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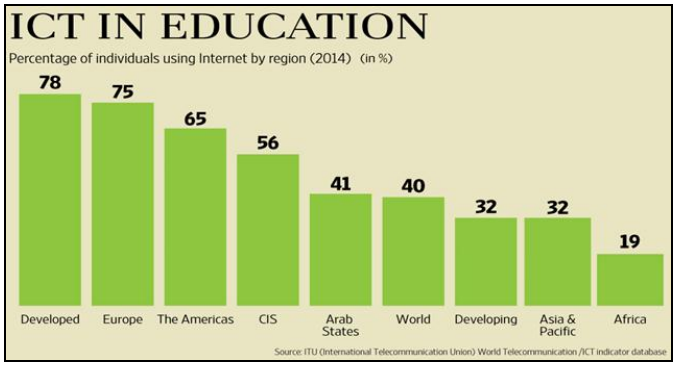
A study of different ICT services offered by educational institutes: For quality improvement

[1] Mukund A Kulkarni, [2] Dr. Anil T Gaikwad
[1] Assistant Professor, Bharati Vidyapeeth, Deemed to be University, Pune, Institute of Management, Kolhapur, Maharashtra, India
[2] Associate Professor, Bharati Vidyapeeth, Deemed to be University, Pune, Institute of Management, Kolhapur, Maharashtra, India

Abstract
The Educational Institutes are offering various academic services online due to the demand form the student's community. The use of Internet, Smart phones and various other facilities that are making the students use the various applications for the serious study. The Universities have already launched various apps that are widely used by the students. The authors have studied various educational applications that are used and their use will increase in near future. Information Communication Technology has bright future ahead due to wide applications of Internet to the society.

Keywords: multimedia, ERP, online, server, ICT, education, website, blogs, platform

1. Introduction
The present day teaching is changed from normal chalk and talk to very advance way of teaching with the use of various information and technology tools. The various benefits of the technology are taken by the industries and education industry also should use the tools for various academic activities of the education by which the learners will be benefited. The Author have studied various tools and their use for teaching learning process. The various modes of the ICT in education are through Multimedia, Blogs, Web portals, E-Learning Platforms.

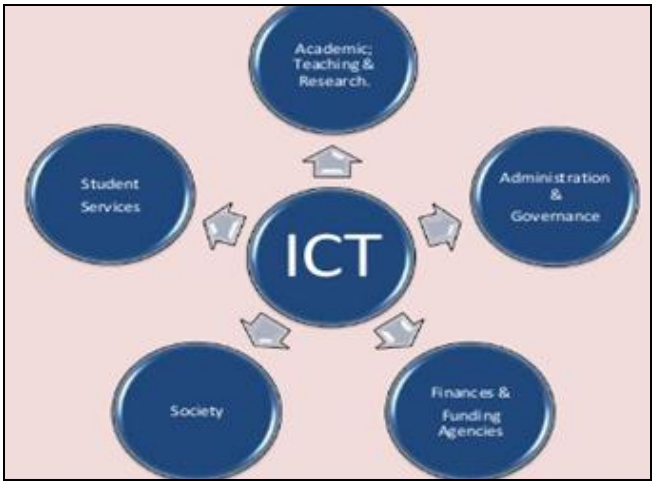


***Source*:** ICT Indicator database

Fig 1

From the above graph it is observed that developed nation re well ahead in using theses services in education. African nation are very much behind in using these services. The various facilities for the services is required for the maximizing the use in near future

2. ICT in Educational Institutes types
Basic services which can be provided using ICT are
1) Academic Teaching and Research
2) Administration and Governance
3) Student Services
4) Finance and funding Agency
5) Society and Parents



***Source*:** https://in.images.search.yahoo.com/yhs/search

Fig 2: ICT in Educational Institutions

3. Various modes of ICT Applications in Education
Following are the various ways by which we can use the ICT in Education Effectively for the benefit of the students

1) **e-Learning Environment:** This is the Learning Management System (LMS) of any University. Teachers and students access this system through their individual logins. This system encompasses e-Classrooms (to provide respective virtual notice boards) and e-Courses (to share course specific study resources). The E-Learning is common environment in many Universities now.
2) **Information Resource Center:** This service acts as an extension to a conventional library. The resources available through this are made publicly available to the students. All the colleges can contribute by making their

respective e-resources available through this. Along with e-resources (e-libraries, e-journals etc.) this facility also acts as a central point to access resources like: old question papers, thesis repository, MOOCs, educational videos, teacher blogs etc.

3) **Online Feedback System:** This service enables various colleges and constituent units to automate the conduction of feedbacks. The types of feedback may include student feedbacks, stakeholder feedbacks etc. This service makes the entire feedback system paperless with automatic analysis and report generation in required formats.
4) **Online Testing System:** Teachers can conduct online objective examinations using this system. This system also supports short descriptive type questions through keyword approach.
5) **Document Management System (DMS):** This system provides the backbone to realize paperless-office in constituent units. The digitized documents are centrally organized and retrieved through this system. The authorized users of this system are grouped according to their access rights. The DMS allows flexibility in information organization through user defined categorized such as Activities, Communication, Infrastructure, Programmes, Research, Students, Teaching Staff, Non-Teaching Staff, Examination etc. This system works on the intranet of respective institute.
6) **Performance Based Appraisal System (PBAS):** Academic Performance Index (API) provides a metric to appraise the academic performance of a teacher. Previously a teacher was required to fill a multi-page form for the same and then calculate the API manually.
7) **ICT Ecosystem for Research:** Research activity is most important in educational institutes the use of ICT will add value to the research in Institutes. This research process involves various well defined steps which can be automated through the application of Information and Communication Technology (ICT). *ICT Ecosystem for Research* provides an interconnected system of ICT tools which can be used to support various tasks involved in research process.
8) **Virtual Classroom System:** This system enables capturing of a live session. Such a session can be recorded and made available to the students for future reference. If required the session also can be broadcasted over the Internet. In such a scenario any user with appropriate login credentials may experience that session in real time through Internet (even on smart phones). Earlier University was using Big Blue Button technology for the same. Recently we have shifted to Imparts Lecture Capturing System to support handheld devices like smart phones.

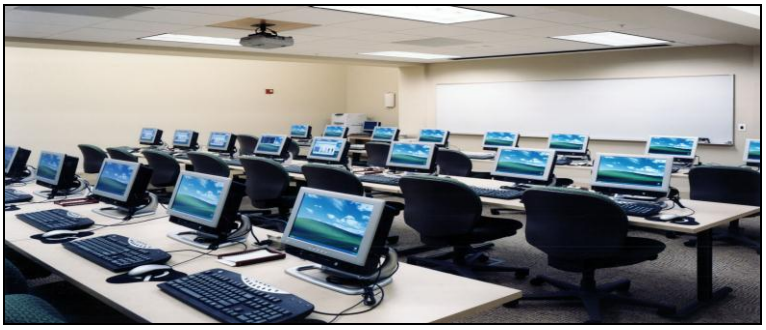


Fig 3

9) **e-Content Development Studio:** The Educational Institutes have set up development studios to professionally record lectures delivered by teachers. Various software's are used for this. The lectures thus captured can then be made available through MOOC courses using e-Learning Environment.

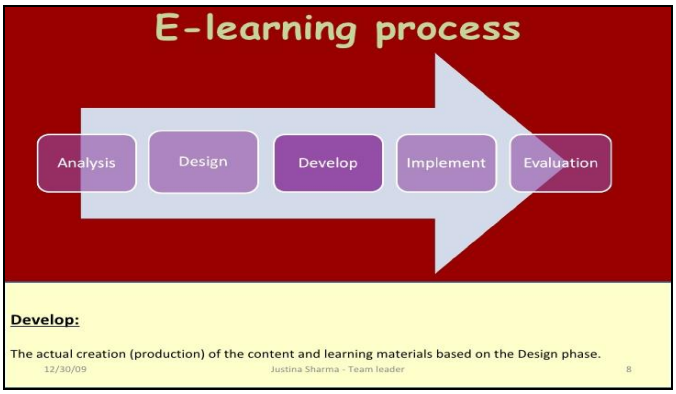


Fig 4

10) **Other Services:** Apart from the above following services are in prototype use:
    - Research Information System: to act as a central repository for Educational institutes and university's research publications.
    - e-Connect Environment: to act as an interface between University and its constituent units.
    - Online Placement System: to support centralized placement activities across the university.

4. Conclusion

As we become increasingly supported by ICT, teaching and learning will not be the same as before. We will have to make use of the rich and exciting opportunities offered by the new technologies in education to reach our training goal and mission. The present paper is decent attempt to find out the areas of applications of ICT in this important filed of education. Technology and teacher professional development in its use are best introduced in the context of broader educational reform which embraces a shift away from teacher

-centered to learner centered. The Authors have done decent contribution in creating awareness to readers in this important area. The Quality of educational Institutes will be enhanced by these efforts.

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