

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY

Report of the SWOC Analysis

Centre for Internal Quality Assurance (CIQA)

2020

Resham Nagar, Khanapara, Guwahati-781022

The University needs to write a Brief Note on Strengths, Weaknesses, Opportunities and Challenges (SWOC) in respect of the Institution in partial fulfillment of NAAC A & A requirements. In the training programmes conducted by CIQA in the last few months, the framework has been discussed.

However, in order to prepare a comprehensive list encompassing views of all concerned, CIQA Office requested all the faculty members, officers and staff to reflect on the SWOC of KKHSOU and submit a list to CIQA to prepare the list considering aspects like Human Resources of KKHSOU; sources and uses of funds of KKHSOU (Economic); Environmental, Legal and Regulation related aspects; Political and Social factors; Technological aspects etc. in an attached format. While Strengths and Weaknesses are internal to the University; the Opportunities and Challenges are normally in respect of external environment.

The survey in the form of a format was administered to all the employees of KKHSOU. The respondents dropped the filled in format in the CIQA Office. The response rate was very high.

In some items, responses were missing which was highly insignificant in terms of capturing the overall responses on various aspects.

The responses are presented in this report. We hope that the survey findings would help in reflecting the existing practices and making necessary intervention in the areas as may be deemed appropriate.

Centre for Internal Quality Assurance (CIQA)
Krishna Kanta Handiqui State Open University
City Office, Housefed Complex, Guwahati- 06

Ref: KKHSOU/CIQA/Stakeholders Feedback/13/2018/12

Date: 19-02-2020

To,
All the Employees of KKHSOU

Sub: Collection of Inputs for preparing SWOC of the University

Madam/Sir,

The University needs to write a Brief Note on Strengths, Weaknesses, Opportunities and Challenges (SWOC) in respect of the Institution in partial fulfillment of NAAC A & A requirements. In the training programmes conducted by CIQA in the last few months, the framework has been discussed. However, in order to prepare a comprehensive list encompassing views of all concerned, we would like to request all the faculty members, officers and staff to reflect on the SWOC of KKHSOU and submit a list to CIQA on or before 26th February, 2020. While preparing the list they may consider aspects like Human Resources of KKHSOU; sources and uses of funds of KKHSOU (Economic); Environmental, Legal and Regulation related aspects; Political and Social factors; Technological aspects etc. While Strengths and Weaknesses are internal to the University; the Opportunities and Challenges are normally in respect of external environment.

The list can be provided as per the attached format.

We sincerely look forward to receive your views.

Thanking you,

Sd/-

(N.N.Sarma)

<p style="text-align: center;">Strengths</p> <p>i)</p> <p>ii)</p> <p>iii)</p> <p>iv)</p> <p>v)</p> <p>vi)</p> <p>vii)</p>	<p style="text-align: center;">Weaknesses</p> <p>i)</p> <p>ii)</p> <p>iii)</p> <p>iv)</p> <p>v)</p> <p>vi)</p> <p>vii)</p>
<p style="text-align: center;">Opportunities</p> <p>i)</p> <p>ii)</p> <p>iii)</p> <p>iv)</p> <p>v)</p> <p>vi)</p> <p>vii)</p>	<p style="text-align: center;">Challenges</p> <p>i)</p> <p>ii)</p> <p>iii)</p> <p>iv)</p> <p>v)</p> <p>vi)</p> <p>vii)</p>

আভ্যন্তরীণ গুণগত আশ্বাসন কেন্দ্ৰ (CIQA)
কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়
নগৰ কাৰ্যালয়, হাউছফেড কমপ্লেক্স, গুৱাহাটী-০৬

Ref: KKHSOU/CIQA/Stakeholders Feedback/13/2018/12

তাৰিখ-১৯ ফেব্ৰুৱাৰী, ২০২০

প্ৰতি,

সমূহ কৰ্মচাৰীবৃন্দ, কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়

বিষয় : বিশ্ববিদ্যালয় এছ ডব্লিউ অ'চি (SWOC) সন্দৰ্ভত সঁহাৰি সংগ্ৰহ

মহাশয়/মহাশয়া

NAAC A & A উদ্দেশ্য আংশিকভাৱে পূৰণ কৰিবলৈ বিশ্ববিদ্যালয়ে নিজৰ সবলতা (Strengths), দুৰ্বলতা (Weaknesses), সুযোগ (Opportunities) আৰু প্ৰত্যাহ্বান (Challenges) সমূহৰ বিষয়ে এটি চমুটোকা প্ৰস্তুত কৰিব লাগিব। বিগত কেইমাহমানত CIQA-ই পৰিচালনা কৰা প্ৰশিক্ষণ কাৰ্যসূচীবোৰত ইয়াৰ সম্ভাৱ্য সংৰচনাটোৰ কথা আলোচনা কৰা হৈছে। কিন্তু বিশ্ববিদ্যালয়ৰ সৈতে জড়িত আটাইবোৰ সংশ্লিষ্ট পক্ষৰে দৃষ্টিভঙ্গী সামৰি এখন বিস্তৃত তালিকা প্ৰস্তুত কৰাৰ আৱশ্যকতা উদ্ভৱ হোৱা বাবে বিশ্ববিদ্যালয় পৰিয়ালৰ প্ৰতিগৰাকী শিক্ষক, বিষয়া আৰু কৰ্মচাৰীৰ পৰা SWOC সম্পৰ্কীয় মতামত বিচৰা হৈছে। সকলোকে নিজ নিজ মতামতৰ তালিকা ২৬ ফেব্ৰুৱাৰী, ২০২০ তাৰিখৰ দিনা অথবা তাৰ আগতে CIQA কাৰ্যালয়ে পোৱাকৈ জমা দিবলৈ অনুৰোধ জনোৱা হ'ল। তালিকাখন প্ৰস্তুত কৰাৰ সময়ত কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়ৰ মানৱ সম্পদ, বিশ্ববিদ্যালয়ৰ পুঁজি উৎস আৰু পুঁজি ব্যৱহাৰ (বিত্তীয়), পাৰিপাৰ্শ্বিকতাকেন্দ্ৰিক অৱস্থা, ন্যায়িক তথা বিধি-বিধান সম্পৰ্কীয় বিষয়, ৰাজনৈতিক তথা সামাজিক কাৰক, প্ৰযুক্তিভিত্তিক বিষয় আদি দিশ বিবেচনা কৰি চাব পাৰে। সাধাৰণভাৱে, সবলতা আৰু দুৰ্বলতাৰ শিতান দুটাত বিশ্ববিদ্যালয়ৰ আভ্যন্তরীণ দিশবোৰ তথা সুযোগ আৰু প্ৰত্যাহ্বান শিতানত বাহ্যিক পৰিৱেশৰ সৈতে জড়িত দিশবোৰ অন্তৰ্ভুক্ত কৰিব পাৰে।

তালিকাখন তলত দিয়া আৰ্হিত প্ৰস্তুত কৰিব পাৰে।

আমি আপোনালোকৰ সঁহাৰি আন্তৰিকতাৰে আশা কৰিলোঁ।

(এন,এন,শৰ্মা)

তালিকাখন তলত দিয়া আৰ্হিত প্ৰস্তুত কৰে, যেনে—

কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়ৰ সবলতাসমূহ	কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়ৰ দুৰ্বলতাসমূহ
১) ২) ৩) ৪) ৫) ৬) ৭))	১) ২) ৩) ৪) ৫) ৬) ৭)
কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়ে বাহ্যিক পৰিবেশত গ্ৰহণ কৰিব পৰা সুযোগসমূহ	কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়ে বাহ্যিক পৰিবেশত সন্মুখীন হ'ব পৰা প্ৰত্যাহ্বানসমূহ
১) ২) ৩) ৪) ৫) ৬) ৭))	১) ২) ৩) ৪) ৫) ৬) ৭)

Strengths

- First and only Open University of North Eastern Region
- Unity among the staff
- Employees are very loyal to authority
- Hard working, dedicated and young employees
- Understanding among staff (Teaching & Non Teaching)
- Good and efficient administration
- Encouragement for participation in conferences/seminars/workshops/training
- Good quality of SLMs and up-to-date syllabus
- Good library facility
- Healthy and satisfactory Working Culture
- Best community Radio service
- Tea World-An initiative of KKHSOU, Only University to have researched on Tea and have a Tea Web Portal
- Strong Infrastructure along with new initiative
- New beautiful campus
- Dynamic, Energetic staff
- Supportive Authority
- Emerging IT Cell of the University
- Activities performed by the University which leads to Social Responsibilities of the society
- Good quality of Self Learning material
- Experienced Higher Authority
- Free education for physically challenge and jail inmates
- Obedient and disciplined faculties and staff members
- Adopted village for developing education
- Book released by Assam Sishu Sahitya Kosh
- To provide education irrespective of age, place and time
- Independent Learning
- Study and occupation tenable at the same time

- Performance of the university regarding responsibility towards the society through Dr APJ Abdul Kalam Welfare Fund and Mother Teresa Social Welfare Mission
- Positive response of the university towards adopting various welfare schemes for employees, such as Group Health Insurance Scheme, Welfare Fund of the University
- Establishment of the Research Wings of the University which facilitates research in many important issues
- Establishment of CIQA and availability of learner's feedback mechanism, internal training programmes
- Timely dispatch of SLM
- Effective Learners support services
- Demolish of 5yrs term post
- Good Management
- 100% online admission
- Timely announcement of Examination results
- Change of perception of different stakeholders regarding Examination
- Enabling service to different categories of learner
- A sense of attachment toward university by most of the non-teaching staff of the university
- Strong, active and young pool of faculty members
- No influence of Govt. Office (HE)
- Semester system- No other ODL is offering semester system in Assam
- Well equipped Learner Study Centres
- Bilingual mode of courses and SLM
- UGC recognized programmes
- Employed and matured learners
- Online SLM are available
- Mobile App
- Opportunity for career advancement
- Development of e-resources, digital library, user friendly website, learner feedback mechanism

Weaknesses:

- Less no of Regional Centres
- Unorganized LSCs on which KKHSOU has less control on them
- Authenticity of the degree and certificates produced by the University (ODL Mode)
- Less no of Human Resources in the institution
- High dropout rate of the learners
- Lack of adequate staff
- Geographic spread of study centres
- Examination process and examination branch
- Less research activities
- Improvement in the functioning of the LSCs access
- Scope for better co-ordination among various departments/branches/wings of the university
- Organisational structure of the university needs to be well defined
- Scheduling of university activities (both academic and non-academic), keeping in mind a well laid out plan and time management
- Strictness to biometrics
- Less time for Tiffin break
- No library in city campus
- Segregation of branches
- No Intercom
- Work become overloaded
- Scattered campuses
- Weak monitoring of study centres
- Lesser job enhancement opportunities
- No direct communication with learners
- Difficulty to close supervision of the counseling sessions at study centres
- Difficulty to close supervision of the project
- Open universities are not fully funded by Government

- Credibility of the certificates
- Lack of infrastructure of Regional Centres
- Lack of face to face contact between Learners and Teachers
- Lack of activeness of the Co-ordinators
- Shortage of sufficient staff
- Lack of proper publicity
- Limited contact classes in study centres
- No permanent campus
- Limited knowledge on ODL of different stakeholders
- Lack of proper IT infrastructure
- Lack of coordination between University and the study centres
- Depleting no of courses on offer
- Decreasing number of learner over the last few years.

Opportunities

- Introduction of New courses
- Reach out to people outside NE Region by the use of ICT
- Vocational Courses
- Improve quality of standard of study material
- Introduction of interactive online lectures/courses to give impact of class room study in distance mode
- Better use of ICT to pass on information to all learners and to attend grievance of the learners
- ‘Right man in the right position’- well maintained
- Tie up with other organizations like NIRD
- External activities for Corporate Social Responsibility developed
- Online learning across the World
- Face to face learning can be enriched by using technology
- May be considered as a hub of Open learning in NE
- Concentrate on online courses
- Make all the courses ICT enabled for the learners
- Syllabus and Course materials are designed by the University own
- ODL system is going to popular during this days
- Offering Regional language in both UG and PG Level
- To cover defense personal
- Mother Teresa Fund
- Community Radio Centre
- Job Oriented short term courses can be started
- Conduct of training programme for other institution
- Career up-gradation
- Publication opportunity
- Research Avenues and Activities
- Developmental activities at the adopted villages

- Extending ICT facilities
- Growth of KKHSOU Central library
- Online courses to be introduced
- Improvement in SLMs
- Individual and customized contact with learners
- Well organized and visionary leader
- Well designed programmes with updated syllabi. There is also a scope to expand further and develop more need based and innovative programmes in future.
- There is ample scope to expand our horizons through MOUs with national and international institutions of repute to further the cause of ODL.
- More vocational courses
- Emergence of Online and MOOC based courses
- Various courses to the in-service personnel's of the state
- KKHSOU is the pioneering and the only open university in the North East region of India
- The ICT and Multimedia departments must be utilized further, with the orientation of meeting the growing demands of the ODL system
- Through ICT, mobile app, virtual tools programme can be offered
- Faculty Exchange programme should be executed for the development of faculties.
- Introduction of Practical and technology based courses
- Spread the sense of Social responsibility
- Lifelong education
- Quality higher education at affordable cost
- External Community relationship with the University

Challenges

- Other Open and Distance mode institutions
- Increase the number of learners
- Fair conduct of examination
- Monitoring of counseling classes
- Effective management of Study centres
- Austerity measures for self sufficiency in our fund and less dependency on Govt. fund
- Lack of sufficient funds
- Acceptance of Open learning system in society
- To meet the deadline of publishing study materials
- UGC may give permission to all universities and colleges to start ODL courses
- Total Expenditure is increase but total income is decreases
- Try to admit more learners and Open more popular courses
- Limited staff
- Compete with other ODL Systems existing in Assam namely IGNOU, IDOL etc.
- Free education system provided by Govt. of Assam in the formal education system
- Reach the unreached one
- To change the mindset of the people regarding ODL System
- To move forward the University to a National or International level that everyone appreciate its quality education
- To adopt the all system of other universities to fulfill every learners expectations
- Increasing number of competitors
- Getting difficulty in online admission for remote areas
- Overall acceptance of courses are still questioned by many people
- Improvement of the Quality of Self Learning Materials (SLMs) and Learners' Support Services (LSSs)
- Online courses
- UGC Compliance
- ICT illiteracy among learners

- Dwindling enrolment and the need to review the same while keeping quality concerns intact
- Maintenance of quality in various aspects with regard to the examination process
- Achieving the 12 (B) status of UGC
- Introduction of more vocational courses
- Use of more technology
- Awareness Programme in remote areas
- Modern ICT based Open Learning tools and technique implementation
- Remoteness of the LSCs and rigid typography of the region
- Establishing a robust communication with learners, through LSCs or Regional Centres
- Enhancing the research orientation of the university
- Online admission process has become difficult for some remote learners
- Gaining wide scale acceptance by the general public
- Increase the efficiency and proficiency of every departments
- Active functioning of the Regional Centre
- Shifting from distance education to digital online education
- To overcome the negative perception of Common people by offering job oriented programmes