Namaskar!

From

SYMBIOSIS CENTRE FOR DISTANCE LEARNING (SCDL), INDIA

Welcome to all delegates participating in

30 June – 2 July 2010, Bangkok

USE OF ICT / USE OF ICT FOR ODL / BLENDED LEARNING / RESEARCH / ADMINISTRATION & MANAGEMENT

** A Presentation By **

Ms. Swati Mujumdar
Principal Director, Symbiosis Center For Distance Learning, India
Distance Education – Paradigm Shift

- Distance Education – a tool for mass education in developing countries
- Importance of technology in distance education
- Changes in Education Paradigm – focus on personalized learning & learner centric system
Distance & Higher Education in India

- Major emphasis on education by the Indian Govt. in 11th Five Year Plan

- Plans to increase enrollment in higher education from present about 9-10% (10-11 million) to 15% (20-22 million) by 2012

- Plans to improve quality and increase enrollment in open & distance universities / institutes from present 24% to 40% by 2012

- Plans to use ICT-based pedagogy and learning aids – to increase spending on ICT

- Encourage private-public partnership in higher education

- Government ICT initiatives for education sector - EDUSAT, UGC INFONET, INFLIBNET and SAKSHAT
New Technologies & Distance Education

➢ Technology is an important component of the ODL system

➢ Learning has changed – from teacher centric learning to collaborative learning

➢ New learning tools – web, mobiles, handheld devices, laptops

➢ New education delivery models – video conferencing, distributed classrooms, satellite, TV
Importance of Technology in Distance Education

- Technology an important component of the ODL system
- Technology for mass education & equalizing opportunities
- Technology for improving reach
- Technology for faster & effective delivery
- Technology for improving quality of education
Symbiosis – a story unfolds

- Founded in 1971, by visionary Padmashree Dr. S. B. Mujumdar as ‘home away from home’
- Symbiosis – means – ‘living together for mutual benefit’
- Grown into a family of 36 schools, colleges offering education from KG to Post Graduation; spread over 9 campuses
- Has over 30,000 students on campus
- Was primarily established for the welfare of foreign students; Has over 2000 foreign students from 60 countries
- Ranked amongst top Universities in India: reputed for excellence in education
Symbiosis Center For Distance Learning (SCDL)

- SCDL - A single mode ODL institute offering distance programs since 1994

- Has grown exponentially; into one of India’s largest private, unaided distance education providers

- Active student strength - more than 200,000 students from all states of India & 42 countries

- Has very high acceptance in the corporate community emerging as the “a preferred education provider” to top companies such as IBM, Deloitte, GE etc.

- Offers a wide variety of programs in different disciplines – blended programs, modular courses, credit system
ICT Implementation at SCDL

Enhanced Student Support Services – combining ICT based practices to increase student satisfaction

- Dedicated Student Call Center –
  - Trained Call Operators handling over 2000 students calls per day
  - Call Operators use Student Information System to give prompt & accurate reply
  - Tracking of call history to reduce repeat calls / grievances
  - Integrated Voice Response System (IVRS) – automated response to student calls

- Dedicated Student Communication Center
  - Trained Communication Assistants to respond to student email queries – handle more than 1600 emails each day
  - Students use ‘Post my Query’ link on SCDL web portal
Post my Query link on SCDL web site – allows students to send emails to SCDL
ICT Implementation at SCDL

SCDL Web Portal:

- Sophisticated Web Portal providing various facilities such as:
  - Unique login & personalized interface for each student
  - Ability for students to view & track their own progress
  - Facility to send email to SCDL Communication Center
  - Facility to track material dispatched by SCDL
  - Access to e-learning courseware, Moodle LMS
  - Access to On-demand Exam Slot Booking System
  - Ability to submit on-line assignments 24 X 7
  - Message Board for important SCDL updates
  - Access to Placement Link to view jobs posted by potential employers
Sample screen shot of SCDL Web Site Home Page
ICT Implementation at SCDL

Student Information System – SIS -

- an ERP system developed in-house
- Tracks complete student life cycle from enrollment to graduation
- Acts as a Backbone to all SCDL departments
- Tracks dispatches and returns with reason of return
- Tracks all communication received from or sent to students – a complete communication history
- Information from SIS is reflected real-time on web portal for student viewing and tracking

Results - ICT solutions at SCDL have – reduced overheads & costs, improved efficiency & speed, reduced student grievances & created transparency in operations.
Student Information System (SIS) – Student View
### Student Information System (SIS) – Fee Details

#### Student View

**Student ID**: 200800801

**Validity Period**: July 2012

**Fee Details**

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<tr>
<th>Sr. No.</th>
<th>Instr_Type</th>
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## Student Information System (SIS) – Dispatch Details

### Student View

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<th>Comment</th>
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**Validity Period**
- July 2012

**Dispatch Details**

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<th>Dispatch S.No.</th>
<th>Docket No</th>
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<td>Study Mater...</td>
<td>Express Pac...</td>
<td>433980</td>
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**Returned Material**

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ICT Implementation at SCDL

Flexible and Convenient Evaluation System -

- On-line assignments –
  - Ability to submit online assignments 24 X 7 through SCDL web portal
  - Provides complete flexibility & convenience
  - Allows students to leave and come back during an attempt

- On-Demand Examinations –
  - Allows students to attempt an exam through out the year
  - Students can select date, time & location of their choice for an exam
  - Exams are proctored
  - Exam slot booking system – available through the SCDL web portal

Results – The flexible & convenient assessment systems have led to huge increase in number of students attempting exams & reducing drop out rate.
Assignment for Human Resource Mangt

Match the following:

- Jobs from and to with transfers will be made on
- Systematic transfer policy is to avoid
- Transparency in employee and employer can be brought in through
- Systematic transfer involves

- systematic transfer policy
- unsystematic transfer policy
- mutual transfers
- frustration
- recruitment
- job specification

Maximum reachable score: 4
Task: 18/48
Time left: 57 min.
SCDL Web Site – On Demand Exam Booking System

Examination Slot Booking System

Symbiosis Centre For Distance Learning

Welcome SCBL TIS

Today is Tuesday, March 18, 2008

Exam Centre Address

Instruction for the Candidate

Booking History

Date | Time | Centre | Subject | HallTicket
--- | --- | --- | --- | ---

Book Slots

Business Communication

Pune

Maharashtra

Mumbai, ATTEST-Mumbai-Andheri (E)

Office No.3, 3rd Floor, Kirston House, Saki Vihar Road, Near Pikhnik Hotel, Sakinaka Andheri (E)

Mumbai

Maharashtra

Select Date | Select Time

Slots

09:00-10:00

10:15-11:15

11:30-12:30

12:45-13:45

14:00-15:00

15:15-16:15

Candidates Details

Name : SCDL TIS
DOB :
Mobile :
Address :
Phone :

Program Details

Program Code : SCDL 4
Program Desc : On Demand Apr 08 exam

Selected Date is : 04-Apr-2008

Not Available
Available
Today
Holiday
ICT Implementation at SCDL

Enhancing Learning Experiences of students -
- E-learning -
  - Highly Interactive, no repetition of theory
  - Based on case studies, examples & scenarios
  - Acts as a supplementary learning aid
- Pre-Recorded Lecture DVDs -
  - Lectures from expert faculty recorded on DVDs
  - Have become extremely popular although asynchronous learning
  - User Friendly Interface displaying lecture, faculty notes, references

Results – SCDL provides e-learning and lecture DVDs as supplementary learning aids to Self Learning Materials. Students find them extremely useful as they help enhance understanding of key concepts.
A Factory Tragedy

It was just after midnight when doors opened in the city and people spilled out into the streets, coughing and choking. Screams rent the air, and many began having convulsions. Within hours, entire neighbourhoods were strewn with dead bodies. The death toll for that night was over 18,000. And even 20 years later, the contamination is still active.

The date was 3rd December, 1984. The scene of the disaster was the Union Carbide factory in Bhopal, India. A poisonous gas had begun leaking and the plant's safety systems had failed miserably. It was to prevent just such a disaster that the Factories Act of 1948 was put into place.

In this topic, you will examine the procedures required to set up a factory, the concept of safety when working with machinery and the laws governing the length of a workday.

Click Prerequisites to view the textbook chapters relevant to this topic.
Introduction

- Objective of this lecture
  - To help students understand the basic concepts of Management
  - To gain an insight into the Indian corporate sector
  - To provide a value addition to the course Principles and Practices of Management
  - To orient students towards a management career
Conclusion – Use of ICT in Education

- ICT should be used only where required and as much as is required
- ICT solutions should be cost effective
- ICT implementation should be coupled with appropriate changes to business processes to ensure success
- ICT can only supplement and not replace other forms of learning
- ICT should used to improve student support services
THANK YOU