

7.2.1 Best Practice

1. Title of the Practice:

Multiple Learner Welfare Programs

2. Objectives of the Practice

- I. Learners Support Services (LSS) is intended to promote services to the learners enrolled in various programmes in the University.
- II. The principle involved behind this offering is promote high level of anticipation among the learners for higher order awareness and satisfaction.

3. The Context

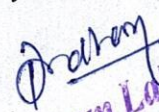
The demography of Chhattisgarh state comprises of predominant rural belt which comprises of almost half of the population belonging to the tribal belt. These population are generally cut off from the main stream of society and thus feel shy to mingle with the urban life. Penetration of education in this context is therefore a difficult task. The challenge lies in bringing these population to the main stream of education. Adaption of formal college education is also a tough task under the prevailing circumstances. To widen the scope of open education it becomes challenging to disseminate information, keep them active for learning to fulfill the learning objectives. In order to promote greater response and facilitate learning among the learners it is imperative to address their requirements at their own level. University in this regards designs numerous practices which facilitates their need in order to promote learners expediency and ease of learning.

4. The Practice: The University has initiated numerous initiatives for its learners in place:

- 1) **University Website:** Website of the University disseminates updated information to all the learners which can be accessed on any time basis.
- 2) **Online Admission System:** Online admission system is implemented to automate the admission process. There are two academic sessions every year in which the university admits new learners: one from July to June and other from January to December. Online

VERIFIED

REGISTRAR
Pt. Sunderlal Sharma (Open)
University Chhattisgarh
BILASPUR (C.G.)



Shri Resham Lal Pradhan
Incharge NAAC Criteria-VL
PSSOU, CG Bilaspur


admission system is applicant-friendly, efficient, time-saving, accurate, and cost effective with increased speed and broader accessibility.

- 3) **Mobile App:** In order to facilitate the learners for wider information access the University has its own mobile application.
- 4) **E-SLM:** Study resources in the form of e-self learning materials (E-SLMs) are available in the website which are free to access and use by the learners.
- 5) **Hostel Facility:** There are separate Hostel Facility for both boys and girls in the University headquarters which are provided to the learners at a minimum price during their scheduled contact classes and transit visit to the university. These hostels are also used for youth transit hostel purpose. This is an uncommon facility in the distance mode institution.
- 6) **Day Care Center:** Day care center located in the University campus facilitates those learners who are either pregnant or come with their child. The idea is to facilitate learners of this category for minimum possible casualty.
- 7) **Returns of Programme fee to BPL Learners:** In order to identify and acknowledge bright learners, the University Returns the Programme Fee to the learners who stand first class first in various programmes at the University level.
- 8) **CCTV Cameras:** In order to ensure safety and security to the learners at the workplace, CCTV cameras are operational in all the buildings of the University.
- 9) **Psychological Counselling Center:** In order to promote psychological well being among its learners, Psychological Counselling Center is set up at the premises of the University. This center provides free of cost psychological counselling to its employees and learners.
- 10) **Yoga Arogya Kendra:** In order to promote physical wellbeing among the learners, Brahmashri Yoga Arogya Kendra is setup at the University premises. This center is operative from 7-9 am to provide free Yoga classes to the learners.
- 11) **Online Payments:** The University accepts online payments or payment through the bank challan for its different areas of operation to facilitate learners group. This includes online payment for admission, examination, certification etc. This ensures that the mechanism in practice is fair and transparent for the learners' community.
- 12) **Model Laboratory Facility:** Model Laboratory facility is available at the university headquarters for better training of the learners.

5. Evidence of Success

VERIFIED


REGISTRAR
Pt. Sunderlal Sharma (Open)
University Chhattisgarh
BILASPUR (C.G.)


Shri Resham Lal Pradhan
Incharge NAAC Criteria-VII
PSSOU, CG Bilaspur

It is evident that with the implementation of online admission system in the university, enrollment has significantly increased. The feedback collected from the learners exhibited with level of satisfaction towards online learning.

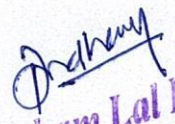
The learners at present avail various facilities offered by the University which previously didn't exist. This includes provision for hostel, updated and accessible website, e-learning materials, safety and security, free psychological and physical counselling services, online payment facility, telephonic counselling etc. This is ensured by the positive feedback of the learners. All these learners support services in place are aimed to facilitate learner-centric environment in place where they feel free to learn and grow. It is evident that these practices are well placed, since the admission statistics of the University is showing an increasing trend over the last few years.

6. Problems encountered and Resources Required

Most of the offered services by the University are technology dependent and therefore at times are subjected to technical disorders. Moreover learners from various rural areas face critical challenges to avail these online services provided by the University. There are at times communication gaps between the learners and the University or the learners support centers which makes them deprived of availing the services. Online admission process is a cumbersome task in the rural and Naxal affected areas of Chhattisgarh state. Naxal affected areas do not have proper internet connectivity and postal communication and thus the online process of admission is hugely affected.

VERIFIED

REGISTRAR
Pt. Sunderlal Sharma (Open)
University Chhattisgarh
BILASPUR (C.G.)


Shri Resham Lal Pradhan
Incharge NAAC Criteria-VII
PSSOU, CG Bilaspur