

# An Innovative Approach for the Management of Students E-Services



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*The present study deals with the Management of Students E-Services using e-governance among the colleges in Jalgaon city. Government of Maharashtra and MKCL decided to bring educational E-Governance revolution in the state. They initiated educational E-Governance project called 'E-Suvidha' with primary objective of providing e-services to colleges. Therefore the college Administration and Students have to aware about that. Our aim is to give some innovative ideas for the improvement and management of the e services.*

## 1. Introduction

The present study deals with the students e-service management using e-governance. Usually e-services means 'The provision of services via internet' e-services are provided in various sectors like banking, government, education and so on. The services offered by government electronically are referred as e-governance governance is spreading into all types of sectors. Universities are no exception. Student's e-service management using e-governance is success story in India. Keeping the objectives of saving costs, time and efforts of university administration.

Government of Maharashtra and MKCL decided to bring educational e-governance revolution in the state. They initiated educational e-governance project called e-suvidha with primary objective of providing e-services to students of higher education at a moderate cost. It also intends to achieve cost efficiency, time efficiency and reducing load on college administration. Currently all state universities are covered under e-suvidha and governments intends to include deemed university. Digital university framework is developed by MKCL for providing e services with e-suvidha scheme. Digital University Framework is a fully web based software framework to manage student lifecycle in Universities and Colleges. This framework offers direct facilitation services to Universities, its affiliated Colleges and their Students at very fast, affordable, high quality and with mass personalization and configurability. The framework enables the student to acquire informative services, avail administrative services with an enhanced learning experience fetched through cutting costs, avoiding delays and inconveniences.

North Maharashtra University has adopted e-suvidha from the academic year 2006-07. The student's life cycle from admission to declaration of results and further assistance for job is provided by University under e- suvidha scheme. The educational e-governance initiative e suvidha is helping affiliated colleges for better students services management in electronic way.

**Services provided to students by North Maharashtra University are as follows**

### 1. Informative Services to Students on Portal

- **About University:** - Student will get detailed information about university.
- **About University Organization Structure:-** Student will get detailed information about University organization structure
- **About Courses and Colleges:** - Student will get the information about the various courses and their affiliation to the colleges.
- **About Admissions:** - Student will get information about admission procedure, rules and fees etc.
- **Syllabi Download:** - Student can download syllabi of various courses.
- **About Scholarships and Government Schemes:** - Student will get detailed information about the scholarships and Government schemes
- **About Examinations and Results:** - Student will get detailed information about examination and results.
- **Suggestion and complaints:** - Student can give suggestions or log complaints.
- **Feed backs:-** Student can give their feedbacks.
- **News, Calendar and Events:** - Student will get information about various news and events.
- **Various alerts in student login:** - Student will get alerts for various events like last date of admission, exam for submission, hall tickets etc.

### 2. Administrative and Facilitation Service

- **Pre-Printed Prefilled Eligibility Forms:** - Student will get Pre-printed prefilled Eligibility form.
- **ID Card in College:** - Student will get system generated I card in his/her college.
- **Bona Fide Certificate in College:** - Student will get system generated Bona fide Certificate in his/her college.
- **Class Time Table in College:** - Student will get system generated Class Time Table in his/her college.

- **16 Digits Unique Permanent Registration Number (PRN):** - Student will get 16 digits unique permanent Registration Number (PRN) which can be used as a reference for any communication with college/university.
- **Profile Correction Request:** - Student can send profile correction request through his/her login. No need to visit college/university.
- **Profile update Request:** - Student can send profile correction request through his/her login. No need to visit college/university.
- **Online Application for Photocopy of Answer-Books:** - Student can send online application for photocopy of answer-books through his/her login. No need to visit college/university.
- **Online Application for Re-Evaluation:** - Student can send online application for Re-evaluation through his/her login. No need to visit college/university.
- **Online Application for Re-Verification:** - Student can send online application for Re- verification through his/her login. No need to visit college/university.
- **Personalized Time Table Download:** - Student can download Personalized Time Table through his/her login. No need to visit college/university.
- **Personalized Hall Ticket Download:-**Student can download Personalized Hall Tickets through his/her login. No need to visit college/university.
- **Personalized Prefilled Exam form Download:** - Student can download personalized prefilled Exam form through his/her login.

[Reference: - <http://nmuj.digitaluniversity.ac/Content.aspx?ID=28171> ]

In this study author investigates the awareness of students on e-suvidha under educational e-governance framework in selected colleges in Jalgaon city which are affiliated to North Maharashtra University.

## 2. Research Methodology

### Objectives of Study

1. To study the e-services offered by North Maharashtra university using the project e-suvidha
2. To study the use of e-suvidha in students e-service management by college Administration
3. To study the awareness of students on e-suvidha
4. To give suggestions for improving the students e-services management

## 3. Data Collection

### Sample

In the present study, the samples are drawn by simple random sampling according to respondents as follows

College Administrators – Simple Random Sampling

E-Suvidha user students – Simple Random Sampling

Population: colleges in Jalgaon city affiliated to North Maharashtra University offering e-Suvidha to students. (Total 5 colleges) Sampling Details of colleges from Jalgaon city

Sr. No.	College Name	Number of College Administrators	Number of Students
1	M. J. College Jalgaon	4	20
2	Dr. Anna Saheb G. D. Bendale Girls College Jalgaon	4	20
3	Nutan Maratha College Jalgaon	4	20
4	Ad. Seetaram Anandramji Baheti College Jalgaon	4	20
5	Iqra Education Societies, H. J Thim College Jalgaon	4	20
<b>Total</b>		20	100

### Data Collection

#### Primary Data

In the present study, I have collected primary data by filling questionnaire from college administrators and e-Suvidha user students by directly communicating with them through questionnaire method.

Appropriate data was collected from following two types of respondents

1. **Administrators of College:** North Maharashtra University has 5 affiliated colleges are currently using e-Suvidha in Jalgaon city are considered for study.
2. **E-Suvidha User Students:** The e-Suvidha is made available to students of affiliated colleges which are currently using e-Suvidha in Jalgaon city are considered for study.

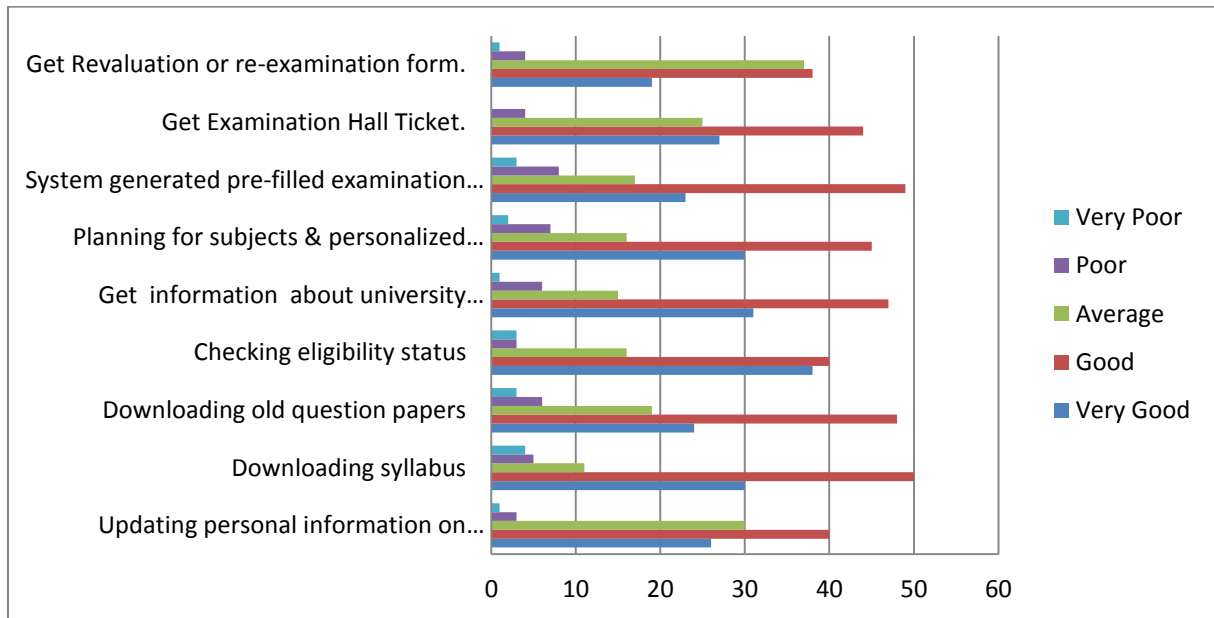
#### Secondary Data

The major sources of secondary data for present study are –

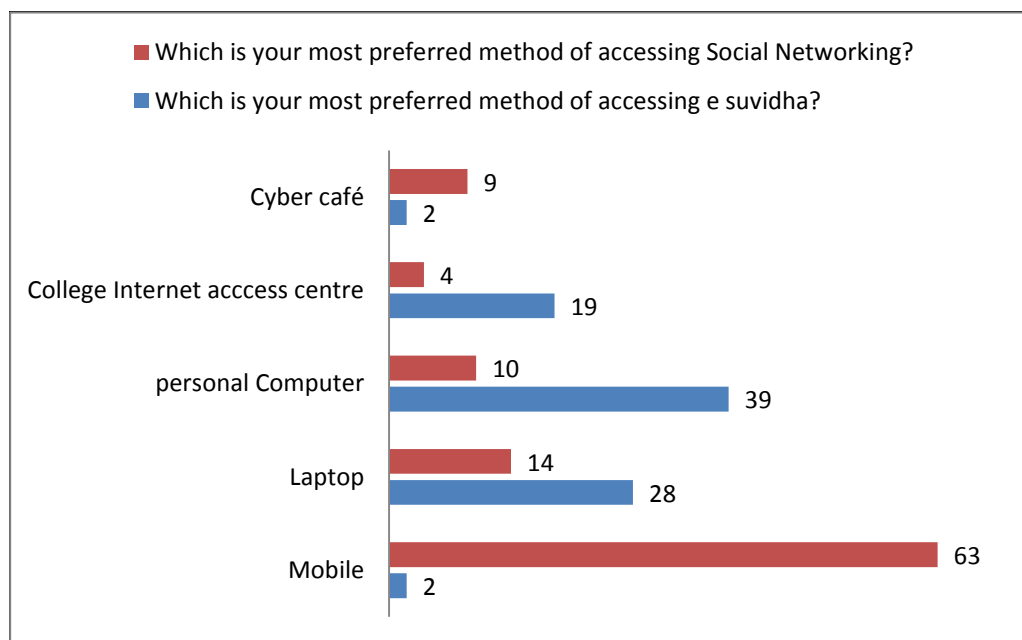
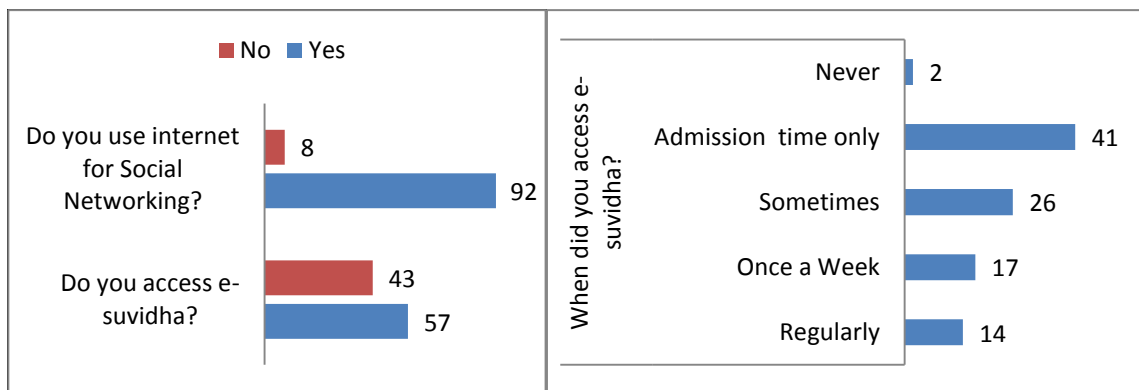
- Govt. reports and circulars
- Journals, Conference proceedings
- Internet, Websites, e-literature

The secondary data adopted gets duly recorded in the end of Review of literature and in References.

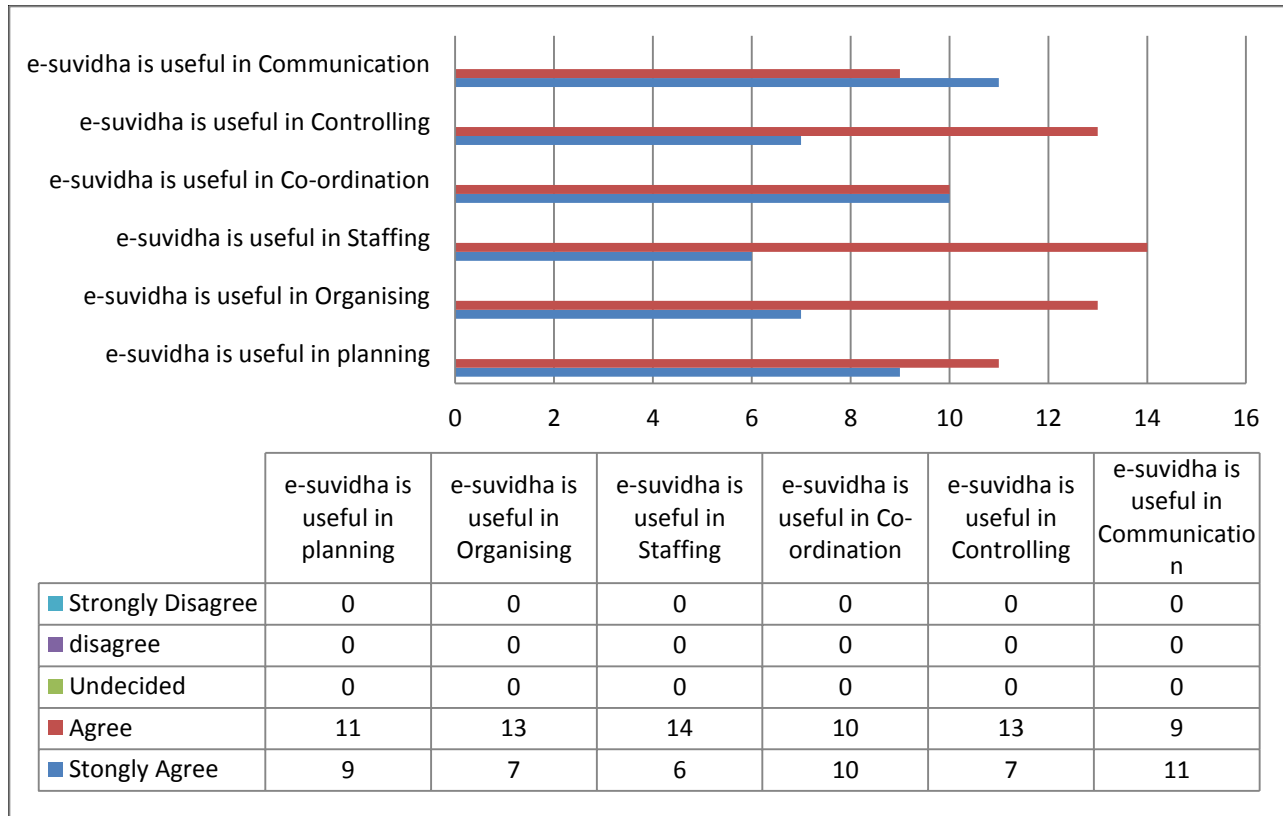
**Analysis of Data**  
**Services provided to Students by E-Suvidha**



**Awareness of Students**



**Usefulness of E-Suvidha in College Administrators**



**4. Findings from the Study**

**1. From The College Administrators**

- The college administrator found e-Suvidha useful in student e-services management
- Majority of college administrators are of the opinion that the services provided by North Maharashtra University very useful in Planning, Organizing the data, Controlling function, Staffing, Coordinating and Communicating.

**2. From College Students**

- Only 57 % students are using e-suvidha
- The Students who are using e-suvidha they access e-suvidha only at the time of Admission
- 39% of the students prefers personal computer for accessing e-suvidha
- More than 90% students use social networking sites
- The Most preferable mobile phones are used to access social networking sites

**5. Conclusion**

From the above study, I have found that the E-services provided by North Maharashtra University are very helpful to the college Administrators. The e-suvidha is useful in Planning, Organizing, Controlling, Staffing, Coordinating and Communicating.

The awareness of the college students is very less. Most of the students use e-suvidha at the time of college admission only, and the students who are using e-suvidha are prefers personal computers for accessing it. More than 90 % Students use the social Networking Sites and they prefer mobiles for accessing the social networking sites.

**6. Suggestions**

1. The university and colleges should take efforts for increasing awareness about e-suvidha among students
2. They should conduct a introductory program for first year students and make them fully aware about the services made available under e-suvidha scheme.
3. In order to make students more aware about e-services, a compulsory practical on accessing e-suvidha needs to be included in first year syllabus of graduation.
4. The existing e-suvidha portal need to be improved.
5. Develop an application of the e-suvidha so that the use of the e-suvidha will increase among the students.
6. Colleges should develop infrastructural facility for students to access e-suvidha

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