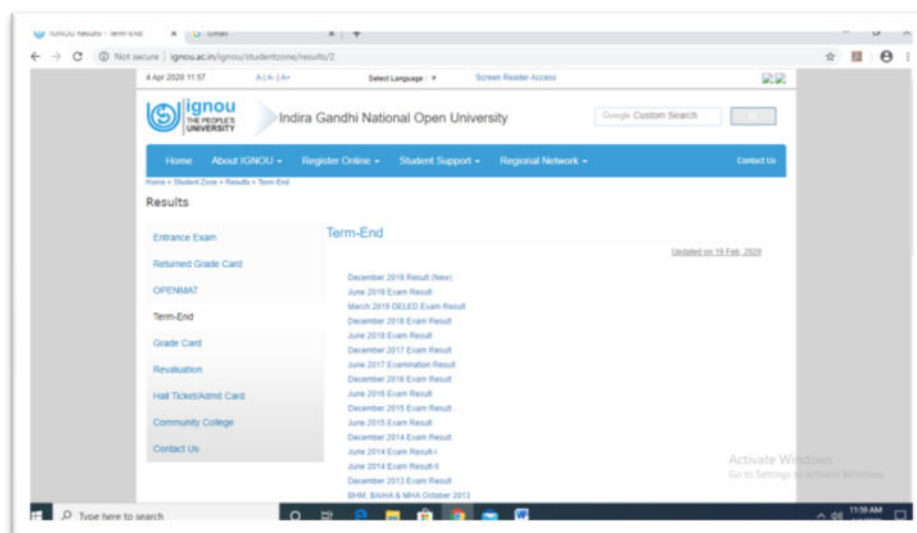
Once you have completed your examinations, it is time to await the results of Term End Examinations. Normally, the university releases results of examinations in 45 days of the culmination of examinations. All results can be accessed from the link <http://www.ignou.ac.in/ignou/studentzone/results/1>, whose screenshot is given as Fig-4



The Term End Examination results are available on the link, <http://www.ignou.ac.in/ignou/studentzone/results/2>. The screenshot of this page is given below as Fig-5

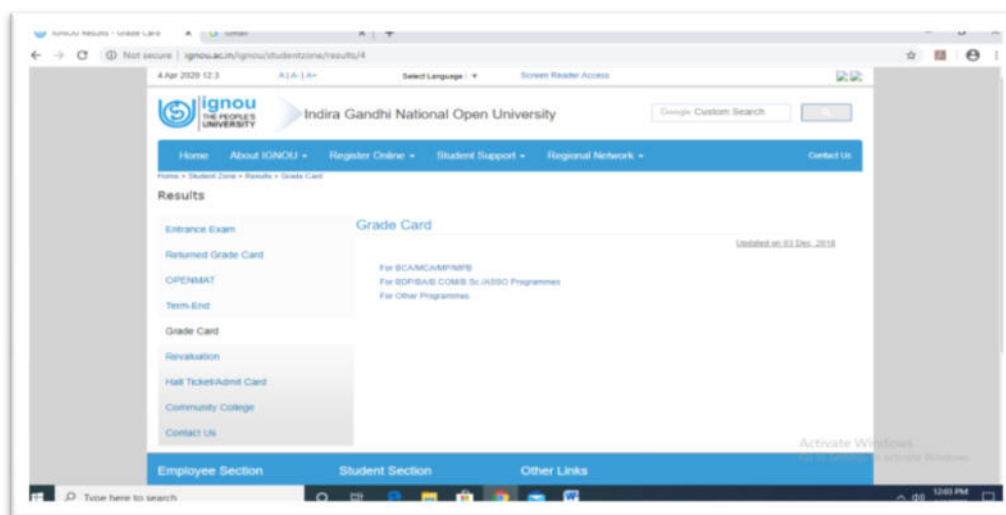


Fig-5-Term End Examination Results



The consolidated grade card covering all components including practical grades, assignment grades and Term End Examinations is given on the Grade Card link, <http://www.ignou.ac.in/ignou/studentzone/results/2>. The screenshot of this page is given as Fig-6 below.

Fig-6 Grade Card Status

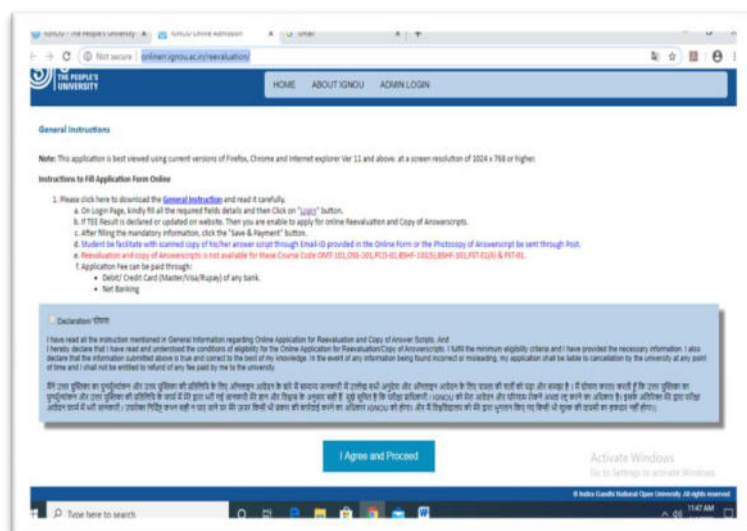


1.7.Re-Evaluation Registration Porta

Learners, once the examination results are put out on the university website, there may be instances in which you may not be satisfied with the grades you have received. In such an instance, you may apply for re-evaluation within one month of the release of result for the course concerned. The portal is hosted on the URL, <https://onlinerr.ignou.ac.in/reevaluation/>. The screenshot of the portal is given as Fig-7.



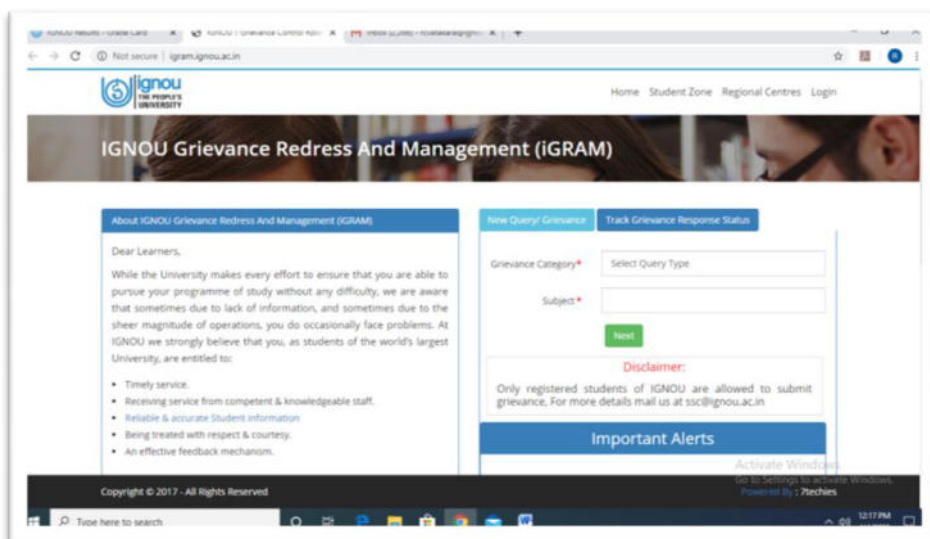
Fig7- Re-Evaluation Registration Portal



1.8.Registration of Grievances

Well learners, we try to satisfy the aspirations of our learners to the fullest extent possible. But if in any rare instance you encounter any difficulty, there is an online mechanism through which you can register your grievances. The same has been designated as I-Gram and is provided on the link, <http://igram.ignou.ac.in/>. The screenshot of this page is given below as Fig-8 below:

Fig-8 -I-Gram



Kindly note that this service is available only to the registered learners of IGNOU.



Please Note : Apart from what is mentioned above , the learner is also expected to visit the websites of their respective Regional Centres so that they get specific information related to their regions. Some of the information that is readily available on Regional centre websites are those related to holding of counseling sessions, **conduct** of practical sessions, latest information related to project submission and viva voce. The **Regional** Centre websites follow a common format- rc(name).ignou.ac.in. For instance, for Regional Centre, Vatakara, the web address is rcvatakara.ignou.ac.in

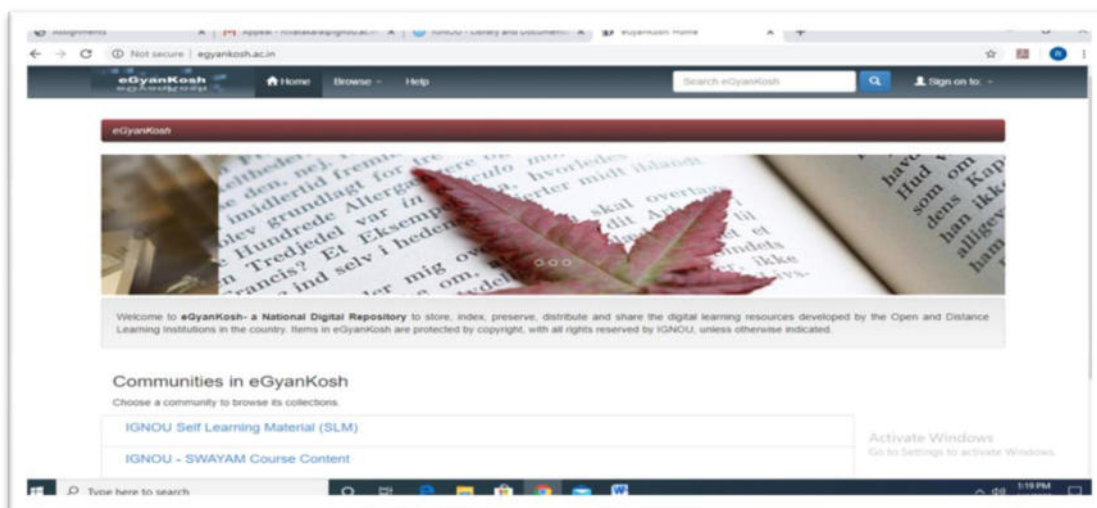
2. Downloading E- Learning Resources

We have seen that the IGNOU website provides you a plethora of services that can help you immensely. Further, in the study process, the role of the learning materials is of paramount importance. E- Learning Resources allow the newly registered learner to start his study process without waiting for the arrival of the hard copies of the study materials. Now let us have a look at these resources.

2.1 E-Gyankosh

E-Gyankosh is a National Digital Repository to store, index, preserve, distribute and share the digital learning resources developed by the Open and Distance Learning Institutions (mainly IGNOU) in the country. Most of the IGNOU study Materials are uploaded on the E-Gyankosh and can be downloaded by the learners. What is more, the university has uploaded a large number of videos (mainly SWAYAM videos), which can be taken advantage of by the learners. The E-Gyankosh repository can be accessed at the link, <http://egyankosh.ac.in/>. A screenshot of the page is provided below as Fig-9 .

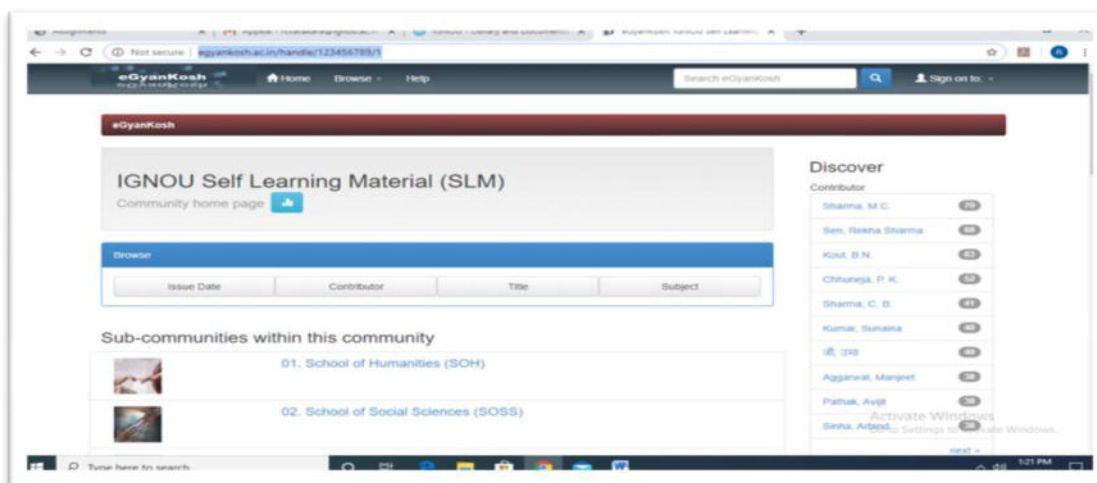
Fig-9-E-Gyankosh Page





Further, IGNOU Self Learning Materials can be accessed on the URL, <http://egyankosh.ac.in/handle/123456789/1>. A screenshot of this page is given below as Fig-10

Fig-10 Self Learning Materials

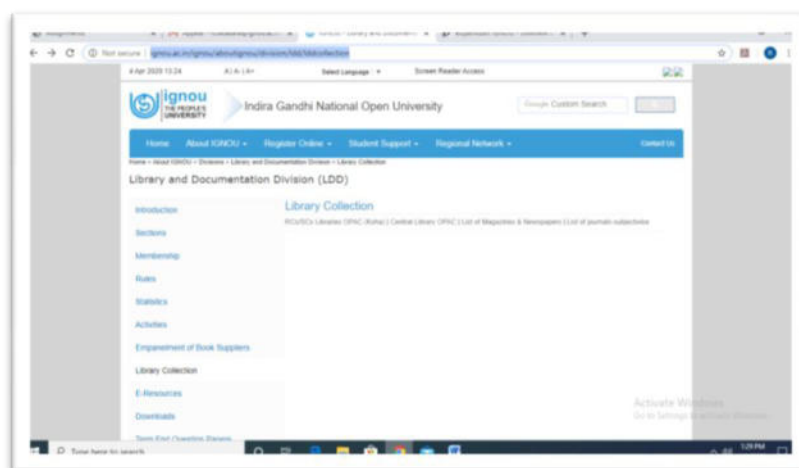


Now let us move on to other E-Learning Content which can be accessed by learners.

2.2 Resources Provided by the Library and Documentation Division of IGNOU

The library and Documentation Division of IGNOU provides various e-services which can be accessed from their page, <http://www.ignou.ac.in/ignou/aboutignou/division/ldd/lddcollection>, whose screenshot is given below as Fig-11

Fig-11 L&DD Page



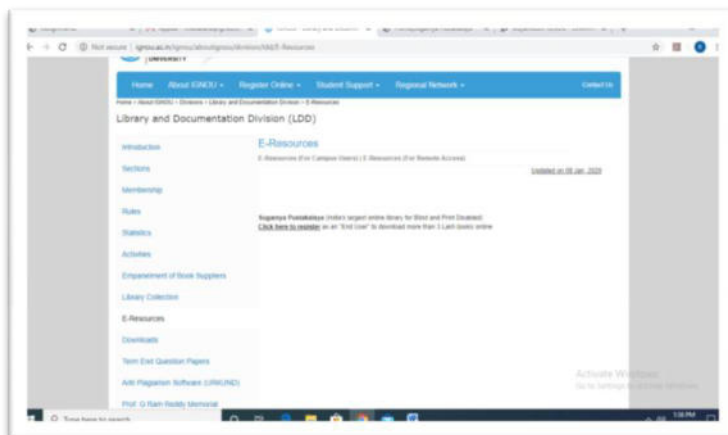
Now let us proceed to other E-Learning Resources which are available.



2.3. SugamaPustakalaya

SugamaPustakalaya is India's largest online library for the Blind and Print Disabled. By registering on the site, <https://library.daisyindia.org/NALP/welcomeLink.action>, the learners can access nearly 3 lakh books online. A screenshot of the L&DD page giving details of this initiative is given below:

Fig-12 SugamaPustakalaya

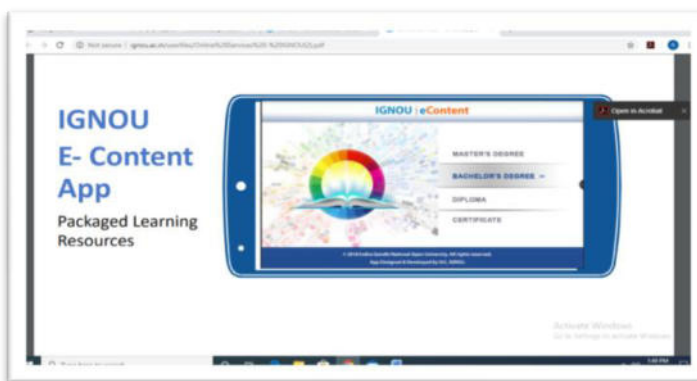


Now that we have familiarized ourselves with the E-Learning resources of IGNOU, let us move ahead to another important area of Digital Student Support.

2.4. IGNOU E-Content App

Learners, almost all of us possess a smart phone. The university has taken measures to ensure that the study materials can be accessed through these smart phones. For enabling the same, a dedicated app has been created and it is available for downloading from the Google Play store. This is depicted as Fig-13

Fig-13- E-Content App





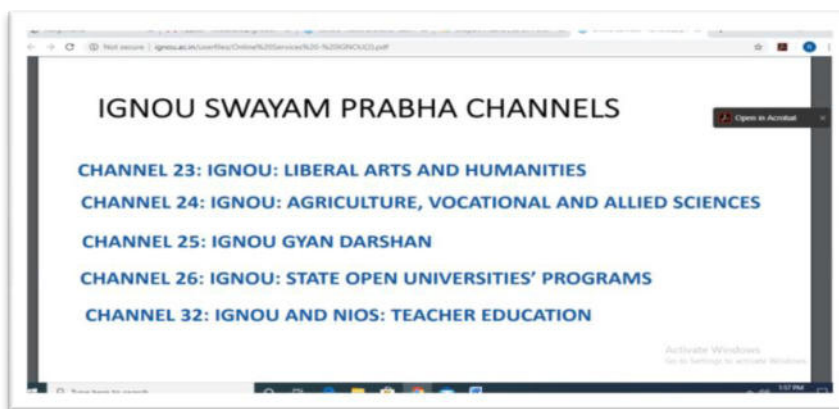
3. Educational Broadcast

Dear Friends, by now you are aware that the university relies a lot on technology to deliver its services to the learners. A very significant measure undertaken by the university in this regard is to promote educational broadcast. Let us now have a brief understanding of the same.

3.1 IGNOU Swayamprabha Channels

The SWAYAM PRABHA is a group of 32 DTH channels working towards the telecasting of high-quality educational programmes on 24X7 basis using the GSAT-15 satellite. One can search for various programmes and telecast timings using the link, <https://www.swayamprabha.gov.in/index.php/search>. A brief description of the channels allocated to IGNOU is given in the Fig-14 below.

Fig-14 – SWAYAMPRAKHA Channels



3.2 . Gyan Darshan Channels

Gyan Darshan is a joint venture of Ministry of Human Resource Development (MHRD), Ministry of Information & Broadcasting (I & B Ministry), PrasarBharati and IGNOU. IGNOU is the nodal agency for the venture. The channel airs programmes aimed at pre-school, primary, secondary and higher secondary students, college/university students, youth seeking career opportunities, homemakers and working professionals (IGNOU, 2020).

This channel is of great relevance to your study process. Many of the areas related to your studies will be covered through TV counseling sessions from time to time. The latest schedules can be obtained from the link, <https://www.ignouonline.ac.in/gyandarshan/>, and a screenshot of the site is given below as Fig- 15



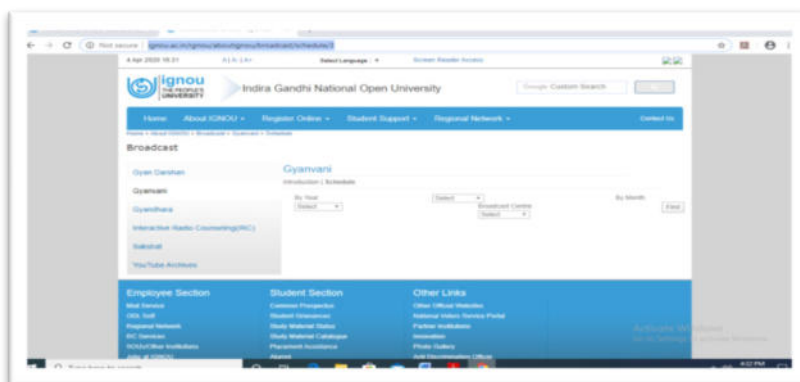
Fig-15-GyanDarshan



3.3 The Gyanvani Network

Radio is one of the oldest technology available to learners. I am sure that many of you will be ardent listeners of FM radio programmes. Tuning in to FM radio channels has become the favourite pastime of drivers and students. IGNOU is one of the pioneers in harnessing the potential of this medium. From its inception in the year 2001, Gyan Vani operates in a range of 60 KMs from its broadcasting station. Programmes on Primary and Secondary Education, Adult Education, Technical and Vocational Education, Higher Education, Distance Education and Extension Education are broadcast from these stations. Currently programmes are broadcast from 26 centres across the country. The frequency at which the programmes are transmitted is 105.4FM. These stations transmit both pre-recorded and live programmes. The latest schedules as well as the stations from which programmes are broadcast are available at the link, <http://www.ignou.ac.in/ignou/aboutignou/broadcast/schedule/3>, whose screenshot is given below as Fig-16:

Fig-16: GyanVani



Gyan Vani stations often relay programmes related to various academic disciplines, which you as an IGNOU learner can take advantage of.



3.4 GyanDhara

Well learners, IGNOU also run its own Internet radio service, named GyanDhara. Gyanvani Delhi is made available on this platform. Live sessions are broadcast and the learners like you can interact with the faculty through multiple media like telephone, email or chat (IGNOU, 2020). The link to the service is, <https://www.ignouonline.ac.in/gyandhara/>. A screenshot of the service is given below:

Fig-17-GyanDhara



3.5 Interactive Radio Counselling (IRC)

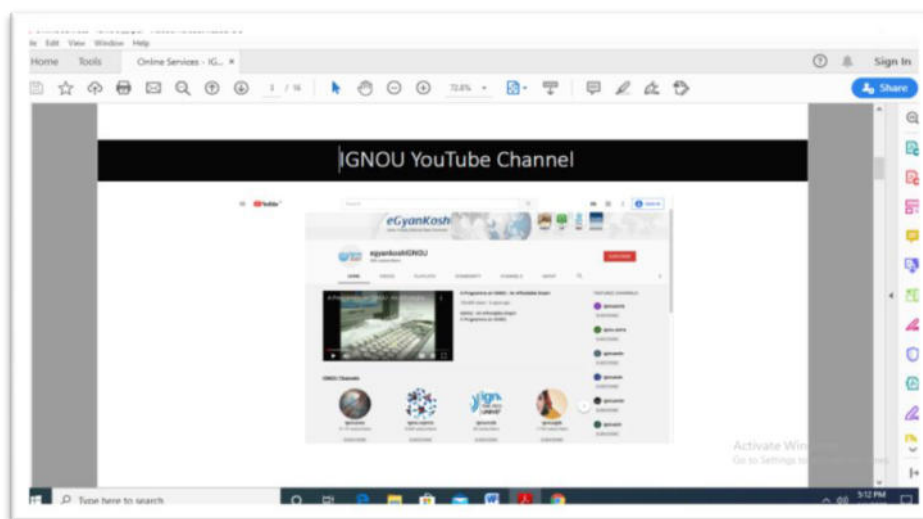
Another ICT facility that you can take advantage of is the IRC, which is scheduled every day on FM Delhi, Gyanvani. Two live sessions are broadcast every day from 11:00am to 1:00pm with repeats broadcast from 5:30pm to 7:30pm. The programmes can be accessed at GyanDhara Internet Radio service as well. You will be in a position to download the schedule of this service on the link, <http://www.ignou.ac.in/ignou/aboutignou/broadcast/schedule/4>.

3.6 IGNOU You tube Channel

IGNOU head quarters has its own You tube Channel, which is hosted at the link, <https://www.youtube.com/user/egyankoshIGNOU>. A screenshot of this channel is provided here as Fig-18



Fig 18- Youtube Channel of IGNOU



Learners can take advantage of this channel. You will also be happy to now that some of the Regional Centres also have their own You Tube Channel, such as Regional Centre Vatakara.

4. Online Courses of IGNOU

As you might know, IGNOU runs online courses under two modes- a. under the auspices of the **SWAYAM Project** of the Government of India and b(?). under **its own banner**. At present, the university runs 16 courses under the auspices of SWAYAM. IGNOU is also one of the National Coordinators of SWAYAM. A brief description of these courses is given in the figure below:

Fig-19- Programmes commissioned by IGNOU on the SWAYAM platform

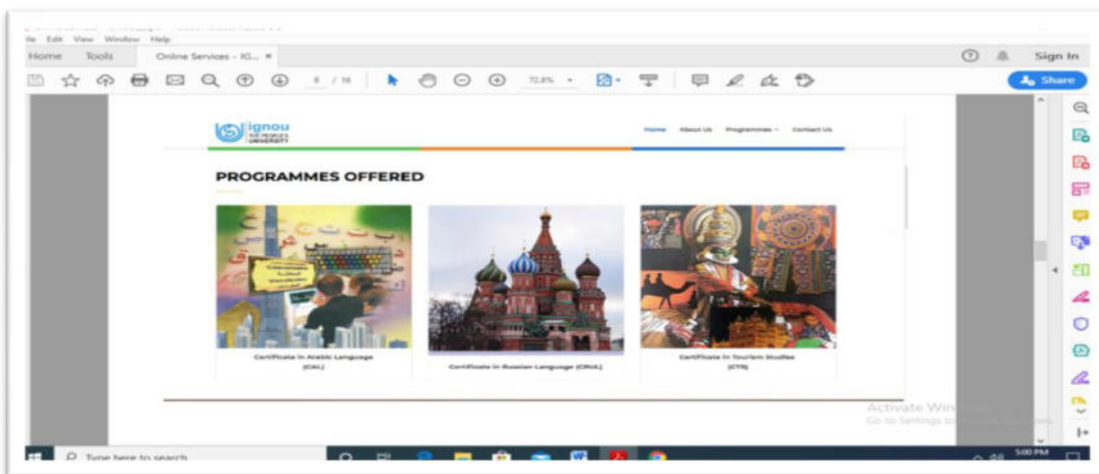
Ongoing Fifteen Ongoing IGNOU SWAYAM COURSES	
Course ID	Course Title
swa20-ag01	Technology of Fermented, Cheeses, Ice-cream and By-products
swa20-ag02	Food laws and standards
swa20-ag03	Indian Agricultural Development
swa20-ag04	Introduction to Food Safety
swa20-ag05	Certificate course in Environmental Sustainability
swa20-ag06	Awareness Programme on Solar Water Pumping Systems
swa20-ag07	Commonwealth Production: Postgraduate & Open
swa20-ls01	Sustainable Management of Biodiversity
swa20-cs01	Introduction to GIS I
swa20-cs02	Introduction to Cyber Security
swa20-ev01	Design and Facilitation of E-Learning Courses
swa20-fs01	Reads of Revision Part 1
swa20-hs01	E-Binary Architecture and Organization
swa20-hs02	Database Processing and Organization
swa20-hs03	Database and Content Organization
swa20-hs04	Information Sources and Library Services

These courses can be accessed on the link, <https://swayam.gov.in/IGNOU>. It will be a good idea to supplement your study process by enrolling in one or more of the SWAYAM courses.



IGNOU also runs some online programmes of its own. These can be accessed on the link, www.iop.ignouonline.ac.in. A screenshot of the programmes currently on offer is given here as Fig-20

Fig-20- Online Programmes on offer from IGNOU



5. Social Media use and other ICT for Student Support

IGNOU and its various constituents use social media also for extending student support. Invariably every Learner Support Centre has one or more WhatsApp group for learners, where in the latest counselling schedules and relevant information is forwarded by the functionaries of the Learner Support Centres from time to time. Similarly, IGNOU Head Quarters and most Regional Centres also have their Facebook page where the relevant information is put up. Further, the university uses traditional ICT such as telephone and SMS to reach out to learners like you on various occasions.

Fig-21- Facebook Page





6. Online Academic Counseling Support with Faculty School of Study

IGNOU has recently introduced online counseling and has initiated learner interaction with faculty, of the Schools of Study, where the enrollment of students is less than two hundred for the programme offered, and who are either involved in the development of new niche programmes which are non-conventional and multi-disciplinary in its nature and are based in few new Schools of Studies. The Faculty interact with students through the Facebook page of IGNOU and learners are informed through emails/SMS for maximum participation.

7. Twitter Handles of IGNOU Head Quarters and Regional Centres

The Head Quarters of IGNOU and many units have their own Twitter Handles Relevant and upto date information is provided on these twitter handles. The main Head Quarters twitter handle is @OfficialIGNOU. IGNOU Regional Centres also have their own twitter handles.



APPENDIX-2

USEFUL TIPS FOR LEARNERS ON ASSIGNMENTS IN IGNOU

Assignments in distance education are different from the usual question and answer tests or examination followed in the conventional system. They are a compulsory component in all of IGNOU's programmes of study. As a learner in IGNOU you should have a clear understanding of the concepts, terminologies and procedures involved while working on assignments

1. What is an Assignment?

Assignment is an important teaching learning tool and provides to-way communication between the distance learner and tutor. It is a compulsory component in the IGNOU scheme of studies as it serves as a tool for continuous assessment of the learners. Depending on the level of programme, weightage of an assignment varies from 25% to 30% of the total marks/grades awarded to a course. Comments written by the tutors on the assignment response provide the much-needed two-way communication, feedback and motivation to the learners.

2. Why is the learner required to do Assignments in IGNOU?

Learners have to do assignments since they serve the following important functions:

- a) It is an integral component of evaluation system; Awards scored in an Assignment carry a weightage of 25% - 30% in the overall assessment.
- b) Evaluation of Assignment responses provides you feedback on your performance and offers remedial guidance to improve the performance in future. This feedback is provided through tutor comments written by the evaluator on your Assignments Response.
- c) It provides motivation and encourages interaction with the tutors and peers.
- d) Helps to study in a planned and structured manner and prepare for term end exams.

3. From where does the learner obtain the Assignment questions?

Assignments are available on the IGNOU website: <https://webservices.ignou.ac.in/assignments/>

4. How many Assignments does a learner have to do in a programme of study?

The learner is required to do one assignment in each course of the programme.

5. Is the learner permitted to write the Term End Examination without submitting the Assignments?



It is compulsory for the learner to submit the assignment responses well in time to be eligible for appearing in the Term end examination.

6. What is the schedule of submission of Assignment Response?

- a) Every assignment carries the date of submission. You should submit the Assignment Response as per the submission dates so as to avoid delay in course completion.
- b) However, Assignment questions are valid for one academic year (or two consecutive cycles).

The General scheme of validity of Assignment Question can be understood as follows:

- i. For January session Assignment response can be submitted up to 30th April. However, the same Assignment Response can be submitted by 31st October.
- ii. Similarly, Assignments for July cycle can be submitted by 31st October. However, same Assignment can be submitted till 30th April next year.

7. Can Assignments be submitted even after the lapse of validity of a particular assignment?

No. After the lapse of valid time period one has to work on Assignments for the current session and do them.

8. How and when can one submit backlog Assignments?

In case you are not able to submit your Assignment response within the valid period, the backlog can be cleared by obtaining fresh set of Assignments valid for the current session posted on the IGNOU website. Assignment responses can be submitted at your Learner Support Centre. However, if the minimum time prescribed for programme completion is over then backlog assignments are to be submitted at the Regional Centre, along with the following documents:

- Photocopy of I-Card Question Papers handwritten Assignments Responses
- Latest print of your Grade Card as downloaded from the internet.

The backlog Assignments can be submitted as per the general Calendar of Assignment submission mentioned above.

9. How should one write Assignment Response?

- a. Assignment response is an expression of your comprehension of the course content. Therefore, you should write your own views on the topic, in your own words and in your own handwriting.
- b. Copying verbatim from the course material or from your peer group is not allowed. Zero marks will be awarded to copied assignment responses.
- c. Attempt to go deeper than mere presentation of facts. Try to practice higher cognitive skills such as analysis of issue and their application in problem solving. The broad parameters for evaluating the response will be:



- Accuracy of information, planning of the answer, clarity of expression
- Comprehensiveness of content, conciseness, logical analysis of the concepts

10. What precautions should be taken while writing Assignment Responses?

- a) The instructions should be read carefully before attempting the assignment questions.
- b) Answers must be handwritten only. Typed and printed answers are not accepted.
- c) Handwriting should be neat and legible.
- d) You can use full scape paper and leave adequate margins on the left side of paper, so as to allow the evaluator, space to write comments.
- e) Leave adequate margins between each section or part question.
- f) Do not forget to write your Enrolment No, Name and full Address on the covering page your Assignment Response.
- g) Also write the Programme, Course (Title and Code), and date of submission in the first page of Assignment Response.

11. Where should the Assignment Response be submitted?

- a) Assignment Responses (current as well as backlog) should be submitted at your Learner Support Centre as per the submission date.
- b) If you have applied for Study Center change, you should submit the response at your old Learner Support Centre till you receive communication about the change.
- c) In case minimum period of your programme is over (and you are no longer attached to a Learner Support Centre, the assessment response may be submitted at the Regional Center along with pre-requisite documents as specified above.

12. What precaution should you take before submitting the Assignment Responses?

- a) Ensure that you have mentioned your Enrolment No., Name and Course Code correctly on the first page of the Response.
- b) Secure all pages of Assignments carefully and properly.
- c) Attach a photocopy of the Assignment Question with the response to facilitate timely evaluation.
- d) Always keep photocopies of the Assignment Responses to meet unforeseen exigencies.
- e) Collect the acknowledgment of assignment submission at the Study Center. In case you are submitting it by post, keep the Postal Receipt as it will be handy in case of any unforeseen exigency.

13. Is it possible to improve the Assignment award by redoing the Assignment?

Generally, one cannot improve an Assignment award after scoring minimum passing score. However, assignment can be resubmitted if your attempt has been declared unsuccessful or if



even after getting the passing score in your Assignment Response, overall status in your Grade Card is shown as not complete.

14. Can the Assignments be re-evaluated?

Re-evaluation of Assignment is not allowed. However, Re-totalling is possible if you detect factual errors in calculation of the marks/Grades awarded in the evaluated assignments. For re-totalling and rectification of assignment awards, one should contact the Regional Centre along with the evaluated Assignment and a printout of latest Grade Card.

15. What should you do if your Grade Card doesn't reflect your Assignment Awards?

- a) As per the calendar, the results of Assignments submitted in the January Cycle, is declared with result of June Term End Examination. These results are declared by 15th August(?) every year. Similarly, results of Assignment submitted in July cycle is declared with results of December Term End Examination. These results are declared by 14th February every year.
- b) In case your Grade Card doesn't reflect your Assignment awards within the calendar period specified above, you should immediately contact the Regional Centre along with the photocopy of the Assignment Response and receipt of submission as well as latest printout of your Grade Card.
- c) While submitting your grievance regarding non-receipt of Assignment Awards, you should give specific details regarding your Enrolment number, name, code of Learner Support Centre, and year & month of submission of Assignment so that the Regional Centre can follow up the matter with concerned Learner Support Centre

16. What should one do if Assignment marks are being wrongly reflected in the Grade Card?

If your grade card shows wrong grade/marks you have to contact the Regional Centre with relevant documents, such as print out or copy of your latest Grade Card, Copy of the evaluated assignment response and submission receipt (acknowledgement). Ensure that you provide correct details to facilitate rectification of your grades/awards.

17. How can you help us to facilitate timely declaration of your results?

- a) Submit Assignment Responses on time and only at your Learner Support Centre.
- b) Do not submit the same Assignment twice unless you have not secured minimum passing awards or unless your assignment has been misplaced at your Learner Support Centre before evaluation and you have subsequently been advised by the Regional Centre to resubmit the photocopy along with the receipt of submission.
- c) You must mention your Enrolment No., Name, Programme Code, Course Code correctly on the cover page of the Assignment Response.
- d) In case of Non-reflection or wrong reflection you should contact your Learner Support Centre and/or Regional Centre with complete & correct details as well as with relevant documents.



18. What Skills are required to be developed by learners for doing assignment work?

You should focus on developing mainly 3 skills: reading, writing & content organization

- Read the self-learning materials study material carefully
- Understand meaning of assignment questions
- Follow guidelines for answering questions
- Organize content, prepare draft answer(recheck for style, presentation, word limits etc)
- Adhere to submission deadlines & retain photocopy of the assignment response

19. What is the role of an Academic Counsellor in improving my performance through Assignments?

The Academic Counsellor provides purposeful feedback through Tutor Comments on your Assignment Evaluation. Two kinds of comments will be written on the response sheets by the Academic Counselor. These are:

a) Marginal Comments

These comments are written in the margin space next to the relevant portion of the Assignment response. The feedback provided through these comments is specific to the content of the response. Marginal Comments aim to guide you to improve future performance by:

- Appreciating and confirming the acceptable aspects of the response
- Providing the missing answer or filling up the gaps
- Giving constructive suggestions to improve the content and presentation of the response

b) Global Comments

These comments are written on a separate sheet called Assessment Sheet, and is attached with the response sheet. Comprehensive comments giving feedback on the overall performance in the assignment are provided through global comments. The strong and weak points of the response and the corresponding grades/marks awarded are justified.

You must ensure that the evaluated assignment response sheet carries the two types of feedback.

Use Feedback Comments effectively

- a) Read the tutor comments carefully.
- b) Take feedback from the Evaluator's rating of 'structure', 'content' & 'presentation' aspect of assignment as marked on the Assessment sheet.
- c) Discuss the feedback with the Academic Counsellor and take clarifications, if required.
- d) Discuss the evaluated response with your peer group and share ideas on the topic.
- e) Write the revised Assignment Response on the basis of this feedback and after re-reading the relevant course unit.

(A Sample Global Assessment Sheet is provided below).



Assessment Sheet
(To be filled in Duplicate)

Assessment

C

Enrolment No **002** Programme **B**
 Student's Name **Ms. G** Course **2**
 Study center Code No **Z** Assignment No **2**

Evaluators Comments

Dear Ms G,

Undoubtedly you have taken great pains to answer this assignment. Good to see that you have explained many points with the help of suitable examples. But I wonder how you have missed the third part of the question pertaining to "Strategies". Kindly go through the marginal comments to improve your answer.

Your handwriting is neat but give more attention to spellings. Hope you will do better in your next assignment. Also I would advice you to be more conscious of the word limit and follow them in your next assignment.

Better luck next time.

Yours sincerely,

XYZ

Please tick (✓) in the relevant box below :

CONTENT				STRUCTURE & PRESENTATION			
Accurate information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Well planned	<input type="checkbox"/>	<input type="checkbox"/>	Inadequately planned
Adequate coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Concise	<input type="checkbox"/>	<input type="checkbox"/>	Too long or too short
Good Conceptual analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clearly expressed	<input type="checkbox"/>	<input type="checkbox"/>	Not clearly expressed
Inaccurate information							
Inadequate coverage							
Poor Conceptual analysis							

Evaluator's Signature **XYZ**

Date **01.01.2005**

Name in full **Ms. XYZ**

Evaluator's Code No **007**

Address **IGNOU**

..... **NEW DELHI-110068**

Moderators comments, if any

Signature of the Moderator

Name in full

Note : The grades/marks assigned for the individual questions and the overall grade/marks written in the assessment sheet need to be in consonance with general attributes (traits) by the evaluators at the bottom of the assessment sheet.



APPENDIX-3

Frequently Asked Questions (FAQs)

Q.Are IGNOU Degrees/Diplomas/Certificates recognised?

A. Yes. IGNOU is a Central University established by Act of Parliament in 1985 (Act No 50 of 1985). IGNOU Degrees/Diplomas/Certificates are recognized by all the members of the Association of the Indian Universities (AIU) and AICTE and are at par with Degrees/Diplomas /Certificates of all the Indian Universities/Deemed Universities/Institutions vide UGC Circular No. F.I-8/92 (CPP) dated February, 1992, AIU Circular N EV/B (449)/94/176915 dated 5th January, 1994 & UGC Circular No. F1-52/2000(CPP-II) dated May, 2004.

Q. When Admission announcements are issued?

A. Admissions are generally offered by the university twice a year for most programmes. The admission link is given on the following link, :<https://ignouadmission.samarth.edu.in/>

Q.What is Academic Schedule?

A. Admission to various programmes of the University are open as per the Academic Calendar. The admission announcements are widely publicized through national, regional media and IGNOU Web Site: www.ignou.ac.in

Q.What is the mechanism for programme delivery in IGNOU?

A. The University follows a multimedia approach for instruction, which comprises:

a) **Self Instructional Written Material:** The printed study materials (written in self-instructional style) for both theory and practical components of the programmes are provided to the learners in the form of a single print book and/or e-book, comprising blocks and units or in the form of separate printed blocks for every course (on an average 1 block per credit). A block which comes in the form of a booklet usually comprises 3 to 5 units. Audio-Visual Material Aids: The learning package contains audio and video programmes which have been produced by the University for better clarification and enhancement of understanding of the course material given to the learners. A video programme is normally of 25-30 minutes duration.

b) **The Video content is available on eGyankosh (www.egyankosh.ac.in)** – the digital learning repository of the University. The video programmes are also telecast on National Network of Doordarshan and GyanDarshan. All Gyan Vani stations broadcast curriculum-based audio programmes as per their schedule that is notified in advance. In addition, some selected stations of All India Radio also broadcast the audio programmes. Learners can confirm the dates for the programmes from their Learner Support Centres. The information is also provided through the university website.



c) **Counselling Sessions:** Normally counselling sessions are held as per schedule drawn by the Learner Support Centres. These are mostly held outside the regular working hours of the host institutions where the Learner Support Centres are located.

d) **Teleconferences:** Live teleconferencing sessions are conducted via satellite through interactive Gyan Darshan Channel as well as simultaneously webcast at www.ignou.ac.in in 12 IGNOU Common Prospectus

e) **Practicals/Project Work:** Some Programmes have practical/project component also depending upon the learning requirements. Practical sessions are held at designated institutions for which schedule is provided by the Learner Support Centres. Attendance at practical sessions is compulsory. For project work, comprehensive project guide, in the form of a booklet, is provided to the learner along with the study material.

What is the methodology for evaluation in IGNOU?

The system of evaluation followed by the University also is different from that of conventional universities. IGNOU has a multitier system of evaluation.

1. Self-assessment exercises within each unit of study material.
2. Continuous evaluation mainly through assignments which are tutor-marked, practical assignments and seminar/ workshops/extended contact programmes, etc.
3. Term-End Examinations (TEE).
4. Project / Term-end Practical examination.

When are exams conducted in IGNOU?

Term-end examination is conducted at various examination centres spread all over the country and abroad in June and December every year.

Q. What are the details of admission requirements?

A. The admission eligibility of candidates to various programmes is given on the IGNOU website on the link, <http://ignou.ac.in/userfiles/Common-Prospectus-English.pdf>

Q. Can Foreign Nationals fill the online admission form?

A. No, only Indian Nationals residing in India can use this facility. Please contact Director (International Cell), IGNOU, Maidan Garhi, New Delhi-110068 for admission or visit <http://www.ignou.ac.in> and select the Division and International Division for Fee Details/Partner Institutes etc.

**Q. What is the credit system that IGNOU follows?**

The University follows the 'Credit System' for most of its programmes. Each credit in our system is equivalent to 30 hours of learner study comprising all learning activities (i.e. reading and comprehending the print material, listening to audio, watching video, attending counselling sessions, teleconference and writing assignment responses). Thus, a 4-credit course involves 120 hours of study and a 6-credit course involves 180 hours of study. This helps the learner to know the academic effort he/she has to put in, to successfully complete a course. Completion of an academic programme (Degree or Diploma) requires successful completion of the assignments, practical, projects and the Term-End Examination as per requirement of each course in a programme.

Q. What is Choice Based Credit System?

The Bachelor's Degree Programmes offered through this prospectus follow the Choice Based Credit System (CBCS) introduced by UGC. The CBCS provides the learner with flexibility to study the subjects/courses at their own pace; greater choice of inter-disciplinary, intra-disciplinary and skill-based courses; and mobility to different institutions for studies. The system has the following advantages:

- Allows learners to choose a combination of inter-disciplinary, intra-disciplinary courses, skill oriented courses (even from other disciplines according to their learning needs, interests and aptitude).
- Makes education broad-based and at par with global standards.
- Offers flexibility for learners to study at different times and at different institutions to complete the programme. Credits earned at one institution can be transferred to another institution.

Q. What are rates for the examination fees in IGNOU and what is the mode of payment?**Examination Fee**

Payable @ 150 per theory course

Payable @ 150 per practical course

Mode of Payment - Credit Card/Debit Card/Net Banking

Examination fee once paid is neither refundable nor adjustable even if the learner fails to appear in the examination.



Q. How will I get my Hall –ticket for the examination?

No Hall Ticket shall be dispatched to the examinees. Hall Tickets of all examinees are uploaded on the University Website (www.ignou.ac.in) 7-10 days before the commencement of the Term End Examinations. Therefore, learners are advised to visit IGNOU website for updates. You are advised to take the print out of the Hall Ticket from University website after entering the enrolment number and name of programme of study, and report at the examination centre along with the Identity Card issued by the University. Without a valid IGNOU Student ID Card issued by the University, examinees will not be permitted to appear in the examination.

In case, any learner has misplaced the Identify Card issued by the University, it is mandatory to apply for a duplicate Identity Card to the Regional Centre concerned well before commencement of the examinations so as to get a duplicate ID Card in time, since the learners without valid ID Card will not be allowed to enter the Examination Centre premises.

Q. Does IGNOU offer Provisional Admission?

The University has a provision for Provisional Admission to the programmes offered through Common Prospectus (except Certificate programmes of six-month duration, Awareness programmes, non-credit programmes and Merit- based/Entrance Test based programmes). Those candidates who otherwise fulfill the prescribed eligibility criteria, but are unable to apply for want of declaration of result of the qualifying examination and/or for want of final Mark-Sheet and Provisional Certificate, but are desirous of seeking admission in July/January admission cycle, as the case may be, can submit the prescribed admission form with requisite fee, as per schedule. Such candidates are also required to submit the ‘**Undertaking**’ in the prescribed format.

Other terms and conditions for seeking Provisional Admission are:

- i) All the prospective students who have submitted their filled-in admission form along with the Undertaking are required to submit the consolidated Final Mark-sheet and Provisional Certificate/Degree Certificate by **30th September** (for July admission cycle) and **31st March** (for January admission cycle).
- ii) Failure to submit the Final Mark-sheet and Provisional Certificate/Degree Certificate will attract cancellation of admission and **forfeiture of 25% of fee paid.**
- iii) Self-learning materials will be issued to all the candidates seeking ‘Provisional Admission’ on remittance of the programme fee, as in the case of other students.
- iv) Regional Directors will confirm the final admission only on fulfillment of the condition at (i) above.
- v) Admission will not be offered in a Programme if the programme is not activated in a particular Regional Centre.



Note: Provisional admission is not applicable for international students.

Q. Can I get a refund of Fees, once I take admission?

The refund request will be considered as under:

- a. Before the last date for submission of admission form-the fee paid will be refunded after deduction of Rs.200/-
- b. Within 15 days from the last date for submission of admission form-the fee paid will be refunded after deduction of Rs.500/-
- c. Within 30 days from the last date for submission of admission form-the fee paid will be refunded after deduction of Rs.1,000/-.
- d. After 30 days from the closure of the last date- No refund will be allowed.
- e. The last dates for submission of admission form will be considered separately i.e. last date without late fee and last date with late fee. However, late fee, if any, will not be refunded.
- f. In cases of (a) to (c) above, the candidate will make a written request to the Regional Director concerned for such a refund. The RC will process the cases as soon as possible after ascertaining the credit of the same in IGNOU Accounts

g. For CBCS Based Bachelor's Degree Programme:

The registration of the students will be done year-wise though the courses of the programmes will be offered semester-wise. The students will pay the fee for the first and second semesters at the time of admission itself. No fee will be refunded if a student decides to withdraw mid-session.

Q. What is the Vidya Lakshmi Portal?

Vidya Lakshmi Portal is a first of its kind portal for students seeking Education Loan. Set up in August 2015, it is a single window electronic platform for students to access information and prepare applications for Educational Loans and Government Scholarships. The Portal has the facility of tracking the students right from the inception of loan application until the completion of sanction of loan or otherwise. Students can view, apply and track their education loan applications to banks anytime, anywhere through the Portal. The portal has been developed and being maintained by NSDL e-Governance Infrastructure Limited.

Nearly 40 Banks have registered for over **70 Educational Loan Schemes** on the Vidya Lakshmi Portal and integrated their system with the Portal for providing loan processing status to students

Q. What is Associate Studentship?

The University has a scheme of '**Associate Studentship**' which provides for a candidate who fulfils the minimum eligibility requirements for the programme under which the course(s) is/are offered, to register for only one course or a limited number of courses, subject to a minimum of 8 credits and maximum of 32 credits. An Associate Student is attached to a Learner Support Centre



for counselling, assignment evaluation, library facility, etc. The application form provided at the end of the Prospectus at **Annexure VIII** can be used for registration. A fee of **Rs.850/- for BTS Programme and Rs.1150/- per 8 credit course, or part thereof**, is charged for admission to course(s) under BSW programme. The **fee is irrespective of whether the course is of 2 credits, 4 credits, 6 credits or 8 credits**. For rest of the programmes, the fee will be charged on **pro-rata basis**, i.e. by dividing the programme fee by the number of credits of the programme = **fee for 1 credit, multiplied by the credit assigned to the specific course (rounded off to the next Fifty Rs.)**. The Scheme of Associate Studentship will **NOT** be available in case of CBCS based Bachelor Degree Programmes.

The minimum and maximum period allowed to Associate students for completion of their course(s) would be **six months and two years**, respectively. There will be no separate counselling or lab work schedule for the associate students. They will have to be in touch with the Learner Support Centre concerned in order to know the schedule and participate in the sessions accordingly. **Minimum period of six months would be allowed, if the courses opted by the students are up to 16 credits. If the option exceeds 16 credits, the minimum period would be one year.**

Associate Students would be permitted to seek admission in any of the admission cycles and to opt the courses that are on offer either in January or July cycles. However, no counselling and/or lab/practicals would be conducted separately for the Associate students. The facility of theory/practical counselling shall be provided of the allotted Learner Support Centre along with other students registered for the same course(s).

If an Associate student opts for more than 16 credits worth of courses in either of the admission cycles, he/she is **not entitled to seek admission in the next consecutive cycle** unless the prescribed minimum duration is completed.

Associate Students are not eligible to seek admission to the courses under the Programmes where the number of seats are limited and/or the admission is done through Entrance Test.

Associate Students are **not eligible for the award of any kind of 'Certificate/Diploma/Degree'**. They are also not eligible for continuation of study by way of re-registration for 2nd and/or 3rd year, as the case may be. **'COURSE COMPLETION STATUS' Card** only will be issued to Associate Students.

Q. What are the rules for the re-evaluation of answer scripts?

1. The request for re-evaluation by the student must be made online with the link <https://onlinerr.ignou.ac.in/reevaluation/login.aspx> within one month of declaration of his/her results.
2. The date of declaration of result will be calculated from the date on which the result(s) are placed on the IGNOU website.



3. After re-evaluation, the better of the two scores of original marks/grade and marks/grade after re-evaluation will be considered.

4. The revised marks/grade after re-evaluation shall be communicated to the student on receipt of reevaluation result and result of re-evaluation will also made available on the IGNOU website at www.ignou.ac.in. The minimum time required for re-evaluation shall be 30 days from the date of receipt of application.

The re-evaluation fees for answer-scripts is Rs.750/- per course

5. Re-evaluation is permissible in TEE only and not in the Project / Dissertation / Practicals / Lab courses, Workshops, Assignments & Seminar etc.

Q. What are the rules for the early declaration of results?

1. Request for early declaration of results will be entertained for final semester/year or maximum of 4 backlog courses only, subject to the following conditions: -

i) The student has been selected for higher study/employment and statement of marks/grade card is required to be produced to the institute by a particular date, which is before the prescribed dates of declaration of the University's results.

ii) The student has completed all the other prescribed components except the term-end examination of the courses, for which early evaluation has been sought.

2. Application for early declaration, for the reasons such as to apply for recruitment/higher study/post and promotion purpose etc. will not be entertained.

3. Application without enclosing documentary evidence specifying the reason for early declaration will not be entertained.

4. A learner can apply for early declaration of Term-End-Examination result with a fee of Rs. 1000/- per course.

Q. What are the rules for improving Division/ Grades/Class?

The improvement of marks/grades is applicable only for the Bachelor's/Master's Degree Programmes, who have completed the programme.

The eligibility is as under: -

a) The students of Bachelor's/Master's Degree Programmes, who fall short of 2%marks to secure 2nd and 1st division.

b) The students of Master's Degree Programmes only, who fall short of 2%marks to secure overall 55% marks.

2. Only one opportunity will be given to improve the marks/grade.

3. The improvement is permissible only in theory papers. No improvement is permissible in Practicals/ Lab courses, Projects, Workshops and Assignments etc.

4. Under the Provision of improvement, a maximum of 25% of the maximum credits required for successful completion of a programme shall be permitted.

5. Students wishing to improve the marks will have to apply within six months from the date of issue of final statement of marks/grade card to them, subject to the condition that their registration for the programme/course being applied for improvement, is valid till the next term-end examination in which they wish to appear for improvement.



6. No student will be permitted to improve if maximum duration to complete the programme, including the re-admission period, has expired.
7. After appearing in the examination for improvement, better of the two examinations, i.e. marks/ grade already awarded and the marks/grade secured in the improvement examination will be considered.
8. In case of improvement, the month and year of completion of the programme will be changed to the Term-end examination, in which students appeared for improvement.
9. Students will be permitted for improvement of marks/grades provided that the examination for the particular course, in which they wish to improve, is being conducted by the University at that time.
10. On the top of the envelope containing the prescribed application form, **please mention “APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS”**.
11. Application form must reach within the prescribed dates at the following address: -

**The Registrar,
Student Evaluation Division,
Indira Gandhi National Open University,
Block-12, Maidan Garhi,
New Delhi-110068**

Q. Is it possible for the learners to obtain photocopy of Term End Examination Answer-sheets?

After the declaration of result, if the learner are not satisfied with the marks awarded, they can request the University for obtaining Photocopy of Answer Scripts on payment of Rs.100/- per course. The request for obtaining Photo copy of Answer Scripts by the learner must be made online within **45 days from the date of declaration of results. The application can be made online at the link, <https://onlinerr.ignou.ac.in/reevaluation/login.aspx>**

Q. Is change in category allowed?

Any request for change of category code shall not be entertained by the University after finalization of admissions. Similarly, for the entrance test based and merit based programmes, request for change of category will not be entertained once the Forms are finally submitted by the prospective learners.

Q. Is Correction/Change of Name/Surname of Learner possible?

Spelling mistakes, if any, committed at the time of data entry stage will be rectified at the Regional Centre and corrected data transmitted to Student Registration Division for updating in the database.



However, Learners are expected to write their correct name (as indicated in the High School Certificate) in the Admission Form. In case any change in the name (other than the one mentioned in his/her High School Certificate), then it is mandatory for the prospective learners to furnish legal evidence of having changed his/her name/ surname while submitting the admission form.

For Change of Name/Surname, after confirmation of admission, the learners are required to submit the following documents at the Regional Centre, for onward transmission to Registrar, SRD:

- a) Original copy of Notification in a daily newspaper notifying the change of name;
- b) Affidavit, in original, on non-judicial Stamp Paper of the appropriate value sworn in before 1st Class Magistrate specifying the change in the name;
- c) Marriage Card/Marriage Certificate in case of women candidates for change in surname;
- d) Gazette Notification, in original, reflecting the change of name/surname;
- e) Demand Draft of Rs.500/- drawn in favour of IGNOU payable at New Delhi.

Request for correction and/or change of Name / Surname will be entertained only before the completion of the programme.

Q. What are the provisions for reservation applicable to SC/ST/OBC and other eligible category of learners?

The University provides reservation of seats for learners from Scheduled Castes and Scheduled Tribes, non-creamy layer of OBC, Economically Weaker Sections, (as notified by MHRD vide OM 12-4/019-U1 dated January 2019), War Widows, Kashmiri Migrants and Physically Handicapped learners, as per the Government of India rules, for admission to its various programmes. However, submission of forged certificate under any category shall be liable not only for cancellation of admission but also to be legally implicated as per Government of India rules.

Q. What are the provisions applicable for reservation for Economically Weaker Sections (EWSs) for admission in IGNOU?

Ministry of Human Resource Development, Department of Higher Education, Govt. of India, vide their Office Memorandum F.No. 12-4/2019-U1, dated 17th January, 2019, on the subject cited above, has conveyed that in accordance with the provisions of the Constitution (One Hundred and Third Amendment) Act 2019, and in reference of Ministry of Social Justice and Empowerment vide OM No. 20013/01/2018-BC-II dated 17th January, 2019, enabling provision of reservation for the Economically Weaker Sections (EWSs) who are not covered under the existing scheme of reservations for the Scheduled Castes, the Scheduled Tribes and the Socially and Educationally backward Classes, it has been decided to provide reservation in admission to



educational Institutions subject to a maximum of ten per cent of the total seats in each category. The provision of reservations to the Economically Weaker Sections shall be in accordance with the directions for **reservation for Economically Weaker Sections (EWSs) for admission in Central Educational Institutions.**

Ministry of Human Resource Development, Department of Higher Education, Govt. of India, vide their Office Memorandum F.No. 12-4/2019-UI, dated 17th January, 2019, on the subject cited above, has conveyed that in accordance with the provisions of the Constitution (One Hundred and Third Amendment) Act 2019, and in reference of Ministry of Social Justice and Empowerment vide OM No. 20013/01/2018-BC-II dated 17th January, 2019, enabling provision of reservation for the Economically Weaker Sections (EWSs) who are not covered under the existing scheme of reservations for the Scheduled Castes, the Scheduled Tribes and the Socially and Educationally backward Classes, it has been decided to provide reservation in admission to educational Institutions subject to a maximum of ten per cent of the total seats in each category. The provision of reservations to the Economically Weaker Sections shall be in accordance with the directions.

Q. What are the provisions for Fee Reimbursement for SC/ST Students under the SCSP and TSP Schemes?

The University provides fee exemption to students from SC/ST category as per its policy. **The policy is subject to modification from time to time.** Students are advised to visit the University website or contact the Regional Centre to know about the latest provisions. The SC and ST students who are employed or who are availing any kind of fellowship or fee exemption from other agencies are not eligible for fee exemption under SCSP/TSP scheme. The exemption of fee is confined to Programme Fee mentioned in this Admission Prospectus. The scheme will not exempt registration fee, late fee (if any), term-end-exam fee, re-admission fee, convocation fee etc.

Q. How to obtain official transcript after studies?

The University provides the facility of official transcripts on request made by the learners on plain paper addressed to Registrar, Student Evaluation Division (SED), Block 12, IGNOU, Maidan Garhi, New Delhi– 110068. The fee for official transcripts is as under:

For Indian Students:

Rs. 300/- for each transcript, if to be sent to the Student/Institute **within India**

Rs. 500/- for each transcript, if to be sent to the Student/Institute **out of India**

For SAARC Countries Students:



Rs. 1200/- for each transcript, if to be sent to the Student/Institute of **SAARC Countries**

For Non-SAARC Countries Students:

\$ 120 for each transcript, if to be sent to the Student/Institute of **Non-SAARC Countries**.

Format for the same is available in the Programme Guide or IGNOU website: www.ignou.ac.in

Q. Can Change of Elective/Course be effected?

For CBCS Based Bachelor's Degree Programme, change of course is NOT permitted in CBCS-Based BAG/ BCOMG and BSCG Programmes. For Master's Degree Programme, the fee for change of course is Rs.600/- for 2/4 credits and Rs.1200/- for 6/8 credits course. Payment should be made by way of a Demand Draft drawn in favour of "IGNOU" payable at the place of concerned Regional Centre. All such requests for change of Elective/Course should be addressed to the concerned Regional Centre only as per schedule.

Q. Can Change of Medium of study be effected?

For CBCS Based Bachelor's Degree Programme, Change of medium will be allowed as per current practice on payment of applicable fee. For other Programmes Change of Medium is permitted within 30 days from the receipt of first set of course material **in the first year ONLY, on payment of Rs.350/- plus Rs.350/- per 2/4 credit course and Rs.700/- per 6/8 credit course for undergraduate courses. For Master's Degree Programme it is Rs.350/- plus Rs.600/- per 2/4 credit course and Rs.1200/- per 6/8 credit course.** Payment should be made by way of a Demand Draft drawn in favour of "IGNOU" payable at the place of concerned Regional Centre. All such requests for change of Medium should be addressed to the **concerned Regional Centre only**, as per schedule.

Q. Is Change of Programme permissible?

Change of Programme is NOT permitted in CBCS-Based BAG, BCOMG and BSCG Programmes. For other Programmes Change of programme in Master's Degree (MEG/MHD/MPS/MAH/MPA/MSO/MEC/ MARD/M.Com./ MAPY/MAPC) is permitted only in the first year of study within 30 days from the last date of applying for admissions. A student has to pay the full fee for the new Programme and he/she has to forgo the fee paid for the earlier programme.

The request for change of programme should be addressed to the Regional Director of concerned Regional Centre.

Q. Is Credit Transfer Permissible?

Credit transfer means allowing a student of another university to get admitted to IGNOU for completing any equivalent degree/diploma programme on the basis of credits obtained by



him/her from that University. A student thus admitted need not write IGNOU examinations for such courses which are found equivalent to and for which appropriate credits would be deemed to have been acquired for, and for purposes of fulfilling the IGNOU requirements for award of a degree/diploma. Students who want to avail of credit transfer shall get registered with IGNOU for the programmes they want to study. All the applications for this purpose should be addressed to The Registrar, Student Registration Division, IGNOU, MaidanGarhi, New Delhi-110068.

There will be **NO credit transfer available** for the CBCS based programmes w.e.f. July 2019 session.

Q. Is change of region permissible?

When a learner wants transfer from one region to another, he/she has to write to that effect to the Regional Centre from where he/she is seeking a transfer marking copies to the Regional Centre where he/she would like to be transferred to. Further, he/she has to obtain a certificate from the Coordinator of the Learner Support Centre from where he/she is seeking transfer regarding the number of assignments submitted. The Regional Director from where the learner is seeking the transfer will transfer all records including details of fee payment to the new Regional Centre under intimation to the Registrar, Student Registration Division (SRD) and the learner as well. For change of Region in practical oriented Programmes like computer programmes, B.Sc. etc., 'No Objection Certificate' is to be obtained from the concerned Regional Centre/ Learner Support Centre where the learner wishes his/her transfer.

In case any learner is keen for transfer from Army/Navy/ Air Force Regional Centre to any other Regional Centre of the University during the cycle/session, he/she would have to pay the fee-share money to the Regional Centre. In case the learner seeks transfer at the beginning of the session/cycle, the required programme course fee for the session/cycle shall be deposited at the Regional Centre. However, the transfer shall be subject to availability of seats wherever applicable. The learner can seek transfer to any other overseas Learner Support Centre study centre only after six months of Registration or submission of first year/semester assignments for the programme of one year or longer duration.

Q. Can foreigners residing in India enroll for IGNOU programmes?

Foreign students residing in India having valid student visa for the minimum duration of the programme are eligible to seek admission in IGNOU's selected programmes on payment of international fee applicable for them. For programme fee and other charges the student can visit "INTERNATIONAL STUDENTS" icon on IGNOU's website or contact the Director, International Division, IGNOU, MaidanGarhi, New Delhi 110 068. Admission of foreign student residing in India will be processed by the International Division of the University after ensuring their antecedents from the Ministry of External Affairs/ Ministry of Human Resource Development. Programmes with limited number of seats are not offered to foreign students.



Q. What are the guidelines for Admission in respect of International Students residing in India?

- a) Download the Admission form for the respective Programme from IGNOU's website www.ignou.ac.in
- b) Fill up all the columns of the Admission forms and attach the relevant documents (as mentioned in the Prospectus) along with fee and cost of Prospectus.
- c) Submit the hard copy of the form along with documents and fees at the following address
Director, International Division, IGNOU, Block No. 15. Section K, Maidan Garhi. New Delhi.
- d) The learner must fill all the Columns of the Admission Form, failing which the admission form will not be processed for admission. The complete applications should reach at the above address not later than the last date of submission of forms.
- e) The learner may apply only for those courses for which International fees have been prescribed.
- f) The learner will have to produce the valid STUDY VISA for the minimum duration of the programme. Presently, the students from Nepal and Bhutan are not required to submit the Study Visa.
- g) The learner will have to remit the International Fees of Programme.
- h) The fee has to be remitted through Bank Draft favouring "IGNOU" payable at "New Delhi".
- i) The learner should possess the minimum qualification specified for the Programme. However, for equivalence of the qualification of the candidate reference may be made to Booklet "Equivalence of Foreign Degrees" published by Association of Indian University. In case the Degree/Certificate possessed by the candidate is in a language other than English or Hindi, a translated copy duly verified by the concerned Embassy should be submitted.
- j) The fees once paid will neither be refunded nor transferred. However, in cases where University denies admission, the programme fee will be refunded through A/c Payee Cheque only.
- k) The student needs to submit NO OBJECTION CERTIFICATE from the concerned embassy. In the letter it should be clearly written that the Embassy has no objection regarding study of the concerned student in IGNOU as well as extension of visa from



time to time. PIO / OCI Card holders are not required to submit the NOC from concerned Embassy.

- l) PIO/OCI card holders and also Refugees (UNCHR) Card Holders will pay the fee applicable to International Students.
- m) For further details you may visit: <http://www.ignou.ac.in/ignou/aboutignou/division/id/introduction>

Q. What are the general norms regarding Study materials and Assignments?

The University has a provision to provide soft copy of the self-learning material in place of printed material. A learner opting for the soft copy will be given a discount of 15% in the Programme Fee. The Option to this effect has to be indicated by the learners while filling in the Online Admission Form. Such learners will not be given printed self-learning material.

The University sends study material to the students by Registered post/ Speed Post/parcel and if a student does not receive the same for any reason; whatsoever, the University shall not be held responsible for that. Assignments for the current session are made available on the website. Students are advised to download the same.

**For non-receipt of study material, learners are required to write to
The Registrar,
Material Production and Distribution Division (MPDD),
IGNOU,
MaidanGarhi, New Delhi – 110 068**

Q. How can I correct my address or change my Learner Support Centre?

There is a printed proforma for change/correction of address and change of Learner Support Centre provided in the Programme Guide given/sent to the admitted learners along with the study material in the very first lot of despatch. In case there is any correction/change in the address, the learners are advised to make use of that proforma and send it to the Regional Director concerned who will make necessary corrections in the database and transmit the corrected data to Registrar, Student Registration Division, IGNOU, MaidanGarhi, New Delhi-110068.

Normally, it takes 4-6 weeks to effect the change. Therefore, the learners are advised to make their own arrangements to redirect the mail to the changed address during this period. In case a change of Learner Support Centre is desired, the learners are advised to fill the Proforma and



address it to the Regional Centre concerned. Since counselling facilities are not available for all Programmes at all the Centres, learners are advised to make sure that counselling facilities are available, for their subjects, at the new centre they have opted for. Request for change of Learner Support Centre is normally accepted subject to availability of seat for the programme at the new centre asked for. Change of Address and Learner Support Centre are not permitted until admissions are finalized.

Note: Content is taken from IGNOU Common Prospectus 2020 and IGNOU website.



APPENDIX-4

Self-Instructional Materials (SIM)

Introduction

In open and distance learning system, learners can learn anything, anytime, anywhere as they are not conditioned by any barriers. They are separated from the distance learning institutions and teachers by a physical distance. They do not get opportunities for regular interaction with their peers and teachers. Hence media and technology play a very significant role in removing this isolation of the learners, bridging the gap between the learners and the tutors and the distance learning institutions. The self-learning or self-instructional printed materials are the foundation of a sound distance learning system. Unlike the text-books of the conventional or face to face education system, they have the teacher in-built in them and guide and support the learners at each and every step. In a conventional F2F system, learners have the scope to learn from their teachers, peers and textbooks but there is no such scope in open and distance learning system. In this system, the self-instructional materials (SIM) perform the functions of an effective classroom teacher by providing learning experiences similar to the classroom-based teaching-learning process. The invisible teacher built in the self-instructional materials facilitates interaction of the learners with the text materials in the same way as the classroom teacher does with the learners in the face-to-face classes. Hence the quality of self-instructional materials determines the access and success of distance learners. The self-learning materials positively impact the learning style of learners and keep them connected with the contents and the system. They also help the learners know their learning deficiencies and fill in information gaps- what is required of them in the assessment tests/assignments and what they have produced. Self-instructional materials play a significant role in helping the learners grow as self-reliant and independent learners with minimal or no support from external sources. Hence distance teachers and learners in open and distance education system should have a thorough understanding of the features and characteristics of self-instructional materials. Self-instructional materials of IGNOU are the best in the country and are followed by many of the institutions and open universities of open and distance learning.

Characteristics of Self-Instructional Materials

In classroom-based teaching, the teacher occupies a central place. S/He not only teaches the prescribed text but also supplements his teaching with other resources such as textbooks or audio-visual aids and provides other technology-enabled academic support. While teaching the text, s/he provides information, gives examples, explains, questions, gives assignments to the learners, corrects the assignment responses, gives feedback on their learning and helps them deal



with individual problems. In open and distance learning system, there is no teacher in the real sense of the term. The tutors and the self-learning materials together replace the teacher. As tutors are not available to the learners in their immediate environment all the time, self-instructional materials play a significant role in combining all the roles of the teacher discussed above in stimulating and motivating the learners during their stay in open and distance education system. These materials are complemented by visual, auditory, audio-visual and multi-media content. In open and distance education, learners being adults are highly motivated and are responsible for their own lives as they can choose their own course, set their own goals and enjoy full autonomy in achieving their goals.

In Open and Distance Learning system, Programme means the curriculum or combination of courses in a particular field of study. Course describes the teaching materials and other components of a particular section of the syllabus. For the convenience of the learners, a course is divided into Blocks in the form of booklets of around 60/80 pages. Generally each block presents one unified theme. When a course is divided into blocks, it helps the learners in two ways: they don't have to carry voluminous books and they may feel a greater sense of achievement each time they complete a block. Each block has 3-4 units of 15-20 pages. Each of the unit deals with one theme or topic and has sections and sub-sections for the clarity of the presentation of concepts, information, illustrations etc. All the units of a block are logically, and also thematically, linked with each other. Each of the sections is followed by a Self-Check Exercise or Self-Assessment Test. Model answers are provided at the end of the unit which provide feedback to the learners on their performance.

Generally self-instructional materials exhibit the following features:

- 1. Self-motivating:** Like a resourceful liveteacher, self-instructional materials arouse curiosity, raise issues in the minds of the learners and motivate them to relate theoretical knowledge to real life situations. There is reinforcement at every stage of learning so that learners grow into autonomous learners.
- 2. Self-learning:** Self-instructional materials, besides information, provide study guide - directions, hints, references etc to facilitate autonomous learning or self-learning with little or no support from external sources.
- 3. Self-explanatory:** A learner is able to understand the self-learning materials without much external support. The content is self-explanatory and conceptually clear.
- 4. Self-contained:** The self-instructional materials are self-sufficient or self-contained so that learners who have no access to additional resources are not at disadvantage.
- 5. Self-directed:** The self-instructional materials provide guidance to the learners at every stage by providing necessary guidance, hints and suggestions. The materials are presented in the form of easy explanations, sequential development, illustrations, learning activities, etc. Like a live teacher such materials guide, instruct, moderate and regulate the learning process during the interaction of the learners with the texts.



6. Self-evaluating: Self-learning materials provide adequate scope to the learners to check their progress from time to time. This is done through in-text questions, self-check exercises, activities, etc.. Wherever possible, model answers to self-check exercises are provided at the end of the units to give feedback to the learners about their progress and reinforce learning.

Self-Activeness

The self-instructional materials have the potential to make the learner active and responsive by engaging them in various types of activities such as jotting down points, understanding the concepts, collecting materials, applying learning in a new situation, doing self-check exercises, writing assignment responses and similar exercises. .

The self-instructional materials should be self-active by involving various types of activities inside the text. There can be three types of learning activities.

- a) **Thinking:** Self-assessment questions in the self-instructional materials include multiple types of questions and other questions demanding the application of higher order thinking skills. These questions motivate them to think from different perspectives and choose the right responses.
- b) **Writing:** The activities inside the self-instructional materials involve some writing activities which may include using information already learnt, writing from memory, and explaining topics or concepts in their own words, rephrasing the given text or summing up the points.
- c) **Doing:** When we aim at developing skills among learners, we include some practical exercises or activities like reading of maps, going on study tours and field visits to collect information and data etc to make practical application of the theories learnt during the study. We often find such exercises in the self-instructional materials to help the learners apply their learning in real life situations.

Difference between Conventional Textbooks and Self-Learning Materials

Conventional Textbooks	Self-Learning Materials
Assume that learners have interest in studies	Arouse interest in the learners and motivate them to study the text
Teacher-centric as they are mainly written for the teacher who follows it religiously to complete the syllabus.	Learner-centric as they are written especially for the learners, taking the needs of the learners into account.
Little or no scope for self-assessment	Focus is on self-assessment
Hardly contain aims and objectives	Mostly contain aims and objectives
Are divided into chapters, based on topics	Are divided into study units, sections and sub-sections clearly indicating the study time required for completing the unit



Do not provide any study guidance to the learners	Provide study guide guidance to learners on how to study
Have limited or no activities	Self-active as they include numerous activities
No scope for learners to get feedback	Provide feedback to learners on answers
Written in a formal style, mostly in passive voice	Written in a friendly, informal and personal style, in active voice
Filled with text, figures, tables, lists, illustrations and other graphic elements with no space for learners to write answers	Provide space for learners to write their comments on the margins and answers of Self-Check Exercises
Have both the learner and the teacher as the target audience	Have the individual learner as the target audience
Expect the teacher to have the responsibility of explaining the text to the learners	Expect the learners to have the responsibility of studying the texts, understanding the text and responding to the texts

Access Devices

The methods or devices that help learners find their way around a piece of learning material are called **access devices**. They make the structure of the material clear to the learners and help them make appropriate use of the learning materials. In other words, they make the materials accessible, comprehensible and useful to the learners. We can put access devices in the self-instructional materials before we start the unit, during the study of the unit and after the completion of the unit.

Access Devices used before presentation of the contents of the unit

- Cover page:** The cover design should be suitable and attractive. An attractive cover motivates the learners to see what is inside there in the book.
- Titles:** Titles should be clear and meaningful. There should be descriptive titles both for units and for topics within units. Learners should be able to know from the titles what the unit is about.
- Structure of the Unit:** At the beginning of each unit, structure of the unit in the form of sections and sub-sections should be given so that learners are able to know the order in which the contents are to be presented. It helps the learners get an overview of what they are about to study.
- Concept maps:** Concept maps are often used to display the contents of a unit in a diagrammatic manner.
- Objectives:** Learning objectives tell learners what they can expect to learn after studying the unit. The objectives are defined clearly in behavioral terms and tell the learners what they should be able to do after completing each section of the unit.



f) Pre-requisites and Pre-tests

In some cases, particularly those topics involving complicated theories and calculations, learners are expected to have some pre-requisite knowledge to understand the newly presented topics in a better manner. Hence it is useful to provide either a list of the pre-requisite knowledge or a self-test to help learners comprehend the contents better.

g) Advance Organisers

Advance organisers help learners link what they already know to what they are about to learn. They include a concept map provided in the text, an activity that requires learners to recall previous experience or an activity (or test) demanding the application of previous knowledge.

h) Introductions

Introductions describe what the unit is about, why it is useful and how it is linked to the previous units. In a way, it helps the learners to have a clear idea about what they are going to learn while studying the unit.

Access Devices used during the study or use of the materials

The access devices used during the study of the units are the ones that help learners see the structure of the text, let them know where they are in their study and what they are supposed to do at that particular stage.

(a) **Headings:** In the printed self-learning materials, a typical unit has topic headings and then sub-headings. Generally the number of headings match the number of learning outcomes. In the sub-headings the main components of the topic are discussed. Headings and subheadings are carefully chosen so that they perform the academic functions for which they have been put in the text. While numbering the headings and sub-headings we usually follow the following pattern:

1.0 Topic

1.1 Sub-topic

1.2 Sub-topic

1.2.1 Sub-sub topic

Each new section is indicated distinctly by a distinct number as suggested above. Titles are indicated in **bold capitals** and each sub-section is indicated by relatively small but bold typeface and corresponding numbers.

(b) **Verbal signposts:** The 'verbal signposts' are mostly used to show the link between the section under study with the previous section. They are the linguistic props to help the learners establish link between what they have already studied/done and what they are doing now or going to do. "As we saw in the previous section....", "We will discuss more about this in the next section" are some of the examples in this regard.



(c) **Illustrations:** The content in self-instructional materials should be supported with appropriate illustrations, diagrams, charts, graphs, photographs, flow-charts wherever necessary to enhance their accessibility.

(d) **Instructions:** Instructions for tasks/activities/tests should be precise and unambiguous so that learners are able to do the activities easily.

Access devices used after a unit has been studied

These devices help learners recall their learning through the unit. They may include summaries, list of key points, post-tests, suggested reading, model answers to self-check exercises, glossaries and way forward.

(a) **Summaries:** In this section, we summarise the topics, concepts and ideas covered in the unit to help the learners recapitulate what they have learnt in the unit.

(b) **Glossaries:** Glossaries provide a quick way to the learners to check words or concepts which are difficult, unfamiliar or unknown. The concepts/words are explained in simple comprehensible language.

(c) **Model Answers to Self-Check Exercises:** Model answers to Self-Check Exercises help learners check their progress, get feedback on their progress and change their learning style/strategies to improve their performance.

(d) **Suggested reading:** This section provides a list of books, journals and websites which help the learners to expand their understanding of the topic which they have studied in the unit, apply knowledge to newer areas of knowledge and relate their learning to their real life situations.

Availability of Self-Instructional Materials

Self-Instructional Materials are provided to the learners by the Material Production and Distribution Division, IGNOU, New Delhi immediately after their admissions are confirmed. As per the recent decision of the university, the self-learning materials are sent to the respective Learner Support Centres so that learners do not face the problem of postal delay or non-delivery of the materials due to insufficient, incorrect address or change of address. The digital materials of all the programmes are available on the digital repository of the university on e-GyanKosh(www.egyankosh.ac.in). Learners can freely register themselves to this portal and have access to any of the materials available on this portal. The IGNOU Student App designed and developed by the University is very student-friendly and provides everything to the learners at their fingertips. Learners can download their assignments, self-learning materials, Hall Tickets, Grade Cards and question papers of the previous years from this App and make use of various online support services. They can also check the status of their self-learning materials on this App.



Some of the useful links to access the self-learning materials:

IGNOU Mobile App - URL from Google Play Store:

<https://play.google.com/store/apps/details?id=com.ignou.studentsApp>

IGNOU Study Material App - <https://play.google.com/store/apps/details?id=ac.in.ignou.Viewer>

IGNOU e-Gyankosh for availing all online content of IGNOU - <http://egyankosh.ac.in/>

IGNOU Study material Download - <http://egyankosh.ac.in/handle/123456789/1>



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