

PART 5-STUDENT SUPPORT SYSTEMS

S.No.	Subject	Information
1.	Online/offline grievance redressal mechanism at HQs	Online: https://www.tamiluniversity.ac.in/english/facilities-2/online-grievance-redressal/ Offline: https://www.tamiluniversity.ac.in/english/wp-content/uploads/2019/11/5.1-Grievance-redressal-form-DDE.pdf
2.	Details of full time dedicated help desk providing single window services for all learner related queries. (as per clause 15 (2) (v) of UGC (ODL) Regulations, 2017)	https://www.tamiluniversity.ac.in/english/cont-act-us/
3.	Number of seats approved in respect of each course or programme of Open and Distance Learning mode, which shall be in consonance with the resources	http://www.tamiluniversitydde.in/wp-content/uploads/2018/10/NCTE-B.Ed-approval.pdf
4.	Conditions of eligibility including the minimum age of a learner in a particular course of programme of study, where so specified by the Higher Educational Institution	http://www.tamiluniversitydde.in/wp-content/uploads/2019/10/2019-Academic-Prospectus.pdf
5.	Compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of 'on-line' interaction with learners providing hyperlink support	http://www.tamiluniversitydde.in/கல்வி/மாதிரி-வினாத்தாள்கள்/
6.	Detailed strategy plan related to On-line course delivery, if any including learning materials offered through On-line and learner assessment system and quality assurance practices of e-learning programmes	-Nil-
7.	Feedback mechanism on design, development, delivery and continuous evaluation of learner performance which shall form an integral part of the transactional design of the Open and Distance Learning mode programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	https://www.tamiluniversity.ac.in/english/wp-content/uploads/2019/10/5.7-DDE-Students-Feedback-Form.pdf

8.	List of Learner Support Centres with addresses and contact details, their working hours and counseling schedule, list of supporting staff, etc.	https://www.tamiluniversity.ac.in/english/wp-content/uploads/2019/11/5.8.pdf
9.	List of the 'Learner Support Centres' along with the number of students who shall appear at any examination centre and details of the Information and Communication Technology facilities available for conduct of examination in a fair and transparent manner;	https://www.tamiluniversity.ac.in/english/wp-content/uploads/2019/11/Part-5.11.pdf During the examination time the question papers will be sent to all the examination centres through online with a confidential password. Other facilities will be provided by the Chief Superintendent of the Examination Centres only.
10.	Activity planner including all the academic activities to be carried out by the Higher Educational Institution during the academic session and the details of July cycle and January cycle shall be notified separately	http://www.tamiluniversitydde.in/wp-content/uploads/2019/05/Academic-Calendar.pdf
11.	List of the 'Examination Centres' along with the number of students in each centre	https://www.tamiluniversity.ac.in/english/wp-content/uploads/2019/11/Part-5.11.pdf