



Yashwantrao Chavan Maharashtra Open University, Nashik - 422 222

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 has been at the forefront of maintaining academic standard and providing essential services to the students even during the COVID-19 pandemic situations, University has conducted total 8038 online counseling sessions for all programs with the help of recognized learner support centers in Maharashtra. This has created huge impact on access to education even during the difficult situations.

In addition to this, as per the directives from the UGC, YCMOU also conducted online examination in November / December 2020 for all enrolled students of various programs, with the use of innovative approaches using latest technologies. This switching from offline to online examination has provided opportunities to each learner to progress in the scheduled learning without loss of time and academic year. This has significant overall impact on the learning outcomes and furthermore made a 'role model' for conduction of examination in the stipulated time with low cost. The volume of online examination is as follows.

- No. of Student appeared for online examination: 1,91,198
- No. of Subjects / Courses: 496
- No. of Answer Scripts / Papers: 10,41,000
- Percentage of student present for online examination: 80.20 %

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))

- Students YCMOU has a dedicated Student Services Division (SSD) and E-Zone of the University website, YCMOU e-Suvidha mobile App for calendar with event notifications, Quick online delivery of SLMs in digital format, provision of answer scripts, Examination Services and grievance redressal for easy access and tracking, even there is provision to provide Suggestion box for effective feedback system to get feedback from Counselors, Regular interaction with the students through the various divisions of the University. Yashwantrao Chavan Maharashtra Open University (www.digitaluniversity.ac) has a dedicated Student Services Division (SSD), Examination Division and various Schools answer queries through regular post, emails, SMS, Whatapps, telephone call and on line portal. YCMOU provides "Study Guide Presentation" links for "Study center & University Staff" as well as for students to submit their queries for smooth implementation of programs and provide quality education. Yashwantrao Chavan Maharashtra Open University (digitaluniversity.ac)].
- Computerized Learning Technology (CLET) is a unique unit of YCMOU for computerized Content Development. It involves a database of experts handling various evaluation-related tasks like online question paper generation from more than 2,00,000 questions in various subjects. Banks. [[Evaluation- Yashwantrao Chavan Maharashtra Open University](http://Evaluation-Yashwantrao-Chavan-Maharashtra-Open-University)]
- YCMOU has been providing the opportunity of fee exemption to students belonging to Scheduled Tribes.
- Outreach Programs: In order to enhance the outreach of education among jail inmates, YCMOU has started education in 8 district jails in Maharashtra.

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.



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