

Centre for Internal Quality Assurance (CIQA)
Krishna Kanta Handiqui State Open University
Resham Nagar, Khanapara, Guwahati-781022

1st Report of the Committee for Audit of Learner Support Service

- 1) As decided in the Meeting of CIQA Committee held on 06/01/2021, the Committee for Audit of Learner Support Services met two times (18/12/2020 and 22/01/2021) to formulate the mechanism for submission of its first report on or before 31/01/2021. Accordingly, a number of initiatives have been made which are outlined below with supporting Annexures.
- 2) The Committee has prepared a list of learners support services available at Krishna Kanta Handiqui State Open University website which is placed at ***Annexure 1***. In the subsequent phase of the audit, we shall work out a detailed methodology for audit of extent of use of facilities by the learners. As it appears, the website needs correction in telephone numbers.
- 3) The audio visual material prepared by the faculty members of the University needs to be reviewed. To that extent, the committee has decided about a checklist which is placed at ***Annexure 2***. The matter was discussed in a meeting chaired by the Hon'ble Vice Chancellor. Accordingly, a copy of the same was sent to Professor Pranjit Bora who is preparing a format and guidelines for production of audio visual material.
- 4) The Committee discussed the note submitted by Dr. Pranab Saikia on online guidance and counselling facilities for the learners which is placed at ***Annexure 3***. Based on that note, the committee decided that audit manual will be developed at subsequent stages.
- 5) Regarding the other particulars of Learner Support Services, the Committee will develop audit manual to be taken up at subsequent phases.
- 6) In the next phase e-SLM Audit will be taken up with the following components:
 - a) Availability of e-SLM in structured manner
 - b) Whether downloading is learner friendly or not
 - c) Field data from learners regarding use of e-SLM (to be shared in learner mentoring group).

- 7) Dr. Gautam Kumar Sarma submitted a status report on Full Time Dedicated Help Desk Well versed with the learner information which is placed on *Annexure 4* of this report.
- 8) A report on Support for admission related matters of Krishna Kanta Handiqui State Open University is submitted by Mrs. Devajani Duarah. The report is placed on *Annexure 5*.
- 9) Dr Limpon Bora submitted a status report on Details of Study Material and Information which is placed on *Annexure 6* of this note.
- 10) A Status report regarding Grievance Redressal has been submitted by Dr Nabankur Pathak which is placed on *Annexure 7*.

**:LEARNER SUPPORT SERVICE:
KKHSOU**

1	ONLINE GUIDANCE AND SUPPORT	Official Website	Link: http://www.kkhsou.in/
		Official App	Link: https://play.google.com/store/apps/details?id=soft.bdeka.kkhsou.androidapp&hl=en
		Online Chat Facility	Link: http://kkhsou.in/web_new/learner_guidance_counselling.php
		KKHSOU Facebook	Created On 3rd August 2014. Now 7.9 Active Members
		Official Group	Link: https://www.facebook.com/groups/272636986264210/
		Facebook Page -Krishna Kanta Handiqui State Open University	Link: http://www.facebook.com/kkhsouofficial/
		Twitter	Link: http://www.twitter.com/KKHSOU1?lang=en
		Instagram	Link: http://www.instagram.com/kkhsou
		Telegram	Run by individual Faculty members for respective programmes and mentoring groups.
		Youtube	Link: https://www.youtube.com/user/kkhsou
2	TELEPHONIC AND EMAIL SUPPORT	For Academic Support	Email: deanacademic@kkhsou.in Phone: 8811016550
		Online Admission	Email: itcell@kkhsou.in Phone: 9126121516
		Examination Related Matters	Email: controller@kkhsou.in Phone: 8811016566, 8811016665
		Refund Related Matters	Email: accounts@kkhsou.in Phone: 9954704250
		Library Related Matters	Email: library@kkhsou.in Phone: 7086484100
		Other University Matters	Email: info@kkhsou.in Phone: 0361-2235971/2234964
		Assignments of Master Degree, Degree and Diploma/Certificate and old Assignments can be downloaded from the website	
		4	DISSERTATION GUIDELINES
MA (Sociology) MSW	Dissertation Work Guidelines for MA (Sociology) 4 th Semester. Dissertation Work Guidelines for MSW 4 th Semester.		
MA (Political Science)	Dissertation Work Guidelines for MA (Political Science) 4 th Semester.		
MA (Journalism & Mass Communication)	Dissertation Work Guidelines for MA (Journalism & Mass Communication) 4 th Semester.		

5	PROJECT GUIDELINES	MBA MBA MSc.IT MCA BCA BBA BMC B.Com BA (Education) PGDTHM/PGDY	Guidelines for Organisational Study (Industrial Training Report) MBA 3 rd Semester. Project Guidelines for MBA 5 th Semester. Project Guidelines for MSc.IT 4 th Semester. Project Guidelines for MCA 6 th Semester. Project Guidelines for BCA 6 th Semester.. Project Guidelines for BBA 6 th Semester. Project Guidelines for BMC 6 th Semester. Project Guidelines for B.Com 5 th Semester. Project Guidelines for Psychological Practical (Paper 13). Project Guidelines for PGDTHM/PGDY 2 nd Semester.
6	PLAGIARISM CHECK REPORT OF M.PHIL./PH.D.	Request for Plagiarism check report of M.Phil./Ph.D.	Application Form for Plagiarism check report of M.Phil./Ph.D.
7	STUDY CENTRE	Details of all study centres along with programmes offered by the study centres, name and contact details of the Co-ordinators.	
8	ONLINE REGISTRATION OR ADMISSION	Help Line for Admission Related Details Technical Support/Help During Online Admission Payment Related Issues	Phone:0361 -2235971,+91-8811016666 Phone: +91-9126121516 Phone: +91-9954704250
9	ACADEMIC PLANNER	Academic Planner List from 2017-18 to 2020-21	Based on UGC Guidelines, Academic Calendar of the University.
10	KNOW YOUR ENROLLMENT	A Learner who took admission at KKHsou can find the Enrolment Number with details by tying his or her Application Number.	
11	KKHSOU Learner info portal		Link: http://learnerportal.kkhsou.in/ A learner can visit the portal by logging in with his or her Enrolment Number. Will get all the news related to KKHsou. Study Centre information. Can download Old Question Papers.
12	SUBSCRIPTION		One can subscribe for Admission Alert Link: http://kkhsou.in/web_new/Subscribe.php Link: https://ebidya.kkhsou.ac.in/
13	E-BIDYA E-SLM		e-Bidya is one of learning Management System (LMS) for the learners of KKHsou. It includes Self Learning Materials of the University (e-text), Video Lectures, Online Self Aptitude Test, Group Discussion etc. (Till Date the add on service is not fully functional)
14	RADIO	Jnan Taranga	90 MHz (28th January 2009) Jnan Taranga is broadcasting for 24 hours daily.
15	DIGITAL	Link:	Administrative Documents: Acts and Ordinances, Admission Prospectus, MoUs with other

LIBRARY	http://dlkksou.in/libnet.ac.in/ http://kksou.in/library.kksou.in	<p>Organisations, Proceedings of the Academic Council, Proceedings of the Board of Management, Proceedings of CIQA Committee, Report of Feedback Survey, University Policies, Vision Documents, SOPs & Handbooks.</p> <p>Conference/Seminar Proceedings/Workshop Presentation: International Conference on Development Interventions and Open Learning for Empowering and Transforming Society, National Conference on Economic Development of Assam, Workshop on Design and Development of Digital Libraries using DSpace.</p> <p>E-Books: Collections of books on Krishna Kanta Handiqui</p> <p>Faculty Publications: Presentations, Research Papers, Articles and Research Reports.</p> <p>Journal of Open Learning and Research Communication: Journal of Open Learning and Research Communication: Volume (I) 2015, Journal of Open Learning and Research Communication: Volume (II) 2016, Journal of Open Learning and Research Communication: Volume (III) 2017, Journal of Open Learning and Research Communication: Volume (IV) 2018, Journal of Open Learning and Research Communication: Volume (V) 2019.</p> <p>KKHSOU in News and Media: News paper clippings</p> <p>Newsletters, Annual Reports: Annual Reports, CIQA Annual Reports, Horizon: University Newsletter of KKHSOU</p> <p>Ph.D. Thesis: Collections of thesis of Bhupen Hazarika School of Mass Communication, Maniram Dewan School of Management, Padmanath Gohainbaruah School of Humanities, Surya Kumar Bhuyan School of Social Sciences.</p> <p>Public Lecture, Convocation Address: Banikanta Kakati Memorial Lecture, Convocation Address, Krishna Kanta Handiqui Memorial Lecture, Vice Chancellor's Addresses.</p> <p>Self Learning Materials: Certificate Programmes and Diploma Programmes.</p> <p>Working Papers, Occasional Papers: Collections of Working papers and Occasional papers.</p>
16 LEARNER'S DUTIES AND RESPONSIBILITY ES	In detail 12 Privileges and 13 Duties and Responsibilities of a Learner.	
17 LEARNERS' FEEDBACK	Learner Feedback Alumni Feedback Feedback Analysis	<p>Learner Feedback form for New Learner of KKHSOU. Link: http://kksou.in/web_new/LearnerFeedbackForm.php</p> <p>Feedback Questionnaire for Existing Learner of KKHSOU. Link: http://kksou.in/web_new/LeanerFeedbackFormB.php</p> <p>Feedback Questionnaire for KKHSOU Alumni. Link: http://kksou.in/web_new/alumni_feedback.php</p> <p>Collection of 360 Degree Feedback, Report on Feedback Survey of Current Learners of KKHSOU 2019, Report on Programme Expectation Survey newly admitted Learners of KKHSOU 2018, Report on Feedback Survey (Academic Staff), Report on Feedback Survey (Non-Academic Staff), Report on Feedback Survey of Alumni of KKHSOU.</p>
18 DOWNLOADS	Annual Reports of KKHSOU	Annual Reports

		<p>Link: http://kkhsou.in/web_new/annual_reports.php</p> <p>Link: http://www.kkhsou.in/web/student_corner/DownloadableFiles/StudyCentre/StudyCentreTransferForm.pdf</p> <p>SOP (SOP Rules and Regulation; SOP Annexure)</p> <p>New Home Assignment Format</p> <p>Major/Optional Subject Apply Form</p> <p>Betterment/Improvement Form</p> <p>Application Form for applying Provisional/Original Certificate</p> <p>Application Form for applying Consolidated marksheet</p> <p>Application Form for Re-Scrutiny/Photocopy/Re-Evaluation of Answerscript</p> <p>Application Form for Ph.D. Final Registration</p> <p>Application Form for Ph.D. Guide Ship</p> <p>Bank Challan Format</p> <p>Notice and Routines</p> <p>E-marksheet by entering a learner's Enrolment Number Link: http://www.kkhsou.in/resultssystem/</p> <p>Procedure to get information through RTI, Appeal Rules, Fees and Cost.</p> <p>FAQ relating to Examinations, Results, Certificates, Others, Library, Study Centre, Admission, Assignments and Recognition can be found.</p> <p>Link: http://www.kkhsou.in/complain/ui/index.php</p> <p>Dr.Kashyap Mahanta, Nodal Officer</p> <p>Email: grc@kkhsou.in / km@kkhsou.in</p> <p>Phone: 8811016566</p> <p>Massive Open and Online Course (MOOCs)</p> <p>Digital Libraries (National Digital Library of India, National Science Digital Library, Traditional Knowledge Digital Library), Directory of Open Access Journals (DOAJ), eBooks (49000 eBooks), eThesis (Shodhganga-Access to full text Ph.D. thesis submitted to different Universities of India), e-PG Pathshala (High quality, curriculum based, interactive content in different subjects across all disciplines of social sciences, arts, fine arts, & humanities, natural & mathematical sciences, linguistics and languages), eGyankosh (A National Digital Repository of IGNOU to store, index, preserve, distribute and share the digital learning resources developed by the Open and Distance Learning Institutions of India), ePathshala (Hosts educational resources for teachers, students, parents, researchers and educators).</p>
	Study Centre Transfer Form	
	Examination Related Downloads	
	Link: http://kkhsou.in/web_new/examination-download.php	
19	RTI	Link: http://rti.kkhsou.in/
20	FAQ	Link: http://kkhsou.in/web_new/faq/
21	STUDENT GRIEVANCE REDRESSAL PORTAL	<p>Online Complaint Handling System of Caste Discrimination and any other complaint</p> <p>Link: http://kkhsou.in/library/open.html</p>
22	OPEN ACCESS RESOURCES	

QUALITY AUDIT OF AUDIO-VISUALS MATERIAL OF KRISHNA KANTA
HANDIQUI STATE OPEN UNIVERSITY

Programme:

Course Name:

Unit No.:

Date of Recording:

- i) Does the AV material have any objectionable content in respect of use of words/phrases? Yes No

If yes, please give examples.

- ii) Does the AV material have any objectionable content in respect of issues pertaining to gender, religion etc.? Yes No

If yes, please give examples.

- iii) Does the AV material have relevant examples for facilitating learning?

Yes No

If yes, please state indicative examples.

- iv) Does the AV material have the elements of the following?

Element	Yes	No
a) Information about learning objectives		
b) Information about the structure of the Unit		

- v) Your comments regarding the adequacy of the AV material for the learners.

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- vi) Your recommendations for release of the AV material in the learning platforms printed by Krishna Kanta Handiqui State Open University.

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Date:

Signature

Name: _____

A Report on**Facilities for online guidance and counselling facilities to the learners**

By

Pranab Saikia

KKHSOU provides up to date IT facilities to all learners and employees of KKHSOU. The details of the different facilities available and the frequency of their update have been mentioned below:

- **The KKHSOU website**(www.kkhsou.in) is one of the most important IT facilities as well as learner support service provided by the University. The website has been developed with a view to provide all necessary information regarding the University. Learners can browse the website from any location with an internet connection. The website is also equipped with the social networking sites like Facebook (<http://facebook.com/kkhsoucitycentre>) to interact with the learners, faculty members and other people. Up-to-date information/notifications/results/other information etc. are made available in the university website by the IT Cell of the university. The website also includes the customized study centre search facility based on district or academic programme. Audio/Visual Lectures are regularly uploaded not only on the University's website through YouTube channel <https://www.youtube.com/user/kkhsou>
- **KKHSOU Mobile Application** has been launched which can be installed in smart phones for easy information retrieval. The Android application provides learners an access to the university portal using mobile phones. The same application can be accessed via <http://kkhsou.in/4mobile/> link for all types of mobile/tablet. Download Link: https://play.google.com/store/apps/details?id=soft.bdeka.kkhsou.androidapp&hl=en_IN
- **e-Bidya:** Initially all eSLM are provided in PDF /HTML format through e-bidya portal. Now this portal has been updated to Learning Management System (LMS) by using a popular open source software Moodle which can be accessed via <https://ebidya.kkhsou.ac.in/> where audio visual material, discussion forum, online chat

along with study material has been uploaded. Initially, a few programmes has been launched through the portal and is set ready to updated all programme in the current academic session.

- **A Question Paper Repository** has been provided by the University in the University website that includes past examination question papers as well as question patterns for the benefits of learners. It is regularly updated and monitored.
- **Admission Alert System & Online Admission System**
Learner can register for admission before the date by subscribing with email, phone and course they are interested. The University authority sends an alert via SMS, email or calls them when the admission starts and assists them during admission.
Online admission portal, learner can take admission from anywhere and pay the fees online. There is a facility for learners to fill up the form in several days before the last date of admission. All kinds of MIS related admission are included. The Web Link is: http://www.kkhsou.in/web_new/admission.php and <http://www.kkhsou.in>.
- **Learner's Portal**
Learner portal has been developed for keeping in mind that learner can get all-important documents like forms, assignments, e-mark sheets, e-admit and other information via portal and can update their contact information. Web Link is: <http://learnerportal.kkhsou.in/>
- **Custom Website Management System (CMS)**
 - a. News Post CMS
All kinds of news like routine, results etc. have been published via this CMS which is linked with mobile apps of KKHSOU.
 - b. Study Centre Info Management
Study centre information like about study centre name, address (web url, physical address etc), courses offered, faculty, gps location etc are managed by the CMS
Web Link is: <http://kkhsou.in/web/admin-panel-426/>

- **Call Centre / Online Ticket/Complaint Management System**

Queries received through the complaint management system are automatically moved to concerned department for solving the same. Once Problem has solved learner will get SMS and EMAIL.

- **IVRS (Interactive Voice Response System) & Call Centre**

IVRS has been introduced to support the learners. Important information regarding assignment, examination etc are recorded for the benefit of the learners so that they can listen using their phone at free of cost. In addition to it they can call to KKHSOU to call centre of KKHSOU through IVRS which is available during office hours. IVRS Phone Number: 74280-91057

- **Online Counselling through Facebook and Telegram Groups**

different online platforms and Social Media

The University faculty members conduct counselling classes through KKHSOU FB Official Group. Moreover learners may post their queries to this platform which are being answered by the faculty members or concerned officials of the University. Moreover, the respective discipline of the University arrange regular counselling sessions by creating learners group in Telegram/WhatsApp and conducts the session in Google Meet. Another important online learners' mentoring has been conducted by the faculty members and each faculty members is assigned to mentor learners of 4/5 learner support centres. For mentoring, each faculty member creates group in Telegram and offer regular mentoring to the learners of the assigned LSC.

Status Report on
Full-Time Dedicated Help Desk Well Versed with the Learner
Information

Submitted by
Gautam Kumar Sarma

Help Desk Offline-

KKHSOU has a dedicated physical Help Desk for its learners in the City Centre situated in Khanapara, Guwahati which operates during the office time of all working days. A group of dedicated staff fulfils the user needs. If the support staffs fail to meet any technical issue, the IT Cell of the University has a section to meet up such issues.

Learners can get any information and reference by ringing to the Help Desk numbers as well as the IT Cell numbers during the office time of all working days.

Help Desk Phone Numbers: 8811016408, 8811016410

IT Cell Phone Numbers: 9126121516

Help Desk Online-

KKHSOU has an Online Complaint Handling System to support the learners to meet up their queries online. Any learner raises an issue in the system has been provided a Ticket Number and the learner can view the status of the query later with the Ticket Number.

URL: <http://www.kkhsou.in/complain/ui/index.php>

Social Media Help Desk-

KKHSOU has a Facebook group and learners can also post queries in the group.

<https://www.facebook.com/groups/272636986264210/>

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27/10/2021

REPORT ON
SUPPORT FOR ADMISSION RELATED MATTERS
KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY

Submitted by,
Devajani Duarah

ON-LINE SUPPORT VIA WEB-SITE OF THE UNIVERSITY

All necessary information related to the admission to Krishna Kanta State Open University, as well as, all the other information regarding the University is available in the official website of the University (www.kkhsou.in). List of all the programmes offered by the University during a particular session, detailed structure and syllabi of all the courses along with the fees structure and faculty information cum contact details for each programmes are made available in the website under the menu 'OUR PROGRAMMES'. An interested learner just has to browse the website in order to avail information regarding various courses offered and choose their courses accordingly. The website also includes the customized study centre search facility based on district or academic programme under the menu 'STUDY CENTRE' browsing which a learner will be able to get information regarding the available study centres near their locality and courses available in those study centres. There is also a menu titled 'LEARNER'S ZONE' which takes a learner to the site where all the information required by a learner is present. All these are available in the 'HOME' page of the website.

Admission Alert System & Online Admission System

Admission to the University has been shifted to on-line mode with effect from the year 2017 onwards for the Masters' Degree programmes and with effect from the year 2018 onwards for all the programmes of the University. A learner can register for admission before the date by subscribing with email, phone and course they are interested. The University authority sends an alert via SMS, email or calls them when the admission starts and assists them during admission. Through Online admission portal, learner can take admission from anywhere and pay the fees online.

Clicking on the menu 'Online Admission' leads a learner to the page 'Admission' (http://kkhsou.in/web_new/admlandpage.php) in which detailed demonstration (in the form of texts, PowerPoint and video) on how a learner can smoothly undergo the admission procedure through online mode are made available. Help-line contact information for technical difficulties and other enquiries including link and separate phone numbers for registration of complain for issues related to the admission are also given in the 'Admission' page. In addition, the Information Brochure of the current academic year are made available on the website (http://www.kkhsou.in/web_new/pdf/prospectus/2020-21/ib-1.pdf). Up-to-date information/notifications regarding new admission are highlighted in the 'HOME' page during the time of admission.

The University web portal may also be accessed via KKHSOU Mobile Application which can be installed in smart phones. The KKHSOU mobile application can be accessed via <http://kkhsou.in/4mobile/link> for all types of mobile/tablet. Download Link: https://play.google.com/store/apps/details?id=soft.bdeka.kkhsou.androidapp&hl=en_IN

OFF-LINE SUPPORT AT THE CITY CENTRE OF THE UNIVERSITY

A help desk is maintained in the front office of the University for supporting learners with regard to the admission to the University. A dedicated phone number (8811016408) is maintained and made public through notifications related to the admission to the University, which is operational during the office hours. A few members of the University are engaged as '*Sikshartha Mitra*' to provide help and technical support to the learners who come to the University campus for information and admission. The concept of *Sikshartha Mitra* has been introduced from the academic year 2020-21. The LEARNER'S CHARTER of the University is on display in the front office of the city campus, along with other hoardings in relation to admission to the University.

OFF-LINE SUPPORT AT THE STUDY CENTRES OF THE UNIVERSITY

The study centres of the University maintain a help desk to provide information related to the admission procedure and also provide technical help to the learners for taking online admission if needed.

ADVERTISEMENTS THROUGH MULTI-MEDIA FOR THE ADMISSION IN THE UNIVERSITY

The notifications regarding the admission to the University along with course details are notified through black and white through various News Papers of Assam. Colored advertisements are circulated through social media like Facebook, WhatsApp and in A/V modes through YouTube videos. Advertisements regarding the various courses offered by the University and the eligibility criteria for the same are also made public through various Television channels and Radio.

**Status Report on
Details of study material and information**

Submitted by
Limpon Bora

Details of Study Material as available in the website

KKHSOU has a well-established e SLM section in the website. The e SLM section contains all the details of the study materials comprising of Bachelor Degree, Master Degree, Postgraduate Diploma, Diploma and certificate programmes currently being offered by the University

Learners can get any information and download the same from the website www.kkhsou.in from the e SLM section <http://digitalkkhsou.in/kkhsou.ac.in/eslm/>

Arrangement to ensure the delivery of self-learning material to learners for ODL programmes KKHSOU has Printed self-learning material which are self-explanatory, self-contained, self-directed, self-motivating and self-evaluating. The Self learning material are prepared as per the Guidelines provided by UGC in its regulations.

Regarding Grievance Redressal

KKHSOU has a grievance redressal mechanism. As per UGC regulation 2020, Annexure X, One can submit his/her grievance online in the following link: http://www.kkhsou.in/web_new/grievance-redress.php

In this link, one can submit his/her grievance regarding caste discrimination or any other matter directly to registrar.

The regulation also mentions that HEI must upload its policy related to grievance in the website which is not found.

Online discussion forum for learners:

Online chat system was available upto few days back but due to non-availability of staff presently, the system has been withdrawn by itcell

KKHSOU also has its presence in various Social media platform where the learners get the opportunity to have discussion

1. Facebook page: <https://www.facebook.com/kkhsouofficial>
2. Facebook group: <https://www.facebook.com/groups/272636986264210>
3. Twitter: <https://twitter.com/KKHSOU1?s=09>
4. Instagram: <https://instagram.com/kkhsou?igshid=1gf1962pu4e0e>