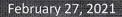# KKHSOU ACADEMIC & ADMINISTRATIVE AUDIT REPORT

KKHSOU, Guwahati

2/27/2021

ACADEMIC & ADMINISTRATIVE AUDIT REPORT 2021

The External Academic & Administrative Audit Committee comprising the following members conducted an academic and administrative audit at Krishna Kanta Handiqui State Open University (KKHSOU) on 25th, 26th and 27th February 2021:

1. Prof. Manjulika Srivastava, Director CIQA, IGNOU, New Delhi- **Chairperson**
2. Prof Swaraj Basu, Professor, IGNOU, New Delhi- **Member**
3. Prof. Nirode Boruah, Professor & Dean, Former Director, DODL, Dibrugarh University, Assam- **Member**

KKHSOU has received the COL Award for Excellence for Institutional Achievement in Distance Education in 2013 and underwent the COL-RIM (review for quality assurance) in 2012-13. The University also received the Innovation Award from IGNOU for developing the KKHSOU Mobile App in 2019. The University also received the Antarashtriya Yoga Diwas Media Samman in 2019.

The audit was conducted for the following departments by the committee:

A. ACADEMIC DEPARTMENTS
   1. Surya Kumar Bhuyan School of Social Sciences
   2. Hiranya Chandra Bhuyan School of Science and Technology
   3. Maniram Dewan School of Management
   4. Padmanath Gohainbaruah School of Humanities
   5. Bhupen Hazarika School of Mass Communication
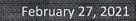
B. ADMINISTRATIVE DEPARTMENTS
   1. Office of the Vice Chancellor
   2. Office of the Registrar
   3. Academic Branch
   4. Learner Support Service Section
   5. Finance & Accounts Section
   6. Central Library

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7. IT Cell
8. Examination Section
9. SLM Production and Distribution Section
10. Multimedia Course Material Production Centre
11. Centre for Internal Quality Assurance (CIQA)
12. Regional Centre, Jorhat

A. AN OVERVIEW OF ACADEMIC DEPARTMENTS

1. Surya Kumar Bhuyan School of Social Sciences
An Overview:
Disciplines: The School of Social Sciences has 7 disciplines namely: Sociology, Philosophy, Economics, History, Education, Political Science, and Social Work.
Total Number of Faculty in position:
Professor: 1
Associate Professor: 3
Assistant Professor: 17
Number of Programmes Offered:
Research Degree Programmes: MPhil; PhD-2
PG Programmes: MA (Sociology), MA (Economics), MA (Education), MA (Political Science)-4
UG Programmes: BA (General); BA (Hons) Sociology, BA (Hons) Philosophy, BA (Hons) Economics, BA (Hons) History, BA (Hons) Education, BA (Hons) Political Science; BSW- 8
Diploma and Certificate Programmes: Diploma in Parliamentary Studies-1

2. Hiranya Chandra Bhuyan School of Science and Technology
An Overview:
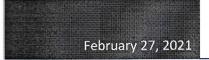**Disciplines**: The School of Science and Technology presently has 1 discipline namely: Computer Science
Total Number of Faculty in position:
Professor: 1
Associate Professor:1
Assistant Professor: 5
Number of Programmes Offered:
Research Degree Programmes: PhD-1
PG Programmes: MSc (IT)-1
UG Programmes: BCA -1
Diploma and Certificate Programmes: CCA; PGDCA- 2

3. Maniram Dewan School of Management
An Overview:
Disciplines: The School of Management has2 disciplines namely: Management and Commerce.

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Total Number of Faculty in position:
Professor: 1
Associate Professor: 1
Assistant Professor: 4
Number of Programmes Offered:
Research Degree Programmes: PhD-1
PG Programmes: MCom; MBA- 2
UG Programmes: BCom; BBA-2
Diploma and Certificate Programmes: PGDBM; PGDHRM; PGDSM-3

4. Padmanath Gohainbaruah School of Humanities

An Overview:
Disciplines: The School of Humanities has 2 disciplines namely: English and Assamese.
Total Number of Faculty in position:
Professor: 1
Associate Professor: 2
Assistant Professor: 5
Number of Programmes Offered:
Research Degree Programmes: MPhil; PhD-2
PG Programmes: MA (English); MA (Assamese)-2
UG Programmes: BA (Hons) English; BA (Hons) Assamese; BA (Hons) Sanskrit-3
Diploma and Certificate Programmes: PGDiploma in Yoga; Diploma in Sanskrit Learning; Diploma in Creative Writing in English-3

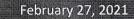## 5. Bhupen Hazarika School of Mass Communication

An Overview:
Disciplines: The School of Mass Communication has 1 discipline namely: Journalism and Mass Communication.
Total Number of Faculty in position:
Professor: 1
Associate Professor:-
Assistant Professor: 2
Number of Programmes Offered:
Research Degree Programmes: MPhil; PhD- 2
PG Programmes:Nil
UG Programmes: BA (Journalism & Mass Communication)-1
Diploma and Certificate Programmes: PGDMC; PGDBJ; DJMC-3

B. AN OVERVIEW OF ADMINISTRATIVE DEPARTMENTS

1. Office of the Vice Chancellor

27.2.21

An Overview:
Vice Chancellor: 1
Senior Assistant: 1
Junior Assistant: 1
Driver: 1
Multi-tasking Staff: 4

2. Office of the Registrar
An Overview:
Registrar: 1
Deputy Registrar: 1
Assistant Registrar: 1
PS to Registrar: 1
Stenographer: 1
Assistant Section Officer: 2
Senior Assistant: 2
Junior Assistant: 2
Driver: 1
Multi-tasking Staff: 7

3. Office of Dean (Academic)
An Overview:
Dean (Academic) i/c: 1
Deputy Registrar (Academic): 1
Translator: 1
Assistant Junior Officer: 1
Junior Assistant: 1
Multi-tasking Staff: 1

4. Learner Support Service Section
An Overview:
Dean (Study Centre): 1
Assistant Registrar (Study Centre): 1
Section Officer: 1
Multi-tasking Staff: 4

5. Finance & Accounts Section
An Overview:
Finance Officer: 1
Accountant: 1
Assistant Section Officer: 1

Senior Assistant: 3
Junior Assistant: 1
Multi-tasking Staff: 3

6. Central Library
An Overview:
Assistant Librarian: 1
Library Assistant: 1
Book Arranger: 1

7. IT Cell
An Overview:
System Analyst: 1
Programmer: 1
Data Entry Operator: 2
Multi-tasking Staff: 1

8. Examination Section
An Overview:
Controller: 1
Deputy Registrar (Examination): 1
Assistant Registrar (Examination): 1
Section Officer: 1
Assistant Section Officer: 1
Senior Assistant: 3
Junior Assistant: 6
Multi-tasking Staff: 6

9. SLM Production and Distribution Section
An Overview:
Assistant Registrar: 1
Senior Assistant: 1
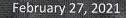Multi-tasking Staff: 4

10. Multimedia Course Material Production Centre
An Overview:
Director i/c: 1
Deputy Director: 1
AV Production Executive: 1
Programme Assistant: 1
AV Production Technician: 2

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11. Centre for Internal Quality Assurance (CIQA)

An Overview:

Director: 1

Administrative Officer: 1

Junior Assistant: 1

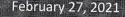Multi-tasking Staff: 1

12. Regional Centre, Jorhat

An Overview:

Assistant Regional Director: 1

Junior Assistant: 2

Multi-tasking Staff: 1

C. OBSERVATIONS OF THE COMMITTEE

Strengths:

1. The University is offering a large number of degree programmes: 15 at the UG level and 7 at the PG level, which is commendable.
2. The University has modern infrastructural facilities. There is adequate space for all operations and departments namely: administration, faculty, library, examination, learner support, etc. ICT is being used extensively. There is 1 Gbps from NKN and additional 50 Mbps from Jio at the Headquarters. There is a computer lab with 50 computers. Both the campuses are WiFi enabled and connected through LAN. Besides net connectivity all the rooms are connected with intercom facility and CCTV. Fire safety is ensured.
3. The University has developed its own Student Charter which is a good practice.
4. Another healthy practice noticed is the involvement of faculty in policy making.
5. The State government has sanctioned adequate posts (140 total out of which 47 are teaching posts: 6 Professors, 8 Associate Professors and 33 Assistant Professors) for the University. It is noteworthy that out of 47 posts 45 teching posts are filled up.
6. The State government also provides grant-in-aid which covers the salary component. Also development grant is provided by the State government for the development of the University.
7. The University has been following the Elective Course System (ECS) in all the degree programmes offered by the University.
8. For reaching the unreached, induction programmes were organized regularly through various media such as face to face mode; community radio; advertisement; social media; etc.
9. The University has around 200 active Study Centres located across the State, including the remotest border areas and also in areas with major tribal and backward populations.
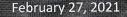
10. There is a proper mechanism to provide academic counsellling support to the learners through multiple channels such as walk in counselling at the HQs; face to face counselling at LSCs; Akashvani Phone in Programmes; Community Radio Programmes; KKHSOU Mobile App; Emails and SMS alerts; TV Programmes; Telephonic interactions; Social media like Facebook, Instagram, Twitter, WhatsApp, and Telegram. Since the outbreak of the pandemic, counselling support was also provided through meeting apps like Google Meet, Zoom, and CiscoWebEx; besides phone-in counselling; on regular basis.

11. The University has its own house style for the development of self-learning materials.

12. The digitized course materials are available on the University's website.

13. To focus on the learning outcomes, the following tools are used which are- assignments, fieldwork, dissertation, project work, seminars, practicals at computer labs, online MCQ tests, demonstration through CD, etc. depending on the nature and requirement of the course/programme.

14. The blind learners were provided with recorded materials in compact discs. SLMs were also provided in Braille format. The University also has a Braille printer.

15. The faculty are engaged extensively in conducting extension activities through Mother Teresa Social Welfare Mission and APJ Abdul Kalam Students' Welfare Mission. Under the Mother Teresa Social Welfare Mission, the University has adopted five remote villages to motivate the youths to enroll in the field of higher education.

16. International and national level conferences were organized by the various Schools of Studies.

17. The programmes and courses were revised based on the recommendations of Madhava Menon Committee and UGC ODL Regulations. The, UGC model curriculum was the point of reference for the revision of the courses and programmes. The curricula were updated fulfilling local, regional, national and global needs.

18. Curricula are at par with that of the conventional universities of the State in order to facilitate student mobility.

19. The University systematically follows three types of editing while finalizing the SLMs- content, language and format.

20. Fulfilling the local and regional requirements of the State all the SLMs of the UG programmes are prepared in both Assamese and English.

21. To promote inclusiveness, efforts were made to reach out to the jail inmates by opening study centres in the jail premises. No fees is charged from the jail inmates, and also Defense personnel and the PWD learners.

22. E-Bidya LMS has been started to facilitate online learning.

23. The University has organized training workshops for capacity building of the content writers, editors and translators and also for faculty on evaluation and examination related activities; for which experts from IGNOU and CEMCA were invited.

24. Faculty were involved in professional development by regularly attending Orientation/ Refresher Programmes/ Faculty Development Programmes.

25. Faculty were also engaged in research activities which is evident from their publications in research journals and books; attendance in national and international conferences; receipt

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of fellowships and awards and a international research project; participation in international exchange programmes etc.

26. The University encourages internal research by providing minor research projects to the faculty and financial assistance to attend national and international conferences.

Weaknesses:

1. Low enrollment was noticed in most of the programmes except in language programmes.
2. Inadequate faculty members in some of the disciplines as per the UGC-ODL and Online Regulations, was observed.
3. Two disciplines, which are not offering Master's Programmes, were found to be offering MPhil and PhD programmes.
4. Need survey was not done in initiating the development of new programmes.
5. Across the disciplines, there was a lack of multidisciplinarity and modular approach.
6. Lateral entry was noticed in very few academic programmes that needs to be addressed.
7. Lastly, the power point presentations made by the faculty members need improvements.

D. INTERACTION WITH ALUMNI

The committee interacted with the alumni of the University on 26th February 2021. The alumni present were all UG and PG Degree holders of the University. They had completed their programmes of study within the minimum period. There were 11 of them who were employed and 3 were not working and all were from Guwahati city.
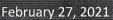
The feedback provided by them was as follows:

- They found the curriculum relevant and up to date;
- The self- learning material was very helpful and learner friendly;
- The assignments helped them in comprehending the curriculum better;
- The counseling schedule was not strictly adhered to;
- The learner support centre staff as well as the teaching staff of the University were helpful and cooperative;
- Attending counselling on holidays was convenient and beneficial to them as majority of them were employed; and
- The degree that they received helped them in upgrading their professional skills and enriching their knowledge and further career progression.
- They were of the opinion that the University should ensure timely delivery of SLMs and assignments to the learners, regularity of conducing counselling and timely sharing of information should be improved.

E. RECOMMENDATIONS

The following are the recommendations of the Committee:

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1. Appropriate measures need to be taken for increasing enrollment in programmes, which are having low enrollment.
2. At UG and PG levels, skill/ability enhancement courses should be integrated in the curriculum.
3. Multidisciplinary and flexibility need to be incorporated in design and development of the academic programmes.
4. Research should be restricted only to those disciplines, which offer PG programmes and have adequate faculty as research supervisors.
5. Vocational programmes with better employment opportunities like Tourism Studies; Library and Information Science; Data Science; etc. should be introduced in the form of BVoC programmes.
6. Learner Support Centres need to be strengthened with new technological interventions.
7. The data presented with regard to conduct of national and international festivals/events need to be corroborated with evidence.
8. Extension activities need to be listed with dates, venues and list of participants.
9. More Regional Centres should be established in areas having better prospects of increasing enrollment.
10. The University should shift to choice based credit system (CBCS) in its various degree programmes to facilitate credit transfer and accumulation of academic credit.
11. The University should adopt MOOCs, which are available for UG and PG programmes in order to encourage the learners to use ICT and also to reduce the cost of developing SLMs in those areas. This will also reduce the cost of examination.
12. The Education discipline should be housed in a separate School and it needs to be strengthened by appointing more faculty in order to facilitate teachers training in the State.
13. Alumni association needs to be concretized and alumni engagement needs to be strengthened.
14. The existing multimedia Centre should be upgraded with adequate technical, academic and physical resources in order to offer online education in the near future.
15. Digitization of all records for better transparency is required. The University should gradually shift to paperless office by adopting e-office management.
16. The faculty needs to publish one research paper in each semester in journals listed in the UGC CARE / Scopus/ Web of Science.
17. GEM process of Procurement to be adopted.
18. Delegation of financial powers to the heads of Directors of Schools may be considered.
19. A campus placement cell may be set up for the benefit of the learners.
20. Feedback from stakeholders needs to be streamlined.

Prof. Manjulika Srivastava
Chairperson
27/2/2021

Prof Swaraj Basu
Member 27/2/21

Prof. Nirode Boruah
Member 27/02/2021