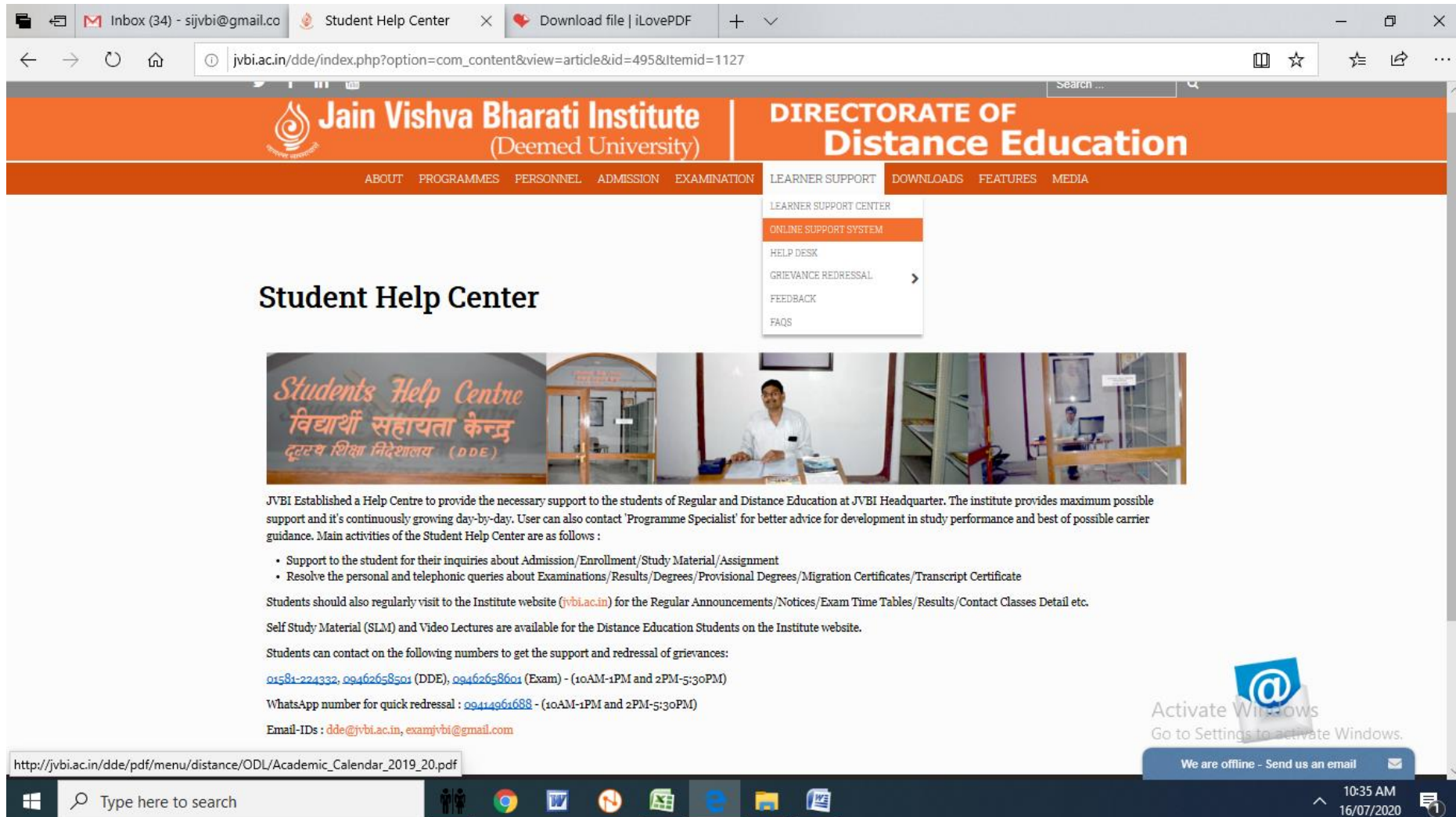


# Jain Vishva Bharati Institute, Ladnun (Rajastha)

## Directorate of Distance Education

### Modes employed by DDE to attend to learners' queries

## Online Help Desk



The screenshot shows a web browser window displaying the website of Jain Vishva Bharati Institute, Directorate of Distance Education. The page title is "Student Help Center". The navigation menu includes: ABOUT, PROGRAMMES, PERSONNEL, ADMISSION, EXAMINATION, LEARNER SUPPORT, DOWNLOADS, FEATURES, MEDIA. The "LEARNER SUPPORT" menu is expanded, showing: LEARNER SUPPORT CENTER, ONLINE SUPPORT SYSTEM, HELP DESK, GRIEVANCE REDRESSAL, FEEDBACK, and FAQs. The main content area features a banner image of the Students Help Centre with the text "विद्यार्थी सहायता केन्द्र" and "दूरस्थ शिक्षा निदेशालय (DDE)". Below the banner, the text states: "JVBI Established a Help Centre to provide the necessary support to the students of Regular and Distance Education at JVBI Headquarter. The institute provides maximum possible support and it's continuously growing day-by-day. User can also contact 'Programme Specialist' for better advice for development in study performance and best of possible carrier guidance. Main activities of the Student Help Center are as follows :

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

Students should also regularly visit to the Institute website ([jvbi.ac.in](http://jvbi.ac.in)) for the Regular Announcements/Notices/Exam Time Tables/Results/Contact Classes Detail etc.

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

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

[0581-224332](tel:0581-224332), [09462658501](tel:09462658501) (DDE), [09462658601](tel:09462658601) (Exam) - (10AM-1PM and 2PM-5:30PM)

WhatsApp number for quick redressal : [09414961688](tel:09414961688) - (10AM-1PM and 2PM-5:30PM)

Email-IDs : [dde@jvbi.ac.in](mailto:dde@jvbi.ac.in), [examjvbi@gmail.com](mailto:examjvbi@gmail.com)

The browser address bar shows the URL: [http://jvbi.ac.in/dde/pdf/menu/distance/ODL/Academic\\_Calendar\\_2019\\_20.pdf](http://jvbi.ac.in/dde/pdf/menu/distance/ODL/Academic_Calendar_2019_20.pdf). The Windows taskbar at the bottom shows the time as 10:35 AM on 16/07/2020.

## Social media (Website, Facebook, Twitter, Youtube)

Jain Vishva Bharati Institute (Deemed University) | DIRECTORATE OF Distance Education

Leading Deemed University of India 28 Years SPREADING Value Education

- "A" Category by MHRD
- 12B Status by UGC
- Top 25 Private/Deemed Universities in India (Higher Education Review Survey)
- Best Deemed University in Rajasthan (Worldwide Achievers Survey)
- The 20 Most Admired Universities in India (The Knowledge Review Survey)

Courses | Notification/Announcements | Recognition  
Admission-Form (ET-III & Final Year) | Study Material | Exam/Result  
Help - Desk | Important Dates | Contact Us

LATEST NEWS

https://twitter.com/JVBILadnun

JVBI Ladnun @JVBI Ladnun

Jain Vishva Bharati Institute is committed to provide highest quality of educational services to the utmost satisfaction.

Ladnun | jvbi.ac.in | Joined December 2012

6 Following | 158 Followers

facebook

Jvbi Ladnun (Jain Vishva Bharati Institute) is on Facebook. To connect with Jvbi, sign up for Facebook today.

Log In | Sign Up

Jvbi Ladnun (Jain Vishva Bharati Institute)

Friends | Photos | Videos

https://www.youtube.com/user/jvbiuniversity?reload=9

YouTube

Jain Vishva Bharati Institute Ladnun | 1.79K subscribers

HOME | VIDEOS | PLAYLISTS | COMMUNITY | CH

Uploads | PLAY ALL

National Webinar on Role of Women in COVID-19 Circumstances | 1,119 views

## App based support (Via SMS, Whatsapp)

The screenshot shows a web browser at the URL `prosms.easy2approach.com/user/index.php#send_sms`. The interface is titled "Send SMS to IN India" and includes a "Buy Credits" button. It features a sidebar with navigation options: Nupur, NA, Search here..., Dashboard, Phonebook, Send SMS, Logs, Report, Flow, API, and Add-ons. The main content area is divided into sections for configuring an SMS campaign:

- 1. SENDER ID:** A dropdown menu is set to "JVBIIDE".
- 2. TO:** A text input field contains the numbers "9012345678 8901234567 7890123456".
- 3. MESSAGE:** A text input field contains the message "You are delivering crucial information. Keep it to-the-point." with a character count of (0/10).
- 4. CAMPAIGN NAME:** A text input field contains "Campaign Name".

Below the message field, there are buttons for "Send SMS Now" and "Schedule SMS". To the right, there are links for "API" and "Excel Plugin", with a note: "Excel plugin enables SMS option directly in Microsoft Excel".

The screenshot shows the WhatsApp web interface at the URL `https://web.whatsapp.com/`. It features a notification banner: "Get notified of new messages Turn on desktop notifications >". Below this is a search bar with the text "Search or start new chat". A list of recent chats is displayed, including:

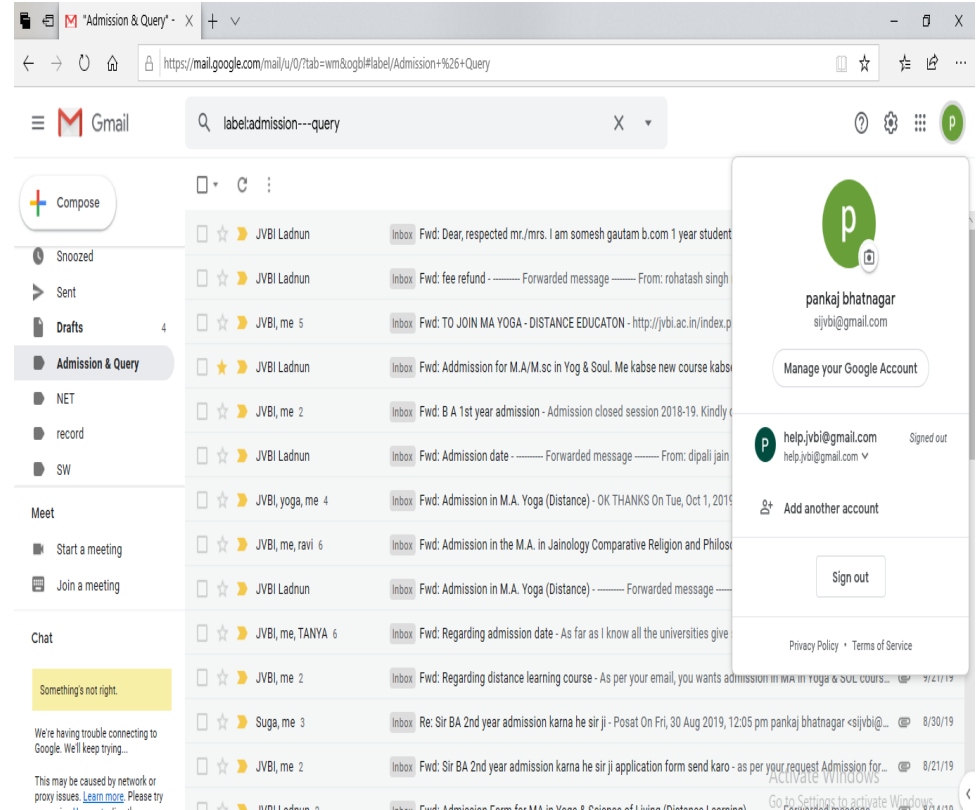
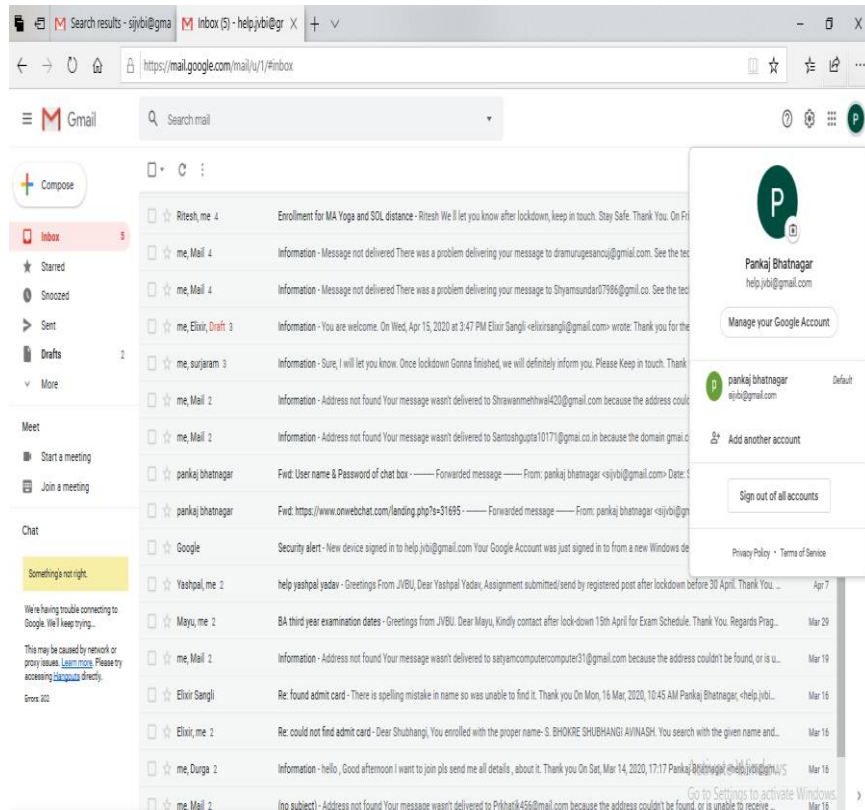
- Ashwaniji:** "Ladnun Pankaj bhatnagar 9414961688" (Saturday)
- +91 96642 92497:** "Ok sir" (Saturday)
- +91 72250 88845:** "Thanks 🙏" (Saturday)
- +91 81076 23764:** "धन्यवाद सर" (Saturday)
- +91 86194 03850:** "Thanks sir" (Saturday)
- +91 97664 91398:** "Ok" (Saturday)
- Hari Singh Temp:** "🙏🙏🙏🙏🙏🙏" (Saturday)

On the right side of the interface, there is a large illustration of a hand holding a smartphone with a WhatsApp logo on the screen, set against a background of clouds and a Wi-Fi signal icon. Below the illustration, the text reads: "Keep your phone conr" (partially cut off), "WhatsApp connects to your phone to sync message usage, connect your phone to Wi-Fi", and "WhatsApp is available for Windows. Ge" (partially cut off).

## Chat Box

The screenshot shows a web browser window with the URL `jvbi.ac.in/dde/`. The website header features the logo of Jain Vishva Bharati Institute (Deemed University) and the text "DIRECTORATE OF Distance Education". A navigation menu includes links for ABOUT, PROGRAMMES, PERSONNEL, ADMISSION, EXAMINATION, LEARNER SUPPORT, DOWNLOADS, FEATURES, and MEDIA. The main content area displays a photograph of the institute's building. A chat box is overlaid on the right side of the page, titled "Email us!". The chat box contains the following text: "Sorry, we are not online at the moment. Leave a message and we will get back to you." Below this text are three input fields labeled "Name", "Email", and "Message", followed by a "Send" button. At the bottom of the chat box, there is a watermark for "Activate Windows" and the text "Go to Settings to activate Windows." by onWebChat. The Windows taskbar is visible at the bottom of the screen, showing the search bar, taskbar icons, and the system tray with the date and time (10:41 AM, 16/07/2020).

# E-mail Support



## Web-conferencing



## Student Services Centre/ Inquiry Counter

