

Centre for Internal Quality Assurance (CIQA)

**Snapshot Reports of the Workshops
on
Management of Study Centres
(Nov 2017 to March 2018)**

**Krishna Kanta Handiqui State Open University
City Office, Housefed Complex, Guwahati- 06**

Report of the Workshop on Management of Study Centres.

Venue: Gauhati Commerce College

Date: 14.11.2017

Time: 10:30 A.M. to 2:00 P.M.

- 1) Participants:
 - a) The Hon'ble Vice-Chancellor, Controller of Examinations, Director (CIQA) and Assistant Registrar (Study Centre) of KKHSOU.
 - b) The Principals and Coordinators of different Colleges of Kamrup (Metro), Kamrup (Rural), Nagaon and Morigaon districts.

- 2) After the brief inaugural function, the workshop discussed various matters regarding admission, counselling, office proceedings, examination, payment of outstanding bills etc.

- 3) The following are the salient findings and suggestions made for improvement of quality:
 - i) The process regarding formation of Study Centre Management Committee should be expedited.
 - ii) The Study Centres should prepare the list of Counsellors and submit the same to KKHSOU.
 - iii) The Audited Statement of Accounts should be prepared on timely basis and submitted.
 - iv) The Study Centres should obtain approval from KKHSOU regarding change of Coordinator.
 - v) The Study Centres should regularly visit the University website, update through e-mail and mobile app.
 - vi) The reduction in number of examination centres and concentration of efforts on holding examinations at sub-divisional headquarters was appreciated.
 - vii) The Study Centres should receive payments in time from KKHSOU.
 - viii) The lead time from declaration of results to issue of mark sheets is long in some cases. This needs to be reduced.
 - ix) Examiners' list should be prepared and submitted.
 - x) The current practice of appointing Supervisory Officers should be continued.
 - xi) The Study Centres do not receive any message from KKHSOU regarding fund transfer. Immediate action is requested in this respect.
 - xii) PG Programmes have been launched in few Study Centres without formal approval. The approval process needs to be expedited.
 - xiii) Some of the Supervisory Officers are not regular in their monitoring duties.
 - xiv) Dissertation guidelines are requested.
 - xv) Admit Cards should be sent at least ten days before exam.
 - xvi) The Study Centres should appoint coordinators for fixed time period only as specified.

Note: The Office of the Dean (Study Centre), KKHSOU organised this workshop in collaboration with the Study Centre of Gauhati Commerce College. The Office of the Dean engaged the services of Rapporteurs to cover the detailed proceedings of the workshop. This report is basically a snapshot of the workshop prepared by Director, CIQA.

Venue: Bhabanipur Anchalik College

Date: 19.11.2017

Time: 11:00 A.M. to 2:00 P.M.

1) Participants:

- a) The Hon'ble Vice-Chancellor, Dean (Study Centre), Controller of Examinations, Director (CIQA) and Assistant Registrar (Study Centre) of KKHSOU.
- b) The Principals and Coordinators of Barpeta, Nalbari, Bongaigaon and Kokrajhar Districts.

2) After the brief inaugural function, the workshop discussed various matters regarding admission, counselling, office proceedings, examination, payment of outstanding bills etc.

3) The following are the salient findings and suggestions made for improvement of quality:

- i) Response to KKHSOU Programmes is good. SLMs are also good. However, problems exist in administering examination processes and home assignments.
- ii) Regarding payment and fund transfer, adequate communication should be there from the Finance Office of KKHSOU.
- iii) Newly prepared SLMs are quite bulky and content heavy too. It's difficult to complete the course in 16 classes. The Officials from the University justified citing the recommendations of the Madhab Menon Committee.
- iv) University should take all measures for timely dispatch of SLMs, guidelines and payments as well.
- v) Induction programmes are quite essential.
- vi) SLMs should be prepared in Bodo language too and Bodo lecturers should be introduced.
- vii) KKHSOU should operate from a single office at single location only. Multiple offices at multiple locations create problems in communication and coordination.
- viii) Transparency in examination processes is important though confidentiality is also to be maintained. The Supervising Officers should be carefully selected.
- ix) Most of the colleges, with the revenue generated from KKHSOU, have been able to construct buildings and improve facilities. It is a responsibility on the part of the Study Centres to help KKHSOU in conducting counselling sessions and examination processes in a smooth manner.

Note: The Office of the Dean (Study Centre), KKHSOU organised this workshop in collaboration with the Study Centre of Bhabanipur Anchalik College. The Office of the Dean engaged the services of Rapporteurs to cover the detailed proceedings of the workshop. This report is basically a snapshot of the workshop prepared by Director, CIQA.

Venue: THB College, Jamugurihat

Date: 26.11.2017

Time: 10:30 A.M. to 1:45 P.M.

1. The Principals and the Coordinators of different colleges in Sonitpur district and Biswanath district attended the workshop which was addressed and moderated by Prof. Arupjyoti Choudhury, Dean & Registrar (i/c) of KKHSOU, Dr. Bhabaranjan Sarmah, Controller of Examinations, KKHSOU and Prof. N.N. Sarma, Director (CIQA), KKHSOU. Dr. Sailen Das of Darang College, Dr. Tultul Bora of Bihali College, Dr. Jahir Pukan of Kalabari College, Dr. Sarat Hazarika of Chatia College, Dr. Sarala Devi, Principal of DIET, Biswanath Chariali, Dr. P. Bhuyan of LOKD College, Dhekiajuli etc were the participants who interacted and contributed highly towards the deliberation in the workshop.

2. Dr. Sahabuddin Ahmed of THB College addressed the workshop and extended a warm welcome to all the participants on behalf of the host college.

3. The workshop discussed various issues regarding online admission, declaration of examination results, payment of outstanding bills, submission of assignments, organising the counselling sessions, issue of admit cards etc.

4. The salient findings and suggestions made for quality improvement are as follows:

i) Learners' confidence depends on quality of services. This is the responsibility of everyone concerned.

ii) KKHSOU cannot directly control the examination processes for 1,20,000 learners. Internal measures are required within the Study Centres too.

iii) Untimely submission of assignments by learners and subsequent delay by the Study Centres inordinately delays the declaration of results. The Study Centres should send assignments' marks via e-mail in official format. The deadlines should be strictly addressed to.

iv) The rationale for administering assignments should be re-examined.

v) The coordination between the Centre Coordinator and Centre-in-charge is very important. Dependence on the Office Assistants to be reduced.

vi) Orientation to learners is very important and should be effectively organised. Prospectus is not read by most of the students.

vii) The Study Centres are not maintaining all the records as desired by the University.

viii) KKHSOU is not competitor to anyone. It has defined objectives and mission.

ix) Motivating the learners and organising the counselling sessions is important. For example, the learners do not come for the practical classes which create problems in coordination.

x) The University has devised mechanism on e-mail, mobile app, website links, SOP on exam etc. as per ODL guidelines. But most of the learners and Study Centres also are not making use of the devices.

xi) There should be a checklist for examination of MA (Education) dissertation.

xii) The counselling sessions in Tezpur College Study Centre are well attended. It requires carefully selected counsellors and moderated learners.

Note: The Office of the Dean (Study Centre), KKHSOU organised this workshop in collaboration with the Study Centre of THB College. The Office of the Dean engaged the services of Rapporteurs to cover the detailed proceedings of the workshop. This report is basically a snapshot of the workshop prepared by Director, CIQA.

Venue: Goalpara College

Date: 13.02.18

Time: 10:30 A.M. to 2:00 P.M.

1. Participants:

- a) The Hon'ble Vice Chancellor, Dean (Study Centre), Controller of Examinations, Director (CIQA) and Assistant Registrar (Study Centre) of KKHSOU.
- b) Principals and Coordinators of the 24 Study Centres of KKHSOU of Goalpara, Dhubri, South Salmara and Bongaigaon districts.

2. The meeting started with inauguration moderated by Dr. Dhruva, Coordinator of Study Centre of Goalpara College. Dr. Jyotish Ch. Das, Principal of Goalpara College extended the welcome address.

3. The meeting discussed various issues related with admission, counselling, office proceedings, examination, payment of outstanding bills etc. In addition to this the meeting also discussed the effectiveness of measures on deputing Examination Monitoring Officers (EMOs) to the Examination Centres. The workshop appreciated the efforts of CIQA, KKHSOU on examination reforms. Following are the specific recommendations of the workshop:

- a) The Principals need to be informed about the appointments of Supervisory Officers (SOs).
- b) The induction programmes need to be conducted by all the Study Centres.
- c) All the Study Centres should extend cooperation to the online admission process which is being announced.
- d) The Examination Centres need to be rotated depending on infrastructural facilities.
- c) The Director of Higher Education, Govt. of Assam be requested to write a letter to all the colleges and Study Centres to extend cooperation to KKHSOU for conducting the examination.
- d) The workshop appreciated the distribution of SLMs in advance.
- e) The Whatsapp group need to be updated as some members do not receive the posted communications in time.

Note: The Office of the Dean (Study Centre), KKHSOU organised this workshop in collaboration with the Study Centre of Goalpara College. The Office of the Dean engaged the services of Rapporteurs to cover the detailed proceedings of the workshop. This report is basically a snapshot of the workshop prepared by Director, CIQA.

Venue: Lakhimpur Girls' College

Date: 20.02.2018

Time: 10:30 A.M. to 2:00 P.M.

1. The inauguration session was addressed by Dr. Surajit Bhuyan, Principal and Dr. Rabin Kakati, Coordinator (KKHSOU) of Lakhimpur Girls' College. From KKHSOU, Shri. Birinchi Borah, Assistant Registrar (Study Centre), Dr. Arupjyoti Choudhury, Registrar (i/c), Prof. N.N. Sarma, Director (CIQA) and Dr. Pranab Saikia, Principal Coordinator, D.El.Ed. Programme participated in the inauguration and discussion session which was moderated by Registrar (i/c), KKHSOU.

2. The participants appreciated the initiatives of the University regarding examination reforms and shared their experiences. Twenty-five Study Centres from Lakhimpur and Dhemaji were invited. However, 21 centres participated.

3. Dr. Dibyajyoti Mahanta, presented the details regarding the emerging trends in distance education and urged the Study Centres to contribute towards the accomplishment of the mission of KKHSOU on providing education to the unreached. Dr. Mahanta apprised the Members present in the audience about the online mode of admission. He urged the Study Centres on the following:

- a) Getting the approval for the PG Programmes in a formal process.
- b) Updating the details in the WhatsApp group and not posting the irrelevant details.
- c) Online admission workshop.
- d) Organising the orientation programme and counselling sessions in a planned manner.
- e) Involving the IT Cells of the Colleges in increasing learner enrolment.
- f) Timely collection of home assignments.
- g) Ensure strict invigilation in the examination halls
- h) Help the University in mobilising the services of suitable Supervising Officers in the examinations.
- i) Informing the University about change in phone numbers and change in contact details.
- j) Provision of Notice Board and Wall Magazine for learners.
- k) Formation of Study Centre Management Committee and Examination Committee and ensure their smooth functioning.

4. Dr. Biman Chetia, Principal of Lakhimpur College appreciated the KKHSOU initiatives of examination reforms and controlling of unfair practices adopted by some Study Centres. Learners' profile of KKHSOU is changing. The University should attach top priority in examination reforms.

5. Dr. Dutta, Principal of Panigaon College urged that hard copies of assignments be taken back by KKHSOU. Their college has been submitting audited statements of accounts regularly. He urged others too.

6. The Principal of Dhakuakhana College also emphasised on quality of services and urged if rotation of examination centres could be done.

7. Dr. Ruksa Gohain Baruah of Lakhimpur College of Education urged on Centralised Examination Centre.

8. Dr. Dilip Hazarika, Principal of Nowboicha College stated that paper work in respect of KKHSOU Study Centre is quite heavy. He appreciated the manner in which KKHSOU conducts the money related transactions. He expressed concerns about the casual attitude of some learners of KKHSOU. He urged prompt responses from KKHSOU on exam related measures.

9. The Coordinator of Silapathar College and Lakhimpur Commerce College urged on attaching Examination Centres to their respective Study Centres.

10. The Coordinator of Dhakuakhana College urged on fixation of modalities regarding payment of honorarium for assignments' evaluation. The Coordinator of Lakhimpur Commerce College suggested the option of administering assignments through OMR mode.

11. The Principals and Coordinators present appreciated the manner in which KKHSOU organised the workshop and urged the University to further the initiatives on reforms of examination process, issue of admit cards, rotation/centralization of Examination Centres, timing of examination etc.

12. On behalf of the University, Director (CIQA), Dean (Study Centre) and Registrar (i/c), KKHSOU discussed the perspectives of the University on centralization/rotation of Examination Centres, design and administration of assignments, the recent initiatives of the UGC on formulating the guidelines for ODL mode, design and distribution of SLMs etc. The effort of Madhabdev College Study Centre on distributing the contact details of their Officials and Counsellors was highly appreciated in the workshop.

13. The workshop concluded with a vote of thanks from Dr. Rabin Kakoti, Coordinator of Lakhimpur Girls' College.

Note: The Office of the Dean (Study Centre), KKHSOU organised this workshop in collaboration with the Study Centre of Lakhimpur Girls' College. The Office of the Dean engaged the services of Rapporteurs to cover the detailed proceedings of the workshop. This report is basically a snapshot of the workshop prepared by Director, CIQA.

Venue: DHSK College, Dibrugarh

Date: 10.03.18

Time: 11 A.M. to 2 P.M.

1. Shri. Birinchi Kr. Bora extended the welcome address on behalf of KKHSOU. Dr. Shashi Kanta Saikia, Principal of DHSK College also welcomed all the participants. The Principals of Naharkatiya College, DIET, Duliajan College, Makum College, NLB City College were present along with the Coordinators of 22 Study Centres. The Registrar (i/c), the Dean (Study Centre), the Director (CIQA) and the Asstt. Regional Director of Jorhat Office of KKHSOU were also present during the Workshop.

2. Dr. Dibyajyoti Mahanta delivered a structured presentation covering various aspects of ODL scenario and vision/mission/objectives of KKHSOU. The issues and concerns regarding submission of audited statements by Study Centres were also discussed. He urged the management of the Study Centres for the best practices in respect of wall magazine, alumni meet, counselling etc

3. The following were the salient points regarding deliberation in the Workshop:

- a) KKHSOU should launch skill based programmes.
- b) Offline and online admission should be given equal emphasis in view of the remoteness of the areas and poor connectivity.
- c) Emphasis on enhancement of quality will bring in more of quality learners.
- d) The delay in issue of admit cards and provisional certificates is a matter of mutual concern and an all out effort is required.
- e) The Workshop appreciated the efforts of KKHSOU in benefiting the remote learners.
- f) The Workshop also appreciated the initiatives on examination reforms and the initiative of Hon'ble VC of KKHSOU in personally making telephonic calls to all the Centre Heads.
- g) The motivation of Diploma in Elementary Education Programme can be improved by engaging the learners in various academically stimulating activities.
- h) The afternoon examination should be over before 4 P.M. during the days in winter. However, the Workshop could not agree on early time to start the exam.
- i) The Office of the F.O., KKHSOU does not send full details regarding remittance and transactions that creates confusion in maintaining accounts by the Study Centre. The participants urged the University to send the full details.

4. After deliberation on various issues regarding receipt and despatch of SLM, question papers and answer scripts; and other procedural matters, the Director (CIQA) summarised the Workshop.

Note: The Office of the Dean (Study Centre), KKHSOU organised this workshop in collaboration with the Study Centre of DHSK College. The Office of the Dean engaged the services of Rapporteurs to cover the detailed proceedings of the workshop. This report is basically a snapshot of the workshop prepared by Director, CIQA.

Venue: Jorhat College

Date: 16.03.18

Time: 10:45 A.M. to 2:15 P.M.

1. Members Present: Principals and Coordinators from 37 Study Centres of KKHSOU and the Hon'ble VC and other Officials of KKHSOU.

2. The workshop was started with a brief welcome address by Shri. Birinchi Kr. Bora, Asstt. Registrar (Study Centre), KKHSOU which was followed by:

- a) An address by Dr. Utpal Dutta, Coordinator, KKHSOU Study Centre, Jorhat.
- b) Felicitation to the Hon'ble Vice Chancellor, Dean (Study Centre), Director (CIQA) of KKHSOU and Principal, Jorhat College.
- c) Introduction of Shri Geetam Misra, Asstt. Regional Director, Jorhat, KKHSOU.
- d) Release of College Magazine.
- e) Address by Hon'ble VC, KKHSOU.
- f) Address by Principal, Jorhat College.

3. Dr. Dibyajyoti Mahanta made a presentation for about 35 minutes covering the following aspects among others:

- a) Rationale for the workshop to elicit views from Principals and Coordinators.
- b) The scenario of education through ODL mode and role of Open Universities in contribution to increase in GER.
- c) UGC recognition of Degrees/Diplomas of Open Universities.
- d) Online application and admission process of KKHSOU.
- e) Fee of Rs. 235.00 in Degree 6th semester for Provisional Certificate.
- f) Active participation in Whatsapp group of Centre Coordinator and Centre Incharge.
- g) CIQA initiatives and NAAC accreditation for Open Universities.
- h) Measures for quality improvement in respect of the following:
 - i. Induction programme.
 - ii. Regular counselling.
 - iii. SLM procurement and distribution in a timely manner.
 - iv. Organising workshop for counsellors.
 - v. Engaging reputed persons in academia and practice as SO.
 - vi. Formation of Study Centre Management Committee and Examination Committee.
 - vii. Organising Seminars and Alumni Meet By the Study Centres.
 - viii. Participating in the programmes organised by KKHSOU.
 - ix. Contributing to the process of examination reforms of KKHSOU.
 - x. Extending benefits to differently abled learners.
 - xi. Submission of Counsellors' list for KKHSOU.
 - xii. Supervising the activities of KKHSOU.
 - xiii. Visiting the KKHSOU website regularly, checking the e-mails and responding to those as may be applicable.
 - xiv. Exploring best practices.

4. The Hon'ble VC shared the experiences in examination reforms and sought cooperation from Study Centres. He invited comments and suggestions for each of the Study Centre. The comments and suggestions were appreciated and resolved many of the queries during the process of interaction. Some Study Centres submitted written reports also to the Dean (Study Centre) regarding the issues/queries/problems.

5. The major findings/comments and suggestions of the workshop are as follows:

- a) The 'Open Exam' perception needs to be removed through orientation programme. It requires concerted approach.

- b) The examination reform process has yielded results.
- c) Centres should be rotated depending on infrastructural facilities and without inconveniencing the learners.
- d) Image of KKHSOU is getting enhanced for the quality improvement measures.
- e) Some Study Centres cautioned about rumour spread by some, regarding unfair practices adopted in their respective Study Centres.
- f) If Examination Centres are withdrawn, enrollment gets affected. As it appears, there were some abrupt lifting of Examination Centres. The Hon'ble VC clarified the aspect in view of the UGC and KKHSOU requirements.
- g) The KKHSOU was requested to see if the gap between morning and afternoon shifts of examination could be increased.
- h) The SLMs of D.El.Ed programmes were highly appreciated. However, concerns were expressed the way practical tests were conducted in some Study Centres.
- i) The exams should be conducted during semester break of conventional Universities. The Hon'ble VC indicated the difficulties in this regard for not having a state academic calendar.
- j) The payment of share money to the Study Centres needs to be expedited.
- k) For solving the problems of shortage of question papers, timely submission of question papers is must. The private couriers sometimes create problems, so is speed post. Constant follow up is required for timely receipt of materials.
- l) KKHSOU needs to consider introduction of skill based programmes and courses on physical education.
- m) E-mails need to be acknowledged, both by KKHSOU and Study Centres.
- n) Guidelines for administering practical examinations in MA Programmes need to be clearly spelt out.

6. The summary comments were given by Director (CIQA) highlighting the need for formation and well functioning of Study Centre Management Committee and Examination Committee to ensure proper governance.

Note: The Office of the Dean (Study Centre), KKHSOU organised this workshop in collaboration with the Study Centre of Jorhat College. The Office of the Dean engaged the services of Rapporteurs to cover the detailed proceedings of the workshop. This report is basically a snapshot of the workshop prepared by Director, CIQA.
