

## **National Orientation-cum-Workshop for LSC Coordinators**

The Directorate of Distance Education (DDE), Maulana Azad National Urdu University (MANUU) conducted a two-day National Orientation-cum-Workshop for LSC Coordinators of MANUU's Directorate Distance Educational Programme. The workshop took place on March 4<sup>th</sup> - 5<sup>th</sup>, 2024, at the CPDUMT Auditorium, MANUU. One hundred sixty participants were participated in programme.

### **Objectives:**

The primary objectives of the workshop were as follows:

- To provide orientation and guidance to Coordinators of Learner Support Centres of MANUU's distance education programme.
- To familiarize participants with their roles and responsibilities in effectively managing LSCs.
- To promote effective communication and collaboration among the DDE, regional and sub-regional centers and LSCs.
- To discuss strategies for enhancing the quality of distance education programs offered by MANUU.
- To address any challenges or concerns faced by the LSCs and to provide appropriate solutions.
- To encourage professional development and continuous learning among the participants.
- To equip LSC coordinators with the necessary knowledge and skills to navigate the evolving educational landscape and effectively implement the NEP-2020 guidelines in their respective regions.
- To update the LSC coordinators on the latest regulations set by the Distance Education Bureau. This included discussing the regulatory framework, compliance requirements, and best practices for effective implementation of distance education programs.

### **Workshop Details:**

The two-day workshop featured interactive sessions, informative presentations, brainstorming and engaging group discussions. Esteemed experts in the field of distance education were invited to share their expertise with the participants.

The workshop covered various topics, including:

- The Role of LSCs in Assignments and Counselling

- Efficient Student management at LSCs.
- Credit System and Formative Assessment
- Samarth and Admission Management
- NEP and changing scenario of ODL system.
- Strategies for Student Support and Engagement.

The workshop was attended by a total of 100 participants, including 84 Coordinators/Hols, 15 RDs/ARDs, and one Consultant. Additionally, all faculty members at headquarters, both teaching and non-teaching, along with other officials, also participated in the workshop.

### **Day 1: 04.03.2024 Monday**

#### **Inaugural session (12.40 PM to 02.15 PM)**

The inaugural session of the orientation cum workshop was organized at CPDUMT auditorium. Prof. Mohammed Razaullah Khan, Director, DDE delivered the welcome address. Vice Chancellor presided over the session. Prof. Rama Kondapally, who serves as the Professor of Practice, and Prof. Venkaiah, former Vice-Chancellor of Krishna University, and advisor to DDE MANUU were the distinguished guest speakers at the inaugural session. The Registrar, Prof. Ishtiyah Ahmed also addressed the gathering. OSD-2, Prof. Siddiqui Mohd Mahmood was also present. Dr. Sameena Basu was the coordinator of the inaugural session.

#### **Session Proceedings:**

The program began with a recitation of meaningful verses from the Holy Quran by Dr. Abdul Aleem, Assistant Professor of Arabic, DDE.

Then all the dignitaries present, including the Honorable Vice Chancellor, Registrar, Dr. Rama Kondapally, and Prof. Venkaiah, were felicitated as a gesture of respect and appreciation.

Following this, Prof. Razaullah Khan, the Director of DDE, delivered a heartfelt welcome speech and delineated the objectives of the orientation cum workshop for LSC Coordinators. He lauded the efforts of the LSC coordinators, RDs, and ARDs of RC and SRC for their outstanding contributions in augmenting enrollment and improving the quality of distance education in MANUU. With around 160 LSCs spanning from Leh to Kerala and from Rajasthan to Kolkata, alongside 15 RCs and SRCs, the reach is extensive. While acknowledging the inherent complexity of

distance education, he remained hopeful about mitigating associated challenges over time.

He assured the conduct of examinations for backlog batches in April and July. Encouraging LSC Coordinators, RDs, and ARDs of Regional and Sub-Regional Centres to intensify enrollment efforts in the upcoming year, he anticipated DDE's enrollment rate to approach 1 lakh within 2-3 years. He also offered tribute to the late Dr. Imam Azam, RD, Kolkata, who passed away recently.

**Guest of Honour: Prof. Rama Kondapally, Professor of Practice & IQAC Director.**

The speaker commenced by commending the participants for openly sharing their concerns and issues. She also applauded their contributions at the grassroots level in enhancing the quality of education through MANUU's distance education centers. RCs, SRCs, and LSCs are highlighted as the backbone of DDE.

She mentioned that during a recent visit by the UGC chairman, the university's efforts to promote Urdu language and knowledge were acknowledged and praised. Additionally, she shared an experience from a conference in the UK where MANUU was appreciated for its endeavors in improving Urdu education and supporting Urdu-speaking communities.

The university was also recognized for its contributions to both Goal 4 and Goal 16 of the SDGs, particularly in uplifting students from remote, and economically disadvantaged areas and integrating them into the mainstream socio-economic fabric of the country. This global recognition positions MANUU as a prominent advocate for quality education through Urdu medium in the nation. The critical role played by RCs, SRCs, and LSCs in achieving this recognition is emphasized.

**Keynote Address: Prof. G.Venkaiah, Former VC, Krishna University and Advisor to DDE, MANUU**

Prof. Venkaiah initiated his speech by reflecting on his four-decade-long journey in Open and Distance Learning (ODL) since 1984. He emphasized that the issues raised by the participants are not exclusive to DDE MANUU but prevalent across all institutions offering ODL programs.

The significant role of Learning Support Centers (LSCs) in addressing student concerns in ODL was highlighted, with the recognition that everyone shares responsibility for resolving these issues. He stressed the need to counteract negative energy and tackle problems individually, viewing each challenge as an opportunity for progress. He emphasized that problems spur new ideas, leading to innovation and

novel practices. He underscored the importance of responsibility and responsiveness, urging Regional Centres (RCs) and Sub-Regional Center (SRCs) to be attentive to LSCs, while Headquarters should demonstrate responsiveness to RCs and SRCs.

He recalled the collaborative effort in producing the first DDE MANUU prospectus alongside Dr. Satyanarayana, the then IGNOU regional director. While acknowledging the inevitability of problems in ODL programs, he stressed the importance of satisfying or exceeding customer expectations. He proposed enhancing activities through a multidimensional approach aimed at ensuring student satisfaction. He mentioned that the DDE director and his team were affirmed to be capable of achieving this and committed to assisting in every feasible manner.

#### **Address by Prof. Ishtiyaque Ahmed, Registrar, MANUU**

The Registrar expressed appreciation and extended a warm welcome to all LSC coordinators, acknowledging them as the true workforce of the university at the grassroots level. He emphasized the importance of listening to and addressing the feedback provided, as it reflects genuine concerns that need attention. He believed that many issues can be resolved through open communication, collaboration, and discussion. He noted that seemingly minor issues can sometimes become significant obstacles and hinder progress.

The Registrar highlighted that the majority of grievances received by the university pertain to problems related to examinations and evaluations, which can be effectively resolved through collective effort and coordination. He expressed confidence that by working together, the ODL program could become the premier choice in India. He mentioned positive changes in honorariums approved by the executive council and stressed the importance of collective efforts to boost enrollment.

He advocated for the strengthening of the Madrasa Connect program and expressed optimism that under the capable leadership of the Vice-Chancellor, MANUU could emerge as a leading institution in the field of ODL education in the country.

#### **Citation of LSCs:**

The LSCs which are functioning since the inception of the University were awarded citations for their outstanding performance and pivotal role in providing essential support measures to students.

1. Farah Fatima, the coordinator of LSC 005 at University Arts and Science College Hanamkonda Warangal, received the citation on behalf of the LSC.

2. Nayeem Basha, coordinator of LSC 010 at Andhra Muslim College, Guntur AP, received the citation.
3. Abdul Irfan, representing LSC No 038 at Faize Am College Meerut, U.P, was honored with a citation.
4. Abdul Rizwan from LSC 014 at Al ameen Arts Science and Commerce College, Bangalore, Karnataka was awarded the citation.
5. Dr. Sadaqat Ali Khan, coordinator of LSC No. 015 at Shaheen College for Women, Bidar, Karnataka received the citation.
6. Dr. Kaneez Fatima Alvi from LSC No. 016 at Bibi Raza Degree College for Women, Kalaburagi, Karnataka was presented with the citation.
7. Mr. Abdul Latheef P K received the citation on behalf of LSC No. 031 at Markaza College of Arts and Science, Kunnamangalam, Kozhikkode.
8. Mr. Srinath Reddy, representing LSC No.044 at Govt First Grade College, Koppal, Karnataka received the citation.
9. Dr. Rehana Merchant, coordinator of LSC No.046 at Dr. Zakir Hussain Academy, Burhanpur, Madhyapradesh was honored with a citation.
10. Dr. Pathan Md Arif, coordinator of LSC No.021 at Maulana Azad College of Arts, Science & Commerce, Aurangabad, Maharashtra received the citation.
11. Mr. Jalees, coordinator of LSC No 022 at Samadiya College of Arts and Commerce, Thane, Maharashtra was awarded the citation.
12. Alauddin Khan, representing LSC No.028 at Shibli National College, Azamgarh, U.P received the citation on behalf of the LSC.

**Announcement of Award to RCs/SRCs for their exceptional performance:**

Three Regional Centers have been recognized with the Star Performers Award for their exceptional performance in student enrollment, admission campaigns, and the implementation of best practices in admissions. They will be granted a cash award of 1 lakh each. The honorable Vice Chancellor announced the award.

1. The award was presented to Dr. Shaik Abul Barkat, the Regional Director of Mumbai for Regional Centre, Mumbai.
2. The award was received by Dr. Mohammad Arshad Ekbal, the Regional Director of Darbhanga for Regional Centre, Darbhanga.
3. The award was received by Dr. Abdul Ghani, the Assistant Regional Director of Jammu for Sub Regional Centre, Jammu.

**Presidential Address: Prof. Syed Ainul Hasan, Honorable Vice Chancellor, MANUU**

In his Presidential Address, the Honorable Vice Chancellor of MANUU emphasized the importance of prioritizing student benefits over accumulating funds. He highlighted the university's mission of knowledge dissemination, focusing on Urdu medium instruction and empowering women. He noted an increase in female enrollment in the regular mode, attributed to parents' trust in campus safety and their daughters' academic potential. This trend is also observed in other areas where distance education centers are located. He emphasized the need for corrective actions and constructive dialogue, advocating for a positive approach.

It has been emphasized that satellite campuses hold significant importance in our educational framework. There is a pressing need for us to move away from rented spaces and establish our own campuses. In this regard, Budgam Campuses have been urged to submit their proposals promptly. It has also been highlighted that there is a requirement to boost student enrollment and enhance the quality of our Learning Support Centers (LSCs). Furthermore, it has been suggested that collaboration with institutions such as the Shaheen and Anjuman Islam groups would be beneficial and is therefore encouraged.

Additionally, the Vice Chancellor announced that a digital multimedia center is currently under development, and it will help to establish connections with all RCs and SRCs. It also can be used to address various issues and implement initiatives such as the Madrasa Connect program. It has been mentioned that teachers will actively participate in this program, focusing on teaching English due to its global importance in education. It is advised that RCs and SRCs should assist in facilitating the student registration Processes in their respective centres.

Furthermore, it was stressed that the completion of the ABC id in its entirety is crucial. It was stated that RCs are anticipated to engage with students and motivate them to visit the facilities.

It was announced that the honorarium for examination and evaluation will undergo revision, and further details will be disclosed shortly.

It was declared that in the future, ten (10) top performing LSCs will receive cash awards or incentives of Rs. 25,000 each.

It was emphasized that there is a need to increase the enrollment figures without increasing the programme fee to help the students from economically disadvantaged backgrounds.

The VC mentioned that efforts are underway to establish an RC in Purnia, Bihar, and to initiate the creation of a satellite campus. He pointed out that considering the abundance of Madrasas in Purvanchal and Seemanchal, our focus should be directed towards these areas.

He stated that it is imperative to decentralize authority and empower the RCs. It was emphasized that strict adherence to the regulations set forth by the Government of India is necessary, and there should be autonomy in decision-making processes, minimizing the need for constant approval-seeking.

He conveyed that our paramount objective is the enhancement of student welfare. He encouraged everyone to approach their duties with purpose and significance. It was mentioned that the entire team is available at the main campus to provide assistance. He urged everyone to exert their utmost efforts and strive for excellence. He suggested utilizing these two days to express concerns and devise solutions.

#### **Vote of Thanks:**

Dr. Shaikh Waseem, Associate Professor, Education, DDE on behalf of the organizing committee, extended sincere appreciation and thanks to all esteemed dignitaries, participants, and stakeholders in attendance at the inaugural session of the orientation cum workshop for Coordinators of LSCs at MANUU.

Serving as the rapporteur, Dr. Fahim Ahmed meticulously recorded the deliberations of the inaugural session of the workshop. The assembly then concluded for the lunch break.

#### **Session 1: The Role of LSCs in Assignments and Counselling Classes (03.45 PM to 04.30)**

The inaugural session was followed by the commencement of the first session of the workshop, coordinated by Dr. Ishtiyahq Ahmad, Assistant Professor, Public Administration and Course Coordinator, Political Science and Public Administration, DDE, MANUU, Hyderabad.

Guest speakers for this session included Prof. Venkiah, Advisor to DDE, and Prof. Gulfishaan Habeeb, Professor of English at DDE.

Prof. Venkiah initiated the session with a presentation on the topic of quality assurance systems in LSCs, covering various dimensions of quality assurance practices in distance education.

Subsequently, Prof. Gulfishaan Habeeb conducted a session on the credit system and formative assessment, providing insights into the purpose of credits and how assessments are conducted within this system.

Dr. Deepak Chauhan, Assistant Registrar delivered the vote of thanks, and Dr. Abid Ali, Assistant Professor served as the rapporteur for the session.

### **Session 2: Discussion on Examination and related matters (03.45 PM to 04.30)**

Dr. Aftab Alam, in his capacity as the session coordinator, introduced the guests, including the Controller of Examination, RD Examination, and AR Examination.

The Controller of Examination shared insights into examination-related issues relevant to DDE.

Participants raised concerns, discussed issues, and provided feedback and suggestions. The session concluded with Dr. Fasalaurahman, Assistant Professor of Economics at DDE, expressing gratitude. Dr. Nehal provided a summary of the session proceedings.

### **Session 3: Discussion of RDs, ARDs and Coordinators of LSCs – Part 1 (04.30 PM to 05.45)**

Professor NI Mulla delineated the agenda for the session. Following this, participants deliberated on various issues, challenges, and area of concerns. During the discussion, it was suggested that there is a need for more collective effort and coordination to minimize issues and improve the efficiency of governance.

The session concluded with Dr. Raihan Malik, Assistant Professor of Sociology at DDE, delivering a vote of thanks. Dr. Md Nehal provided a summary of the session's proceedings.

### **Session 4: Help Desk (Guidance) PTS/Examination/Assignment, etc. (05.45 PM to 06.15)**

Prof. Rabbe Subhani, Dr. Aftab Alam Baig, Ms. E Durga Bhavani, Mr. Mohd Abdul Naseer, and Mr. Md Shanawaz Haider coordinated this session. They



extensively discussed and addressed numerous challenges encountered by LSCs, including assignments, examinations, and counseling.

Dr. Shafiq Ahmed, ARD, DDE, MANUU, expressed gratitude at the end of the session. Dr. Md Akmal summarized the session's proceedings.

### **Cultural Programme at Open Air Theatre (07.00 PM to 10.00 PM)**

In the evening, a cultural program was organized for the participants. Dr. Shaikh Wasim, Associate Professor at DDE Education, coordinated the event. The program featured a variety of performances including mime, drama, ghazals, etc., presented by students as well as a renowned professional team from Hyderabad.

### **Day 2: 05/03/2024**

#### **Session 5: Samarth and Student Admission Management (10.00 AM – 12.00 PM)**

The fourth technical session of the workshop began at 10:00 AM on the second day at CSE Coaching Academy auditorium, with Dr. Sadath Shareef, Associate Professor at DDE Commerce, serving as the session coordinator. He extended a warm welcome to Prof. Mushtaq Ahmed Patel, Coordinator of Samarth DDE MANUU, to initiate the discussion.

The session was attended by the Manager of Samarth, Somesh Ghildiyal., the Assistant Registrar of Examination, Dr. S.Z Hussaini., officials from CIT., and members of TSU-DDE. In his opening remarks, Prof. Mushtaq Ahmed Patel highlighted that MANUU commenced admissions through the Samarth portal in 2020, and over 25,000 students have applied for admission through the Samarth portal in DDE, to date.

He commended the team and stressed the significance of utilizing the portal efficiently to ensure smooth operations. Prof. Patel highlighted the effective practices and innovations introduced by TSU-DDE. He elaborated on the supplementary amenities provided by TSU, underscoring their dedication to enhancing learning experiences. Prof. Patel also conveyed appreciation for the support and assistance from the Director and team at CIT.

Samarth Manager, Somesh Ghildiyal, delivered a presentation on the functions of Samarth within university admission, examination, and grading systems. He began with an introduction to Samarth, followed by an explanation of the various stages in a student's life cycle, prerequisites, and user roles. Ghildiyal then elaborated on ABC Id integration and customization approaches. He provided detailed insights into

Samarth's admission phases, including onboarding processes, prerequisites for admission management, and the workflow for merit/entrance-based admissions.

After his presentation, Dr. S.Z. Hussaini, Assistant Registrar of Examination, offered an elaborate explanation of the course structure, coding, and certificate format, along with a briefing on evaluation formats and credit distribution.

Subsequently, participants raised genuine concerns and issues regarding the Samarth admission portal. Experts from Samarth Management, CIT, and TSU-DDE, MANUU, addressed all participant queries and concerns.

The session concluded with a vote of thanks delivered by Dr. Shams Imran, Assistant Professor of DDE Journalism and Mass Communication. Dr. Mohd Jafar, Assistant Professor, DDE, Urdu carefully recorded the proceedings as the rapporteur.

#### **Session 6: Discussion of RDs/ARDs and Coordinators of LSC - Part – 2 (12.00 PM to 01.15 PM)**

After extending a warm welcome to the participants, Prof. N I Mulla initiated discussions. LSC coordinators raised concerns regarding examinations, admissions, assignments, and SLM-related matters.

Dr. Abdul Khan, coordinator of a LSC in Parbhani, proposed the idea of having a separate Examination section for ODL to streamline processes.

Kaneez Fatima, a coordinator from Gulbarga LSC, suggested that study materials should be sent directly to LSCs due to challenges faced by students in receiving them at home.

Another recommendation was to simplify the SAMARTH portal to facilitate easier application for students in remote areas who may not be technologically proficient. Additionally, some LSCs suggested the introduction of new courses and subjects.

Dr. Raihan Malik, Assistant Professor at DDE Sociology, delivered the concluding remarks and expressed gratitude through the vote of thanks. Dr. Mohd Jafar, Assistant Professor, DDE, Urdu carefully recorded the proceedings as the rapporteur.

#### **Session 7: National Education Policy (NEP)-2020 (2.15 PM to 03.30 PM)**

Following the lunch break, the session commenced at 2:15 PM with welcome address by Prof. Nishikant Kolge, Professor of Distance Education at DDE, the coordinator of the session.

The guest speaker, Prof. M. Vanaja, Dean of the School of Education and Training, delivered a discourse on the theme of NEP 2020. Throughout her address, Prof. Vanaja meticulously examined the intricacies of the policy and underscored its implementation by MANUU across both regular and distance education programs. She emphasized the significant potential and scope of the distance education system in augmenting enrollment and empowerment.

Prof. Vanaja suggested sharing short audio and video clips via social media to attract potential candidates for admission and urged LSC coordinators to engage with Madrasas to enhance enrollment. She reiterated education as a fundamental right and emphasized the imperative of universal accessibility.

Acknowledging the lack of educational awareness in certain regions and its correlation with early dropout rates, she emphasized the importance of targeting these demographics to mitigate future challenges. Prof. Vanaja also mentioned the possibility of reducing fees at selected centers to ensure wider inclusion and highlighted the challenges faced by distance learning graduates regarding their career prospects. In response, she advocated for the organization of career guidance programs by LSC officials to facilitate employment opportunities for these students.

The vote of thanks was delivered by Dr. Fahim Anwar, Assistant Professor of DDE Education, while Dr. Mohd Umar Farooq, Assistant Professor of DDE Arabic, reported the proceedings of the session.

### **Valedictory Session (03.15 PM – 04.30 PM)**

The valedictory session of the two-day orientation and workshop for LSC Coordinators commenced at 03:15 PM. The esteemed chief guest of the session was Professor Ghanta Ramesh. Professor S. Jeelani, Director of CDVL, Hyderabad University, graced the occasion as the guest of honour. Professor N.I. Mulla presided over the session. Professor Gulfishaan Habeeb, Professor of English, DDE, also addressed the gathering. Dr. Irshad Ahmed, Assistant Professor of DDE Urdu, served as the coordinator of the session, extending a warm welcome to all the dignitaries present both on and off the dais.

### **Session Proceedings:**

The valedictory session commenced with a cordial welcome address delivered by Dr. Irshad Ahmed, who served as the coordinator for the session. Subsequently, Prof. Nikath Jahan, Professor of Urdu, DDE presented a report on the two day event.

Following the presentation, participants actively shared their insights and experiences garnered during the workshop, expressing commendation for the Director and his team for orchestrating a highly beneficial workshop. The workshop was acknowledged as an excellent opportunity to foster connections among all stakeholders associated with the Directorate of Distance Education (DDE). Additionally, some participants showcased their appreciation and motivation gained from the workshop by presenting poetry recitations.

**Guest of Honor: Prof. Jeelani, Director, CDVL, Hyderabad University**

Commencing his discourse, Prof. Jeelani extended congratulations to all participants for their active involvement in the workshop, emphasizing their commitment to engagement, discourse, and knowledge acquisition. Quoting the Kasthuri Rangan Committee, Prof. Jeelani reiterated the government's objective to enhance the Gross Enrollment Ratio by 50 percent by 2035. Quality enhancement emerged as another pivotal concern, focusing on the generation of employment opportunities, productivity enhancement, and efficiency augmentation.

Furthermore, Prof. Jeelani underscored the significance of aligning curriculum design with market demands, students' potential, and interests. He advocated leveraging the unique position of the central-level Urdu University, MANUU, to capitalize on its singular standing and attract students, thereby contributing to national development through the provision of knowledge and skills.

**Keynote Address: Prof. Ghanta Ramesh, Retired Professor, Department of Education and Training, MANUU.**

Professor Ghanta Ramesh commenced his address by extending congratulations to Professor Jeelani for his commendable leadership as the Director of SDVL, HCU. He further expressed appreciation for the dedicated efforts of the Regional Directors (RDs), Assistant Regional Directors (ARDs), and Coordinators of Learning Support Centers (LSCs) in ensuring the delivery of quality education through the Directorate of Distance Education (DDE), MANUU. Similarly, he commended the Vice Chancellor of MANUU for his relentless endeavors to extend distance education to unreached and remote areas.

Professor Ramesh highlighted a shift in educational focus from primary and secondary education to higher education and its quality standards in India. He emphasized the government's increased emphasis on skill-oriented education, course employability, and quality assurance. Acknowledging that policy making involves collective efforts, he urged RDs, ARDs, and LSC Coordinators to contribute to the policy-making process alongside their ground-level responsibilities.

He advocated for a distinctive methodology in teaching DDE students, emphasizing the limitations of traditional approaches due to the limited time available for counseling sessions. Professor Ramesh suggested that DDE, MANUU should prioritize the development and implementation of locally relevant, skill-oriented courses to meet global market demands. He emphasized the pivotal role of technology in facilitating this endeavor. While courses are structured at head quarter, there is a pressing need to tailor courses to address local demands and significance. Professor Ramesh urged the Regional Directors (RDs) and Assistant Regional Directors (ARDs) to pinpoint areas where new courses can be developed based on local relevance and importance. He stressed the importance of offering skill-oriented or certificate courses that are suitable for regions like Jammu and Kashmir, Uttar Pradesh, West Bengal, Kerala, among others, as their requirements may vary. Professor Ramesh emphasized the significance of identifying and incorporating such courses into the curriculum.

He highlighted that workshops of this nature serve as valuable platforms for generating new ideas and enhancing the efficiency of the Directorate of Distance Education (DDE). Professor Ramesh concluded his remarks by congratulating the DDE for organizing the workshop.

#### **Address by Prof. Gulfishaan Habeeb, Professor of English, DDE**

Professor Gulfishaan Habeeb expressed gratitude for the insights gained from organizing the workshop, acknowledging the valuable contributions of participants from different regions. Many issues were deliberated upon during the workshop, and viable resolutions were found. Notably, concerning communication of the Directorate of Distance Education (DDE), Professor Gulfishaan Habeeb informed, on behalf of Director, DDE that it was decided to pass a resolution mandating trilingual communication (English, Urdu, and Hindi) for all the correspondence of DDE.

Professor Gulfishaan Habeeb also urged LSC coordinators to encourage students to register, pay fees and do follow up to reduce dropout rate.

#### **Presidential Address: Prof. N.I. Mulla, Professor of Commerce, DDE**

Professor N.I. Mulla conveyed his appreciation to all the workshop participants for their attendance and active engagement. He acknowledged their valuable contributions, input, and suggestions regarding various concerns and issues. Professor Mulla emphasized the significance of feedback from Learner Support Center (LSC) coordinators, as they operate at the grassroots level and possess a profound understanding of ground-level challenges. The workshop served as a platform to identify these challenges, and concerted efforts will be made to devise effective solutions. He emphasized the importance of close collaboration for the betterment of MANUU students, underscoring a shared commitment to their welfare and advancement.

Dr. Irshad Ahmed, Assistant Professor of Urdu, DDE extended vote of thanks to all esteemed dignitaries, participants, and stakeholders in attendance at the valedictory session of the orientation cum workshop for Coordinators of LSCs at MANUU.

In his role as rapporteur, Mr. Zia-ur-Rehman diligently documented the proceedings of the valedictory session of the workshop. Finally, the participants concluded the gathering with the rendition of the national anthem before dispersing.

### **Resolutions:**

It was resolved to pass the following resolutions as the outcome of the two-day event:

1. All official correspondence and notifications of DDE shall be tri-lingual: Urdu, English and Hindi.
2. Identity cards shall be issued to all LSC Coordinators
3. Updated helpline for redressal of grievances of LSC Coordinators shall be introduced.
4. Monthly online meeting with DDE officials, Examination Branch officials, RDs, ARDs concerned and LSC Coordinators of respective regions shall be organized.

### **End Note:**

As we draw the curtains on this workshop, it's essential to reflect on the discussions and resolutions forged during our time together. The collaboration and contributions of all participants have illuminated pathways to improve the quality and effectiveness of educational initiatives within the Directorate of Distance Education (DDE), MANUU.

The collective efforts of all the stakeholders have identified areas for enhancement, addressed pressing concerns, and set a course for innovation and excellence. The commitment demonstrated by all reaffirms the dedication for advancing our institution and serving the students better.

Let's carry forward the spirit of collaboration, creativity, and continual improvement fostered during this workshop. Let's remain resolute in the pursuit of excellence, knowing that the combined endeavors will shape a brighter future for everyone involved.

Gratitude to each participant for their invaluable contributions. May the outcomes of this workshop spark positive change and growth of DDE, MANUU, benefiting all stakeholders.