



Yashwantrao Chavan Maharashtra Open University, Nashik - 422 222

NAAC Accredited 'A' Grade

6.5.2: Reforming Institutional Processes

YCMOU has taken special interest in various initiatives for quality improvement in almost all areas like learner performance, teaching-learning process, learner assessment and learning outcomes, feedback collection, administrative reforms and financial management etc.

An impact analysis for quality improvement needs timely review of the university performances, collection and analysis of huge data.

YCMOU after getting feedbacks from various formal and informal mechanisms from students, academic counselors, experts and other stakeholders have regularly revised and updated study materials with up to date data, findings and perspective, introduced innovative teaching-learning process, integration of ICTs and new delivery mechanisms.

- The university has put in place an effective arrangement for the online admission system for more than 5 lakh students per academic year. The online application form is bilingual (English and Marathi) and the payment may be done either using online process (using a credit card or debit card or internet banking).
- With the use of latest technology, Region wise 'Admission Statistics' is made available in form of charts on the fingertip on university portal in the name of digital university [[Yashwantrao Chavan Maharashtra Open University \(www.digitaluniversity.ac\)](http://www.digitaluniversity.ac)]
- The university has introduced online delivery of SLMs in eBook format (free downloads from University website)
- All SLMs of YCMOU are also available to the learner through E-Books an e-repository (Provide link here- [E-Books - Yashwantrao Chavan Maharashtra Open University \(www.ycmou.ac.in\)](http://www.ycmou.ac.in))
- All the Audio-video programs are available to the learners through 'School wise Audio Programs (Audio Learning Content)' repository and YCMOU official YouTube channel.
- YashWani - Web Radio' electronic media is made available to facilitate two-way communication between teacher and learner and interactive Radio Counseling enjoyable and enriching.
- To address need of differently abled students', YCMOU has also established special program centers in collaboration with Rehabilitation Council of India (RCI) to extend the outreach of the University, e.g. School of Education has launched 'B.Ed. Special Education. (HI, VI, ID)' Programs and has total 5 Learner Support Centers (LSCs) in the Maharashtra satisfying the educational needs of the disadvantaged population.
- To better serve the students YCMOU has a dedicated Student Services Division (SSD) and Examination Division, Student Zone of the University website, YCMOU e-Suvidha mobile App facilitates for learners, Programs calendar with event notifications, Quick online delivery of SLMs in digital form, facilities of re-evaluation of answer scripts, Examination Services and grievance redressal mechanism

have been digitized for easy access and tracking, even there is provision to provide Suggestions through website.

- YCMOU has introduced effective feedback system to get feedback from Counselors, Regular students and Alumni.[URL: [Yashwantrao Chavan Maharashtra Open University \(www.digitaluniversity.ac\)](http://www.digitaluniversity.ac)]
- The Student Services Division (SSD), Examination Division and various Schools answers queries received via fax, regular post, emails, SMS, Whatapps, telephone call and on line portal. YCMOU has introduced “User Guide Presentation” links for ‘Study center & University Staff’ as well as for ‘Students’ to address their queries for smooth implementation of programs and provide quality services. [URL: [Yashwantrao Chavan Maharashtra Open University \(digitaluniversity.ac\)](http://digitaluniversity.ac)].
- Centre for Evaluation Technology (CLET) is a unique unit of YCMOU for computerized Course wise Question Banks development. It involves a database of experts handling various evaluation-related tasks and easily manages online question paper generation from more than 2,00,000 questions ready in the different Question Banks. [[Evaluation- Yashwantrao Chavan Maharashtra Open University \(ycmou.ac.in\)](http://ycmou.ac.in)]
- YCMOU has initiated skill development programs in the backward and remote areas and in the minority dominated areas. The university has also made special initiatives to carry education to the remote, rural and tribal areas with the help of Mobile learning vans.
- Fee Exemption: YCMOU has been providing the opportunity of fee exemption to students belonging to Scheduled Castes and Scheduled Tribes.
- Programs for Jails Inmates: In order to enhance the outreach of education among jail inmates, YCMOU is providing free education in 9 district jails in Maharashtra.
- In all there are 8 Regional Centers of YCMOU spread all over Maharashtra covering all the four regions of Maharashtra.eg. Konkan, Western Maharashtra, Marathwada and Vidarbha.
- YCMOU in collaboration with the MKCL offers Cloud based Digital University Framework: Student Life Cycle Management System for computerization of all the activities of universities and its recognized Learner Support Centers. This framework provides flexible solution with seamless integration of diverse processes and also provides effective access of information to all the stakeholders of the University.
- YCMOU has also introduced Facebook, Youtube and whatsapp services for the students to make their learning experiences and information flow smooth and timely.




Director
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