



**NMIMS GLOBAL ACCESS
SCHOOL FOR
CONTINUING EDUCATION**

Student Support Services

Overview

Student services is an integral part of distance learning, which focuses on meeting and exceeding the expectations of our students. The idea is to consistently enhance the level of service currently experienced by all the students.

Key aspects:

- Logistics
- Channels for raising a Query
- Query Management Process
- Update Management Process
- New Student Orientation
- Feedback Mechanism
- Escalation Matrix

Logistics

Study Kit: Stock available at regional office

Dispatch: Within 10 working days from the time Student number is generated

Welcome Kit: Student ID card, Student Undertaking, Welcome letter, Fee receipt

Fee Receipt: All SEM/Annual/Semester wise, Fee receipt will be generated accordingly

Tracking: Email/SMS notification with Tracking details when Kit is Dispatched

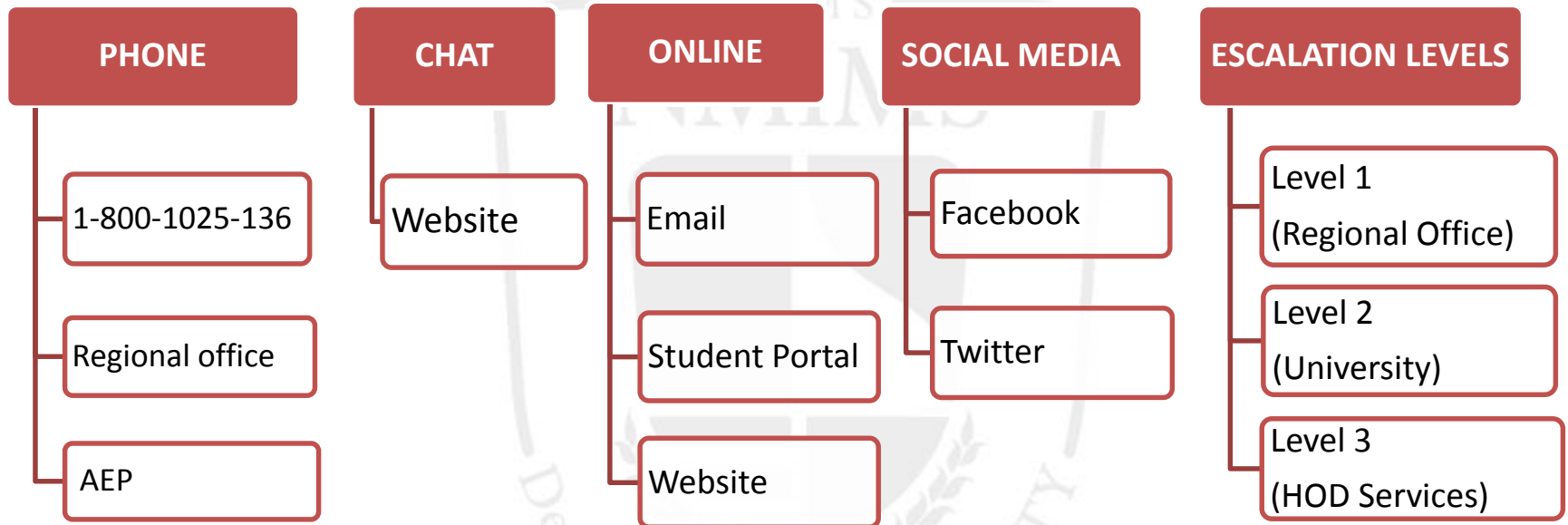
New Student

- Student number is generated
- Welcome Kit is sent to RO
- Welcome Kit is then included with Study kit and dispatched

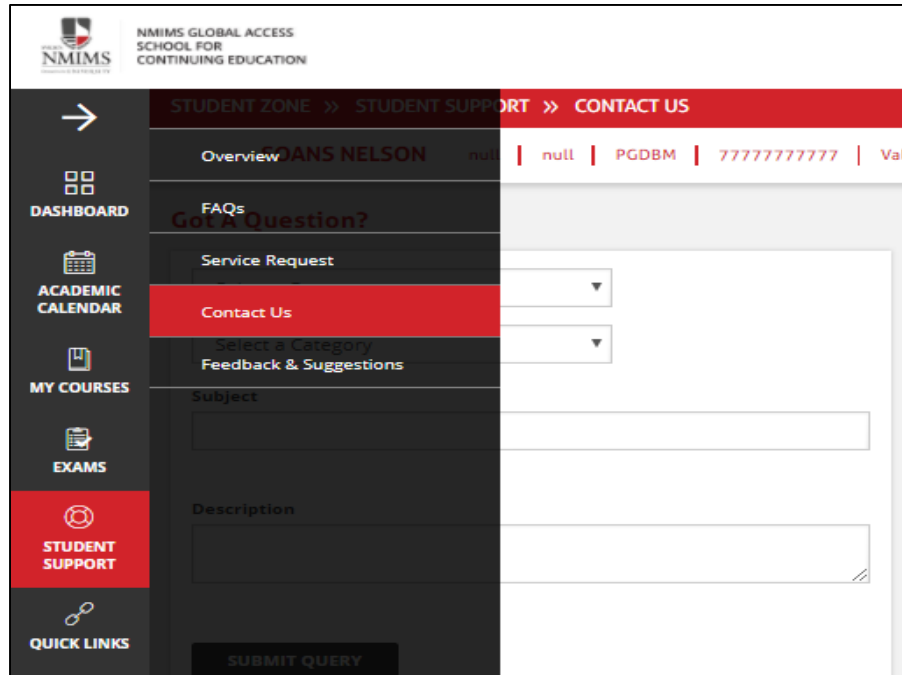
Re-Registration

- Post confirmation
- Fee receipt (if applicable) is printed at RO
- Fee receipt is then included in Study Kit and dispatched

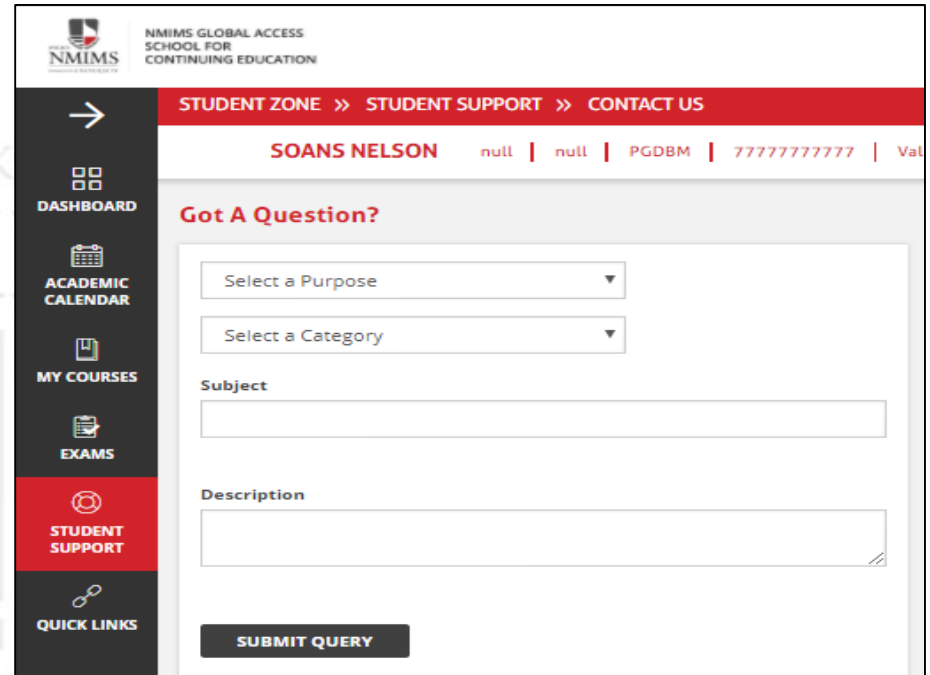
Channels involved



Raising a Query: Student Portal



The screenshot shows the NMIMS Global Access School for Continuing Education student portal. The breadcrumb trail is 'STUDENT ZONE >> STUDENT SUPPORT >> CONTACT US'. The user is logged in as SOANS NELSON. The left sidebar contains links to Dashboard, Academic Calendar, My Courses, Exams, Student Support (highlighted), and Quick Links. The main content area, titled 'Got a Question?', has a 'Contact Us' button highlighted in red. Below it are dropdowns for 'Select a Category' and 'Feedback & Suggestions', followed by input fields for 'Subject' and 'Description', and a 'SUBMIT QUERY' button at the bottom.



This screenshot shows the 'Got a Question?' form in the NMIMS Student Portal. The breadcrumb trail remains 'STUDENT ZONE >> STUDENT SUPPORT >> CONTACT US'. The user is logged in as SOANS NELSON. The left sidebar is identical to the previous screenshot. The main content area shows the 'Got a Question?' section with two dropdown menus: 'Select a Purpose' and 'Select a Category'. Below these are input fields for 'Subject' and 'Description', and a 'SUBMIT QUERY' button at the bottom.

Raise a Query:

- ✓ 1-800-1025-126: Operational from 10am-6pm Monday to Saturday. Certain events [Lectures live for SEM 1 students, Last date for exam registration, etc... working window active on Sundays and extended hours]
- ✓ Student Portal → Student Support → Contact us → “Got a Question”
- ✓ Email at ngasce@nmims.edu

Query Management Process

- **Unique Case ID** is assigned to every query
- Every case is tagged with a Purpose [**Enquiry, Feedback** or a **Complaint**]
- Further it is categorised against various functions Admissions, Academics, Logistics, Examinations or Support
- **Email notification** informing Student about the Case ID and confirming that the query is successfully submitted
- Case is assigned **Low, Medium** and **High** priority
- Medium and High priority cases are **called before closing the case**/documenting the resolution on email
- Cases are aimed to be closed within **24 hrs**, if it requires more research/approvals/consent the same is escalated accordingly and student is updated about the progress
- Email with **closure of case** includes a link to **CSAT**
- **CSAT:**
 - ✓ Query was resolved [**Yes/No**]
 - ✓ Resolution provided was effective [**Strongly agree/Agree/Neutral/Disagree/Strongly Disagree**]
 - ✓ Counsellor handling the query was knowledgeable and helpful [**Strongly agree/Agree/Neutral/Disagree/Strongly Disagree**]



Escalated cases

[Clone](#) | [Create New View](#)

New Case

Change Owner



<input type="checkbox"/>	Action	Case Number	Pending Since (day) ↑	Case Owner Alias	Category	sub categories	Priority Flag
<input type="checkbox"/>	Edit Del +	00045598	1	Logistics Department	Logistics	Study Materials	
<input type="checkbox"/>	Edit Del +	00045640	1	Ngasce Academics	Examinations	Assignment related	
<input type="checkbox"/>	Edit Del +	00045370	2	LC Mumbai	Admissions	Others	
<input type="checkbox"/>	Edit Del +	00045423	3	Ngasce Academics	Academics	Course content	
<input type="checkbox"/>	Edit Del +	00045458	3	Ngasce Academics	Academics	Recordings/Present...	
<input type="checkbox"/>	Edit Del +	00045461	3	Ngasce Academics	Academics	Course content	
<input type="checkbox"/>	Edit Del +	00045462	3	Ngasce Academics	Academics	Course content	
<input type="checkbox"/>	Edit Del +	00045502	3	Ngasce Academics	Academics	Course content	
<input type="checkbox"/>	Edit Del +	00041561	4	Exam University	Examinations	Transcript	
<input type="checkbox"/>	Edit Del +	00045335	4	Exam University	Examinations	Exam Results	

Analysis:

- ✓ Identify # of **Complaints and Queries raised**, further analyze “**Controllable**” and ‘**Non-Controllable**’ buckets
- ✓ Respective owners to work on Controllable aspects
- ✓ **DSAT** surveys are Analysed, Feedbacks implemented and Students contacted to close loop the query

Update Management Process

- Any event/activity following channels are engaged
 - ✓ **Emails**
 - ✓ **SMS**
 - ✓ **Notification under Student Portal**
 - ✓ **Voice blasters**
- Reminders are sent in regular intervals
- The information is first sent to all Internal team members [**All functions and AEP's**] via Email
- **“My Communication”** under Student Portal will reflect the same information
- Regional office and AEP added support for communication

Orientation: New Student

- **Login to Student Portal:** Walk through and understand different aspects and usage
- **Academics:** Lecture Pattern, Session plan, Academic Support, Interaction platforms [*Post my query, Discussion forums, etc..*]
- **Examination:** Exam cycle, Assignment submission, Registration process, Support available [*Demo Exams, Model answers, Assignment and Project preparation sessions, etc..*]
- **Student Support:** How to raise a Query online, touch points for raising a query, Escalation matrix
- **Student Resource Book:** One stop which details out all policies and procedures

Feedback Mechanism

➤ When a Query is closed

- ❖ Query was resolved [**Yes/No**]
- ❖ Resolution provided was effective [**Strongly agree/Agree/Neutral/Disagree/Strongly Disagree**]
- ❖ Counsellor handling the query was knowledgeable and helpful [**Strongly agree/Agree/Neutral/Disagree/Strongly Disagree**]

➤ Closure of Service requests

- ❖ Your query was resolved [**Yes/No**]
- ❖ Service request was closed as per your expectation [**Strongly agree/Agree/Neutral/Disagree/Strongly Disagree**]

➤ Shipment is delivered

- ❖ Tracking of Shipment [**Easy/Difficult**]
- ❖ Quality of Shipment [Very good/Good/ Neutral/Poor/Very Poor]

Feedback Mechanism

➤ **Online sessions:** On a scale of 1-7 (Highest)

- ❖ The subject matter covered in this session helped you to understand and learn effectively
- ❖ The course material used was helpful towards today's session
- ❖ Audio quality was upto the mark
- ❖ Video quality was upto the mark
- ❖ The Faculty was organized and well prepared for the class
- ❖ The Faculty was effective in communicating the concept in the class (in terms of clarity and presenting the concepts in understandable manner)
- ❖ The Faculty was responsive to student's learning difficulties and dealt with questions appropriately
- ❖ The learning process adopted (e.g. case studies, relevant examples and presentation work etc.) were helpful towards learning from the session

Feedback Mechanism

Examination [Conduct]

- ❖ Login process was smooth [**Yes/No**]
- ❖ System was working fine during the Exam [**Yes/No**]
- ❖ How will you rate the questions [**Easy, Difficult, Relevant, Not relevant, Can't say**]
- ❖ Did you have adequate time to complete the questions [**Yes/No**]
- ❖ Did you face any issues while navigating the screen to the next question [**Yes/No**]
- ❖ Your rating on Exam methodology [**Excellent, Very good, Good, Average, Poor**]

Examination [Question specific]

- ❖ Questions text not clear/ambiguous
- ❖ Question was incomplete
- ❖ Answers are not relevant
- ❖ Questions not displayed properly
- ❖ Display issue [Image, table, graph, chart] Not available
- ❖ Display issue [Image, table, graph, chart] Not displayed properly
- ❖ Junk Character were observed

Service Request

Service request Type
Issuance of Final Certificate
Issuance of Marksheet
Change in Name
Issuance of Bonafide
Assignment Revaluation
Issuance of Transcript

Service request Type
Duplicate Fee Receipt
Duplicate I-Card
Re-Dispatch Of Study Kit
Duplicate Study Kit
Single Book
Change in I-Card

Service Request

Dashboard: Student Surv x Welcome to Student Zon x

studentzone-ngasce.nmims.edu/studentpor

NMIMS GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION

STUDENT ZONE » DASHBOARD

Overview SOANS NELSON

FAQs null | null | PGDBM | 77777777

Service Request

Contact Us

Saturday, 04 Nov 2017

Feedback & Suggestions

Corporate Social Responsibility

Session 6

Prof. Deepak Gupta

COURSES

DASHBOARD

ACADEMIC CALENDAR

MY COURSES

EXAMS

STUDENT SUPPORT

Dashboard: Student Surv x Select Service Request x

studentzone-ngasce.nmims.edu/studentportal/s

NMIMS GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION

STUDENT ZONE » STUDENT SUPPORT » SERVICE REQUEST

SOANS NELSON null | null | PGDBM | 77

Select Service Request

Service Request Type

Select Service Request

Select Service Request

Change in DOB

Change in I-Card

Change in Name

Duplicate Fee Receipt

Duplicate I-Card

Duplicate Study Kit

Issuance of Bonafide

Issuance of Final Certificate

Issuance of Marksheet

Issuance of Transcript

Re-Dispatch Of Study Kit

Single Book

DASHBOARD

ACADEMIC CALENDAR

MY COURSES

EXAMS

STUDENT SUPPORT

QUICK LINKS

Escalation Matrix

Level 1: Regional
Acad Coordinators
Information Centre

Level 2: Head Office
Admissions
Academics
Examination
Student Support

Level 3:
Head: Student
Services



SVKM'S
NMIMS
Deemed to be UNIVERSITY

Thank You