



# **NETAJI SUBHAS OPEN UNIVERSITY**

**Centre for Internal Quality Assurance**

*Accredited by NAAC with grade 'A'*

## **Audit Report on ICT Services for the Academic Year 2023-24**

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## **BACKGROUND AND SCOPE**

Netaji Subhas Open University (NSOU) extensively uses a diverse set of Information and Communication technologies or ICT, with a view to transmitting, storing, creating, and sharing academic, administrative and other relevant information. The university regularly works towards adapting to changes and introducing novelty in the design, delivery and use of these resources. ICT help the institution in improving the quality of academic and administrative services for the benefit of all stakeholders including learners. It is using various digital media-driven communication channels such as user-friendly web portals, content management system, web streaming services like Web TV, Web Radio, YouTube channels, various social media like Facebook, Twitter and WhatsApp messaging applications to reach its learners spread all over the state of West Bengal. NSOU has already introduced the following online facilities through digital platform to deliver its services:

- Online admission
- Online classes and sessions (synchronous/asynchronous, live/deferred)
- Online delivery of academic content
- Web Streaming of Important Lectures (NSOU Web TV) and NSOU Web Radio “Muktak”)
- Online workshops
- Webinars
- E-library
- Online journal
- Online feedback mechanism
- Online modules/courses
- Online assessments
- Online meetings
- Online counselling

NSOU is now developing Online Teaching-Learning Modules based on 4-quadrant approach aligned with its UG and PG programmes for its own LMS. Dissemination of online learning packages, similar to MOOCs delivered through Swayam, will make teaching and learning more interesting. Each of these online modules is an amalgamation of e-text, audio and/or video material, graphics, simulation, animation etc., embellished with interactive and self-assessment tools. These will gradually complement the ODL method so far followed at the NSOU. NSOU has also been asked to participate in devising telecast-mode video lectures for Swayam Prabha.

This audit of ICT services will give some important insights into those delivery channels in the academic year 2023-24.

### **University Official Website ([www.wbnsou.ac.in](http://www.wbnsou.ac.in))**

It is a unique source of authentic information repository related to all academic and administrative functions and services provided by the university. It is easily scalable, interoperable and inclusive (beneficial even for differently abled). It provides:

- Secured access to web content whenever necessary.
- Easy, location-neutral and time-neutral access to NSOU services.
- User-friendly and low bandwidth compatible navigation facilities with multilingual options.

### **ICT enabled Academic Services of NSOU**

NSOU has a dedicated web portal [www.nsouict.ac.in](http://www.nsouict.ac.in) for delivery of its web enabled academic services to the learners.

The main activities of the web portal are

1. Pre-admission students' support
2. Post admission student support
3. Pre examination students' support
4. Setting up and Maintaining web radio (daily two telecasts), web TV (daily two telecasts)
5. Hosting University's online classes through dedicated and customized licensed zoom platform with facilities like
6. Supporting Short Term Courses and MOOCs on the intra-university portal
7. LMS sensitization programs across study centres conducted physically and online
8. Creation and maintenance of e-store for university publications wherefrom students can purchase the books and DVDs.

[Source: TeamLease Edtech Pvt. Ltd.]

During the year, the online sessions (synchronous) were conducted as follows:

ICT Support, Class Detail

Online class in hours and in no. of Session	2023-2024 (July-June)											
	BDP/UG		No. of beneficiary	PG		No. of beneficiary	2nd Degree Programme		No. of beneficiary	MOOCs/SHORT TERM COURSE		No. of beneficiary
	Session	Hours		Session	Hours		Session	Hours		Session	Hours	
1. School of Humanities	1	1	15	105	105	3709	NA	NA	NA	96	96	1582
2. School of Social Sciences	125	126	2700	71	71	3269	NA	NA	NA	NA	NA	NA
3. School of Sciences	281	280	2729	189	189	10983	NA	NA	NA	NA	NA	NA
4. School of Professional Studies	50	50	1908	168	168	12002	21	21	1026	26	26	2591
5. School of Education	1	1	86	79	79	3140	61	61	2708	NA	NA	NA
<b>Total</b>	<b>458</b>	<b>458</b>	<b>7438</b>	<b>612</b>	<b>612</b>	<b>33103</b>	<b>82</b>	<b>82</b>	<b>3734</b>	<b>122</b>	<b>122</b>	<b>4173</b>
3. Webinar - Session and hours	Session						Hours					
	45						50					
Special Lecture	Department	Session	Total Hours		Total beneficiary							
	School of Humanities	1	2		559							
	School of Social Sciences	7	10		301							
	School of Sciences	NA	NA		NA							
	School of Professional Studies	NA	NA		NA							
	School of Education	NA	NA		NA							

## **SURVEY ON NSOU ICT SERVICES**

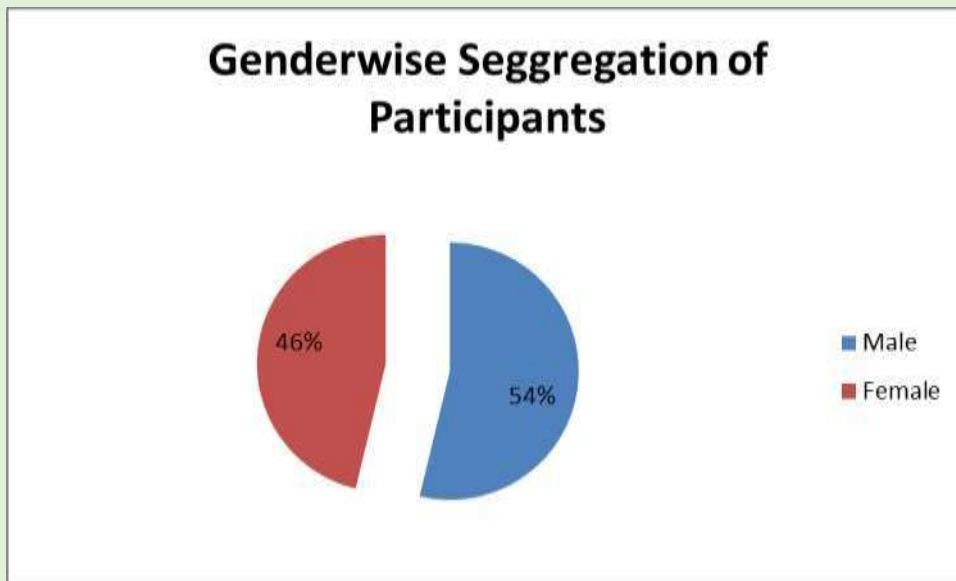
For the last few years NSOU has been conducting annual online survey to assess the effectiveness of its ICT services, by eliciting information about the learners' engagement with the web-enabled digital resources and services offered by NSOU as also their satisfaction (or otherwise) about the accessibility and quality of these services during their study. The current year's survey questionnaire, structured in google-form, was available on the university website from 27.06.2024 till 15.09.2024.

This year the response was very poor, despite various efforts at large scale sensitization. Only 344 learners have responded to the questionnaire.

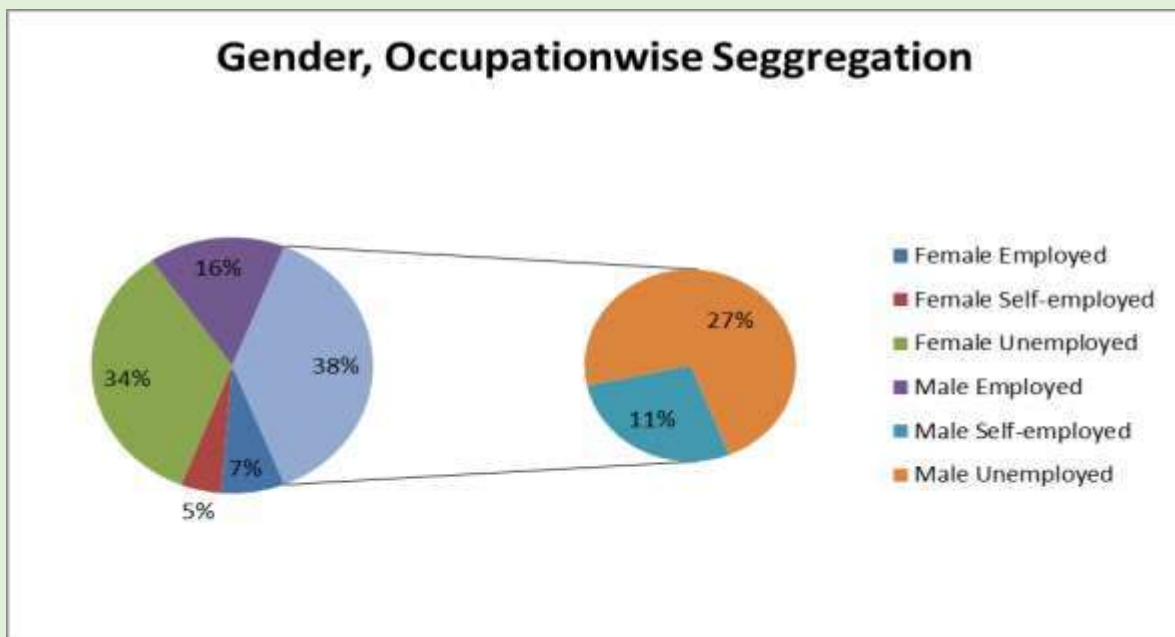
**The following are the key findings of survey, having reference to individually numbered tables below.**

- 1. 54% of respondents are Male, 46% Female.**
- 2. 62% of respondents are unemployed, 15% self-employed and 23% employed.**
- 3. 67% the respondents are from rural area (Gram Panchayats), 21% from Municipality, and only 11% are from Corporation areas.**
- 4. 91% of respondents are from age group 18 – 35 years.**
- 5. All respondents are using some kind of digital devices, but most of them (75%) use smartphones. Most of the smartphone users are from rural areas.**
- 6. Percentages of Information-source for learners are almost equally distributed—32% from website notification, 35% from SMS alerts and 33% from study centres.**
- 7. 66% have agreed that online study materials fulfil their academic requirements, but 34% neutrality or dissatisfaction is a cause for concern.**
- 8. 68% have shown preference for online classes over Personal Contact Programmes (PCP), 23% remained neutral and 9% apparently prefer PCP.**
- 9. 75% have agreed that A/V lectures are helpful for understanding the concepts, 19% have remained neutral, and 6% have disagreed.**
- 10. 69% of respondents are satisfied about online class schedules.**
- 11. Overwhelming majority of respondents find navigation through university website to be easy.**
- 12. Overwhelming majority (81%) of respondents have found university online services easily accessible.**
- 13. 86% have found online services useful, 14% remained neutral or dissatisfied.**
- 14. Reasons for pursuing courses at NSOU is a combination of a. availability of digitized course materials, b. availability of quality course materials, and c. moderate course fees.**

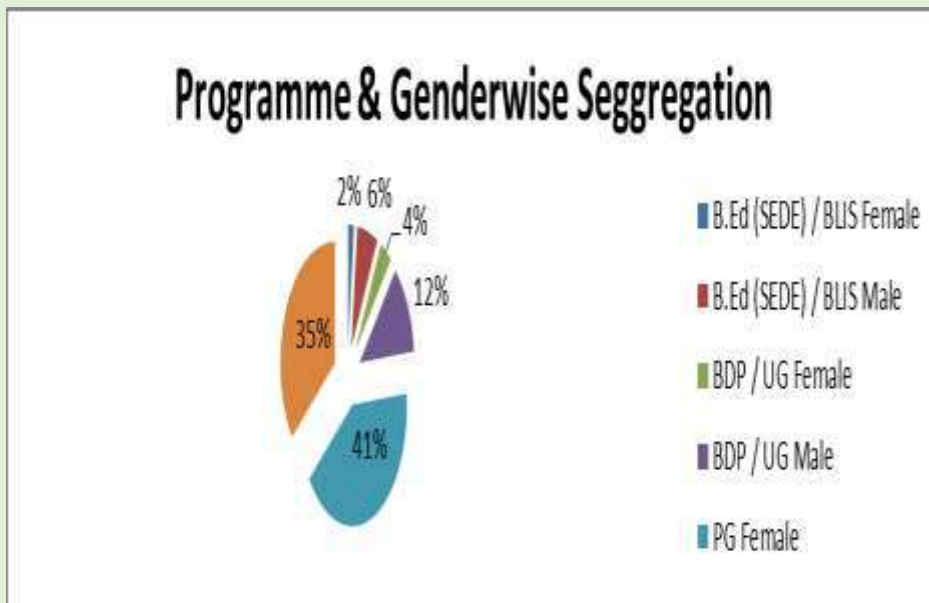
## 1. Gender Wise Segregation



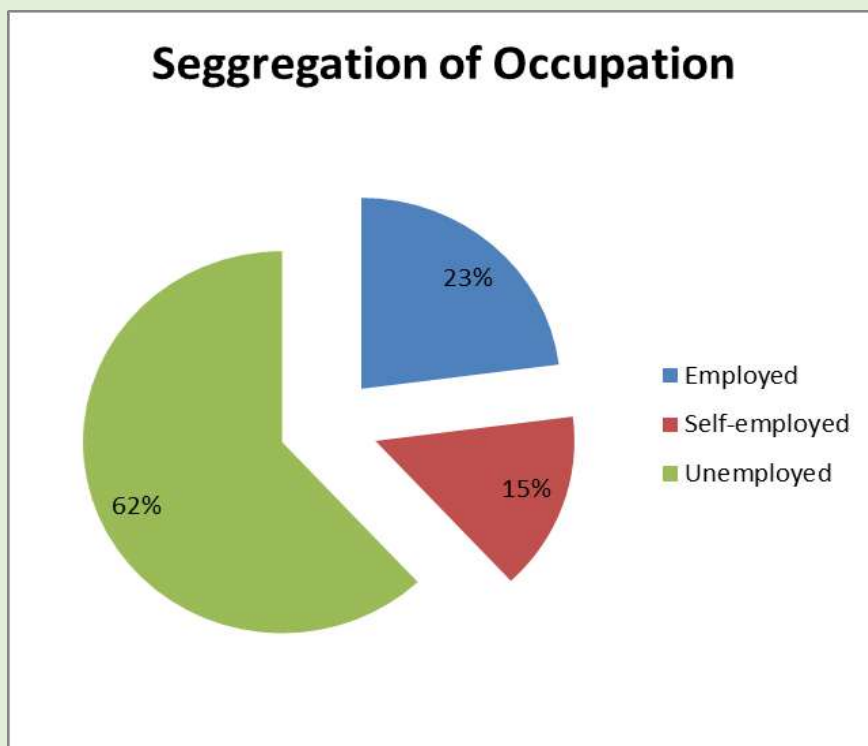
## 2. Gender, Occupation wise Segregation



### 3. Programme & Gender wise Segregation

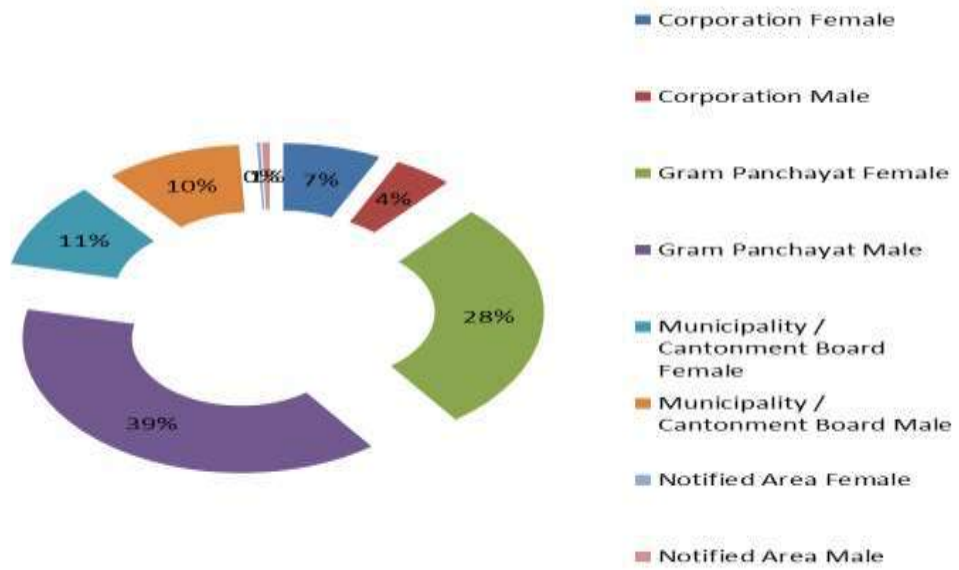


### 4. Employment Status of the Respondents



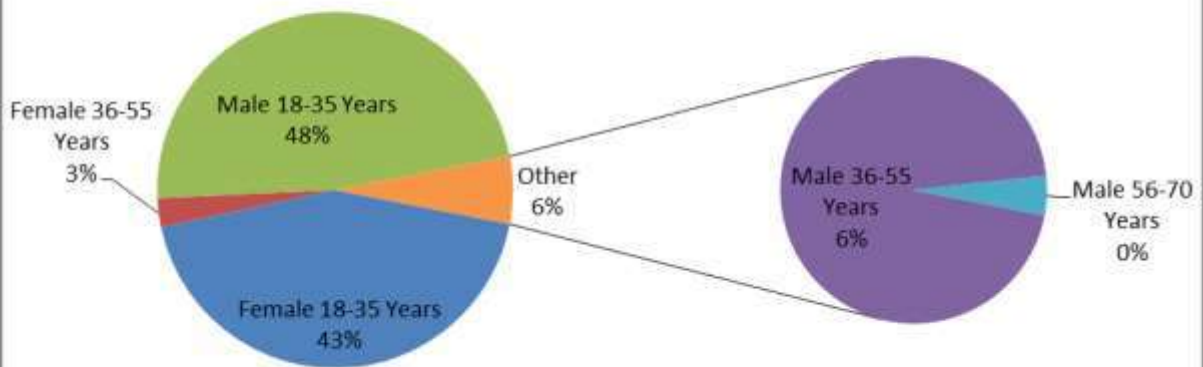
(a)

### Location & Genderwise Segregation



(b)

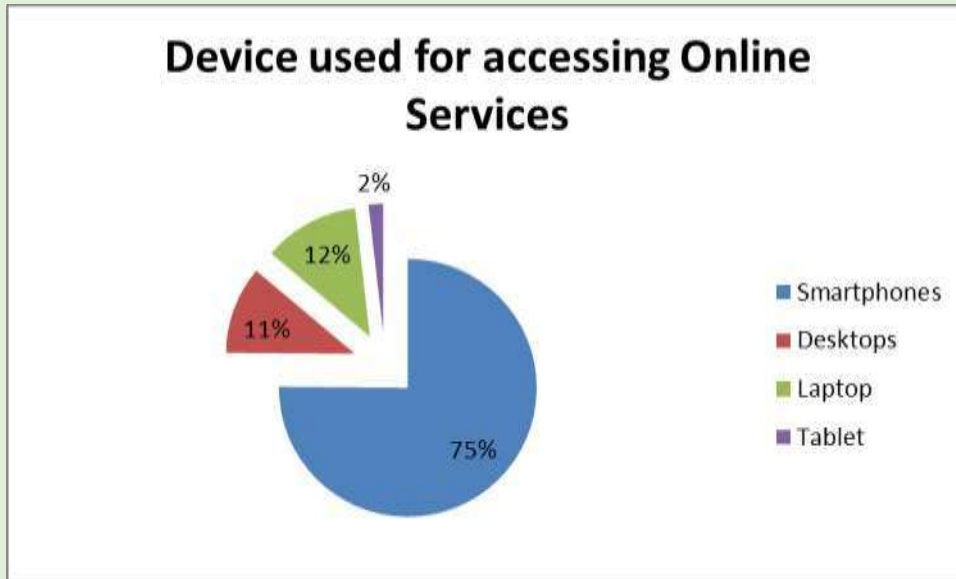
### Segregation of Age and Gender of participants



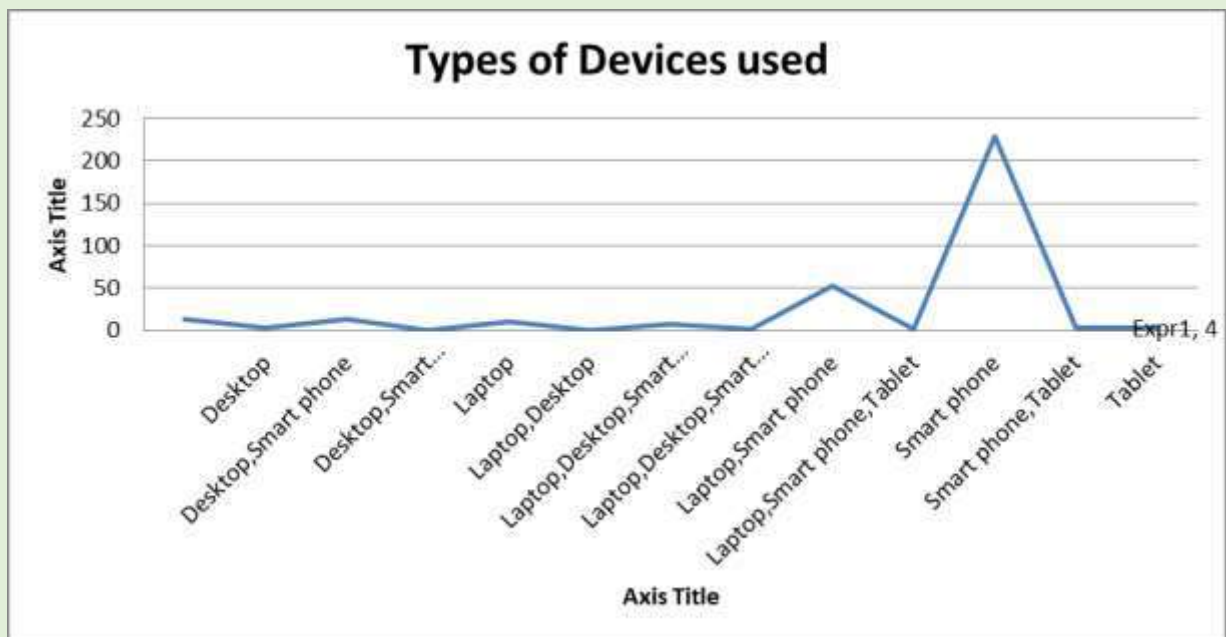
(c)



## 5. Seggegation for Type of Electronic Devices



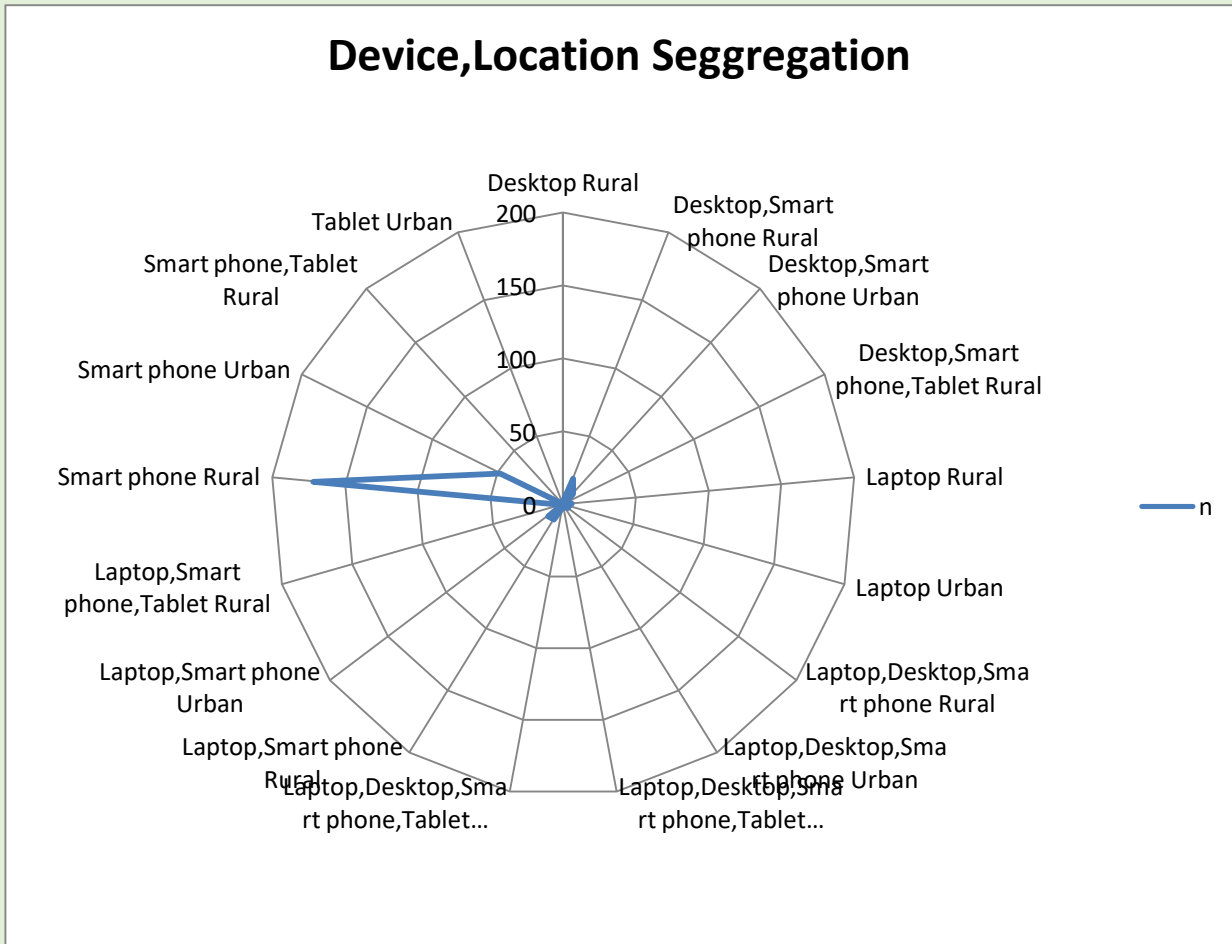
(a)



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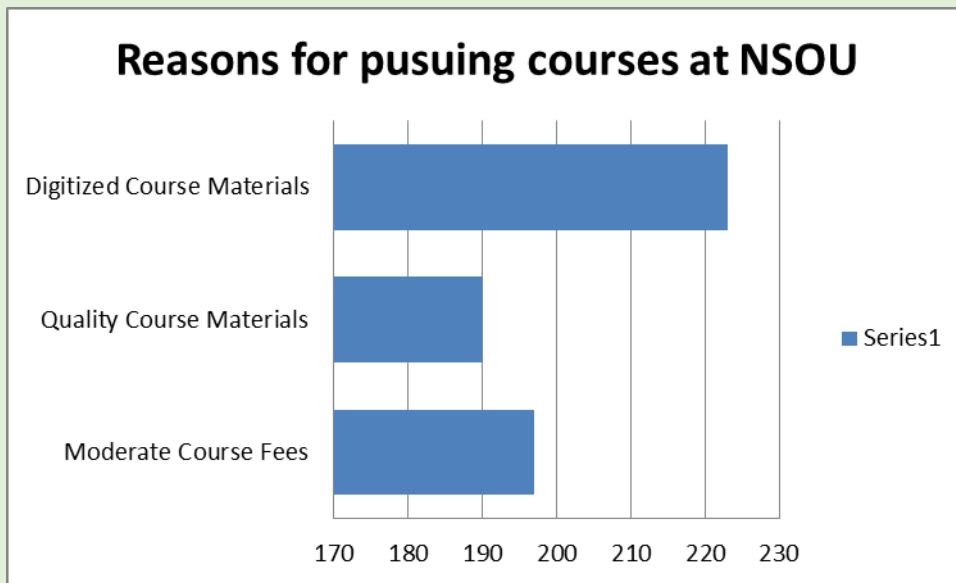


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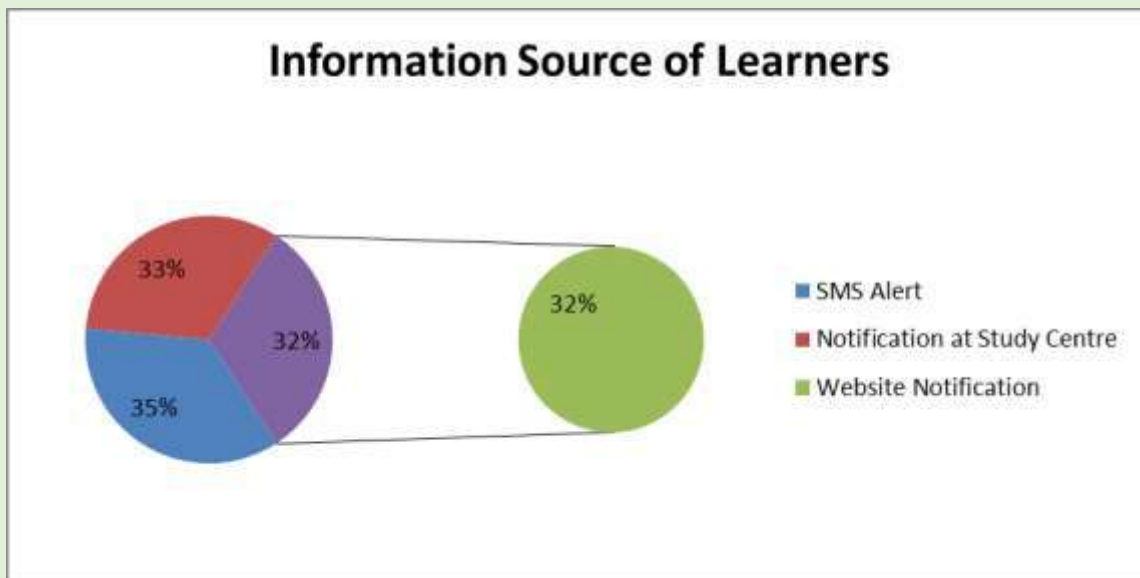


(d)

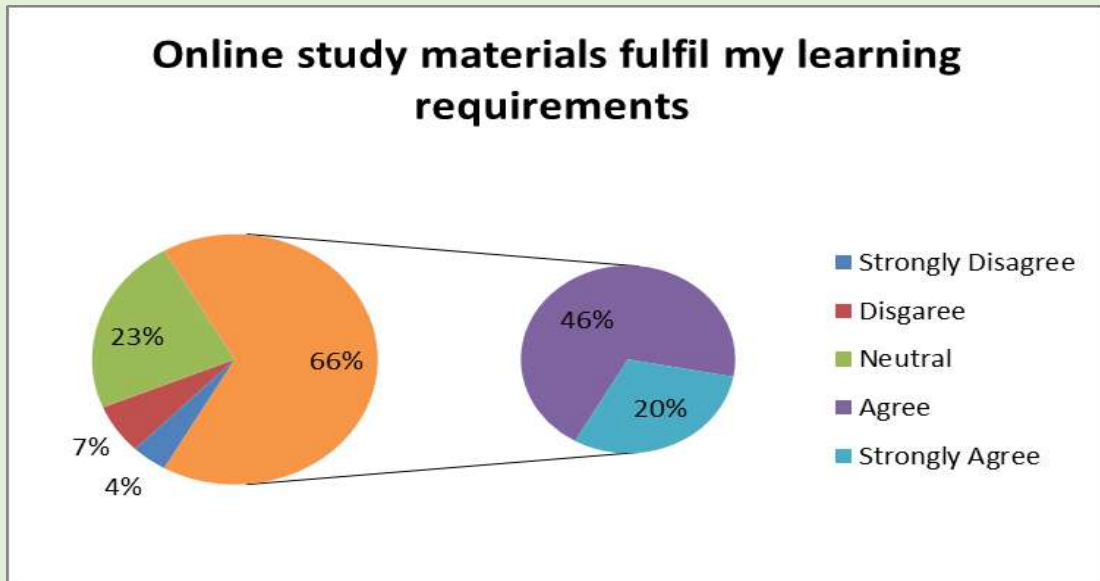
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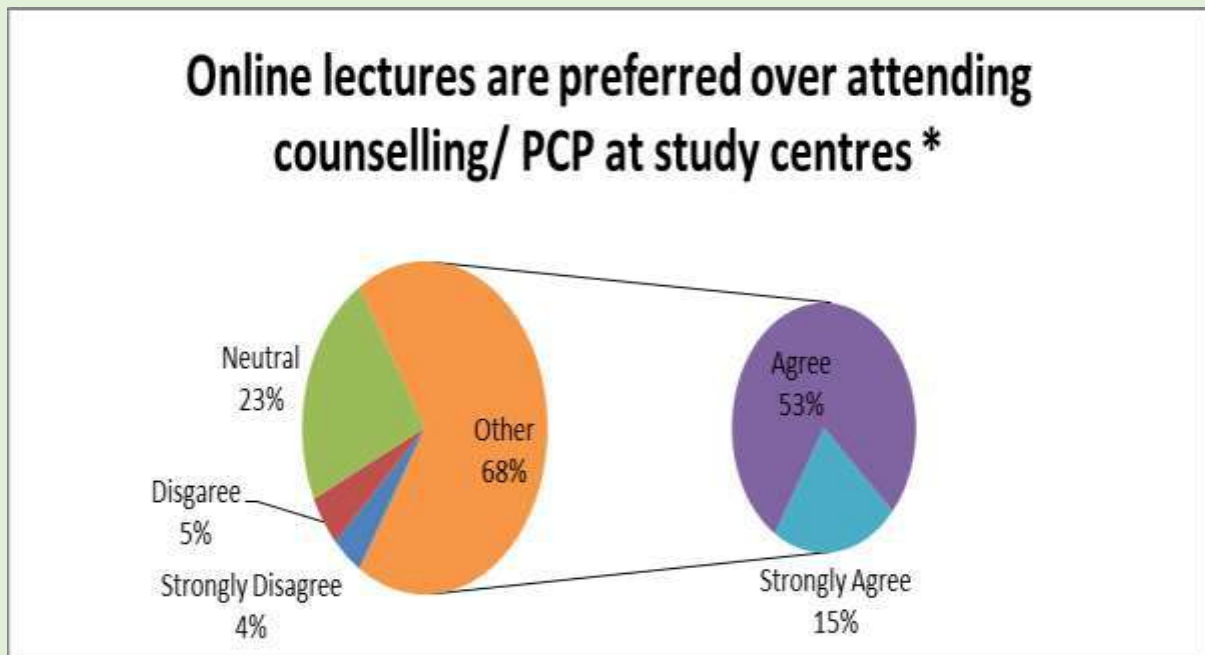
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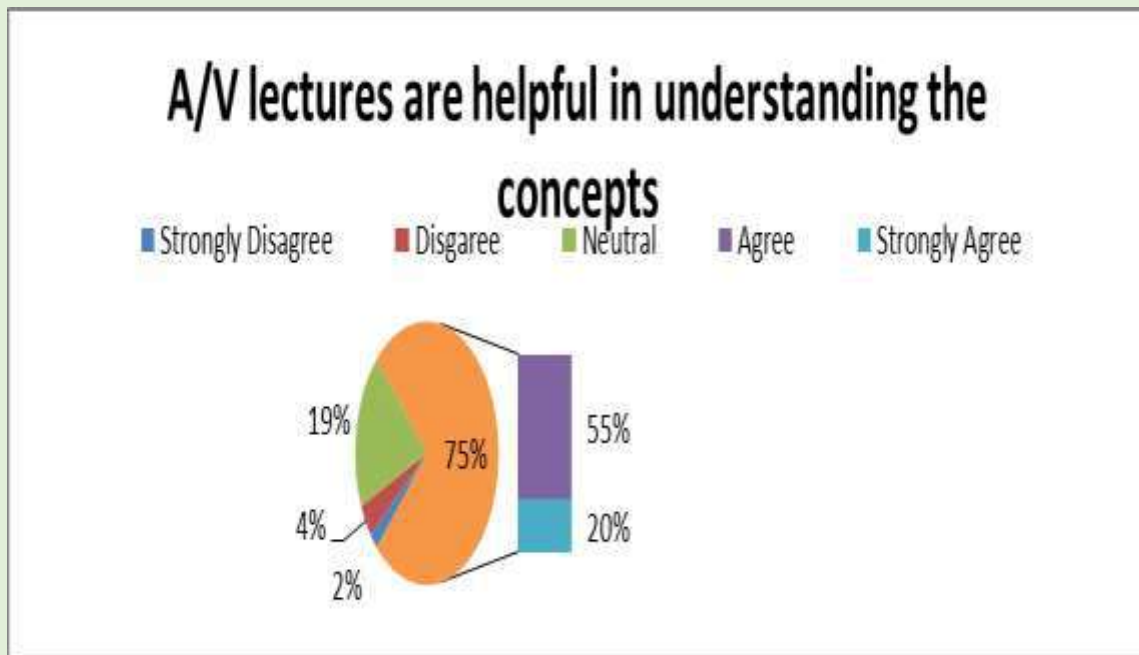
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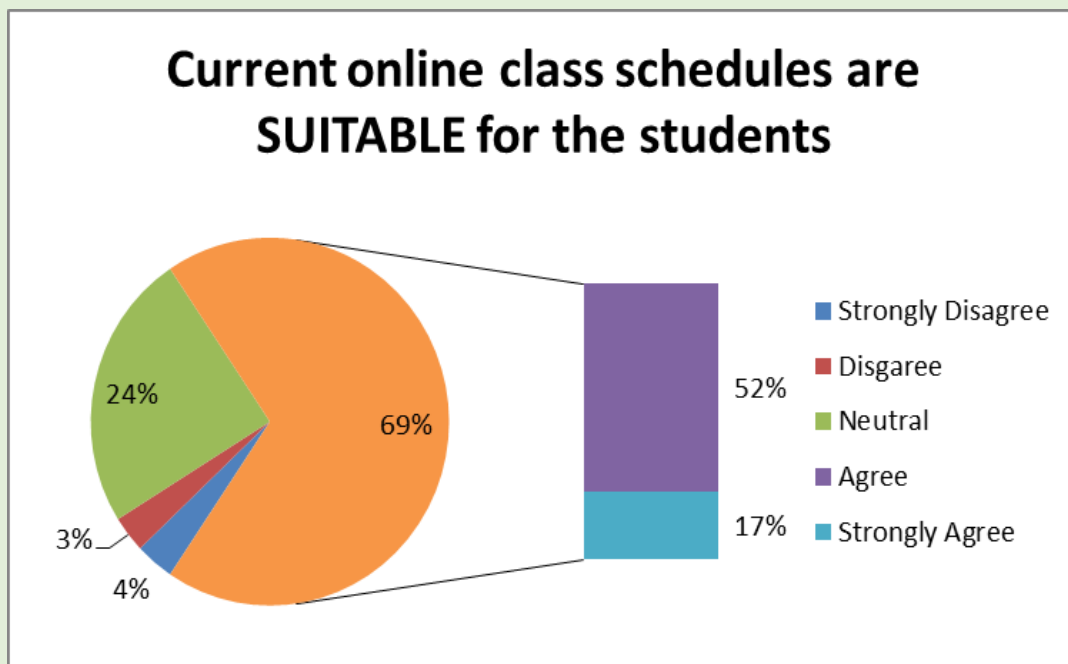
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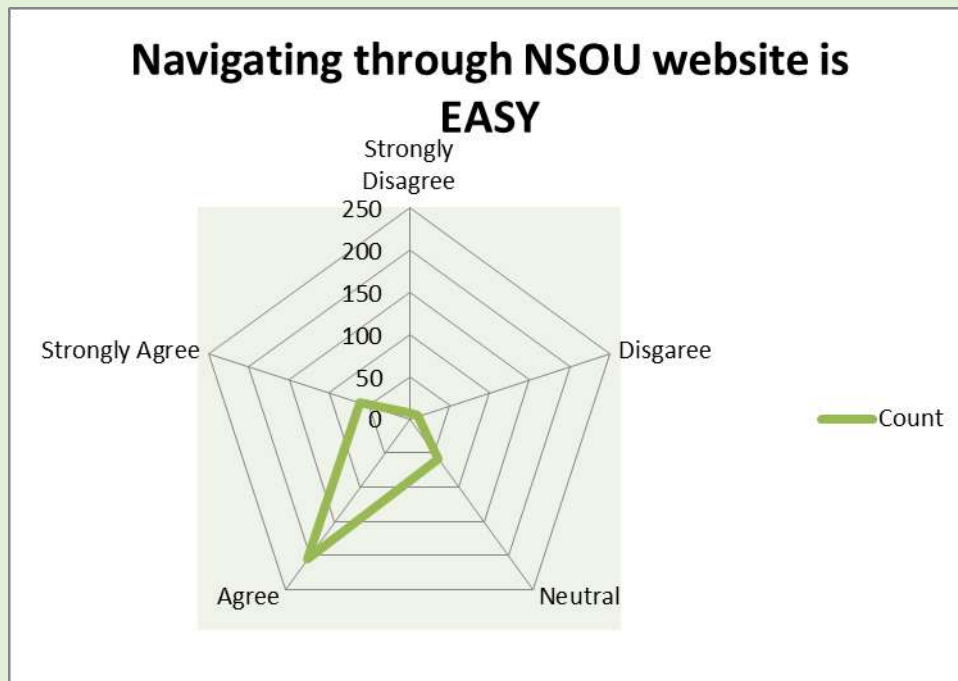
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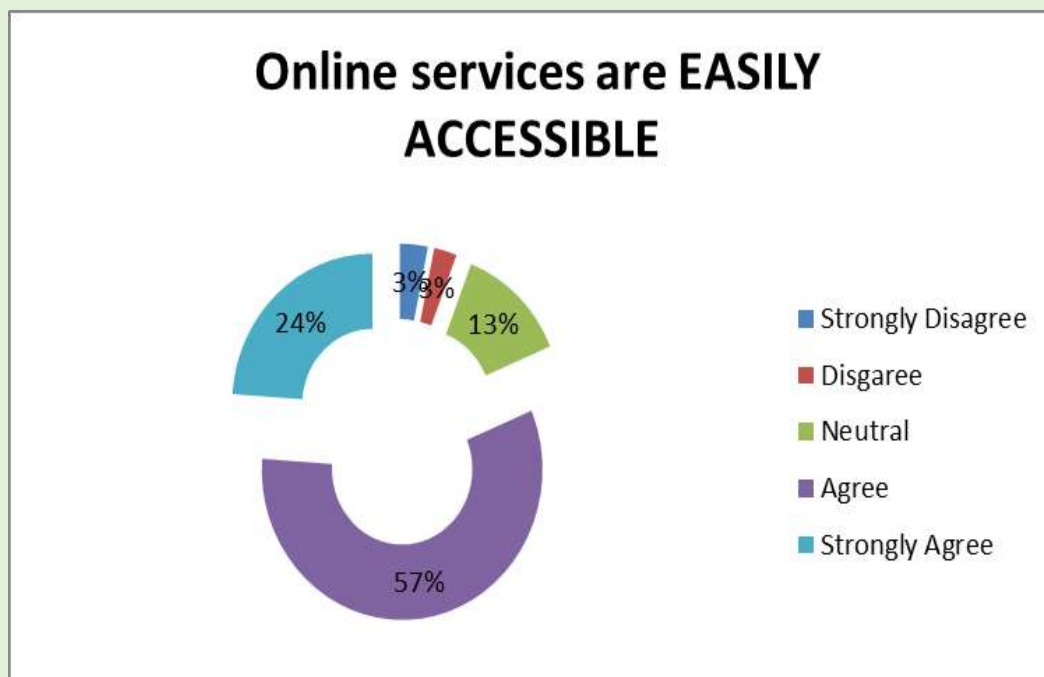
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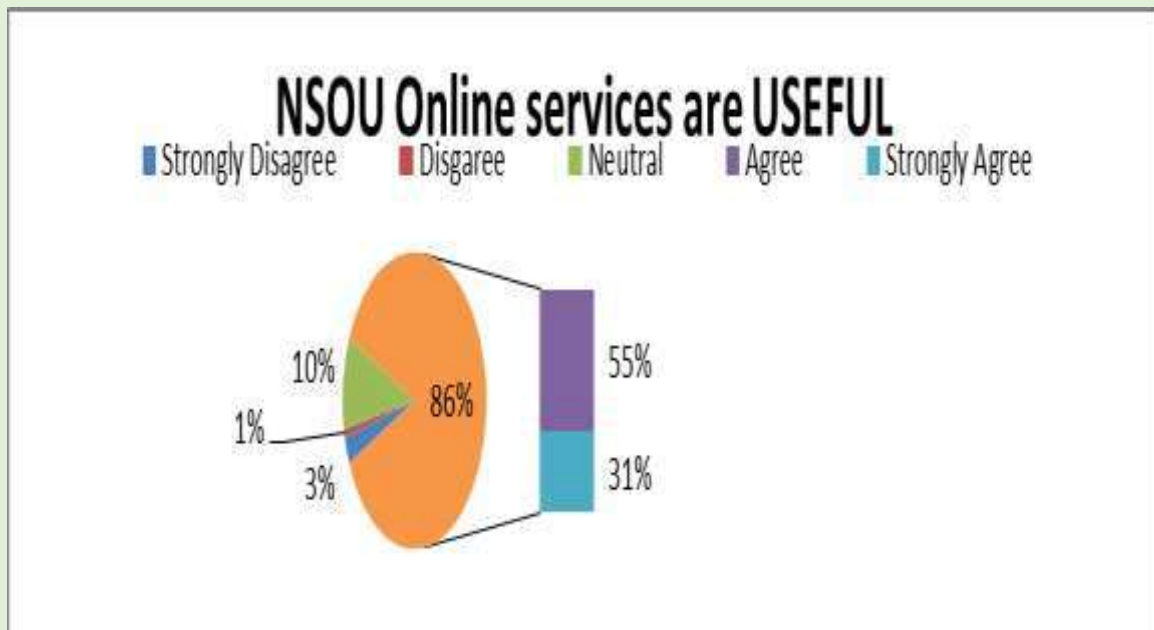
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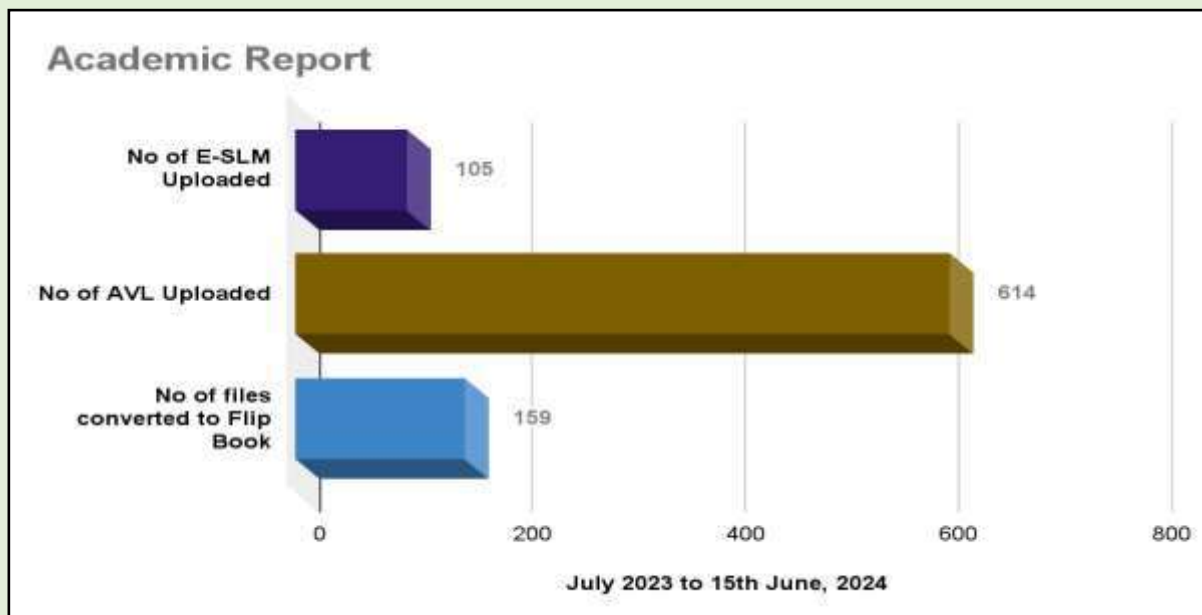
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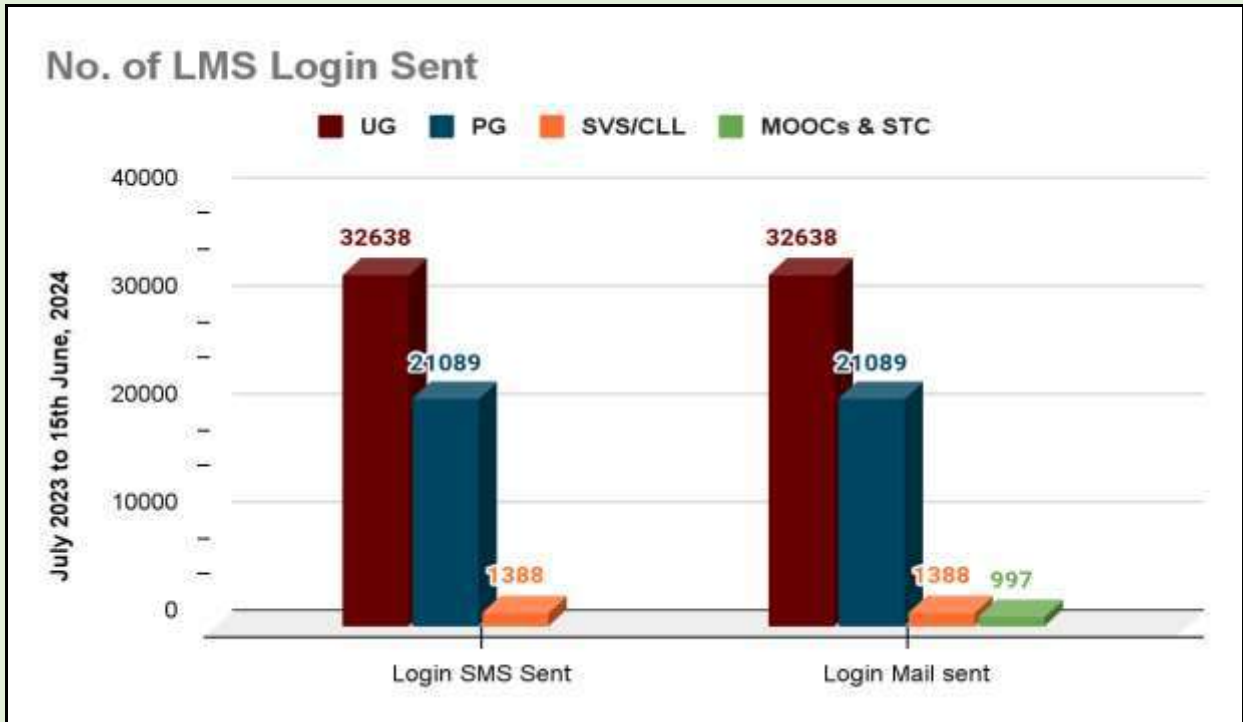
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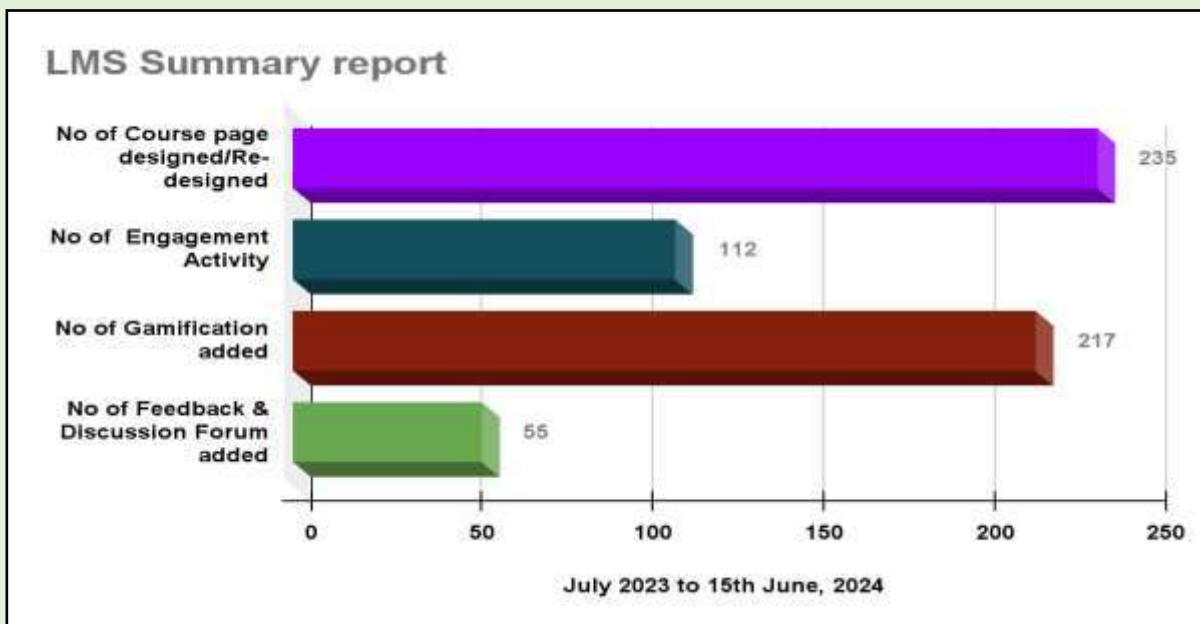
**Information Statistics regarding ICT enabled Services & Learning Management System (LMS)**



(a)



(b)



(c)



### **Recommendations:**

1. In view of poor response about this year's questionnaire, strategy has to be developed for greater sensitization about such surveys.
2. The above results should be correlated with the entire student database for arriving at a proper insight into students' expectations and their resolution at the university end.
3. Technology-enabled learning activities and solutions may be revisited on the basis of the responses.
4. Regular awareness program on ICT enabled services provided by the university may be organised to sensitize learners and other stakeholders.
5. Academic strategy may be developed taking into account the students' preference for online mode of teaching-learning. Efforts should be made to increase the number of online classes and online modules in coming days for the benefit of the learners.

[This report has been finalised with inputs from Prof. Someswar Bhowmik, Officer-in-charge & Coordinator, and Centre for Online Education, and Mr. Hillol Ghosh, IT Officer]