ICT Integrated Pedagogy for Academic Counsellors of NSOU

School of Vocational Studies, Netaji Subhas Open University(NSOU-SVS)And Commonwealth of Learning – Commonwealth Educational Media Centre for Asia(COL-CEMCA)

Submitted by:
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Introduction:

The three-day Workshop on "ICT Integrated Pedagogy for Academic Counsellors of NSOU" dated 16th-18thSept, 2019 was organized by School of Vocational Studies, Netaji Subhas Open University, Kolkata in association with Commonwealth of Learning & Commonwealth Educational Media Centre for Asia as a part of the project titled "Increase Access and Improve Institutional Capacity for Sustainable Development through Vocational Education and Training". The project is carried out with the support of COL-CEMCA, New Delhi. Objectives of the workshop are as follows:

- Define the concept of ODL and Discuss development of Distance Education (DE) in national level
- Explain the nature, characteristics and importance of Learning Materials (in different format) in Distance Education
- Discuss importance of learner support in distance education and Differentiate between counselling and tutoring
- Organize student support using various modes (face-to-face, online, using audio-visual media, computer etc.)
- Conduct academic counselling sessions in learning centres/study centres
- Write tutor comments on the assignments responses
- Use ICTs for student support, Use OER for teaching and learning and Create and search educational resources on the Web purely voluntary

Dates: 16-18 September 2019

Venue: School of Vocational Studies, Netaji Subhas Open University (NSOU-SVS), Kolkata.

Methodology:

The workshop was based on extensive hands-on training using different software in ICT environment. The Resource Persons followed the lecture methods using PPTs, notes etc. for effective learning outcome. The Resource persons dealt with the academic content like assessment procedures, health and hygiene, child psychology etc.

Day One: 16TH September 2019

The technical Session after a formal inauguration was started by Dr Manas Ranjan Panigrahi, the Senior Programme Officer, CEMCA who conducted a really thought-provoking session on "Open University in 21st Century". Dr Panigrahi began the session with a task of Mind Mapping on "The Role of Academic Counsellors in ODL System" for the Participants, this was done, with the intension to encourage the participant to get completely involved in the session and feel free to exchange their views. All the participants enthusiastically participated in the task and came up with different and innovative ideas to complete the task. Dr Panigrahi was glad to share that most of the ideas given by the participants were quite relevant with the present day context of ODL system.

Dr Panigrahi gave a presentation on the ideal ODL, Teaching Learning process in the 21st Century. He proposed free and flexible learning for the Learners belonging to this system. The learners of ODL system like any other convention education system join this system of education with the hope to learn in a systematic way, get a certificate after completing the course, and have a decent livelihood. Thus, ODL learning focuses on providing information, proper counselling while the learners expects quick result.

Dr Panigrahi insisted that there is a constant need to explore and design innovative learning activities to meet the demands of our learners. We must try to understand the perspective of the learners. Our learners look for Micro Credentials, backed by digital badge.

Thus ODL system must be more sophisticated, with different modalities, and not just depend on written materials. Today the concept of MOOC and OER are gaining importance. ODL System should also work to promote employability amongst the learners, which includes helping the learners to get jobs, retain their jobs, improve and enhance themselves and thus make their position more sustainable in the job markets. Therefore, there is a need to introduce skill based courses which would increase the scope for employment.

Resource Person Prof Pratip Kumar, Former Director School of Sciences, NSOU in his deliberation entitled "Developing SLM for ODL" focused on the importance of the Self Learning Materials (SLM) in ODL system. In his words, SLM's are one of the most important pillars of ODL System. Through which learners are developing some primary concepts of the topic. He nicely portrayed the basic characteristics of SLM as following:

- It is meant for adult learning, which can be read and understood.
- The materials should be self-contained and must be a kind of reference in itself
- It must be uniform
- It must be bite sized.
- The courses must be divided in blocks, which must be further dived into units.
- The course must be credit based, where 1 credit should be equivalent to 24 hours, where about 4 to 6 hrs shall be allotted to each unit.
- Each block must have the same cover design
- The units must have Introduction, Objective, Summary, Terminal Question, with some additional features like diagram, tables, FAQ and margin notes.

One must be very careful while selecting the language, the SLM must always be written in passive voice, and the learners must feel that they are actually conversing with their teachers.

Prof Choudhury pin-pointedly elucidate about different parts of a SLM.

For Introductory part of the SLM, he suggested as follows:

The **Introduction** in his words, which must give us an overall view about the unit. It must connect with the previous and next units. By following ***Objective:*** Objectives must clearly tell about the idea about the desired learning outcome. The objectives are as following three aspects;

Cognitive Aspects: Help in developing knowledge, leads to analytical thinking and enhancing the ability to apply the knowledge;

Psychomotor Aspects: Increase the ability of skills in Tabulating and computing; **Affective Aspects:** Augment the ability to praise, enquire, defend, argue and influence the learning process;

FAQ: The content of the SLM must be followed by FAQ and must help the learners to grasp the concepts. And *Summary*

The whole concept of the particular unit must be written in nutshell in this segment. Regarding last part of the SLM which is termed as ***Terminal Question he gives his impetuous on checking learners' progress.***

In the next session, Prof Anirban Ghosh, Director SVS and SPS, NSOU shared that ODL system has undergone several phases and transitions. In the initial phase the ODL system was depended on SLM only, gradually the audio materials, along with telecasting the lectures through Television came into practice. Eventually with the development of technology, concepts of multimedia e learning also became popular. However today in the 21st century with the further advancement in technology and

with ICT support new concepts of e SLM, the use of A/V materials along with Open Educational Resources OER) and MOOC in the teaching learning process in ODL system has become very much in demand.

Prof Ghosh opined that we might however not be able to rely on Technology. Though it may help us to a great extent, but we cannot completely depend on it. Along with technological support, which includes m-learning ,websites, we must also concentrate ourselves in designing high quality SLM, which should be enriched with up to date information, thus counsellor in the ODL system must have good reading and writing skills The counsellors must have the ability to conduct face to face interactive sessions with the learners through Personal Contact Sessions, provide Assignments to the learners and have a system of fair Assessment for proper evaluation of the learners.

Dr Ghosh elaborately discussed the role of Academic counsellors in his session. According to him, the Academic Counsellors must have some skills and qualities while they are involved in the open learning system. The Academic Counsellors must give proper clarification to the doubts raised by the learning, must check and monitor the progress of the learners and carefully evaluate them at the end of the course. The counsellors while assessing the home assignments may put their comments in the margin of each answer, as this leads to the scope for improvement of the learners while the global comment can be given on the cover page. While commenting the evaluator must be encouraging, appreciative, Corrective and Constructive.

Dr Manas Ranjan Panigrahi once again conducted a session with Board exercise, with the topic 'How distance learners learn and what are their expectations from ODL?'. The participants enjoyed the session and from their personal experience completed

the exercise. Dr Panigrahi appreciated the participants for their spontaneous participation.

Dr Panigrahi drew a comparison between the learners of ODL mode and conventional mode and suggested that the learners of open learning system are decision makers as they have the freedom to choose whatever course they desire to pursue, they can join the curse at any time thus they have lot of freedom in comparison to conventional mode. On the other hand, there is a strong monitoring system in case convectional mode, where the students have the scope to meet the teachers regularly and their teacher constantly monitor what they are learning. However, there is no such kind of monitoring system in ODL mode.

Dr Panigrahi tried to analyse the reason why the learners join the ODL System .He said that learners of this system have a different mindset. They are multi-tasking; some are into working profession, while some are housewife. Thus, an academic counsellor has to be competent enough to understand the needs and perspectives of the learners and based on this assessment they may design their teaching strategy. Nowadays our learners depend upon the following ways of learning –

- Digital learning
- Learning through networking and collaboration
- Group Learning
- Learning by doing

Thus, it becomes our liability to guide the learners to know where to find relevant information. We must remember that in today's most of the learners are well informed and come from multi cultured background, therefore special care should be taken while planning learning materials for them, so they may understand the concept correctly and feel satisfied.

We may appreciate a trial and error method, while designing materials for the learners, as we do not know which might be the appropriateness process for them and this will help us in maintaining transparency.

The 21st century learning depends upon **Creative and Creative** thinking, and it may be successfully practiced if both the counsellors and learners go hand in hand together and understand the core objectives of open learning system.

Dr Panigrahi laid emphasised on uploading maximum material in the University Websites as OER and encouraged students to look information from these sites. This will save their time and minimize diversion. The counsellors may in turn use these materials for developing course materials.

Thus through proper communication and collaboration with advance technological skill we may definitely think of raising the quality of teaching learning process of Open learning system.

Dr Panigrahi summed up the entire 1st day's activities and conveyed the participants to come on time for the next day as there would be sessions on MOOCS and elaborate discussions would be taken up on the use of ICT Support and to look OER Materials.

Day two: 17th September 2019

Prof. Anirban Ghosh began his deliberation entitled "MOOC–SWAYAM OPPORTUNITIES AND CHALLENGES" by saying that online courses aim to bridge the gap between the teachers and the learners. In India many people seek admission for various courses right Certificate courses to Ph.D. course. Most of the students fail to get admission to such courses due to non-availability of seats, thus there is a limitation in these kind of classroom teaching. Moreover, we also fail to reach the maximum mass; thereby the GER could not be increased. However we may still tackle this problem by promoting and popularizing the online courses which can be accessed by a huge number of learners and their desire to achieve success in their by attaining higher education may become true. The salient feature of Online courses are-

- ➢ Promoting digital learning
- ➢ Learning in own pace and time
- ➢ Repeated access
- ➢ Individual attention through discussion
- ➢ Interaction through discussion
- ➢ Increase in Self dependency
- ➢ Thrust on Online resources.

Gradually there was a remarkable transition in the movement, OER came into existence from 2002, MOOC was developed in 2012, in 200 NKC was introduced, and finally NME-CT was launched in 2009 by MHRD, to make available the e-contents to a large mass.

Prof Anirban Ghosh chronologically discussed about the history of Online Courses that has been developed till date. He talked about the Open learner course, which came up in 2006, by UK Open University, followed by the Khan Academy in 2007, Harvard University, and Open University of Australia took initiatives in launching online course in 2012 and 2013 respectively. Finally, our own nation too launched online courses–MOOCS SWAYAM in 4th July 2017. These courses were developed by converging two systems of education, i.e. Regular mode and Open Distance mode together with the sole objective to reach the maximum number of mass.

The basic characteristic of the course is open to all, fully online, structured course content, and it can be done Anytime, Anywhere and Anytime.

At this juncture, Prof Anirban Ghosh highlighted a significant difference between E-content and MOOC. He explained all e-content are not necessarily OER, which are released by through proper license, more over no teacher is needed for it. However, contains licensed OER material and there is a teacher-learner interaction. The learner thus has a scope to interact with the teachers as well as learn independently at their own pace.

Prof Ghosh vividly discussed about SWAYAM and shared some of its unique features like-the courses under SWAYAM are developed with the intention of self-learning through e-text and audio visual aids with lots of references. There is a scope for self-assessments followed by a transparent examination system by awarding marks and grades. One of the advantages of this course is that it has the advantage of credit transfer, however all the learners may not get the certificate the courses are both credit based and non-credit based. The national coordinators for SWAYAM are-

University Grant Commission, NPTEL, Consortium for educational communication, IGNOU, CBSE, NCERT, NIOS

SWAYAM gives its learners a platform to learn under the best senior teachers, with low much lower cost. Until date, lakh students are successfully enrolled in the course.

Prof Ghosh concluded his session by saying that there is a need to popularize these courses for the benefit of our larger and for the Nation as a whole.

The technical experts from School Guru gave an elaborate presentation on the kind of ICT support service that they are being providing to the learners of Netaji Subhas Open University. They helped the participants in installing the App in their Android cell phones so that they may get back to their institute and help their learners to use it successfully.

The experts from School Guru recommended the learners must be encouraged to utilize the App and the Academic Counsellors must also regularly see if the learners are using these facilities or not.

In the Post lunch Session of second day, Dr Barnali Roy Choudhury, Asst Prof LIS, NSOU and Co-PI of the project began her deliberations entitled "**Open & distance learning Environment**" by saying that the best part of Open Distance learning is – 'Anyone, Anywhere, Anytime' and that's what makes this mode of so special as well as challenging. One must be aware of the **'Learning Management System' (LMS)**, to create conducive learning Environment amongst the learners. This system equips the learners to easily get accessibility to teaching–learning facilities and it must be according to their own pace, time and place thus making it more open. Thus, the word 'open' has a more inclusive connotation. The Open Distance Learning has a definite goal to attain, like, Democratization of Knowledge, Access to information for all, Equitable Education for all and last but not the least Sustainable Development of our society by increasing higher education by 2030.

Dr Roy Choudhury further shared that the main pillars of teaching-learning system of ODL are Self Learning material, Virtual Classroom, and Audio Visual lecture .She gives her impetuous on to use any required materials from Open Educational Resources repositories available in the global platform to save time, cost and human resources. However, one should keep in mind that anything and everything available in the various website could not be termed as OER. Only that material which has proper open licensing specially **CC License** can be termed as OER. She briefly discusses about the five Rs of OER i.e. Reuse, Remix, Revise, Retain and Redistribute. Thus it becomes very easy for us to develop material by giving adequate acknowledgement to the original author.

Dr Barnali Roy Choudhury concluded her extremely interesting lecture by saying that the counsellors with their innovative capabilities and creative thinking must look for right and legitimate material, with proper attribution and thus design excellent materials; those are enriched with knowledge and information for our learners, which is also motto of the workshop as well as project.

The last session of the day was hand on practice, which is an implementation of the 2-days workshop. The participants were divided into seven groups and their groups where named after rivers. The participants were given a task of choosing a topic according to their own choice, and develop and plan OER materials on the topic.

Day three: 18th September 2019

All the seven groups presented their ideas one by one and it was ensured that all the members were involved in the presentation. Team Narmada, Ganga, Kaveri, Tista, Godabari, all the groups were depicted their thoughts and view on teaching-learning process by using OER.

It seemed that the participants indeed carried out a lot of research work to develop their OER material, though there were certain doubts amongst, which were clarified by the resource persons in the session.

Valedictory Session

The 3 days Workshop was finally concluded after the valedictory session. Hon'ble Vice Chancellor of NSOU, Prof Subha Sankar Sarkar, Sri Mohan Chakraborty along with Dr. Manas Ranjan Panigrahi, Prof. Anirban Ghosh and Dr Barnali Roy Choudhury were present to grace the occasion.

The participants were invited to speak words about their experiences and share their plans in developing OER materials for their learners.

Thus the three days Work Shop successfully came to an end with the hope that the participants would effectively plan and design good teaching Learning process in their institutes.

Conclusion:

The expected output and outcomes of the workshop was achieved as follows:

- ➤ Awareness about the basic theoretical concepts and practices related to accessibility of   educational resources
- ➤ Competencies associated with academic practices related to OER and basic knowledge to be initiated as a contributor in this area.
- ➤ A set of standard operational practices (SOPs) on ICT Integrated Pedagogy for Academic Counsellors of NSOU. OER related functional areas including creation of quality assured course materials, reuse of available OER materials to be integrated in course materials, identification, classification and curation of existing materials/documents to be released as OER on different open licences and formation of an OER repository.

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Workshop Schedule

Date/Time	Activity	Resource Person and material support
Day-1: 16September 2019		
10.00-10.30 hrs	Registration	
10.30hrs-11.15hrs	Opening Session: • Introduction by Dr. Barnali Roy Choudhury, Asst. Professor, LIS • Welcome Address by *Dr. Anirban Ghosh, Director, School of Vocational Studies, NSOU* • Inaugural Address by Professor Pratip K. Choudhury, former Director, NSOU • Address by CEMCA Resource Person: Dr. Manas R. Panigrahi • Presidential Address by: *Professor Subha Sankar Sarkar, Vice-Chancellor, NSOU* • Vote of Thanks by: Mrs Kasturi Sinha Ghosh	
11.20hrs-11.30 hrs	*Tea/Coffee Break*	
11.30hrs-12.30 hrs	• Introduction to the workshop • Participants' Expectations from the Workshop • recent trends of Open and Distance Education (DE) at national level	Dr. Manas R. Panigrahi
12.30hrs-13.30hrs	• Nature, Characteristics and Importance of Learning Materials (in different format) in Distance Education	Professor Pratip K. Choudhury
13-30hrs-14:30hrs	LUNCH	
14-30hrs-15:30hrs	Roles and Responsibility of the Academic Counsellors in ODL	Dr. Anirban Ghosh

15:30hrs-16:30hrs	• 21st Century ODL Learners and NSOU Learners
	• ODL Counsellors as Facilitators
	  ○ Counselling in Distance Education (General and NSOU perspectives)
	  ○ Designing of Counselling Sessions (General and NSOU perspectives)
		Dr. Manas R. panigrahi & Dr. Barnali Roy Choudhury

16.30hrs - 17.30hrs	Organize student support using various modes (face-to-face, online, using audio-visual media, computer etc.)	Schoolguru
DAY-2: 17 September 2019		
10.30-11.30 hrs	Introduction to Day-2 and Planning the work for the day • Characteristics of eContents (General and NSOU perspectives)	Dr. Manas R. Panigrahi
11.30hrs-00.45hrs	Technology in Distance Education: SWAYAM, (General and NSOU perspectivs)	Dr. Anirban Ghosh
00.45hrs-13:00hrs	*Tea/Coffee Break*	
13.00hrs-14:00hrs	Activity-2: Technology in Distance Education: Moodle LMS, MOOC, e Content,	Dr. Barnali Roy Choudhury
14.00-14.45 hrs	*Lunch*	
14:45hrs-16:30hrs	• Introduction to OER- Raising issues for discussion • OER Search, find and integration to develop new OER materials • Activity-4: OER Search and reuse to develop new materials	• Hands on work • Group discussion (Schoolguru)
16:30hrs-17:30hrs	• Sum up for the 2nd day	Dr. Manas R. Panigrahi
DAY-3: 18 September 2019		
09.30hrs-11.30 hrs	Introduction to Day-3 and Planning the work for the day • Counselling - Presentation and Discussion(Uploading, Digitization & Formatting)	Presentation Dr. Manas R. Panigrahi and Dr. Barnaly R. Choudhury
11.30-11.45 hrs	*Tea/Coffee Break*	
11.45-12.45 hrs	• Individual framework to support counselling • Activity-5: Small Group discussion and reporting	Dr. Manas R. Panigrahi and Dr. Barnaly R. Choudhury (PPT ,Worksheet)
12.45-13.30 hrs	• Discussion on the workshop • Evaluation Assessment of Attitude Towards counselling	-do-
13.00-14.00 hrs	*Lunch*	
14-00-15.30 hrs	*Closing Session*	

A. Workshop Facilitators

1. **Dr Anirban Ghosh, NSOU**
2. **Dr Manas Ranjan Panigrahi, CEMCA**
3. **Dr Barnali Roy Choudhury, NSOU**
4. **Mrs Kasturi Sinha Ghosh, NSOU**

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3 – Day Workshop on Academic Counsellors for Distance Learners of NSOU in association with COL-CEMCA on 16 – 18 September 2019

List of Participants

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