

7.2.1 Best Practice

1. Title of the Practice

SLM in Local Language and its Distribution System

2. Objectives of the Practice

- I. To align the objective of NEP 2020 for Higher Educational Institution by offering the study content in Local and Regional Language.
- II. To ensure efficient delivery of Self Learning Materials (SLM) to the Learners.

3. The Context

- 1) The Self Learning Materials (SLM) act as an invaluable resources for learners in Open and Distance Learning system. Development of quality SLMs in regional language is an important aspect in order to facilitate and encourage local learners for the academic enrollment and growth. Development of SLM is a delicate task which comprises of series of steps for its completion. Generally teachers of higher educational institutions are developing the teaching materials or the content in English language. Majority of learners community in the state of Chhattisgarh are fond of speaking and reading Hindi language, and thus the available English content are tough to learn on their part. Moreover learning material contents of various courses are also unavailable to cater this requirement. Many of the open universities in India has also substantial restriction to make their learning resources to the institutions. In this regards, the challenge was to design and offer SLM to the learners on the basis of their adaptability and understanding.
- 2) Since the learners are segregated across the length and breadth of the state, it was a challenge to streamline the distribution process of SLM to ensure that it timely reaches in the hand of end users. Before hand the implemented practice was unable to deliver the same to the learners and even at times it was found that SLM didn't not reach the learners till the point of their examination. It was thus imperative to evolve with a fresh approach of SLM distribution which would reduce the waiting time and ensure faster delivery of SLM.

4. The Practice

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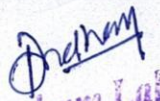
- 1) The university follows an indigenous approach to develop the course content in local (Hindi) language through a series of steps. Firstly in order to develop the content, faculties from the required stream who can act as expert in that field for development of SLM in regional language were identified. In this regards both in house and outside experts were hired and assigned with the task of content development which is in accordance with the curriculum prescribed by the relevant Board of Studies (BOS). The development of SLM by the faculties is coordinated by the SLM department of the University. Once the content development process is completed, it is subjected to evaluation in the form of quality checks of the contents which is done by the relevant BOS of the university, after the approval of BOS the same is placed before the Academic Council of the university for final evaluation and approval.
- 2) In order to facilitate efficient distribution of self learning materials to the end learners, the university has signed agreement with postal railways to avail postage service. Once the admission of learner is confirmed through the admission section, an address ticket containing the postal address of the learners is generated. MPDD section has a unique mechanism of packaging and dispatching the learning materials through railway mail services which is done on daily basis. This ensures that the study materials is reaches the target learners within 10-15 days of their admission. Tracking mechanism facilitates to have a continuous follow-up to the delivery mechanism in place. In about 99% of cases timely delivery of study materials is ensured, while the remaining 1% of unsuccessful cases are due to the wrong address provided by the learners. For these type of instances study materials are distributed through study centers and university headquarters.
- 3) University has adopted Open Educational Resource (OER) Policy to provide all its learning materials displayed at the institutional website. This ensures uninterrupted learning services without the help of physical component to all its learners in place.

5. Evidence of Success

- 1) Since the coffered contents in the self learning materials are in local (Hindi) language, it can better connect and link the end learners. This inculcates fair understanding of the course contents among the learners group.

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- 2) Local contents also links various stakeholders of open education. i.e. learners, teachers and society at large.
- 3) Implementation of zero-level distribution channel ensures high learners satisfaction in terms of collected feedback. 99% success rate of SLM distribution is through postal delivery and 1% is through study centers and headquarter. Thus cent percent success rate are in place for the implemented practices.
- 4) The success of continuous study is also evident through the count of university website hit. after the design and launch of new website in the year 2021, the website hit has crossed 17.5 lacs, suggesting that learners are fond of accessing learning materials from the website.

6. Problems Encountered and Resources Required

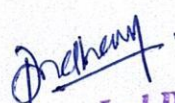
The postal delivery of SLM is a cumbersome task in the rural and naxal affected areas of Chhattisgarh state. The naxal affected area do not have proper internet connectivity and postal communication, Hence SLM distribution is hugely affected.

In the line of adoption and implementation of OER policy, many challenges were encountered. At initial level in order to draft an OER Policy, University was in a challenging phase of lack of information about Open Licenses on open educational resources. In collaboration with CEMCA, New Delhi, University organized workshops on Open Educational Resources. Drafted OER Policy was discussed in the workshops and finalized.

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