

PANDIT SUNDARLAL SHARMA (OPEN)
UNIVERSITY CHHATTISGARH



ENTERPRISE RESOURCE PLANNING(ERP)
INTEGRATION

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University Chhattisgarh
BILASPUR (C.G.)

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Enterprise Resource Planning Integration

INTRODUCTION

ERP is an industry-specific term for the phenomena of the integration of different software packages used in order to facilitate multiple functions. This includes using various software packages for e-governance at Pandit Sunderlal Sharma (Open) University Chhattisgarh, admission management, management of students, faculty and staff, resource Management, management of SLM, library, IT policy and financial management.

SCOPE

ERP is integrated in different functional areas is classified as:

| S.No. | Functional Area | ERP Integration Title |
|-------|--------------------|---|
| 01 | Admission | Online Admission |
| 02 | Learners Support | Learners Information System (LIS) |
| 03 | SLM Management | Online MPDD Tracking |
| 04 | Library | e-granthlaya |
| 05 | Examination | Examination Management System |
| 06 | IT Policy | IT Policy Documents |
| 07 | Finance | e-Payment System |
| 08 | Feedback Mechanism | Online feedback for learners and stakeholders |

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ADMISSION MODULE

Admission process through online mode is permissible at Pandit Sunderlal Sharma (Open) University Chhattisgarh. The online admission for learners is integrated with PSSOU's website (<https://pssou.ac.in/>), and no form of offline mode of entry for the learners is entertained in the University. All the admission forms submitted by the learners through the online mode is collected at the administrators end in the University. The applications received for admission along with all the required testimonials are verified at the level of Regional Centers (RC). Once the verification process is completed in all respect (including the payment confirmation) the process of successful verification is displayed in the soft application copy of the learners. The students are provided with the mechanism to check the verification process of their application in the course of time. Learners sitting at the remote areas can easily access their admission status with their login Id and Password created at the time of admission.

In addition to the conventional programmes, there are some other curricula Provisions such as BEd. and DEL. Ed. and Ph.D. Programmes for which entrance based admission is made. For these programmes the online form to be filled out by applicants are also available (<http://www.pssou.ac.in>). Upon completion of the entrance test form all applicants, their admission cards may also be downloaded from the PSSOU website only through online mode. When the entry test is qualified, the eligible candidates are allowed to proceed further with the admission process.

LEARNERS INFORMATION SYSTEM (LIS)

LIS is a university unique and benchmark initiative, which now manages data of all the learners entries successfully. LIS is an in-house platform or software designed solely to manage all learners' records. The LIS includes admission, LSC's, fees, examinations and lastly all the transcripts and grades of all

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students. The LIS consists of two user interfaces, namely the interface between the learner and the interface between the university. The learners interface is called "students services" (https://pssou.net/portal/old_student_login), in which a student can use his enrollment number to access any information relating to his records.

Another interface, i.e., the university interface, is sub-classified as the administration and user interface. The University uses the admin interface to update and record all students and make changes when necessary (http://pssou.net/portal/panel_university_login). Different representatives, such as admission, Regional Services Division, Examination Cell use the user interface. Admissions have LIS access to maintain admissions records while examination has LIS access for entry, edit of students marks and related information's.

ONLINE MPDD TRACKING

Pandit Sundarlal Sharma (Open) University Chhattisgarh has mechanism to trace the postal delivery of the Self Learning Materials dispatched to the students by MPDD (Material Production and Distribution Department). Once the verification of learners admission into a specific programme is made by the University, the information/data is sent to the MPDD section. The MPDD section then initiates the process of delivering the Self Learning Materials (SLM) to the learners at their respective address of correspondence. This material dispatch process is done through EMS Speed post. This mechanism of postal delivery by the MPDD section allows for the online tracking of the material dispatch through bar code scanning mechanism. In case the learners do not receive the Self Learning Material (SLM) in time they can trace the issue through the speed post tracking id provided by the MPDD section.

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E-GRANTHALAYA

e-Granthalaya is a digital platform developed in government library, member services and network sharing by the National Computers Center, Ministry of Electronics and Informatics, the Government of India for in-house automation activities. e-Granthalaya is helpful for the e-Library transformation with Digital Library Services and the provision of various online member services through a single window access system to traditional libraries. At PSSOU there are digitized catalogue facility available to the learners group. The University has access to DELNET library. Library uses SOUL software for all its operations. The University also displays the details of the catalogue available in the library to its learners in the website.

EXAMINATION MANAGEMENT SYSTEM

The process involved in the management of various Examination Section functions is digitised at PSSOU. This digitalization has upgraded the whole process ranging from filling out the exam form only in online mode, download the admit card, reporting of results etc. The admit card can be downloaded by the learners through the institution's website (www.pssou.ac.in). After the declaration of the result by the examination section the same can be accessed by the learners to view the mark list in the website of the University.

IT POLICY DOCUMENT

In order to facilitate ICT functions at PSSOU, a well-designed IT framework is developed. This framework caters the need of the institution for information technology. The university's website is inhouse designed and maintained. The University has its own server and back up information. This policy covers the following fields:

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- a. Use of IT equipment policy.
- b. Use of software policy.
- c. Policy on Network Use.
- d. Email account usage policy.
- e. Back-up policy.
- f. User account.
- g. University's Database usage policy.
- h. Guidelines for desktop users.
- i. Video Surveillance.

PSSOU e-PAYMENT SYSTEM

Pandit Sundarlal Sharma (Open) University Chhattisgarh adheres to the Digital India initiative concept strictly and has a detailed digitising procedure for paying to various parties. Payment via E-transaction includes payment to SLM developer/editor, guest lectures, viva voice, evaluation of theses and dissertations, question paper setters, vendors, learners support centers, reimbursement of fees, etc. Salary for all the staffs of University is made through online mode. In addition, the method of collecting fees from all students also includes online payment. For this purpose, the University has included Bank of Baroda's Payment Gateways service in a PSSOU Web-Portal for fees related to admission, examination, certificate issue etc. The learners for enrollment into a programme can pay fee through debit card, credit card, UPI. However offline payment system is also available which is directly deposited through challan in the bank. All the stakeholder of PSSOU must provide bank details for payments, such as name, PAN, bank name and IFSC bank account number. The University transfers the required amount on its bank accounts after obtaining this information from the recipient.

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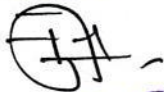
LEARNERS AND STAKEHOLDERS' ONLINE FEEDBACK

The University has a continuous feedback mechanism (URL for feedback is: <http://www.uou.ac.in/feedback>). Feedback is gathered from different stakeholders, such as Learners, Counselors, LSC, Coordinators, Faculties, Writers Units, Regional Administration Centers etc. They are broadly divided into the following categories:


- a. Online Learners Satisfaction Survey of PSSOU
(URL:https://docs.google.com/forms/d/1HRPLspzso9egFre_yIsgy5tv4eJwxHqixx1kTRvsU2c/edit).
- b. Academic Counsellor Feedback form of PSSOU
(https://pssou.ac.in/index?page=acd_counsellor_feedback).
- c. Learners feedback form of PSSOU
(https://pssou.ac.in/index?page=student_feedback
- d. Alumini Registration form of PSSOU
(<https://docs.google.com/forms/d/e/1FAIpQLScW8I5gpkGHctcSLwzKUqNtprx2QRuOqZwxuXJv8qv6NSzNPw/viewform>).
- e. Alumni Feedback form of PSSOU
(https://docs.google.com/forms/d/e/1FAIpQLSeQy2yE8Yy66_OZcs8-ZNaZGCavrtk2b3UXB5ZkqvJQ6AYSww/viewform)

On the basis of the responses received from the respondents, the University conducts a detailed analysis of the responses, based on the futuristic action plan. These action plans and action reports enable the University to make the necessary changes in the identified grey areas in order to enhance the quality of university services for all stakeholders.

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