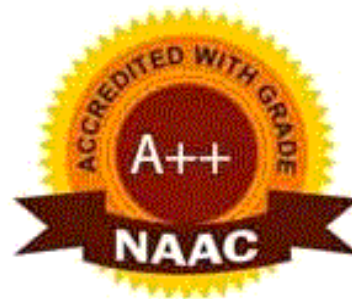


REPORT

INNOVATIVE ACTIVITIES AND STUDENT SUPPORT SERVICES DURING LOCKDOWN 2020



INDIRA GANDHI NATIONAL OPEN UNIVERSITY REGIONAL CENTRE MUMBAI



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL CENTRE MUMBAI**

As per order issued by Government of India for lockdown in country and consequently by the University to provide the Student Support Services to the learners through ICT mode from home amid wave of coronavirus, Regional Centre Mumbai undertook number of activities towards benefit of the learners during March 2020 to September 2020. The activities undertaken were all to provide relief and support to the learners under Regional Centre Mumbai during the lockdown period.

1) Induction Meeting for January 2020 session

As the admission process for January 2020 session had just got over and COVID-19 had started to spread thus the induction meetings for the freshly admitted learners could not be organized in face to face mode. In this critical situation the Regional Centre Mumbai has decided to conduct the induction meeting through ICT platform. The meetings were organized in phased manner for different programmes on different dates. The learners were all informed through email and SMS to attend the Online Induction meeting as detailed below:

S. No.	Date of Induction	Programme	No. of learner Attended	ICT Platform
1	07.04.2020	Induction meeting for BDP learners (BAG/ BCOMG/ BSCG/ BA Honours)	70	Zoom
2	13.04.2020	Induction meeting for Certificate learners	60	Zoom
3	14.04.2020	Induction meeting for MAPC (Session-1)	100	Zoom
4	15.04.2020	Induction meeting for PG Diploma and Diploma	50	Zoom
5	16.04.2020	Induction meeting for MAPC (Session-2)	70	Zoom
6	17.04.2020	Induction meeting for MLIS/BLIS, BSW/MSW	84	Zoom
7	21.04.2020	Induction meeting for BED	23	Zoom
8	23.04.2020	Induction meeting for MP, MPB, PG direct entry, BCOMAF, MCOMFT, etc	56	Zoom
9	25.04.2020	Induction meeting for Master related courses	87	Zoom
10	29.04.2020	Induction meeting for BSCN	20	Zoom
Total			620	

April 15, 2020
— Wednesday —

ignou
THE PEOPLE'S UNIVERSITY

Induction Meeting

PG Diploma Courses

Credit System
IGNOU Follows Credit System
Certificate = 16 - 18 Credits
Diploma = 30 - 36 Credits
Bachelors = 96/32 Per Year
Bachelors(CBCS) = 132 Credits
Bachelors(CBCS) Honours = 148 Credits
Masters = 60 - 66 Credits
1 Credit = 30hrs Of Study

video conference

ignou
THE PEOPLE'S UNIVERSITY

Induction Meeting

MAPC

(MA Psychology)

video conference

Tuesday 14th Apr 2020

IGNOU eContent

video conference

Participants (170)

Participants (170)

2) Special Sessions for learners with Schools

During the lockdown period the contact of the learners with study centres and the academic counselors was slightly lost as all the institutions under lockdown as per the directions of Government of India. To facilitate the learners and have contact with academic counselors, the Regional Centre Mumbai has sent the contact details of all the academic counselors programme wise/ course wise to all active learners. Further, the Regional Centre Mumbai has contacted the School faculty at IGNOU, New Delhi and organized special sessions for the programmes which are having project work/internship/high enrollment numbers as details given in the below table

S. No	Date of Meeting	Programme with details	Attendance	Resource persons
01	24.05.2020	Session for DNHE learners on Project work	95	Prof. Deeksha Kapur, Professor, SOCE Dr.E.Krishna Rao Regional Director(i/c)
02	26.05.2020	Session for MAPC learners on Project/ Internship	250	Dr. Swati Patra, Professor, SOSS Dr.E.Krishna Rao Regional Director(i/c)
03	27.05.2020	Session for MSW learners on field work, Project work	130	Dr. Saumya, Asst.Professor, SOSW Dr.E.Krishna Rao Regional Director(i/c)
04	01.06.2020	Session for DECE learners on Project work	135	Prof. Rekha Sharma Sen, Professor, SOCE Dr.E.Krishna Rao Regional Director(i/c)
05	02.06.2020	Session for DECE learners on Project work	114	Prof. Rekha Sharma Sen, Professor, SOCE Dr.E.Krishna Rao Regional Director(i/c)
06	10.06.2020	Session for BSW learners on BSW fieldwork and other activities	123	Dr. Sayantani, Asst.Professor, SOSW Dr.E.Krishna Rao Regional Director(i/c)
07	11.06.2020	Session for BAPCH learners on programme overview	90	Dr. Monika Misra, Associate Professor, Psychology, SOSS Dr.E.Krishna Rao Regional Director(i/c)



Mumbai Regional Centre

PROF. REKHA S. SEN

Programme Coordinator & other faculty (DECE)

SCHOOL OF CONTINUING EDUCATION

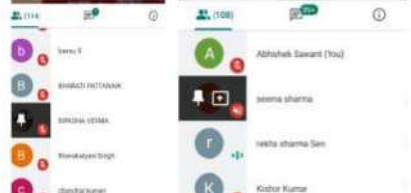
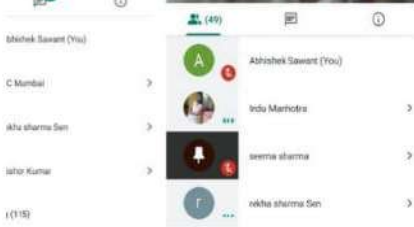
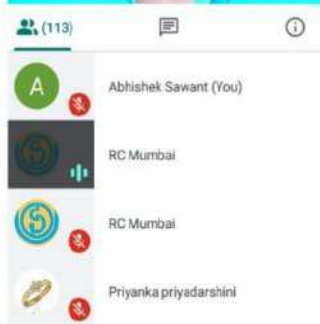
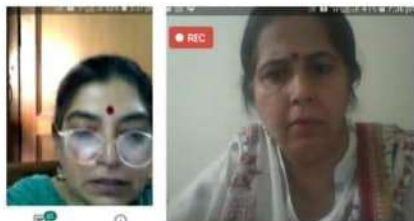
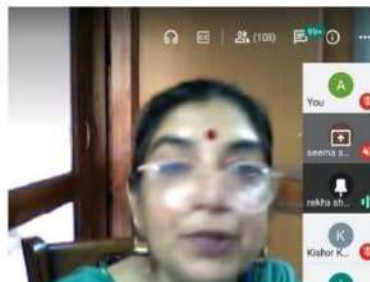
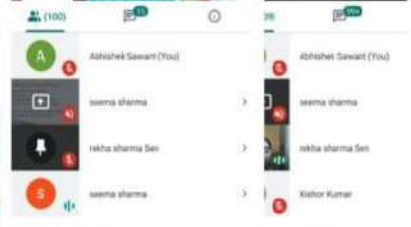
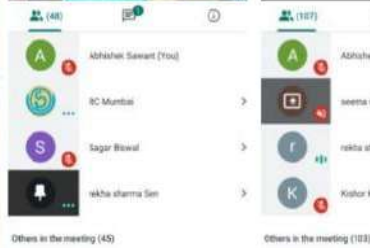
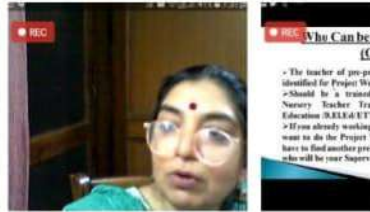
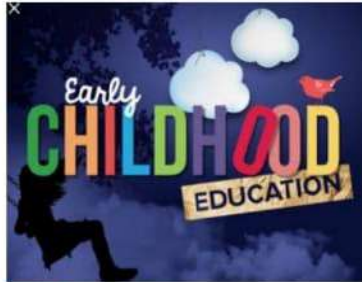
IGNOU, NEW DELHI

1st & 2nd June 2020

Special Interactive Sessions

Organised by

REGIONAL CENTRE MUMBAI



3) Student Queries through Email/ IGRAM

During these unforeseen circumstances when the offices were closed Regional Centre Mumbai became much more active for giving replies through Email. The RC made the system to give replies to the learners on daily basis within the minimum period of less than one hours and maximum period of two days. The queries through IGRAM (IGNOU Grievance Redressal and Management) were also being replied on day to day basis. Month wise Number of queries was being handled through email and IGRAM are as detailed below:

S. No	Month	Number of queries replied through EMAIL	Number of queries replied through IGRAM	Avg. Response time for email
1	April 2020	3260	381	Less than 3 hours
2	May 2020	3450	267	
3	June 2020	4120	320	
4	July 2020	4010	210	
5	August 2020	3130	175	
Total		17970	1353	

4) E-Grievance Redressal Camps

The Regional Centre Mumbai decided to conduct online Grievance Redressal Camps through ICT platforms in order to facilitate the learners of Regional Centre Mumbai from any corner of the world to directly interact with the Regional Centre in face to face mode. This programme has named as “*E-Shiksha ki baat Regional Director ke saath*”. Initially the camp was organized on few occasions only during the lockdown however from June onwards the camps were being organized every Sunday and continued till the end of lockdown (04th September 2020).

Further, Regional Centre organized good number of Live Facebook sessions specially to give information related to online admissions, assignment submission, online counseling sessions, project and practical. A total of 24 Grievance Redressal Drives, E Shiksha ki baat Regional Director ke saath and Live Facebook session organized during lockdown period as details given in the below table:

S. No	Date	Topic of the meeting	Attendance	ICT Platform
1	03.04.2020	Online Admissions	110	Facebook
2	30.04.2020	Online admissions	120	Facebook
3	05.05.2020	Grievance Redressal Camp	65	Google Meet
4	06.05.2020	Grievance Redressal Camp	45	Google Meet
5	07.05.2020	Grievance Redressal Camp	37	Google Meet
6	08.05.2020	Grievance Redressal Camp	46	Google Meet
7	12.05.2020	Grievance Redressal Camp	48	Google Meet

S. No	Date	Topic of the meeting	Attendance	ICT Platform
8	17.05.2020	Grievance Redressal Camp for MAPC	49	Google Meet
9	19.05.2020	Grievance Redressal Camp for MAPC	110	Google Meet
10	29.05.2020	Latest updates of university	90	Facebook
11	07.06.2020	E Shiksha ki baat Regional Director ke saath	120	Google Meet
12	14.06.2020	E Shiksha ki baat Regional Director ke saath	130	Google Meet
13	21.06.2020	E Shiksha ki baat Regional Director ke saath	110	Google Meet
14	28.06.2020	E Shiksha ki baat Regional Director ke saath	90	Google Meet
15	05.07.2020	E Shiksha ki baat Regional Director ke saath	100	Google Meet
16	10.07.2020	Alumina Meet	30	Google Meet
17	12.07.2020	E Shiksha ki baat Regional Director ke saath	100	Google Meet
18	15.07.2020	Student Meet	120	Google Meet
19	26.07.2020	E Shiksha ki baat Regional Director ke saath	60	Google Meet
20	02.08.2020	E Shiksha ki baat Regional Director ke saath	35	Google Meet
21	05.08.2020	Live Facebook Session	65	Facebook
22	09.08.2020	E Shiksha ki baat Regional Director ke saath	30	Google Meet
23	16.08.2020	E Shiksha ki baat Regional Director ke saath	30	Google Meet
24	23.08.2020	E Shiksha ki baat Regional Director ke saath	11	Google Meet



Mumbai Regional Centre

Grievance Redressal



E-SHIKSHA की बात, REGIONAL DIRECTOR के साथ
Speak with your Regional Director ...

09th August 2020 @ 11.00 am
Link to Join
<http://meet.google.com/oft-aeec-kwo>

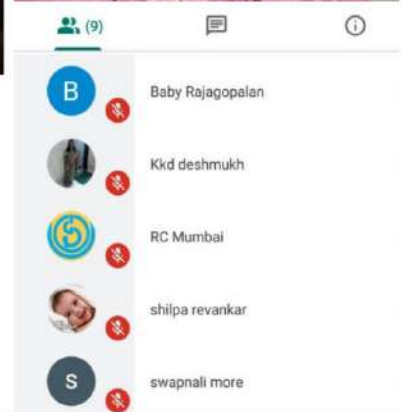
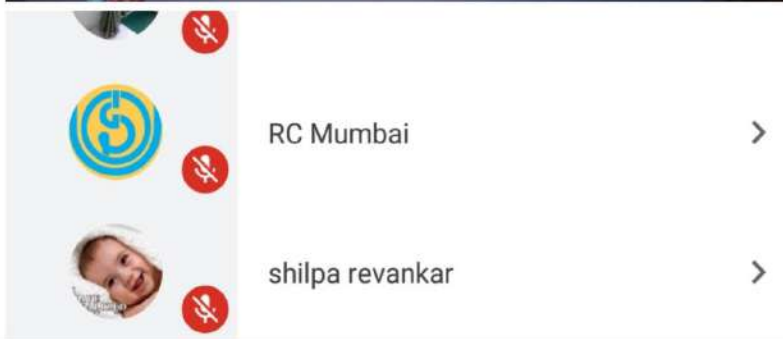
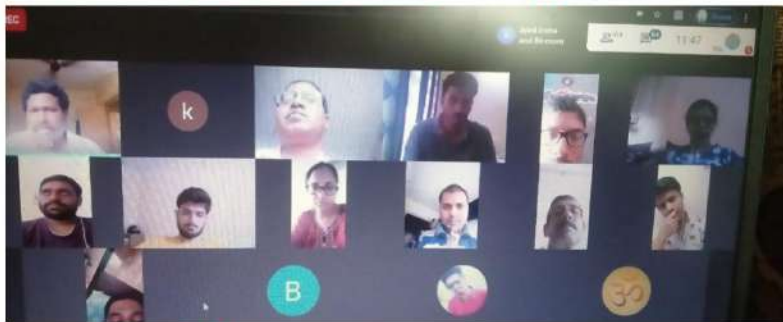
DR. E. KRISHNA RAO
Regional Director (IC)

ABOUT THE PROGRAMME
As aware, the Regional Centre Mumbai has taken several special initiatives during the lockdown period for providing better student support services. As a part of it we are organising this programme where students can directly interact and ask the questions to Regional Director and get instant replies.

TOPICS
Assignment
Examination
Project
Re-registration
Fresh Admission



96% 11:15



5) Online Assignment Submission

The nationwide lockdown was imposed by the Government in the last week of March 2020. The learners were supposed to submit their assignments for TEE June 2020 in the month of March 2020 but the dates got extended in view of COVID 19. Since, the study centres/ post offices were closed the IGNOU authorities had decided to accept handwritten scanned copies of assignments through email.

However, in order to make the submission of assignments easy for the learners the Regional Centre, Mumbai has received assignments through Google Form. The submission of assignments through Google form had below advantages which was not available through email

- 1) E receipt for submission of assignments was automatically sent to the learners by Google form thus there was no issue for acknowledgement of assignment submission
- 2) This method helped the learners to write all necessary details which were required by the Regional Centres for evaluation
- 3) Course wise Segregation of assignments was very easy through Google form
- 4) The assignments were forwarded to the evaluators through a link (unique for every file submitted) which made it easy for the evaluators to evaluate the assignments.
- 5) This method also helped to remove the duplicate assignments submitted by the learners

For June 2020 Term End Exams about **27633** assignments have been received by the Regional Centre Mumbai and with the help of Google forms all the assignments were segregated and sent to the academic counselors for evaluation. It is pertinent to note that this innovative method of using Google forms for collecting assignments was also appreciated by the Director, Regional Services Division (RSD) and advised other RCs also adopt such type of innovative approaches for providing support services.

6) Online Synopsis Submission

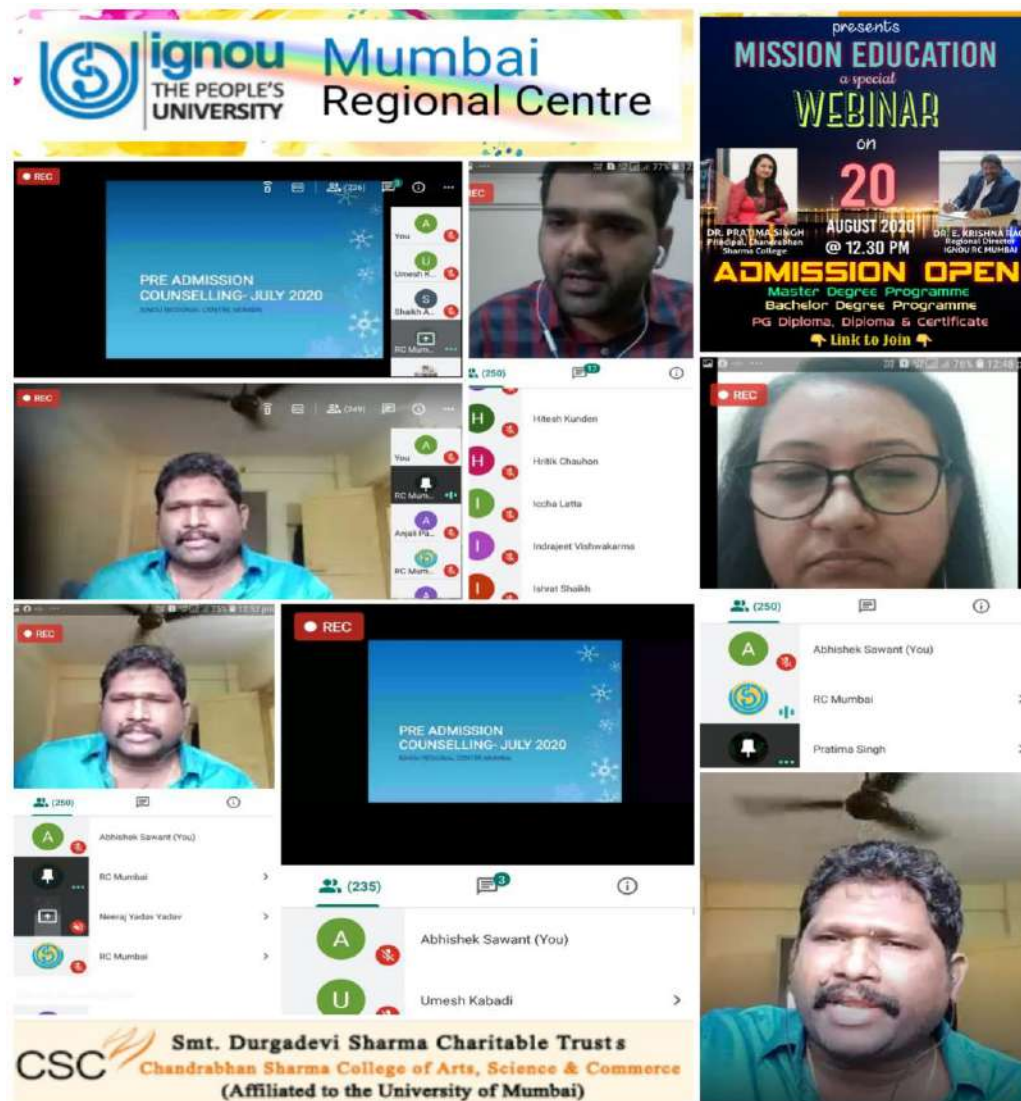
As assignments the project synopsis for MAPC, MCA, MAEDU, PGDEMA, BCA programmes also received through Google forms. A total of – synopsis were received and programme wise details listed in the below table

S.No	Programme Code	No. of synopsis received	status
1	MAPC	251	Evaluation Completed and status informed to student
2	MCA	14	
3	MAEDU	18	
4	PGDEMA	09	
5	BCA	12	
	Total	304	

7) Promotional Meetings for Fresh Admission/ Re-registration

The Re-registration and Fresh admission for July 2020 session were commenced through online mode and in order to disseminate the information among the learners and other population Regional Centre Mumbai conducted promotional meetings for fresh admission specially among the college learners and organized meetings for Re-registration with eligible learners.

S. No	Date	Fresh Admission/Re-registration	Attendance
1	26.06.2020	Promotional Meeting for Fresh admission	45
2	27.06.2020	Promotional Meeting for Fresh admission with LSC 49050	63
3	29.07.2020	Pre admission Counselling session for July 2020	35
4	14.08.2020	Pre admission Counselling session for July 2020	46
5	16.08.2020	Pre admission Counselling session for July 2020	23
6	17.08.2020	Promotional Meeting for Fresh admission with LSC 1632	58
7	20.08.2020	Promotional Meeting for Fresh admission with Chandrabhanu Sharma College	280
8	23.08.2020	Re-registration for July 2020 for eligible learners	110



In addition to above mentioned online promotional meetings, the Regional Centre Mumbai has adopted following strategies to promote July 2020 admissions:

- a) Prepared E-banner caption “**Admission Open**” and sent to LSCs for updating the same at their college website and facebook page
- b) The study centres were requested to send **SMS/ Email** to their regular students about commencement of certificate admissions in IGNOU along with all other details
- c) **Short videos** were prepared for different programmes in Hindi and the same uploaded at Regional Centre YouTube channel
- d) The Regional Centre staff, study centre part time functionaries and the Academic Counsellors were requested to keep admissions open for July 2020 banner as **DP/status in their whatsapp** profile for further dissemination among their groups/family/ relatives.
- e) A Google form was prepared by Regional Centre Mumbai named as **IGNOU ODL Admission Discussion Forum** and was posted at Regional Centre website. Those who registered through the form were contacted through cell phones and informed the programme offer in IGNOU and disseminated other required information.
- f) Programme Specific **E Pamphlets** were also prepared by the Regional Centre which was forwarded to LSCs and Academic Counsellors for onward transmission to other colleagues/colleges/institutes/universities in their peer group
- g) Nearly **150 NGOs** were informed about the opening of admission in IGNOU through Email in Mumbai
- h) A Tab was created in RC website named as **ATM (Ask to Me)** through which any prospective learner could put a query/ doubt related to fresh admission in IGNOU. The reply was given at their email within 3 days. Regional Centre Mumbai received more than **350 queries through ATM**.

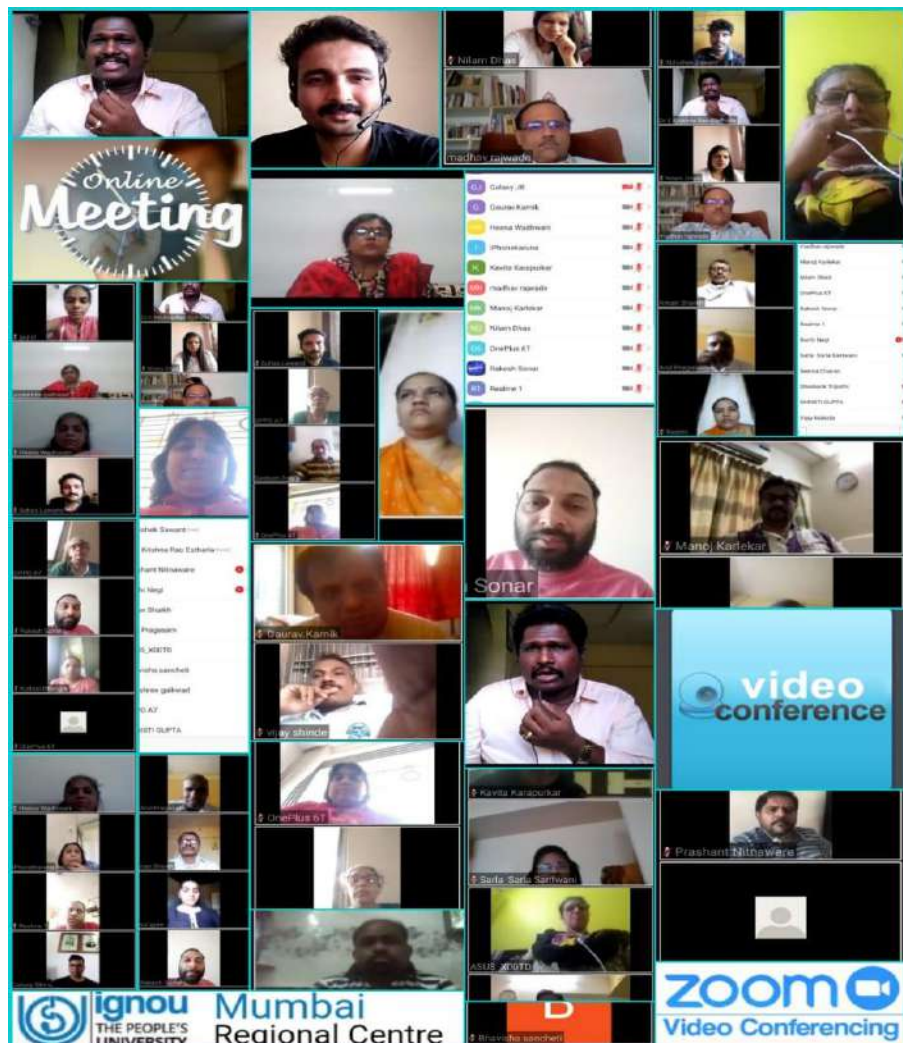
Admission status of July 2020

July 2019			July 2020		
Fresh	RR	Total	Fresh	RR	Total
5314	2345	7659	5923	2781	8704

8) Meetings with Study Centre Coordinators and other functionaries

Regional Centre Mumbai was having contact with the Study Centres constantly for providing better Student Support Services. The Study Centres were also invited at number of times to give suggestion regarding assignment evaluation, promotion of admission for July 2020 session and for other activities related to student support. There was a good response from the LSCs and their suggestions also considered for providing support services during lockdown period. The meetings organized with LSCs are as mentioned in the below table.

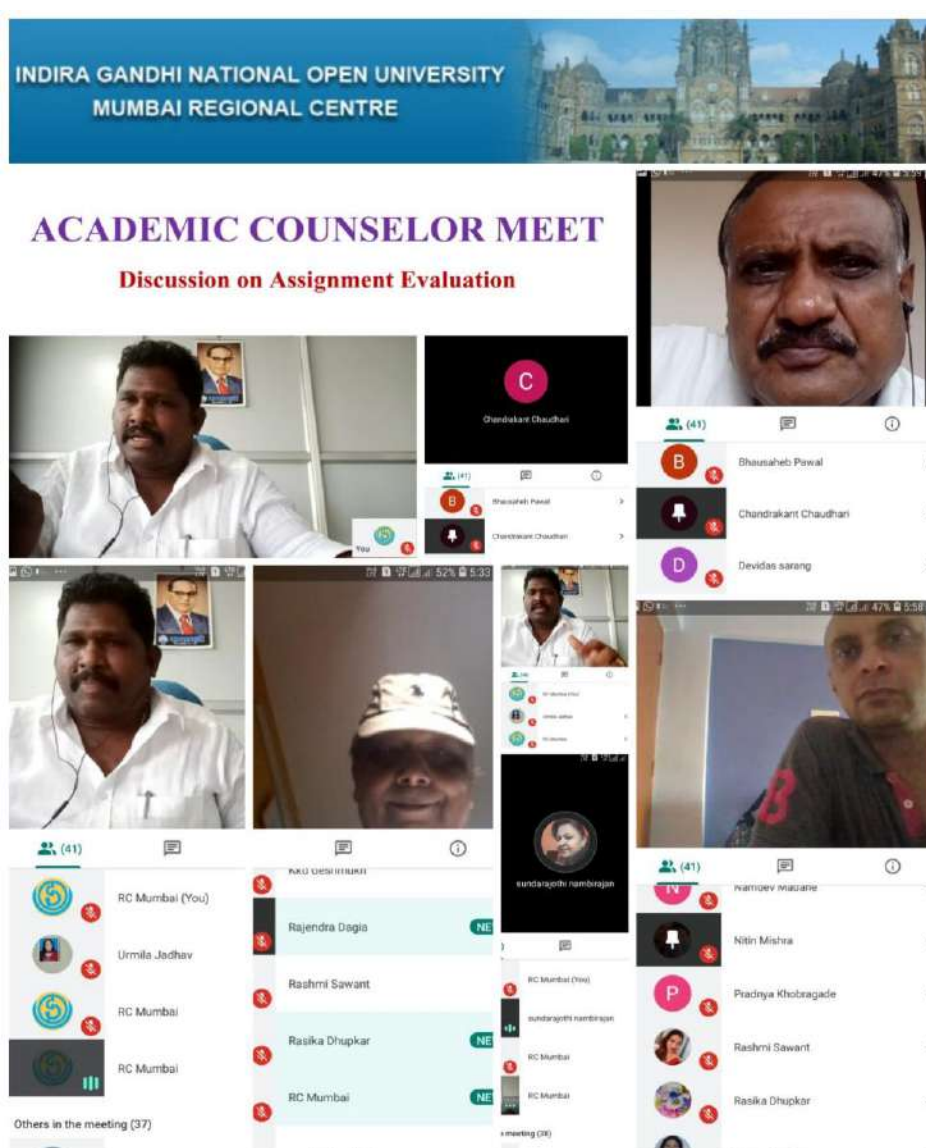
S. No	Date	Agenda of Meeting	No.of LSCs/representatives participated
1	09.04.2020	Online Student Support Services from Study Centres	18
2	23.04.2020	Conduction of Online counseling sessions	11
3	20.06.2020	Promotion of IGNOU programmes for July 2020 session	22
4	29.07.2020	Fresh admission July 2020 and TEE June 2020 examinations	13
5	04.09.2020	Meeting with Exam Superintendents	9



9) Meetings with Academic Counsellors and Evaluators

Regional Centre Mumbai has organized total six meetings with the academic counselors and evaluators to discuss about conduction of online theory and practical sessions, synopsis, online internship and online assignment evaluation for TEE June 2020. The Regional Centre was received positive response and cooperation from the academic counselors and their valid suggestions also considered while framing the logistics on above mentioned issues. The academic counselors meeting details are given in the below table

Sr. No.	Date	Meet with	Participants
1	10.04.2020	Conduction of Online Counselling sessions	45
2	05.05.2020	Online Evaluation of assignments	38
3	14.05.2020	Conduction of Online Practical sessions of MCA/BCA	16
4	19.05.2020	Online Evaluation of Assignments	65
5	24.06.2020	Promotion of IGNOU programmes for July 2020 session	36
6	31.07.2020	Meeting with Evaluators for online assignments	42



10) Extensive usage of Social Media for student support services

Providing each and every updates/notification to the students during the lockdown period Regional Centre Website and other social media platforms were used extensively.

There are number of tabs in Regional Centre website such as student corner, study centres, contact us, about us etc for providing information on different specified issues from time to time. However, compiling all the information and creating one tab-that is single window for all student queries, felt necessary thus “E Shiksha” tab was made at Regional Centre Mumbai website which had all latest information from Admission to Evaluation. Any student/prospective learner visiting this tab will get all the latest details a learner should know or need.

Facebook, Twitter and YouTube of Regional Centre Mumbai used extensively for student support services during lockdown period. It is pertinent to note that the social media accounts of regional centre were became very active and popular during this period.

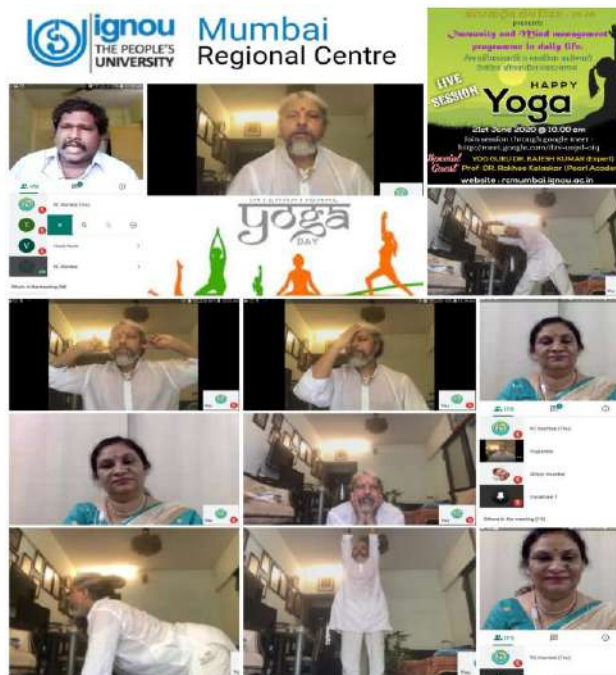
The number of followers of RC Facebook, twitter handle and YouTube has increased rapidly increased during lockdown period. For instance, March 2020, the RC Facebook followers were 2500 which increased to 5000 in December 2020 and further increased to 7500 by March 2021. In the same way the twitter and YouTube followers/subscribers also increased in multiple folds. Presently RC Mumbai is having 7500 followers for Facebook and 1500 for twitter handle. It is surprising to note that the YouTube channel of Regional Centre Mumbai which was created in the month of March 2020 is having its subscribers 2000 by end of March 2021.



11) Webinars organized by Regional Centre Mumbai

The Regional Centre use to organize lectures/meetings/activities during important occasions to the learners, LSC staff and RC staff. With the same tendency the Regional Centre has organized good number of webinars on different topics organized during lockdown period. The topics selected for webinars are relevant and invited subject experts as resource persons. There was a good response from the students and received positive feedback. The list of webinars organized and other details mentioned in the below table:

S. No	Date	Topic of webinar	Resource person
1	14.06.2020	Psychological Well-being during COVID 19	Prof. Gautam Gawali Director, Amity Institute of Behavioural and Allied Sciences (AIBAS)
2	21.06.2020	Immunity and Mind Management Programme in Daily life	Yog Guru Dr. Rajesh Kumar
3	02.07.2020	G Ram Reddy Memorial Lecture (Higher Education Learning)	Prof. Dr. Arjun Murudkar Former Registrar, Mumbai University
4	10.07.2020	Population Growth: Pros & Cons	Dr. Rakhee Kelselkar Professor, Pearl Academy
5	24.07.2020	Teaching- Learning Dynamics among Distance learners	Dr. Reni Francis MES Pillai College
6	26.07.2020	Learner and Learner Adaptive Behaviors Post COVID-19	Dr. Mary Varghese Asst. Professor, MES Pillai College
7	28.07.2020	Mental Health During Covid-19	Dr. Sheryl John, MD, DPM Consultant Psychiatrist
8	15.08.2020	Educational Independence (74th independence day)	Mrs. Prajakta Bhatkar Social Activist
9	25.08.2020	Personality Development	Mrs. Mary Joseph Director, Mary's Academy
10	05.09.2020	Role of teachers under New Education Policy	Prof. Dr. Arjun Murudkar Former Registrar, Mumbai University



Frequently Asked Questions (FAQ): For the benefit of students during lockdown period, regional centre has prepared Frequently Asked Questions on admissions, induction, counseling, assignments, project, practical, term end exams and other important academic activities pertaining to the studies in IGNOU. The same has been uploaded in the regional centre website and the link was sent to the students through email/posted in social media for extensive usage and meet the purpose

12) Online Counselling sessions

Though the study centres were closed during lockdown period, as per the instructions of university competent authority online counseling sessions were conducted by using ZOOM, Google Meet, Webex etc online platforms. Regional Centre Mumbai actively took the task and organized more than 380 online counseling sessions. The counseling schedule was uploaded in RC website, posted in FB and send mails to the students. The online sessions were regularly monitored by Dr.E.Krishna Rao, Regional Director (i/c) and Regional Centre staff and a report was prepared on daily basis. The sessions were not only attended by RC Mumbai learners but also by learners of other Regional Centres.

Online student survey: in the initial stages of online sessions less attendance was recorded and reasons were perfectly not known and assumed timing was not suitable to the learners. Thus, it was decided to conduct online student opinion survey for conducting online sessions. Accordingly the Regional Centre Mumbai conducted an opinion survey among the learners through Google form mentioning important parameters as suitable day, suitable time, online platform etc. A Google survey form was created and sends to 3000 learners through SMS and email and received responses from 1600 learners. The data was analyses and as per the learners preference the online counseling schedules were revised and conducted the sessions. This time received good responses and registered more than 65% of attendance in the online counseling sessions. Data of programme wise/course wise number of online counseling sessions conducted is furnished in the below table :

S.No	Programme	Course Code	Number of sessions conducted	Number of learners attended
1	BCOMG	BCOC 132	1	35
2	BCOMG	BCOC 133	1	18
3	BCA	BCS 62	1	15
4	BCA	BCSL 13	8	84
5	BCA	BCSL 21	5	95
6	BCA	BCSL 22	5	76
7	BCA	BCSL 32	9	73
8	BCA	BCSL 34	5	54
9	BCA	BCSL 43	5	46
10	BCA	BCSL 57	6	47
11	BCA	BES 121	1	28

S.No	Programme	Course Code	Number of sessions conducted	Number of learners attended
12	BED	BES 122	1	29
13	BED	BES 123	1	24
14	BED	BES 124	1	25
15	BED	BES 125	1	21
16	BED	BES 141	1	19
17	BED	BES 142	1	18
18	BED	BES 143	2	35
19	BED	BES 144	1	18
20	BED	BES 145	1	22
21	BSCN	BNS 101	12	164
22	BSCN	BNS 102	8	98
23	BSCN	BNS 103	6	84
24	BSCN	BNS 104	6	90
25	BSCN	BNS 105	12	144
26	BSCN	BNS 109	6	67
27	BSCN	BNS 110	8	88
28	BAG	BPCC 131	5	174
29	BAG	BPCC 132	3	108
30	BSW	BSWE 01	1	6
31	BSCG	BZYCT 131	3	39
32	BSCG	BZYCT 133	4	36
33	DNHE	DNHE 01	4	54
34	DNHE	DNHE 02	4	69
35	DNHE	DNHE 03	1	24
36	MCA/BCA	MCS 11	5	62
37	MCA/BCA	MCS 12	8	89
38	MCA/BCA	MCS 15	2	32
39	MCA/BCA	MCS 21	9	76
40	MCA/BCA	MCS 22	4	42
41	MCA/BCA	MCS 23	4	49
42	MCA/BCA	MCS 24	8	74
43	MCA/BCA	MCS 31	6	63
44	MCA/BCA	MCS 32	3	41
45	MCA/BCA	MCS 34	3	34
46	MCA/BCA	MCS 41	5	49
47	MCA/BCA	MCS 43	4	31
48	MCA/BCA	MCS 44	1	12
49	MCA/BCA	MCSE 11	4	23
50	MCA/BCA	MCSL 16	32	256
51	MCA/BCA	MCSL 17	23	212
52	MCA/BCA	MCSL 25	15	174
53	MCA/BCA	MCSL 36	11	167
54	MCA/BCA	MCSL 45	14	139
55	MCA/BCA	MCSL 54	10	128

S.No	Programme	Course Code	Number of sessions conducted	Number of learners attended
56	MEG	MEG 01	2	41
57	MEG	MEG 07	2	42
58	MAEDU	MES 41	1	18
59	MAEDU	MES 42	1	19
60	MAEDU	MES 43	1	18
61	MAEDU	MES 44	1	18
62	MAEDU	MES 45	1	4
63	MAEDU	MES 46	1	8
64	MAEDU	MES 47	1	5
65	MAEDU	MES 48	1	5
66	MAPC	MPC 01	7	320
67	MAPC	MPC 03	10	460
68	MAPC	MPC 04	10	440
69	MAPC	MPC 05	15	520
70	MAPC	MPC 06	8	470
71	MAPC	MPCE 12	6	258
72	MAPC	MPCE 13	5	246
73	MAPC	MPCE 21	2	96
74	MAPC	MPCE 23	2	84
75	MAPC	MPCE 31	3	76
76	MP	MS 04	1	8
77	MP	MS 08	1	11
78	MP	MS 10	1	13
79	MP	MS 22	1	9
80	MP	MS 23	1	4
81	MP	MS 41	1	7
82	MP	MS 43	1	2
83	MP	MS 95	2	11
84	PGDIS	MSEI 22	2	6
85	PGDIS	MSEI 23	1	8
86	PGDIS	MSEI 25	1	4
87	MSW	MSW 01	3	41
88	MSW	MSW 03	3	45
89	MSW	MSW 08	4	56
	Total		414	7153

Innovations for student support services during Lockdown period

Sr.	Name of the Innovation	Description
1.	E-Shiksha Webpage	E-Shiksha is the platform where Regional Centre Mumbai is providing all type of academic support to the students through online mode under one single page. During this epidemic, we are providing the current information to the students through this tab. This is single window page (Link : http://rcmumbai.ignou.ac.in/studentcorner/19) Student can easily get the details as per his/her requirements from this webpage.
2.	IGNOU ATM (Ask To Me)	This works like ATM machine where we generally get the required things immediately. The Regional Centre Mumbai created an online ATM for general public. This is a Google form (Online) to drop query regarding new admission. Anyone can ask any questions / doubts related to admission and get reply within 3 working days through email. (Link : http://rcmumbai.ignou.ac.in/studentcorner/23)
3.	Programme wise banner	IGNOU RC staff created programme wise admission banner with the help of mobile application and same was used for the promotion of IGNOU admissions during lockdown.
4	IGNOU admission banner as DP of whatsapp/FB	RC staff/LSC PT staff displayed IGNOU admission banners everyday as their DP of whatsapp, FB and other social media. This unique concept helped to promote IGNOU admissions during COVID19 time
5.	You Tube channel	We created YouTube channel during lockdown period to share the information with students. This channel contains the important and useful academic videos like Induction meeting, Programme wise information videos, Health related guidance, Psychological Guidance for the student etc. (Link : https://www.youtube.com/channel/UCxjWrq2oZYJe_cCb6oW2XuA) The RC YouTube channel subscribers increased
5.	Online Assignment Submission Link	The Regional Centre Mumbai has initiated and created the google form for smooth submission of assignments through online mode and became a modal to all other Regional Centres. We created online google form for the submission of assignments through online and its make available on “E-Shiksha” page for easy access. This is helpful to collect the assignments in a database where RC staff can easily segregate and make ready for the

		online evaluation.
6.	Online Assessment and submission of global comments / awards	<p>The Regional Centre Mumbai has created separate guidelines for the evaluators regarding how to evaluate the assignments?</p> <p>RC also created Google form for the submission of global comments which is working on the basis of UNIQUE ID provided to the each Academic Counsellors by the Regional Centre.</p>
	Unique online code for academic counsellors and external examiners	To maintain confidentiality and correctness Regional Centre has created unique code for AC and EE from that unique code only all the awards has to be submitted
7.	Online Project Synopsis Submission Link	The Regional Centre Mumbai has created and used the google form for the smooth submission of project synopsis (MAPC/MCA/BCA/MAEDU/PGDEMA/PGDET) through online mode. It is helpful to students as well as RC staff
9.	Use of Google form for smooth communication between RC staff	<p>Extensively used Google forms during lockdown period for completion of activities in stipulated time- for Online Monitoring of academic counselling session report , Study material stock, work completion status from individual staff etc.,</p> <p>The RC Mumbai has got First Prize under Innovation Awards</p>
10.	Social Media of RC	We are regularly updating the latest information and posts related to students on our RC Facebook page and twitter handle.
11.	E-Shiksha की बात, Regional Director के साथ	The Regional Centre Mumbai has initiated weekend Grievance Redressal Drive during Lockdown period - " E-Shiksha की बात, Regional Director के साथ " under the tagline "Speak with your Regional Director" through Google meet on every Sunday at 11.00 AM. Dr. E. Krishna Rao, Regional Director (I/c) has interacted with the students through this live session and answered their query on the spot.
12	Online Opinion Survey on online counselling sessions timing/day and rectifications	<p>The Regional Centre Mumbai has conducted opinion survey among the student about counselling sessions, timing, suitable platform for sessions (Google meet, Zoom)way of programme delivery.</p> <p>On the basis of major proportion students opinion the counselling schedules were reorganised. Found increase of attendance after rectification of schedules</p> <p>On the basis of this data we rearrange the schedule for the benefit of the students.</p>

	Collaboration with Programme coordinators/Schools and organising programme specific orientation sessions	RC Mumbai has initiated programme specific orientation session during Covid19 lockdown period for the benefit of students. During lockdown period total five programmes organised <ol style="list-style-type: none"> 1. MAPC- Dr.Swatipatra and team 2. MSW-Dr.Saumya and team 3. BSW-Dr.Saindani and team 4. BAPCH-Dr.Monika 5. DNHE-Dr.Deekshakapur 6. DECE-Dr. RekhaSharma
14	Ready to Publish poster for Diginews with help of mobile app	Regional Centre Mumbai has recorded every activity in the form of poster with the help of mobile app. The same posters sent to diginews which has reduced the designing work of CPRO for our university diginews related to RC Mumbai.

Regional Director (I/c)

THANK YOU!