



Yashwantrao Chavan Maharashtra Open University, Nasik – 422 222

4.3.3: Yearly Monitoring Report of Learner Support Centers by the Regional Centers (2020-21)

Part-I: Academic Activities	No. of Activities / Programs
A. Program Advocacy and Promotion	
Awareness Program organized with students of colleges for the promotion of YCMOU Programs	1096
Awareness meetings for special drive SC/ST, Transgender, weavers and other Privileged group	22
Meeting with NGO's and other State units for promoting university programs	21
Participation in Exhibitions, job fair, placement meetings etc	17
Number of press releases/media publicity released	394
Sub-Total	1550
B. Program and learner related activities at the Regional Centers	
Academic Counselors Orientation Program(s) organized by Regional Centers	17
Coordinators Meeting organized at Regional Centers	20
Study Center Staff Orientation Programs organized by Regional Centers	15
Number of Grievance Redressal Camp(s) organized at the Regional Centers	198
Number of visits to Examination Centers	00
Number of New Study Center's proposals sent to head quarter	346
Number of New Academic Counselors empanelled	1247
Number of New Counsellors added in the SSD portal	1247
Sub-Total	1843
C. Learner support Activities at the Learner Support Centers	
Face to Face Counseling sessions held at Learner Support Centers	9453
Practical Counseling Sessions held at the Learner Support Centers	2813
Sub-Total	12,266
D. Learner related queries and grievances handled	
By Post	2917
By E-mail	11461
By Phone	660
Face to Face	1830
Through facebook	290
Sub-Total	12338

E. Utilization of the SMS Service for Learner Support Services	
Message regarding YCMOU programs for New Admission and its last date for application	
Message regarding registration of learners on website and its OTP	
Message regarding generation of Permanent Registration Number(PRN)	
Message regarding facilities provided to students like Fee installments	
Information regarding Term End Examination	
Information regarding declaration of the term end examination result	
Information regarding University Convocation	
Sub-Total	326039
Grant Total	

1. Academic activities: Regional Centre wise Advocacy and Promotional Activities

Sr.No.	Regional Center Name	Advocacy and Promotion (Awareness Program's/Promotional Meetings)	% of Total
1	Amravati	192	12.38
2	Aurangabad	187	12.06
3	Mumbai	142	9.16
4	Nagpur	204	13.16
5	Nashik	246	15.87
6	Pune	334	21.54
7	Kolhapur	35	2.25
8	Nanded	210	13.54
	Total	1550	100.00

2. Regional Centre wise Coordinators Meet, Academic Counselors/LSC Staff Orientation Programs

Sr. No.	Regional Center Name	Activities	% of Total Activities
1	Amravati	393	21.32
2	Aurangabad	252	13.67
3	Mumbai	36	1.95
4	Nagpur	498	27.02
5	Nashik	230	12.47
6	Pune	224	12.15
7	Kolhapur	90	4.88
8	Nanded	120	6.51
	Total	1843	100.00

3. Regional Centre wise Academic Counseling

Sr. No.	Regional Center Name	Number		% of Total Counseling
		Theory	Practical	
1	Amravati	1165	342	12.28
2	Aurangabad	1162	348	12.31
3	Mumbai	1196	343	12.54
4	Nagpur	1198	383	12.88

5	Nashik	1167	340	12.28
6	Pune	1168	362	12.47
7	Kolhapur	1188	341	12.46
8	Nanded	1199	354	12.66
	Total	9453	2813	100.00

4. Learner Support and Grievances Redressal: Regional Centerwise Learner Queries handled

Sr. No.	Regional Center Name	Learner Queries Handled(Email/Phone /FBetc)	% of Total
1	Amravati	10	5.05
2	Aurangabad	30	15.15
3	Mumbai	10	5.05
4	Nagpur	45	22.72
5	Nashik	40	20.20
6	Pune	21	10.60
7	Kolhapur	26	13.13
8	Nanded	16	8.08
	Total	198	100.00

5. Regional Centre wise SMS Utilization

Sr. No.	Regional Center Name	Use of SMS for learner support	% of Total
1	Amravati	45758	16.99
2	Aurangabad	28484	10.57
3	Mumbai	17209	6.39
4	Nagpur	29182	10.83
5	Nashik	37505	13.92
6	Pune	45925	17.05
7	Kolhapur	20734	7.70
8	Nanded	44587	16.55
	Total	269384	100.00



[Signature]
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