

Category of Post	Staff in Position		Sanctioned Strength as on 31.3.97
	31.3.97	31.3.98	
<i>Other Academic Staff</i>			
i. Advisor to the VC (after superannuation)	01	01	-
ii. Directors/Equivalent	03	05	06
iii. Regional Director (Sr. Scale)	06	06	06
iv. Joint Director	02	02	02
v. Dy. Director/Equivalent	23	-	23
vi. Asstt. Directors/Equivalent	47	64	38

During the year under report 11 Consultants (5 Full-time and 6 Part-time) were associated with the work relating to course development and preparation.

The number of SC/ST (Academic) employees as on 31.3.1998 is as follows :

	SC	ST
i. Readers	01	NIL
ii. Regional Director	01	01
iii. Dy. Director	01	NIL
iv. Lecturers	05	-
v. ARDs	08	04
Total	16	05

Faculty Development

1. Career Advancement

The University has adopted the UGC Scheme of Career Advancement for its teachers. During the year under review, 19 teachers/other academics have been placed in the Senior Scale.

2. Travel Grant

The University has formulated a Travel Grant Scheme under which teachers and other academic staff are sanctioned financial support for participation in both national and international conferences. During the year 1996-97, twenty-six teachers/other academics have been sanctioned travel grant to take part in national conferences and eight have been supported with travel grant to participate in international conferences held abroad.

3. Study Leave/Sabbatical Leave

The teachers and other academic staff are sanctioned either study leave or sabbatical leave in order to enable them to pursue Doctoral degree programme or conduct research on a specific project in order to enhance their professional skills. During 1996-97 four teachers/other academic staff have been sanctioned study leave and two have been granted sabbatical leave.

4. Grant for Publication of Ph.D thesis

Financial assistance for preparation of Ph.D thesis is one of the Career Development Activities of the University. Under this, teachers and other academic staff are reimbursed expenses incurred by them in connection with preparation of Ph.D thesis. During the year 1996-97, one other academic staff has been sanctioned financial assistance under this scheme.

8. STUDENT SUPPORT SERVICES

8.1 REGIONAL SERVICES DIVISION

Regional Services Division, through a network of Regional Centres, Study Centres and Partner institutions provides academic, administrative and information support to the learners spread over the length and breadth of the country. This report contains in brief a Bird's eye view of various Student Support Services.

Regional Centres and Study Centres

University has set up two more Regional Centres, one at Ghaziabad and other at Jammu, during the Year 1997-98, thus making 19 Regional Centres.

At present, there are 19 Regional Centres as compared to 17 Regional Centres last year (Appendix-E) and 324 Study Centres as compared to 268 Study Centres in 1996-97. The list of Study Centres as on 31.3.98 is given at (Appendix-D). The Regional Centre-wise distribution of Study Centres is given in Table below.

Regional Centers and Study Centers

Location of Regional Centers	Operational Area	No. of Study Centers
Ahmedabad	Gujarat, Daman, Diu, Dadra and Nagar Haveli	18
Bangalore	Karnataka, Goa	14
Bhopal	Madhya Pradesh	22
Bhubaneshwar	Orissa	15
Calcutta	West Bengal	14
Cochin	Kerala, Lakshadweep	20
Hyderabad	Andhra Pradesh	11
Jaipur	Rajasthan	12
Karnal	Haryana, Punjab, Chandigarh, Jammu and Kashmir(*)	17
Lucknow	Uttar Pradesh (**)	27
Chennai	Tamil Nadu, Pondicherry, Andaman and Nicobar Island	15
Delhi	Delhi, Faridabd, Gurgaon, Ghaziabad	27
Patna	Bihar	15
Pune	Maharashtra	15
Shillong	Manipur, Meghalaya, Mizoram, Nagaland Tripura	09
Shimla	Himachal Pradesh	10
Guwahati	Assam, Sikkim, Arunachal Pradesh	07

All the 19 Regional Directors are providing student support with the help of 57 Asst. Regional Directors, 19 Asst. Registrars, about 700 Coordinators and Asst. Coordinators and Academic Counsellors.

Diversified Approach

Since the number of learners and programmes offered have increased enormously during the years, the Study Centres are finding it increasingly difficult to cater to the needs of the students. A new diversified approach was evolved which includes Regular Study Centres, Work Centres, Multimedia Learning Centres and Distance Learning Facilitators. So far, 28 Distance Learning Facilitators have been appointed to cater to the needs of learners belonging to low enrolment programme.

In order to further widen access to IGNOU programmes and penetrate all regions, IGNOU has diversified its delivery mechanism. "Partner Institutions" is a segment of Diversified Delivery System. It is envisaged that through the segment of Partner Institutions, the local educational/training institutions function as partners of IGNOU in delivering IGNOU's programmes. Out of 30 partner institutions identified, 24 have signed MoU.

About 2700 students are admitted for Computer Programmes and about 480 students for Management Programmes through Partner Institutions.

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Patna	Bihar	15
Pune	Maharashtra	15
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Induction Programme

Besides student services such as counselling, audio and video sessions and evaluation of assignment etc., induction meetings were organised at Study Centres at the commencement of the academic session with a view to orienting the students into the distance learning system.

Induction programmes were held at 130 Study Centres out of 255 Study Centres during 1997. These have been made compulsory and were to be held at all Study Centres during 1998 as these programmes have been linked with material distribution.

Orientation Programmes

The Regional Services Division has organised several Orientation Programmes at different Regional Centres for PGDMCH, ADCM/ADWRE, DECE, Tourism Studies. To cover the rest, one day orientation programmes were conducted by Regional Centres.

Conferences/Seminars Organised

IGNOU PIs meet took place on 4th October, 1997 in IGNOU Headquarters, New Delhi out of the 30 institutions selected, 24 Partners Institutions signed the MOU with IGNOU. All the 24 PIs are given the Computer Programme and out of these, 9 institutions were given the Management Programmes also.

Regional Services Division has also organised a meet at Bhopal during 21-22 September, 1997 where Regional Directors incharge of Regional Warehouses i.e. Delhi, Bhopal, Calcutta, Pune, Lucknow and Hyderabad participated along with the officers from Headquarters. The issues related to operation of Regional Warehouse were discussed in detail.

Student Affairs Cell

University has made a provision for Information Services and the redressal of student problems. The Student Affairs Cell, located in Regional Services Division, resolved 7200 student queries and problems received in person as well as by post during the year. These were in addition to the queries resolved at Regional Centres and Study Centres level.

The Student Support Core Group (SSCG) comprising representative from Schools and Divisions, holds meetings for discussing the bottlenecks in solving the students' problems.

Financial Aspects

A sum of Rs. 12,04,87,000/- towards quarterly grant was released to all 19 Regional Centres. A sum of Rs. 22,32,426/- for the purchase of furniture and equipment was released to all Regional Centres.

The RSD has monitored the expenditure incurred by Regional Centres based on the monthly expenditure statement being received from them and kept the expenditure within the allotted budget for the year 1997-98.

The university has received approximately Rs. 30.97 Crores in the form of students fee from 17 Regional Centres during 1997-98. The flow of students fee in the year 1997-98 was periodically compared to 1996-97.

Teleconferencing

The University has installed 152 DRS terminals at 18 Regional Centres and 134 Study Centres. 11 DRS Terminals including at RC Jammu are yet to be installed.

Monthly teleconferencing schedules are being sent to all concerned well in time.

Computerisation of Regional Centres

Information Technology (IT) has become the undivided part of IGNOU monitoring system. Most of the activities right from pre-admission to post convocation is put on computers at Headquarters as well as in Regional Centres. To support all such activities WINDOWS-NT based Networking approach is used. Local Area Networking are under installation at all Regional Centres. For this, required Hardware like Pentium machines and servers have been installed in Regional Centres. For connecting LANs of Regional Centres and other Wide Area Networks (WANs) are installed at few RCs using VSATs. VSAT applications have been tested and made operational at Bangalore Regional Centres. Efforts are being made to make WAN available and operational with required software developed for various important activities, to all RCs. Such networking would bring a qualitative and quantitative improvement in performance of RCs.

Monitoring Activities

During 1997-98, RSD has actively monitored various student support activities like conduct of counselling sessions, timely evaluation of TMAs etc. Feedback is being obtained through monthly feedback reports from Regional Centres, visits of RSD officials, to all Regional Centres and also visits of RC officials to all Study Centres covering all the activities of Study Centres. These reports have been compiled and circulated.

1. Feedback on Induction Programmes, Counselling and TMA evaluation – A Report, 1997.
2. The RSD Survey – 1997.
3. Field Visits of RSD officials – 1997.

Regional Warehouses

The University had been experimenting with material distribution to learners from Regional Centres and respective Study Centres. In order to ensure timely delivery of study material to students, warehousing facilities were set up at Hyderabad, Calcutta, Bhopal, Pune, Delhi and Lucknow on pilot basis.

8.2 STUDENTS REGISTRATION AND EVALUATION DIVISION

During the year under report 163394 students have enrolled themselves for different programmes for the academic year 1998. 'Walk-in-Admission' has been experimented successfully at some Regional Centers while at other, the University has launched second cycle of admission for the programmes of six months duration where the number of candidates registered exceeds 1000. Computer education programmes have been launched through "Internet Mode" also.

Category wise distribution of students registered during 1997-98 is given in Table 1.

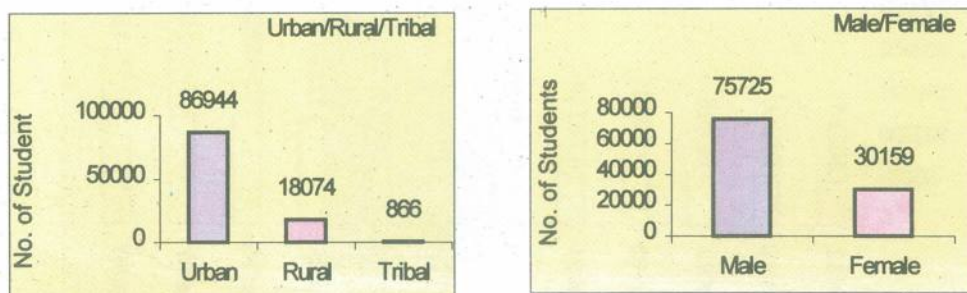


Table 1

The enrolment in professional and technical courses is increasing at a faster rate. Admission procedures are being further liberalised. During the year under report, the entrance test for admission to the management programme was again outsourced by entrusting it to a professional testing agency. Re-admission facilities have also been extended to those students who could not successfully complete their programme within the maximum period prescribed in programme curriculum.

Evaluation

Evaluation constitutes an important component in the educational processes. In Distance Education, it supports the learning process and helps students attain higher achievement level. IGNOU has adopted an evaluation system which provides 25-30% weightage to formative or continuous assessment by way of periodic assignments, practicals and seminars, and 70-75% for the term end examinations. In continuous internal assessment students are given extensive feedback so that they improve their performance on the basis of comments given by their Academic Counsellors at their Study Centers. During the year under report, the Students Registration and Evaluation Division handled 926817 tutor-marked and computer-marked assignments with the help of Coordinators and Counsellors at 315 Study Centers spread all over the country. The details of assignments handled are given in Table 2.

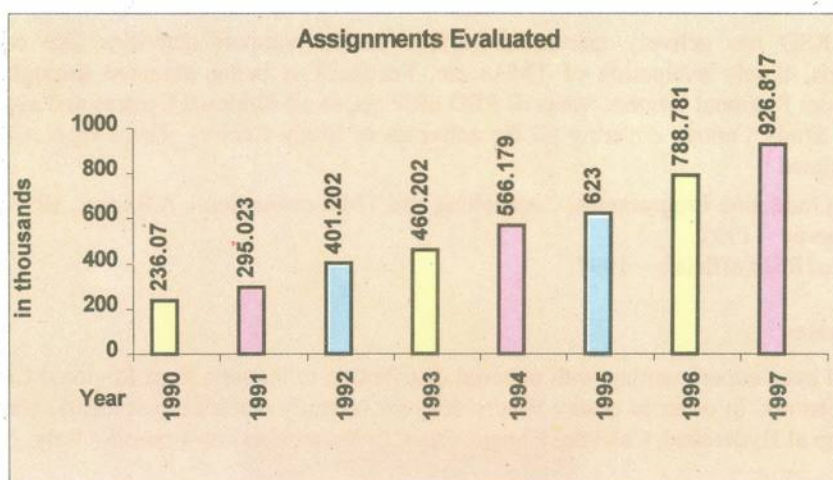


Table 2

There was an increase of 17.5% in submission of assignments responses as compared to last year. The University conducted term-end examinations during June, 1997 and December, 1997 in which 221091 students were registered as per details given in Table 3.

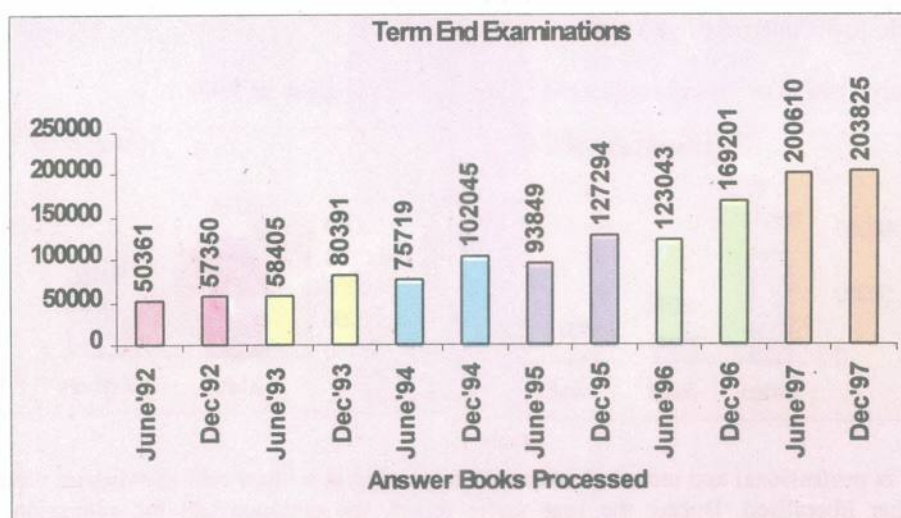


Table 3

The Division handled a total of 404435 answer books as per details given in Table 4 which shows an increase of 38.4% over the last year. 2977 Project Reports submitted in partial fulfillment of the requirement for management and other programmes were evaluated this year. 25095 students qualified for the award of Certificates, Degrees and Diplomas.

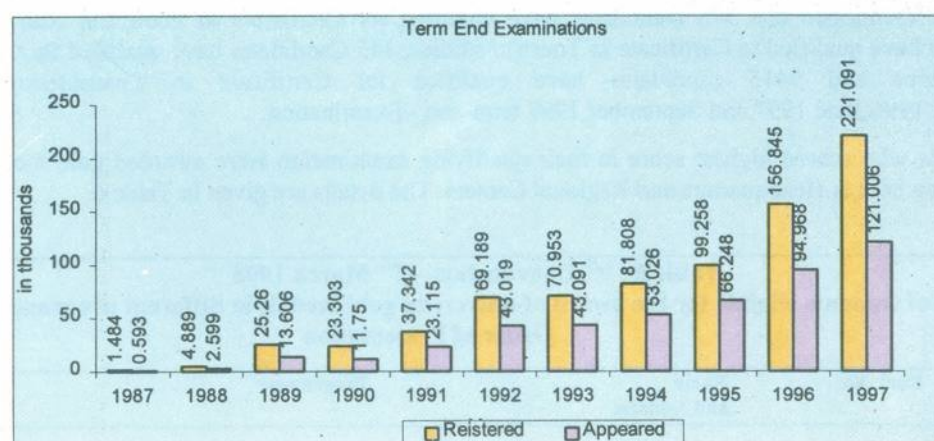


Table 4

The programme wise break-up of the candidates qualified as compared to last convocation students in previous year resulting in an increase of 55.3% in successful candidates for various awards is given in Table 5.

Table 5
Statement showing the number of students eligible for award of degrees/diplomas
at 9th Convocation held on 7.3.1998.

Programmes	No. of Students
Master of Arts in Distance Education	22
Masters of Business Administration (HRM=299, FM=421, MM=455, OM=145)	1320
Master of Library and Information Science	101
Bachelor of Library and Information Science	406
Bachelor's Degree Programm (B.A. = 533, B.Com. = 315, B.Sc. = 42, B.A.(M) = 641, B.Sc.(M) = 25)	1556
Diploma in Computers in Office Management	360
Diploma in Rural Development	245
Diploma in Distance Education/PG Diploma in Distance Education (DDE=36, PGDDE=64)	100
Diploma in Early Child Care and Education	59
PG Diploma in Higher Education	70
Diploma in Creative Writing in English	7
Diploma in Management	3306
PG/Advanced Diploma in Management (ADIM=580, PGDIM=1143)	1723
PG/Diploma in Financial Management (PGDFM=1089, SDM (DFM)=214)	1303
PG/Diploma in Human resource Management (PGDHRM=1567, SDM (DHRM)=222)	1789
PG/Diploma in Marketing Management (PGDMM=1519, SDM (DMM)=244)	1763
PG/Diploma in Operational Management (PGDOM=608, SDM (DOM)=104)	712
PG Diploma in Journalism and Mass Communication	60
PG Diploma in Computer Application	73
Diploma in Tourism Studies	19
Total	15009

It may be mentioned that 375 candidates have qualified for Certificate in Food and Nutrition, 151 candidates have qualified to Certificate in Tourism studies, 145 Candidates have qualified for Certificate in Guidance and 9415 candidates have qualified for Certificate in Computering during December, 1996, June 1997 and September, 1997 term-end –Examination.

24 students who scored highest score in their qualifying examination were awarded gold medal at the convocation held at Headquarters and Regional Centers. The details are given in Table 6.

Table 6 : 9th Convocation – 7th March 1998
List of students eligible for the award of university gold medals in different programmes
Order of Presentation

Sl. No.	Enrl. No.	Name and Address	Programme
1.	945651080	Debasish Mukherjee	Master of Business Administration
2.	967210153	Kailash Chander Pandey	Master of Arts in Distance Education
3.	951490632	K. Bharathi	Master of Lib. And Info. Science
4.	967401993	Priti Sharma	Bachelor of Lib. And Info. Science
5.	930575360	Laxman Khattri	Degree in Bachelor of Arts
6.	939040570	Bulsari Smruti Bakul	Degree in Bachelor of Commerce
7.	934851660	Gopal Krishan	Degree in Bachelor of Science
8.	964330937	Pradeep Kumar P.S.	Dip. In Comp. In Office Mgmt.
9.	964921701	Mukesh Kumar Sharma	Dip. In Rural Development
10.	961410251	G. Udaya Kumar	Dip. In Nutrition and Health Education
11.	963470087	Sharmila Ravindernath	Dip. In Early Childhood Care and Edu.
12.	961200195	K. Sharvani	PG Diploma in Distance Education
13.	947491967	Rajni	PG Dip. In Computer Application
14.	967430314	Vakul Bansal	PG Dip. In Higher Education
15.	967221052	Reena Tripathi	Dip. In Creative Writing in English
16.	968890013	Chaitali Paul Chaudhary	Dip. In Creative Writing in Hindi
17.	960151416	Kadam Singh	Diploma in Management
18.	959150738	Naresh Kumar	PG Diploma in Management
19.	953152781	Vasudev S. Avadhani	PG Dip. In Financial management
20.	967315316	Rachna Bhandari	PG Dip. In Human Resource Mngmt.
21.	966173242	Nitin Vasant Moghe	PG Dip. In Marketing Management
22.	960950156	Ravikant Uppal	PG Dip. In Operation Management
23.	967243635	Vinod Singh	Diploma in Tourism Studies
24.	965345020	Shariq Noor	PG Dip. In Journalism and Mass Communication

8.3 COMPUTER DIVISION

Computer Division located at Maidan Garhi Campus, providing all support towards usage of Information Technology to the fields related to all the Schools of Studies, Division and the Regional Centers. The prime activities being undertaken by the Computer Division and its achievements in 1997-98 are as under.

Installation of Computer Hardware and Software

As per the policy made by the University, Computer Division provides necessary hardware and software to Schools, Divisions and Regional Centers of the University. Installation support is related to hardware and software and their utilisation is provided from the Division. Presently there are about 300 Computers installed in the University to cater to the various requirements of users. For meeting the text related requirements like preparation of CRC for course materials, In-house Magazine, Handbook etc. MS-Office-97 and Windows-95 are widely used.

Processing related to jobs are now being taken care of by the concerned Divisions like Students Registration and Evaluation Division, Material Production and Distribution Division, Administration Division, Finance and Accounts Division etc. after getting the related software developed in Computer

Division. However, many jobs related to Finance, Administration, EMPC etc. are still to be developed for making wider utilisation of IT. Processing for the entire address label generation for the year 1997 was done by the Computer Division.

IT-TRAP Training

IGNOU, in order to have better and optimum utilisation of the computer hardware and software facilities launched a massive training programme jointly through Computer Division and the School of Computer and Information Sciences. The programme widely known in the University as the IT-TRAP (Information Technology – Training and Application) Training was started in Computer Division on 30th April, 1997 to train all the University staff including all levels – strategic levels, MIS level, operational level. This programme lasted up to 2nd Jan., 1998. Under this training operation of the IGNOU, entire staff were trained to work on MS-Office 1997 and Windows-95. The programme has been very successful and being praised by one and all. In fact this programme has brought the IT culture in the University in a big way and almost everyone wants to have computer to work with for his/her functional responsibilities. Under this massive training operation about 700 staff including a batch of Asstt. Regional Directors for RCs and another batch of 25 participants for Headquarters as Master Trainers from various Schools and Divisions, have been trained.

Networking Covering Regional Centers

Under the Computerisation Plan of the University, Computer Division has been engaged in establishing local area networking at the Headquarters as well as in the Regional Centers. These LANs at RC (excluding Delhi Regional Centre which will be in dialogue mode) which are at present 19 in number, will be connected using Wide Area Networking (WAN) to the LANs at Headquarters, Maidan Garhi. Networking related equipment have already been placed and implementation is under progress. Networking is based on Window Platform (Window-NT). There are 4 switches connected on fibre optic cables to have data transmission faster.

There are about 300 machines including those with Regional Centers LANs which are being put on the Network. This IGNOUNET is intended to be further expanded giving birth to OPENET – Open Educational Network. So far about 100 nodes have been put on IGNOUNET and sharing of information has started using network facilities.

E-Mail and Internet Facility

The Division is also engaged in providing E-Mail and Internet facilities to various Schools of Studies, Divisions and Regional Centers. IGNOU has taken about 25 access lines from NIC and 6 connections from VSNL to meet the requirement. Also file transfer and messaging etc. is possible through Networking (LAN-WAN-LAN) which is of course under implementation. A dedicated team consisting of 2-3 staff is working for providing the support related to E-Mail and Internet. This in house developed team is working for installation of software for E-Mail/Internet providing connections using Modern and Telephone lines and for providing necessary and sufficient training to the user to go ahead with using of E-Mail/Internet facility. Seeing the requirements from all corners it is now being worked out to go for VSNL connections exclusively wherever possible. Also, dedicated connections using leased lines are being planned to have all INTERNET and INTRANET connectivities ultimately.

Software Development

Division as its one of the main activities has to provide application software support to all its users. Always there is a software development going on for meeting some or the other requirement. Recently a daily dak despatch monitoring system has been developed apart from the data entry package for the year 1998. Also a package to meet the stores requirement has been developed and necessary training has been imparted to all six Regional Warehouses personnel to handle stores related function through Computer. This software package is also going to be utilised by the other important Divisions like Administration, EMPC, and the Computer Division itself. The application development team is also coordinating with the concerned user Division/RCs and M/s. CMC limited for getting developed ORACLE based application software for SRandE Division. RSD, RCs and the related MIS. Software for Regional Centers which is related to Registration and Admission through the Regional Centers is being implemented in Regional Centers with other modules. Those for other Division will follow this implementation. As such by March 31st 1998 it is the total application for the above Division and RCs was completed and installed by M/s CMC Limited in association with the Computer Division. Address labels generation related software, which is a menu driven system, has also been developed and given to

MPDD for meeting the requirements related to address labels generation for despatch of study materials to the students, RCs and other places.

Multi-media related activities

Computer division has also been equipped with a Multi-Media Centre with Mac based multimedia facilities including scanners, colour printer, quick take cameras, CD writer and necessary software like Authorware etc. Multi-media presentation have been prepared by the multimedia team which, in fact, is not dedicated at present but gets formed on need basis.

Presently a multimedia application exclusively on IGNOU's activities, programme delivery, planning, networking etc. is under development. This 3-tier interactive application is going to have details about the University.

VSAT Connection

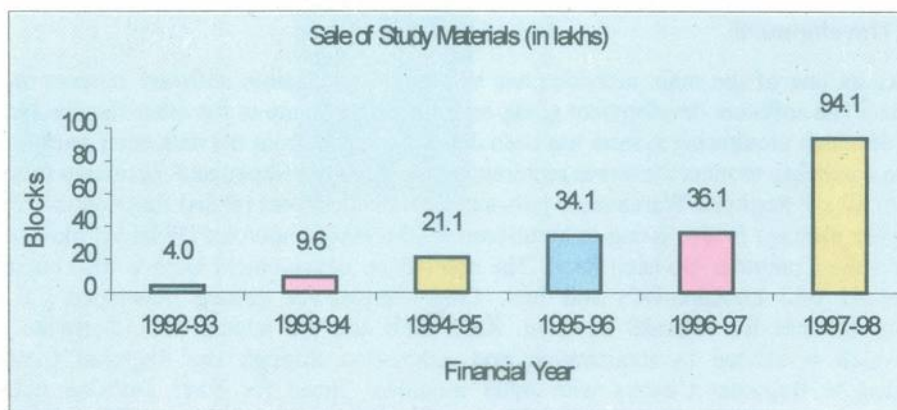
For having WAN connecting RCs with Headquarters, testing of VSAT based application is undergoing between Delhi and Bangalore Regional Centre. It is further going to be extended to Calcutta, Hyderabad and Chennai RCs. As such it is envisaged that this connectivity will provide a better understanding about VSAT based applications to have a good WAN environment ultimately.

8.4 MATERIAL PRODUCTION AND DISTRIBUTION DIVISION

One of the most crucial components of the distance education system of Indira Gandhi National Open University is the sub-system for the delivery of self-instructional material to the students which forms part of Student Support Services. Distribution of print materials comprising self-instructional materials, assignments, programme guides, application forms and other miscellaneous items on a large scale is a formidable task. The synchronisation of production of materials/assignments, printing the required number of these materials, storing these materials and despatching them to the individual students, course-wise and medium-wise through the postal system of the country is a complex operation which is further compounded by a large number of students changing their addresses, medium of instruction and courses each month.

Material Production and Distribution Division (MPDD) of IGNOU has been assigned the task of ensuring timely distribution of study material to the students. The important functions carried out by MPDD are as under:

- Material requirement planning.
- Purchase and issue of offset printing paper to the printers for printing the study materials.
- Maintenance of inventory of study materials and other related items.
- Distribution of study materials to the students.
- Distribution of study material to Regional Centres/Study Centres of IGNOU.
- Sale of study materials to the Open Universities, Other institutions, agents and general public.
- Meeting the printing requirements of functional divisions of the University.



Stores

The function of the Stores of MPDD is to decide on the quantity of study materials required for students and other purposes, receive the printed materials from the printers and stack them according to courses