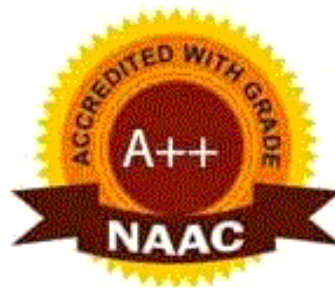




INDIRA GANDHI NATIONAL OPEN UNIVERSITY (IGNOU)
REGIONAL CENTRE MUMBAI

Admissions and Student Support Services
January 2021 academic cycle



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY(IGNOU)
REGIONAL CENTRE MUMBAI**

**Admissions and Student Support Services
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The fresh admission notification for January 2021 academic cycle has been issued by the university on 15 February 2021 across the country and the admission process in ODL programs was completed by 15th April 2021.

The Regional Centre Mumbai has offered admission in activated UG Programmes (20), PG Programmes (27), PG Diploma (27), Dimploma (9), Certificates (19) through its study centres for January 2021 academic cycle.

The Regional Centre has extensively used social media particularly Facebook, Twitter, YouTube, WhatsApp, Messenger, Telegram for promoting fresh admissions in January 2021 admissions as total country is combating against COVID19 and addressing prospective learners directly is not possible. In addition to social media, the Regional Centre has organized good no of pre admission / promotional meetings with the collaboration of LSCs through virtual mode by using Google Meet platform. As a result 2019 students have registered for different programmes in January 2021 admission cycle.

Compare to January 2020 admission (2519), the January 2021 admission have been decreased by 19.84%. The possible explanation for the decrease in enrollment might be extension of admission dates for July 2020 till 31st December 2020. Due to this the prospective learners of January 2021 cycle has shifted to July 2020. Further, the COVID19 pandemic also had the impact on the admission trends specially January 2021 cycle. This shift has also resulted in considerable increase in Fresh Admission of July 2020 (increased by 10.23%) in comparison to July 2019.

S. No.	Broad category of programmes	No. of Programmes offered by IGNOU	No. of Programmes activated at RC Mumbai	%
1	UG	23	20	87
2	PG	40	27	67
3	PG Diploma	44	27	61
4	Diploma	24	9	38
5	Certificate	68	19	28
	Total	199	102	51

The registered students were distributed among the active 10 LSCs on the basis of programme activation. Major proportion of students were registered with LSCs 1601(35%) followed by 1603(24.8%), 49050(15.5%) and other centres. Further in January 2021 cycle lion share of students registered for master degree programmes(47%) followed by Bachelors programmes(32.5%), PG Diploma programmes(11.4%), diploma programmes(6.3%) and

Certificate programmes(2.8%).Even among the Master degree programmes MAPC, MEC, MEG are having high demand under the jurisdiction of RC Mumbai.

After successful completion of admission process, the Regional Centre Mumbai has conducted induction meeting for newly registered students of January 2021 through online mode from 26th April 2021 to 20th May 2021.

The students were informed well in advance through email and the induction meeting schedules have been uploaded in the Regional Centre website, posted in the Regional Centre Facebook, and Twitter handle.

Distribution of students LSC/programme wise for January 2021

LSC CODE	UG	Masters	PG Diploma	Diploma	Certificate	Total	% in total enrollment
1601	242	292	37	107	38	716	35.46
1603	182	264	49	0	7	502	24.86
1632	88	27	67	3	4	189	9.36
1652	0	0	0	2	0	2	0.10
49018	35	0	0	0	1	36	1.78
49026	0	35	22	0	1	58	2.87
49033	29	43	14	0	0	86	4.26
49045	0	0	0	15	0	15	0.74
49050	16	279	16	0	2	313	15.50
49052	0	2	1	0	4	7	0.35
49	0	4	24	0	0	28	1.39
Total	658 (32.5%)	947 (46.9%)	230 (11.39%)	127 (6.29%)	57 (2.83%)	2019 (100%)	100.00

The induction meetings were organized on programme basis and school faculty from the IGNOU, New Delhi also invited to address students in the induction programme. During the induction programme the following issues were highlighted and extensively discussed for the benefit of students.

1. IGNOU organizational structure
2. ODL system
3. Programme structure
4. Self-learning material
5. Academic counseling(online/offline)
6. Assignments
7. Project / Practical /Internship/fieldwork/ Viva-voce
8. Term End Exams
9. Re-registration
10. Social media of Regional Centre
11. Student support services at LSC, RC and Hqrs

Though the induction meetings were organized through online mode, it was interactive and received positive response from academic counselor as well as positive feedback from learners. For the benefit of students the induction meetings were recorded and videos uploaded in IGNOU Regional Centre, Mumbai YouTube Channel.

(Link: http://www.youtube.com/channel/UCxjWrq2oZYJe_cCb6oW2XuA)

Induction meeting schedules of January 2021 academic cycle

S.No.	Programme	Date and Time	Total Enrollment	Attendance
1	MCA BCA CFN CNCC CIT	26.04.2021 03:00 PM	119	42
2	All semester based and Certificate programmes	29.04.2021 03:00 PM	105	36
3	MAPC(Batch1)	06.05.2021 03:00 PM	135	84
4	MAPC(Batch2)	10.05.2021 03:00PM	138	96
5	MARD MAH MAJMC MARD MEG MHD MSK MSO MSW	01.05.2021 03:00 PM	282	89
6	MAEDU MCOM MCOMBPCG MCOMFT MCOMMAFS MEC MPA MPS MTTM	12.05.2021 03:00 PM	303	81
7	DCE DECE DEVMT DNHE DTS PGDCSR PGDDM PGDGPS PGDIPR PGDRD PGDTS PGDEMA	13.05.2021 03:00PM	267	68

	PGDET PGDHE PGDIBO PGDSLM PGJMC			
8	BAG BCOMG BSCG BSWG	17.05.2021 03:00 PM	303	98
9	BA Economic Honours BA English Honours BA Hindi Honours BA History Honours BA Public Administration Honours BA Political Science Honours BA Sociology Honours Bachelors in Tourism Studies BCOMAF BCOMCAA BCOMFCA BSCBCH	18.05.2021 03:00 PM	221	100
10	BLIS MLIS	19.05.2021 03:00PM	22	14
11	BA Psychology Honours	20.05. 2021 03:00 PM	73	52

Online Counseling Sessions

Due to Covid-19 pandemic counseling session for different programmes were conducted through online mode by using Google Meet, Zoom and Facebook platform. Semester based programmes and high enrolled programs were given priority for conducting online counseling sessions. The concern study centre has prepared counseling schedule and send to the Regional Centre for approval. After getting the approval from the Regional Centre the counseling schedules have been uploaded on the Regional Centre Website, posted in Facebook and informed to the students through email. There was a good response from the student from the programme like Master of Arts in Psychology (MAPC), Bachelor of Science in Nursing (BSCN), Diploma in Nutrition and Health Education (DNHE), Bachelor of Computer Applications (BCA), Master of Computer Applications (MCA), Master of Science in Dietetics and Food Service Management (MSCDFSM), and Post Graduate Diploma in Food Safety and Quality Management (PGDFSQM) for attending online counselling sessions.

A total of 676 sessions were schedule of which 585 conducted and 56 sessions cancelled due to no response of student / no attendance to prepare of sessions conducted and other details are given in the below table. The programe wise number of sessions conducted and other details are given in the below table.

Programme wise Online Counselling sessions (Fresh and RR)- January 2021

Programme	No. of Sessions scheduled	No. of Sessions conducted	Average attendance	Cancelled Sessions
BEACH	4	4	1	
BCA	129	116	6	13
BDP	5	5	12	
BCOMG	6	4	1	2
BSCN	32	32	5	
BTS	21	11	8	10
DNHE	6	6	52	
MAPC	31	31	61	
MBA	15	15	4	
MCA	229	195	12	34
MP	14	14	5	
MSCDFSM	52	47	72	5
PGDFSQM	37	37	29	
PGDCA	60	60	11	3
MTTM	4	4	10	
PGDIS	5	3	1	2
BAG /BCOMG	26	19	6	7
Total	676	603		

The counseling sessions were monitored by the Regional Centre staff and the Regional Director In-charge Dr. E. Krishna Rao regularly and interacted with the academic counselor as well as students. The Regional Centre has received positive feedback from the students about support services by the provided by the Regional Centre.

Student support services(online/offline):

- i) **Online grievance redressal drive:** Regional Centre Mumbai has initiated an online grievance redressal drive titled as "*E-Shiksha Ki Baat, Regional Director Ke Saath*"(speak with your Regional Director) every Friday @ 11:00 am through google meet. The link has uploaded in RC Mumbai website and every Friday 50 students on average attend this drive. During January 2021 cycle 25 online grievance redressal dives were organized by the RC successfully.
- ii) **Student queries through email:** in addition to online grievance meetings, student quarries also answered through email on an average 150-200 mails received in a day. During January 2021 a total of 10400 mails were received and answered.
- iii) **Student queries through phone Call:** dedicated staff has been appointed to answer the phone calls at enquiry counter of RC. Presently two numbers are active such as 27489764 and 27455094 about 40-50 calls are answered in a day.

- iv) **Student grievance through letters:** though the usage of technology increased, students use to submit their queries through postal letter and for January 2021 cycle RC received 486 letters related to student queries and all the queries solved
- v) **IGNOU Grievance Redress And Management(IGRAM):** Students use to submit their quarries through IGRAM, RC use to make every day ZERO queries by answering all the IGRAM queries on priority basis. During January 2021 academic cycle a total of 1731 IGRAM quarries were resolved
- vi) **Posting important information in social media:** RC use to post all the important information, data, counselling schedules etc in to FB and twitter handle time to time. Recorded videos upload in the RC YouTube channel. It is pertinent to note that the followers of RC Mumbai social media have increased remarkably during lockdown period. At present RC is having 7800 followers for Facebook, 1567 followers for twitter handle and 2470 subscribers for YouTube channel

Important online links

- ❖ RC email: rcmumbai@ignou.ac.in
- ❖ RC Mumbai website: <http://rcmumbai.ignou.ac.in/>
- ❖ Online student grievance meet: <https://meet.google.com/ofh-oeee-kwo>
- ❖ YouTube: https://www.youtube.com/channel/UCxjWrq2oZYJe_cCb6oW2XuA
- ❖ Facebook (@ignourcmumbai) : <http://www.facebook.com/ignourcmumbai/>
- ❖ Twitter handle (@ignoumumbai) : <https://twitter.com/ignoumumbai?s=08>

Dr.E.Krishna Rao
Regional Director(i/c)
IGNOU RC Mumbai



MAPC Induction Meeting for January 2021 Session





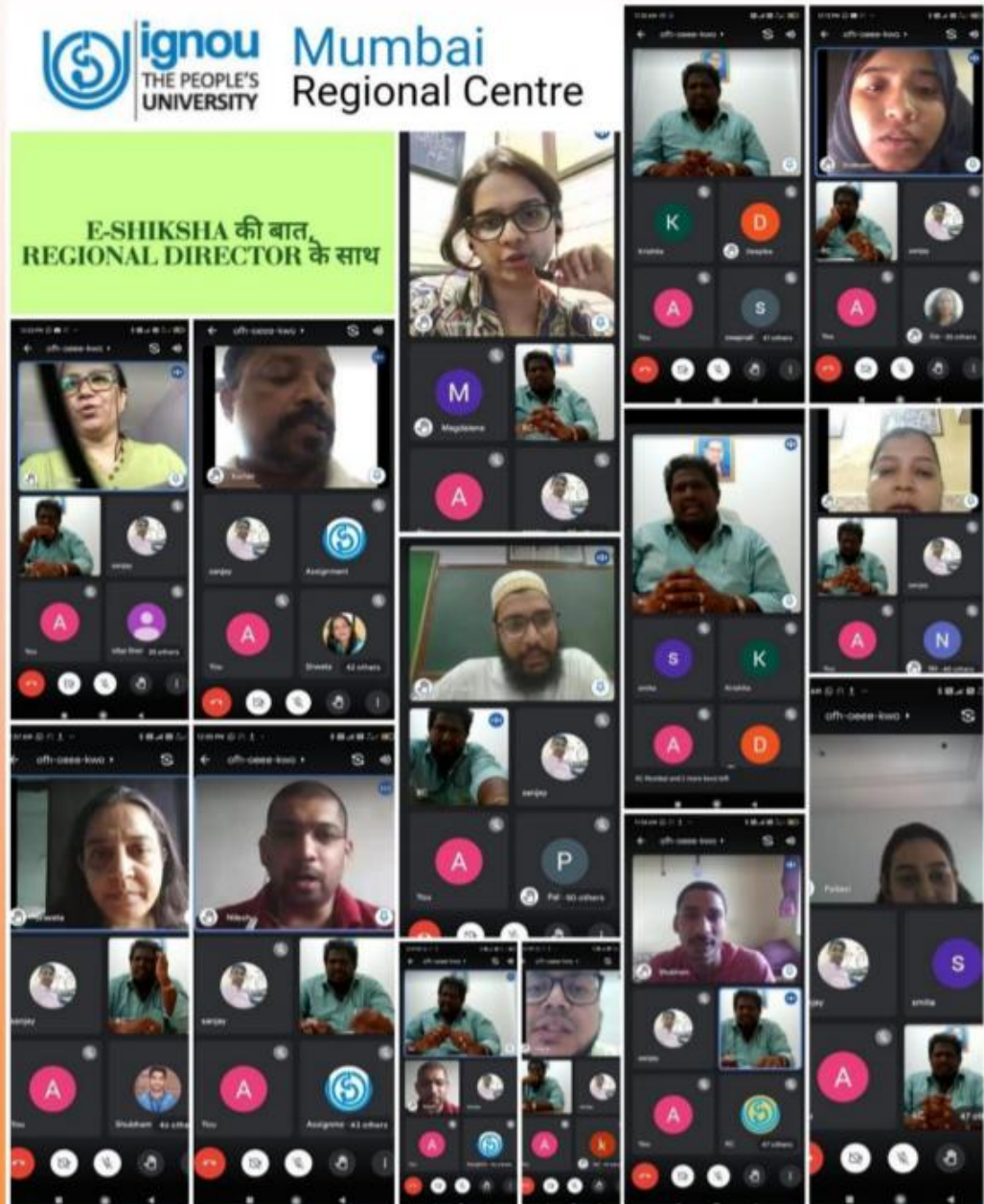
इग्नू
जन-जन का
विश्वविद्यालय

IGNOU DIGI NEWS

15th June, 2021

RC- Mumbai

E-Shiksha की बात, Regional Director के साथ





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IGNOU DIGI NEWS

2021/16/PNU/DiNews/Jun/062

15th June, 2021

RC- Mumbai

Monitoring of Counseling Session MCA/PGDCA



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Mumbai Regional Centre

**MONITORING OF
COUNSELING
SESSION MCA/PGDCA**



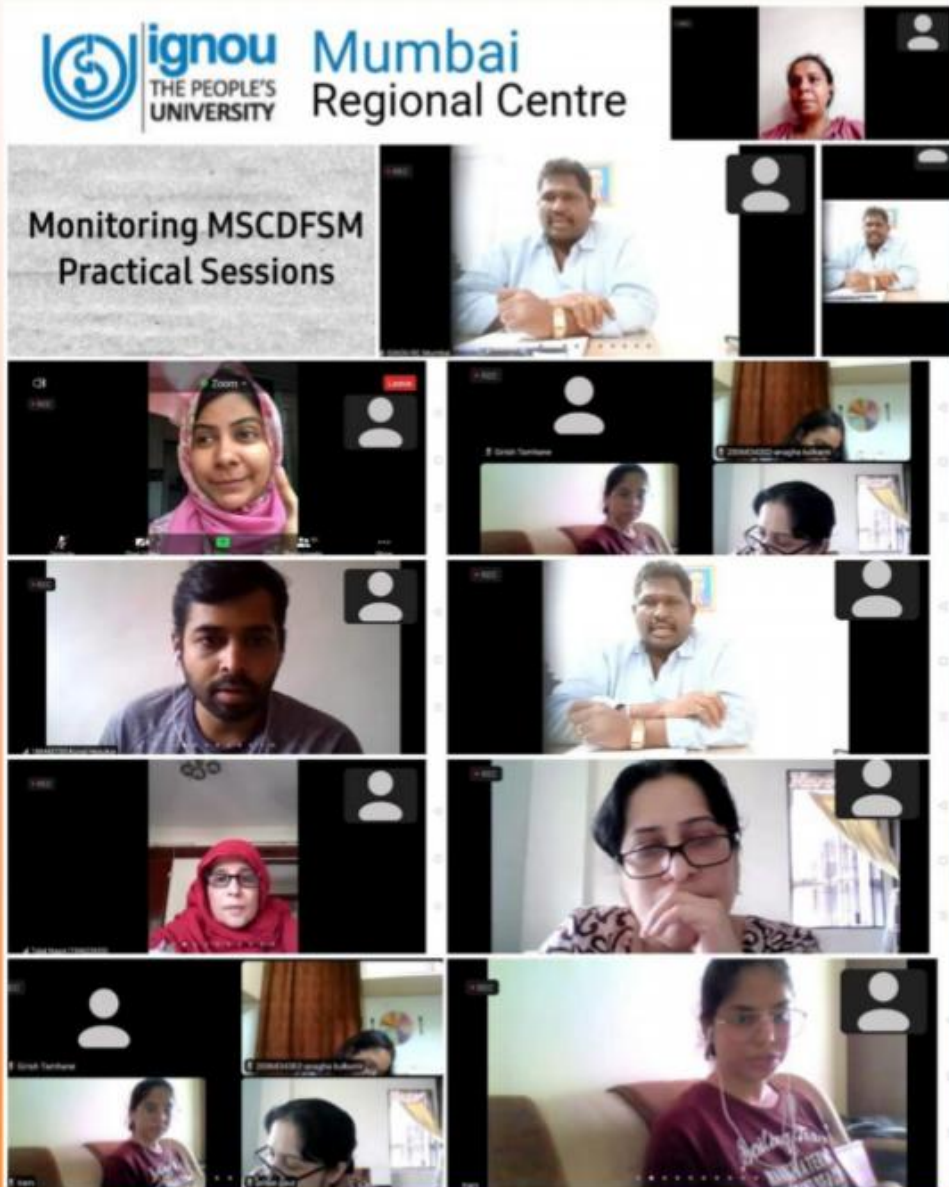
Monitoring MSCDFSM Practical session



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Monitoring MSCDFSM
Practical Sessions





IGNOU DIGI NEWS

2021/IG/PU/DNews/Mar/577

19th March, 2021

RC-MUMBAI

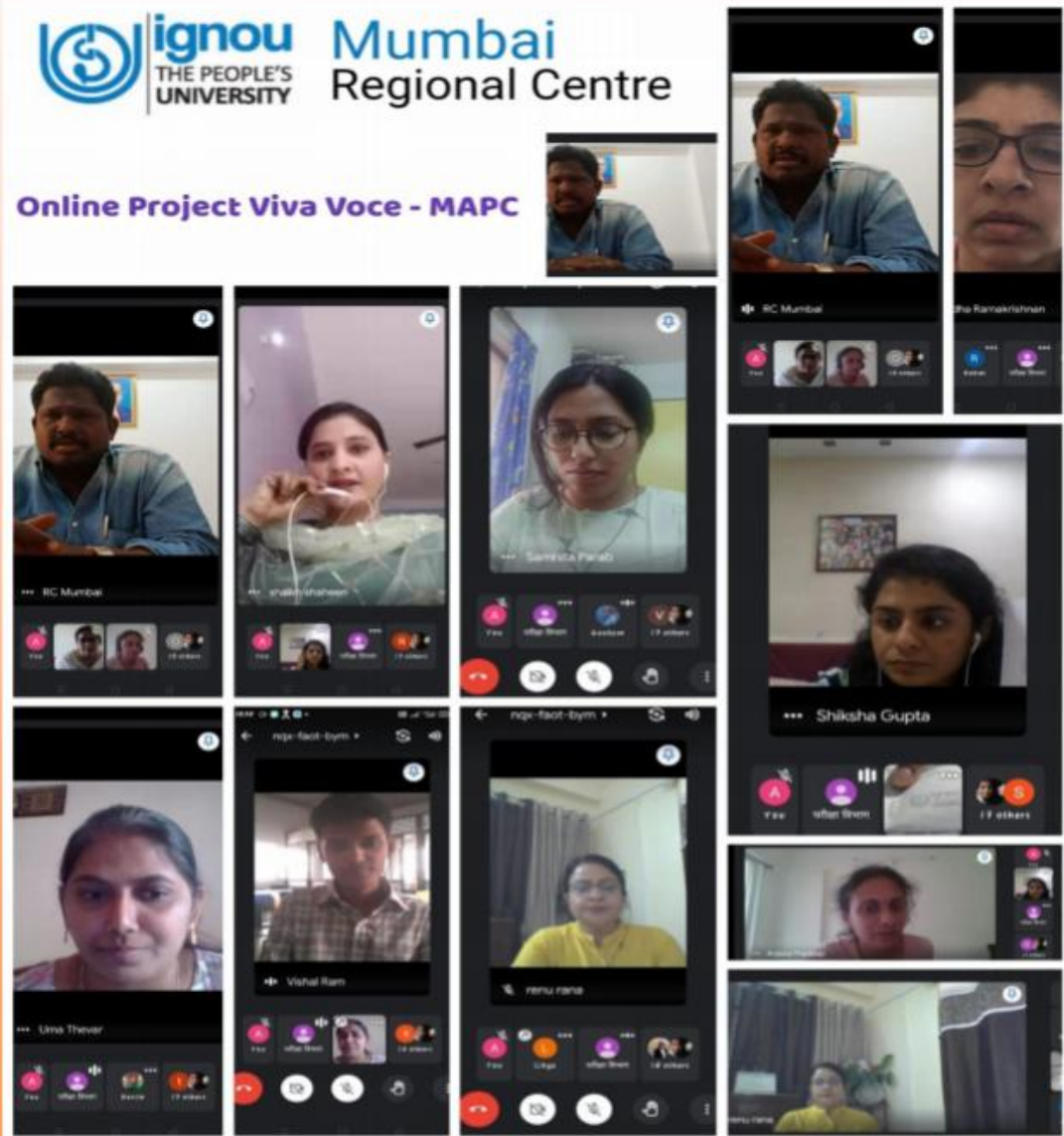
MAPC Online Project Viva-Voce

RC Mumbai has organised an online project viva-voce for MAPC and internship viva voce of BA psychology on 18.03.2021 through Google Meet for December 2020 TEE.

Dr. E.Krishna Rao, Regional Director(i/c) has monitored and interacted with the students and external examiner during the viva-voce.



Online Project Viva Voce - MAPC





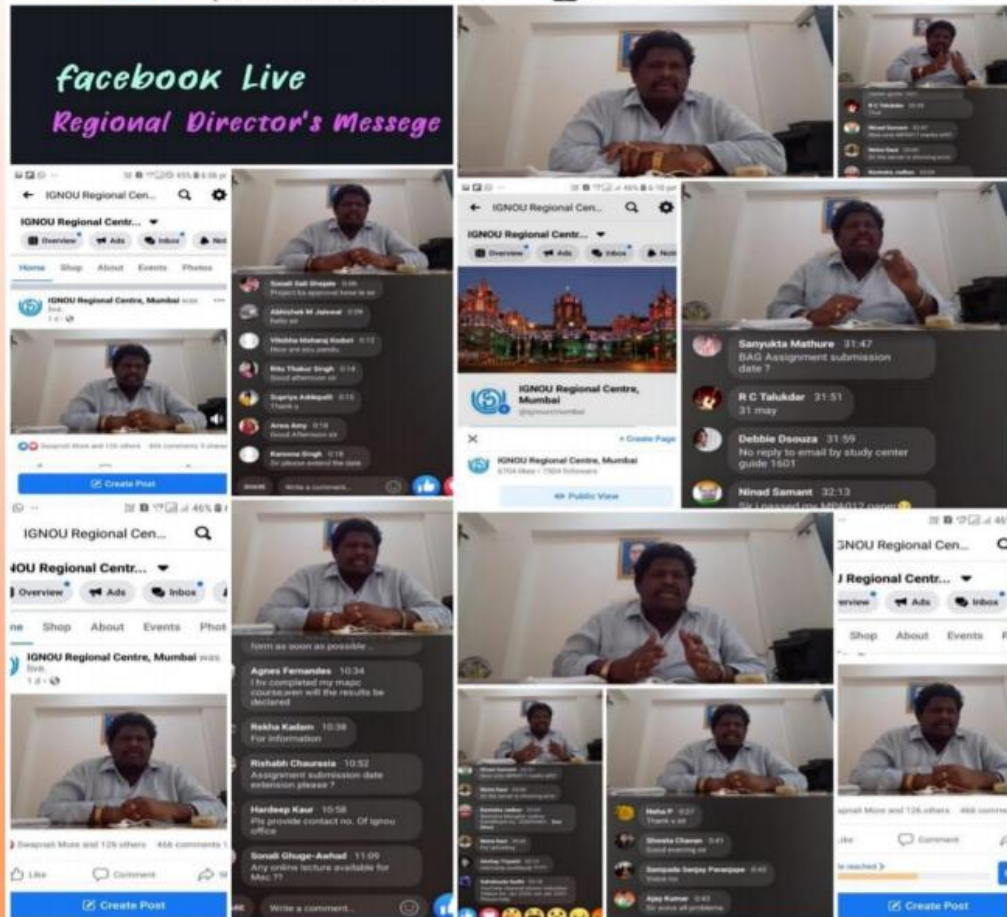
Facebook Live



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Regional Centre



The Regional Centre has organized the Facebook Live session on "Regional Director's Message" on 27th May 2021 at 04.00 PM. Dr. E. Krishna Rao, Regional Director (I/c) has interacted with the students through this live session. About 260 students have participated in the live session and their doubts/queries related to the Assignment/Practical/Project/Exam are answered by the Regional Director.