

5.1.8 - Attending to learners' queries

Academic Session 2023-24

Type of Approach	Number of the queries received	Number of queries addressed	Link
Online Help Desk	252	252	Learner Support Center(Student Help Center) (jvbi.ac.in)
App based support	21052	21052	Whatsupautoreply 9462688501
Chat Box	282	282	https://jvbi.ac.in/dde/index.php?option=com_content&view=article&id=495&Itemid=1127
Interactive radio counselling	0	0	
Web-conferencing	0	0	
Student Support Centre	2375	2375	Cell-9462658501
Any other	22	22	By post/ hand

The screenshot displays the Jain Vishva Bharati Institute (JVBI) website and an OrWebChat interface. The website header includes the institute's name and 'Centre for Distance and Online Education (CDOE)'. The chat interface shows a visitor's message: 'I want to pursue BA from Distance Education. Tell me the procedure'. The chat history shows a response: 'Kindly visit our website www.jvbi.ac.in/dde and for online admission do registration through online.jvbi.ac.in'. The website also features a '30 Years of Value Education' banner and accreditation logos for NAAC and A Grade.

Learner Support Center(Student Help Center)



JVBI Established a Learner Support Center(Student Help Center) to provide the necessary support to the students of Distance and Online Education at JVBI Headquarters. The institute provides maximum possible support and it continuously growing day-by-day; They can also contact 'Programme Specialist' for better advice for development in study performance and best of possible career guidance. Main activities of the Learner Support Center(Student Help Center) are as follows :

- Support to the student for their inquiries about Admission /Examination/ Study Material/Assignment
- Resolve the personal and telephonic queries about Examinations/Results/Degrees/Provisional Degrees/Migrations Certificate/Transcript Certificate

Students should also regularly visit to the Institute website (www.jvbi.ac.in/dde/) for the Regular Announcements/Notices/Exam Time Tables/Results/Personal Contact Programme(PCP) Detail etc.

Self Study Material (SSM) and Video Lectures are available for the Distance and Online Education Students on the Institute website.

Students can contact on the following members to get the support and redressal of grievances:

1. Call Center number - 01978-224323, 09494648201 (DDE), 09410468801 (Exam) - (10AM-9PM)
2. WhatsApp Autoreply number for quick redressal : 09410468801 (10AM-9PM)
3. WhatsApp number for quick redressal : 09410468801 (10AM-9PM)
4. Email-ID's : dde@jvbi.ac.in, exam@jvbi@gmail.com, jvbi@jvbi.ac.in

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