



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	
1. Awareness Program organized with students of colleges for the promotion of YCMOU Programs	1096
2. Awareness meetings for special drive SC/ST, Transgender, weavers and other privileged group	22
3. Meeting with NGO's and other State units for promoting university programs	21
4. Participation in Exhibitions, job fair, placement meetings etc	17
5. Number of press releases/media publicity released	394
Sub-Total	1550
B. Program and learner related activities at the Regional Centers	
1. Academic Counselors Orientation Program(s) organized by Regional Centers	17
2. Coordinators Meeting organized at Regional Centers	20
3. Study Center Staff Orientation Programs organized by Regional Centers	15
4. Number of Grievance Redressal Camp(s) organized at the Regional Centers	198
5. Number of visits to Examination Centers	00
6. Number of New Study Center's proposals sent to head quarter	346
7. Number of New Academic Counselors empanelled	1247
8. Number of New Counsellors added in the SSD portal	1247
Sub-Total	1843
C. Learner support Activities at the Learner Support Centers	
1. Face to Face Counseling sessions held at Learner Support Centers	9453
2. Practical Counseling Sessions held at the Learner Support Centers	2813
Sub-Total	12,266
D. Learner related queries and grievances handled	
1. By Post	2917
2. By E-mail	11461
3. By Phone	660
4. Face to Face	1830
5. Through facebook	290
Sub-Total	12338

E. Utilization of the SMS Service for Learner Support Services	
1. Message regarding YCMOU programs for New Admission.	148463
2. Message regarding last date for application.	120921
3. Message regarding generation of Permanent Registration Number (PRN).	202222
4. Message regarding registration of learners on website and its OTP.	220041
5. Message regarding facilities provided to students like Fee installments	3982
6. Information regarding Term End Examination	103734
7. Information regarding University Convocation	162219
Sub-Total	961582

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/FB etc)	% 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	81482	17.27
2	Aurangabad	49179	10.42
3	Mumbai	28481	06.03
4	Nagpur	56662	12.01
5	Nashik	66431	14.08
6	Pune	75379	15.98
7	Kolhapur	34403	07.29
8	Nanded	79589	16.87
	Total	471606 *	100.00

*This figure includes messages regarding 1. New Admission, 2. Last date of Application and 3. Permanent Registration Number (PRN)



[Signature]
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