



National Initiative for School Heads' and Teachers' Holistic Advancement (NISHTHA)

NISHTHA 2.0 (Secondary level)

An Integrated Training Programme for Teachers and School Heads at Secondary Stage of Education

STANDARD OPERATING PROCEDURE (SOP) FOR TECHNICAL TEAM



July 2021



NISHTHA
ONLINE



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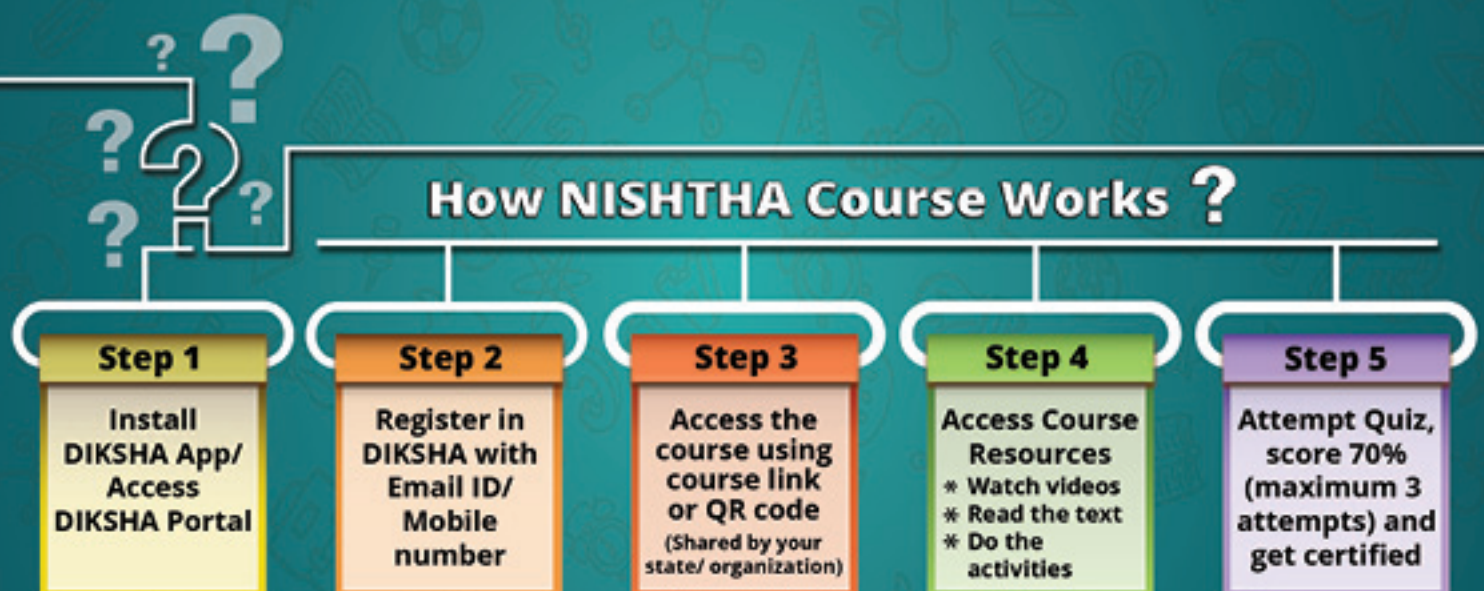
National Initiative for School Heads' and Teachers' Holistic Advancement

NISHTHA 2.0 (Secondary Level)

Teachers truly shape the future of our children - and, therefore, the future of our nation. It is because of this noblest role that the teacher in India was the most respected member of society (NEP 2020)

Do you want to be part of it?

Join NISHTHA Courses



For further information:

<https://ciet.nic.in/nishthaonline.php?&ln=en>

NISHTHA Portal & Mobile App



DIKSHA Portal & Mobile App



For further queries: course.helpdesk@ciet.nic.in

**National Initiative for School Heads' and
Teachers' Holistic Advancement (NISHTHA)
An Integrated Training Programme for
Teachers and School Heads at Secondary Stage
of Education**

**Standard Operating Procedure (SOP) for
Technical Team**



**National Council of Educational Research and Training
Sri Aurobindo Marg, New Delhi - 110016**

Objectives

- ⦿ Improvement in learning outcomes of the students.
- ⦿ Creation of an enabling and enriching inclusive classroom environment.
- ⦿ Teachers become alert and responsive to the social, emotional and psychological needs of students as first level counselors.
- ⦿ Teachers are trained to
 - ⦿ use Art as pedagogy leading to increased creativity and innovation among students.
 - ⦿ develop and strengthen personal-social qualities of students for their holistic development.
- ⦿ Creation of a healthy and safe school environment.
- ⦿ Integration of ICT in teaching, learning and assessment.
- ⦿ Developing stress free School Based Assessment focused on development of competencies.
- ⦿ Teachers adopt Activity Based Learning and move away from rote learning to competency based learning.
- ⦿ Teachers and School heads be sensitised on new initiatives in school education.
- ⦿ Transformation of the Heads of Schools into providing academic and administrative leadership for the schools for fostering new initiatives.

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Disclaimer: DIKSHA platform is undergoing continuous upgradation to provide enhanced experience to users. As a result there will be amendments done to the platform at frequent intervals, which will have some impact on the user experience. As and when these changes are implemented in the system it will be informed to all stakeholders, by releasing an "Addendum" to this document, or adding it in this version and giving details of the additions / amendments in the version control sheet.

Features of Online Courses

Explanatory and Demonstration Videos

Text Resources

Interactive and Reflective Activities

Additional Resources

Quiz for Assessment

Digital Certification

Introduction:

DIKSHA is an initiative of the National Council of Educational Research and Training (Ministry of Education, Govt of India). The online platform of DIKSHA offers engaging learning material for both teachers and students, and is available in the form of Portal and Mobile App.

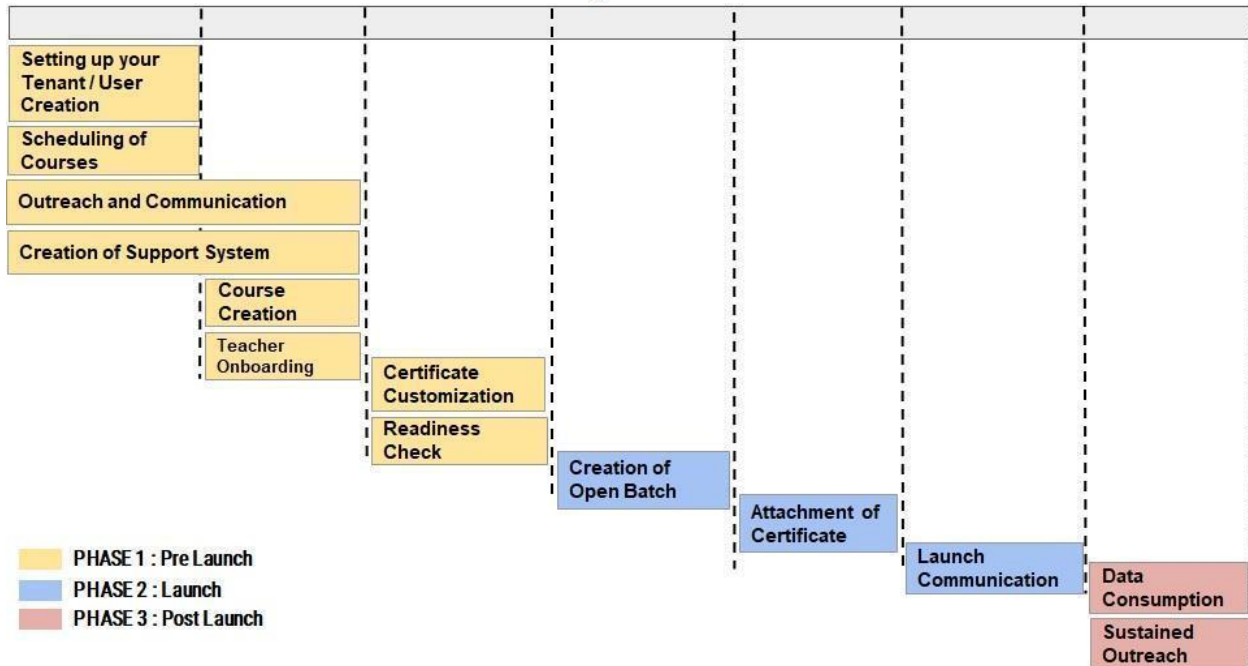
Continuous Professional Development of teachers is an extremely important element of the school education ecosystem and DIKSHA serves as one of the best platforms to disseminate teacher training. The ease of developing courses and 'anytime anywhere' access makes DIKSHA one of the most used platforms by Teachers for self-development, across India.

The platform has technical capabilities to create, host and share a variety of content. The platform serves as a central repository of all digital resources designed and pooled by creators across the nation, which is accessed by everyone. Digital resources include text, image, audio, video and interactive content. The types of format can be MP4, PDF, ePub, WebM and H5P.

Creation of a course has been made very easy by developing an online framework for uploading digital content, designing assessments, structuring the table to contents, stitching all resources into a course and receiving data on course consumption.

The courses development & implementation approach includes three phases - prelaunch, launch and post launch, with each phase having a defined set of activities to handle. The chart shown below gives an overview of the sequence activities including the insight on which activities can be carried out in parallel.

Scheduling the activities

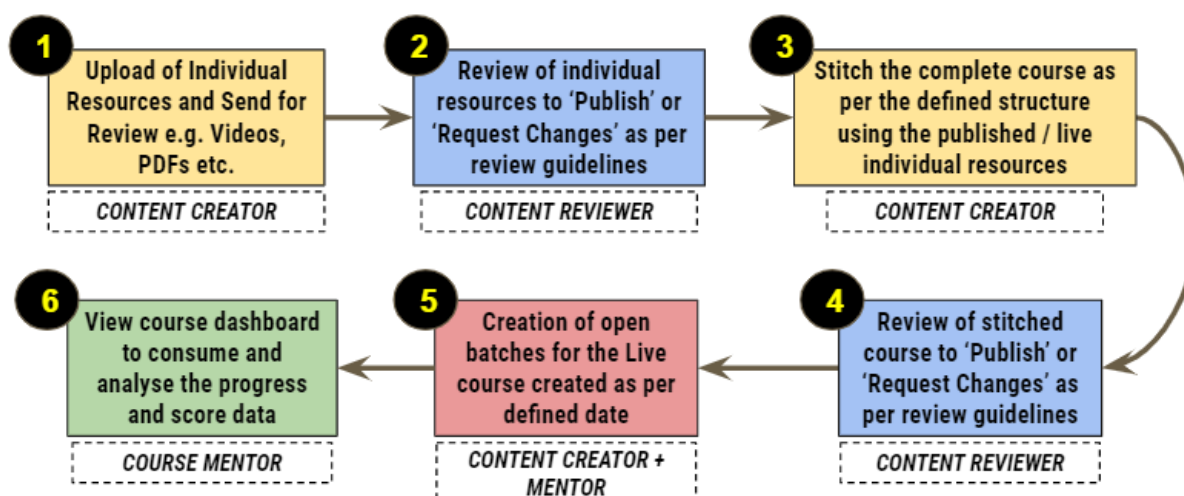


PHASE 1 : Pre-launch

1. Setting up your Tenant (Creating Users IDs / credentials for your tenant to launch courses on DIKSHA)

<ul style="list-style-type: none"> What will be needed to get this step done? 	The State / UT has their tenant created on DIKSHA with updated taxonomy
<ul style="list-style-type: none"> What will be the outcome of this step? 	The necessary setups are in place while the roles have been defined and IDs have been created
<ul style="list-style-type: none"> Who will do this? 	Coordinator for Courses on DIKSHA

To run courses for CPD, some specific User IDs are needed to upload digital resources and stitch a course. The broad course creation flow is as follows:



The type of IDs needed are shown below. Most states would have these IDs already created.

- **CONTENT CREATOR** – This role is required to upload individual resources for review. These individual resources will in turn form part of the complete course. Once the individual resources are reviewed and live on DIKSHA, this role is responsible for stitching the complete course as per defined structure.
- **CONTENT REVIEWER** – This role includes reviewing resources as well as the stitched courses and then either rejecting it with appropriate comments or approving it. Once approved, the resource / course gets automatically published on DIKSHA.
- **CONTENT CREATOR + COURSE MENTOR** – This role can stitch a batch using all resources and create a batch. It can also view the batch wise progress and score report
- **COURSE MENTOR** - This role can be added as mentors to the batch so that they can view the dashboard and access the course progress report and score report.

State needs to check if IDs are already created and available with them. **If not available, this section gives the steps on HOW TO CREATE IDs.**

Creating User IDs (Setting up Credentials)

- Identify number of creators needed to create courses
- Identify number of reviewers need to approve and publish courses
- As per requirement, creator and reviewer IDs need to be created by DIKSHA team
- A state needs to have minimum one '**Creator + Mentor**' and one '**Reviewer**'

The IDs to be created need to be **generic** in nature not attributing to some individual staff member. This 'Generic ID creation' approach helps in ensuring ease in managing the ID in case of unavailability of the individual. This is especially important because any kind of password resetting is OTP (On time Password) based, and being a generic email based ID, there is no dependency on any one designated individual's mobile or personal email id for retrieval of the OTP.

Given below are the steps to get these IDs created, the turnaround time (TAT) for which will be **3 to 4 working days** -

- i. The excel format as shown below, needs to be used to fill the **details of the state organization** on whose name these IDs need to be created. Important to note that during creation of user IDs, only a generic email id of the state organization / department needs to be entered in the excel format. A filled sample can be seen below -
- ii. A request needs to be raised via email, by writing to support@teamdiksha.org with the information below, keeping DIKSHA State POC and tpd@teamdiksha.org in cc

STATE NAME	NAME	MOBILE PHONE	EMAIL	USER TYPE	ROLE(S)	User ID	School Ext. ID
Jhar khand	SCERT_JH	NA	jcirt@gmail.com	Other	CONTENT_CREATOR	NA	NA

- iii. The User IDs once created will be shared on email
- iv. The users need to log into DIKSHA and get their passwords changed at the first login, using the 'forgot password' link provided on the login page

2. Scheduling of Courses

Scheduling is a critical component of program planning, as prioritization of courses which need to be customized and translated, will be dependent on this step. 'Scheduling' includes planning the release of courses in a phased manner. Data from previous experience shows this approach helps teachers consume the courses in short intervals, as against a bulk release which involves release of multiple courses at one go, overwhelming the user.

<ul style="list-style-type: none"> • What will be needed to get this step done? 	Information on the published courses available on DIKSHA.
<ul style="list-style-type: none"> • What will be the outcome of this step? 	A calendar of courses to be rolled out in a weekly / fortnightly / monthly manner
<ul style="list-style-type: none"> • Who will do this? 	State Coordinators

Steps to follow for scheduling -

1. **Finalize the sequence** of courses, based on the pedagogical learning requirement. This step is essential to determine which course needs to be released first and which course to follow after that.
2. **Use the Metadata sheet** prepared with all course details including the required **links / URLs** of all resources, to ensure **readiness** of the courses to be released in the 1st month.

3. **Plan for release** of courses based on a calendar. Courses may be released in any format like - Roll out 3 courses per month. In case of NISHTHA Secondary there will be 19 courses to be rolled out in a period of 6 months (12 courses will be common courses for all teachers and remaining 7 would be subject specific)

August				September			
Week1	Week 2	Week3	Week 4	Week 5	Week 6	Week 7	Week 8
Course 1				Course 4			
Course 2				Course 5			
Course 3				Course 6			

Shown above is a sample of a calendar with weekly release of courses on a predefined day of the week

4. **Finalize the Launch date**

3. Course Creation (How to create a Course on State's Tenant)

This section covers all steps of how to get a course created on DIKSHA. As per the states preference, a decision needs to be taken on which options to adopt -

- Option 1** – Copy and/or customize the existing English course of NCERT, on your tenant.
- Option 2** – Creating new course by translating the existing English courses of other organisation / States / UTs in the state's preferred language or Re-develop the content in the state language itself

Option 1 – Copy and/or customize the existing English courses, on your tenant.

<ul style="list-style-type: none"> ● What will be needed to get this step done? 	(1) Creator and Reviewer IDs, (2) Metadata of all resources and courses, (3) Script of all resources (eCourses)
<ul style="list-style-type: none"> ● What will be the outcome of this step? 	Replica of NCERT Course(s) on the State tenant
<ul style="list-style-type: none"> ● Who will do this? 	Course Creation Team of the state - Creator, Reviewer, Mentor

Step 1 : Search for the course you want to copy on DIKSHA.

For example, consider that you want to copy a English course run by NCERT

- Login to Diksha portal with creator ID

metadata sheet. E.g - If the metadata sheet has a course with name 'ICT in Education' and if Jharkhand is doing this activity, then the state will rename it to **JH_Sec_ICT in Education**

- The No. of Attempts need to be added in the Assessment resource. For NISHTHA Secondary it will be as per the directives of NCERT.

Note: *Ensure the Assessment is developed on one single slide. Which means all questions to be available in one slide only. Also, no other slide to be added either before the questions slide or after. So, the assessment resource needs to have **only 1 slide** of all the questions.*

- Add **NISHTHASEC** as a keyword in the course. Ensure this keyword is **tagged in the course level metadata**. Should not be tagged to any resource. Also, do note that this is a case sensitive keyword, which means all letters **need to be in CAPITALS ONLY**. For adding any keyword in the given field the creator needs to use the **ENTER key/button on the keyboard** to get that word added as a keyword in the given field.
- Replacement of the blog pdf with the State blog link

How to copy a course :

<https://drive.google.com/file/d/1WtNffOCx-DhOACRwc2lafNybkTEGHF7B/view?usp=sharing>

Step 4 : Review and Publish the course

Here, the 'content reviewer' reviews the content of the course and publishes the same, making it LIVE on DIKSHA. Do note that there is a system level **ETA of 'upto 4 hrs'** for a content / course to move from creator login into the reviewer login.

How to review and publish a course :

https://drive.google.com/file/d/1X0FmY6S_yaCd104nmQwilZ4ov7c-Ed8M/view?usp=sharing

Step 5 : Generate / Extract QR Code

This step involves generating QR code for that particular course. This QR code can then be shared with teachers, for ease of accessing the course without any need to manual search

How to obtain QR codes for courses :

<https://www.youtube.com/watch?v=dzf39voXq3Q>

If states wish to further **customize/contextualize** the course, modify any resource or modify any assessment, then follow these steps -

- Using the Metadata sheet shared by NCERT, the state to download the resource (content piece) on their local machine
- Using the eCourses (content scripts) shared by NCERT, states will customise / contextualize the resource and render an updated digital copy of the same
- These updated digital resources will then be uploaded on DIKSHA under the state tenant. For Assessments, using the updated script, the questions and answers need to be manually created on the DIKSHA editor to render assessment as a digital resource
- A course will be stitched with these state customised resources

- Name tags and data in each field will be filled as per the Metadata shared by NCERT, and the course will be sent for review
- Reviewer checks the course contents. If all content is found to be appropriate, approves it and the course gets published on DIKSHA under that State tenant

Option 2 – Creating new course by translate the existing English courses of other organisation/States/ UTs in the state's preferred language or developing in the state language itself

<ul style="list-style-type: none"> • What will be needed to get this step done? 	(1) Creator & Reviewer IDs, (2) Script of all resources (eCourses)
<ul style="list-style-type: none"> • What will be the outcome of this step? 	Course in State's language
<ul style="list-style-type: none"> • Who will do this? 	Course Creation Team of the state - Creator, Reviewer, Mentor

Given below are the steps to follow to get translated courses prepared -

Step 1: Access and use the Metadata - Collect the eCourse, resources and metadata from the organization/ States.

Step 2: Download - The digital resources available under each course need to be downloaded by state on their local system (Computer / Laptop).

Step 3: Translate the course resources - Using the **eCourses (content scripts)**, states need to translate, customize and contextualize the resource in the state's preferred language, and develop new videos / digital resources.

Step 4: Create translated assessment - Using the translated **eCourses (content scripts)** develop the assessment. This happens directly on the DIKSHA platform using the Creator ID and then stitching the assessment. The **No. of Attempts** need to be added in the Assessment resource. For NISHTHA Secondary it will be as per the directives of NCERT.

***Note:** Assessment needs to be developed on one single slide. Which means all questions to be added in one slide only. Also, no other slide to be added either before the questions slide or after. So, the assessment resource needs to have **only 1 slide** of all the questions.*

How to create course assessments :

https://youtu.be/kl_CNanNgaw

Step 5: Upload the resources - Once the task of translation is completed by the state and local language resources are ready, all these resources created need to be uploaded on DIKSHA, using the creator login.

While uploading the newly designed resources on DIKSHA under the state's tenant, states need to necessarily refer to the metadata for appropriate naming and tagging of resources on the portal. Examples of metadata can be Board, Medium, Class, Subject, etc.. Attributions to be given to each resource / video is

also important for the state to be aware beforehand, so as to ensure appropriate tagging of attributions. Do refer to the Metadata Sheet Sample as shown in Option 1 above.

For renaming each resource and the course as a whole, State needs to ensure that **<2 letter state abbreviation><underscore><Sec>** is inserted as a Prefix, after the existing name as per NCERT metadata sheet. E.g - If the metadata sheet has a course with name 'ICT in Education' and if Jharkhand is doing this activity, then the state will rename it to **JH_Sec_ICT in Education**.

How to upload resources :

<https://youtu.be/-o5gaf0aCdQ>

Step 6: Review and Publish of resources and assessments- Using the reviewer login credentials, all resources are approved and published on DIKSHA. At this stage all resources become LIVE on DIKSHA. Do note that there is a system level **ETA of 'upto 4 hrs'** for a content course to move from creator login into the reviewer login.

How to review and publish Resources and Assessments :

<https://youtu.be/cfWGDkdR4FI>

Step 7: Course Stitching - After resources are published the next step is to stitch a course using all live resources -

- **Create course** - Using the approved resources which are live on DIKSHA, a course is stitched using the creator credentials. The naming convention and metadata as given in NCERTs sheet needs to be used by the state. *Refer to Step 3 above to check details on naming.* Also, the character limit for course names needs to be limited to **40 characters only**. Ensure **NISHTHASEC** is added as a KEYWORD in the course. As mentioned above this keyword needs to have all **CAPITAL** Letters.
- **Review & Publish** course - Creator to send the course / all resources for review. Do note that there is a system level **ETA of 'upto 4 hrs'** for a content course to move from creator login into the reviewer login.
- **Publish** - Using the reviewer login credentials, all course resources are approved and the course gets published on DIKSHA. At this stage the course **becomes LIVE on DIKSHA**

How to create a course :

<https://drive.google.com/file/d/1489qb0XzMPRntxr-tSc-KjGiWsWFBnvB/view?usp=sharing>

Step 8: Extract QR Codes - Once a course is made live in the 'DIKSHA' system, a QR code can be generated. The use of course code is to help interested users / teachers to scan and directly access the course without the need to do any manual search.

How to extract QR codes :

<https://youtu.be/dzf39voXq3Q>

Course Testing for Rendering of Resources

This is the Quality check portion of the process. Here, once the course is stitched and made live, there needs to be a check done to see if all the resources are opening and working smoothly on both the phone application and desktop portal.

<ul style="list-style-type: none"> • What will be needed to get this step done? 	Create a test batch
<ul style="list-style-type: none"> • What will be the outcome of this step? 	Report on the status of technical readiness of the course
<ul style="list-style-type: none"> • Who will do this? 	This is user level testing. As such state / SCERT can assign any one for this task including a Teacher

Some points to check here are -

- Each resource is opening smoothly
- Videos are not clipped in the edges by buttons or some text is getting hidden
- Assessments are displayed properly, and answers are correct, and don't show feedback to the user
- The reports are getting the correct details of testing usage, including assessment scores and course progress
- The details about certification are getting displayed

To do this,

Step 1: Make the course live in a batch for **2 working days**, using Content Creator ID

Step 2: Mention about the course being purely for **testing** and **without any certification**. This needs to be categorically mentioned in the course description section. Also, the name of this course can be titled as '**Test Course**' so that by looking at the name itself, users / teachers will not attempt it.

Step 3: Have some test users from the state team take the courses to test all the resources within. In case some resources don't work, those need to be fixed. The details of such a resource and the associated issue need to be shared with the course creator or the officer who has assigned the testing task to the user. For any technical guidance the state official can reach out to DIKSHA State POC.

Note: The team members from the State level L1 team, L2 team and all those who will be providing support to the teachers and end users, have to necessarily take the test course themselves beforehand to understand all details of the course - course name, content, modules, start date, end date, consent window, name check window, no. of modules, assessment questions, etc, including an overall user experience.

4. Certification

<ul style="list-style-type: none"> • What will be needed to 	Courses with certification attached to it
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get this step done?	
<ul style="list-style-type: none"> What will be the outcome of this step? 	Integration of a 'Certificate of Completion' with State Tenant
<ul style="list-style-type: none"> Who will do this? 	State Coordinator

This section covers the steps to be taken to get a certificate integrated for each course. Integrating the certificate to a state tenant is a one-time task, however attaching that to a batch is a task that the state will have to do for each course batch.

Certificate design

1. State to share the high resolution png images of the logo(s) to be added to the certificate, along with the designation of the signatory(ies) and the image of the signature(s). This needs to be updated in the google drive link (<https://docs.google.com/spreadsheets/d/1-6syv-OkKr6sbDfB1lZ9Z5v2txyjwUM7YLzTqdNHZ6w/edit#gid=0>) and then emailed to tpd@teamdiksha.org. Designs of '**Certification of Completion**' can be checked in **Annexure IV**. Samples shown in annexure have all combinations of logos and signatures displayed. Do note that the placement of Govt. of India logo and Diksha logo is fixed and can't be moved or replaced by any other logo. Also, in case of 'NISHTHA Secondary' the certificate template will be designed from backend and made available to States to select and attach it to the batch.
2. DIKSHA team to create a mockup (sample design) of the certificate and share it with the State for approval. This step takes **5 working days**.
3. State to approve the mockup on mail and share it with TeamDIKSHA
4. TeamDIKSHA uploads the certificate design onto the state tenant which then becomes visible to the State under the 'Add Certificate' module.

The above process of creating a template takes **5 to 7 working days** from the date of sharing approval from the State on the mock up sample. The next step is to attach the certificate to courses. This is further explained under the 'Attach Course Certificate to the Batch' section under Phase 2 Launch.

5. Teacher Onboarding

Teacher onboarding is an activity **which will enable the states to receive data on the course consumption**. Based on the teacher onboarding option adopted by states, the data is made available in their admin logins.

<ul style="list-style-type: none"> What will be needed to get this step done? 	Information on whether state has an existing system for teacher registration
<ul style="list-style-type: none"> What will be the outcome of this step? 	Finalization on the way data is going to be created for statewide consumption
<ul style="list-style-type: none"> Who will do this? 	State Nodal Officer from SCERT and the Technical head handling teacher MIS for the state education dept

As can be seen in the section below there are **3 options for states to receive data**. The details of all these options have been explained below with relevant reports that will be available under that option, and the associated fields in those reports, for state's consumption.

Option 1: Self - Registration by Teachers

This option is applicable to states which want to track their online teacher training initiative, by one parameter, which is the total enrollments & completions by districts. In this option, states can advise their teachers to **Self-Register** on the platform using their **email ID or phone number** and consume state courses. Some of the data that will be made available to states under this option includes -Course Name, Batch Name, User UUID (Unique Id for each user), State, District, Enrolment and completion Date, user progress, certificate status and total score in Assessments. A sample of the report can be seen below. States can use this course progress report to derive the count of course enrolments and completions by district, using the 'State Name' filter.. In this report the organization name will always be 'DIKSHA Custodian Org.' Course Creator & Course Mentor Ids need to be used to access this data.

Note: *As a thumb rule States need to ensure each user is on the latest version of DIKSHA App (4.0 and above) to have the best experience and for all functionalities to operate without any breakage. This will be applicable to all users and States irrespective of the onboarding option of States.*

Sample of **Course Progress Exhaust Report** (broken into two images as shown below) -

Collection Id	Collection Name	Batch Id	Batch Name	User UUID	State	District	Org Name	School Id	School Name
do_3132514916	DIKSHA_JH_BatchId_0	DIKSHA_JH0209d04	Jharkhand	Deoghar	Jharkhand State	20070608001	M.S SITLUDIH		
do_3132514916	DIKSHA_JH_BatchId_0	DIKSHA_JH04ad030	Jharkhand	Ranchi	Jharkhand State	20140303601	UPG MIDDLE S		
do_3132514916	DIKSHA_JH_BatchId_0	DIKSHA_JH04c100b5	Jharkhand	Godda	Jharkhand State	20080504101	UPG GOVT MS		
do_3132514916	DIKSHA_JH_BatchId_0	DIKSHA_JH04f48637	Jharkhand	Saraikela-Khar	Jharkhand State	20201809502	UPG MS TELAI		
do_3132514916	DIKSHA_JH_BatchId_0	DIKSHA_JH05398739	Jharkhand	Dhanbad	Jharkhand State	20120405501	UPG HS LACH		
do_3132514916	DIKSHA_JH_BatchId_0	DIKSHA_JH06fdd8f5	Jharkhand	Ramgarh	Jharkhand State	20241308101	MIDDLE SCHC		
do_3132514916	DIKSHA_JH_BatchId_0	DIKSHA_JH08cbfff9-	Jharkhand	Deoghar	Jharkhand State	20070604101	GOVT UPG.M		
do_3132514916	DIKSHA_JH_BatchId_0	DIKSHA_JH09f3dfd1	Jharkhand	Palamu	Jharkhand State	20020710901	UPG RAJKIYEK		
do_3132514916	DIKSHA_JH_BatchId_0	DIKSHA_JH104ca254	Jharkhand	Purbi Singhbh	Jharkhand State	20180606701	M.S.BANKI		
do_3132514916	DIKSHA_JH_BatchId_0	DIKSHA_JH108214ca	Jharkhand	Hazaribagh	Jharkhand State	20041903701	UPG M.S. PIN		

Block Name	Cluster Name	User Type	User Sub Type	Declared Board	Enrolment Date	Completion Date	Certificate Status	Progress	Total Score
PALJORI		TEACHER		State (Jharkhand)	21/04/2021	22/04/2021	Issued	100	
CHANHO		TEACHER		State (Jharkhand)	21/04/2021	21/04/2021	Issued	100	
PORAIYAHAT		TEACHER		State (Jharkhand)	07/05/2021	14/05/2021	Issued	100	
RAJNAGAR		TEACHER		State (Jharkhand)	21/04/2021	21/04/2021	Issued	100	
TUNDI		TEACHER		State (Jharkhand)	22/04/2021	30/04/2021	Issued	100	
PATRATU		TEACHER		State (Jharkhand)	23/04/2021	20/05/2021	Issued	100	
PALJORI		TEACHER		State (Jharkhand)	21/04/2021	28/04/2021	Issued	100	
NAWDIHA BAZ		TEACHER		State (Jharkhand)	03/05/2021	04/05/2021	Issued	100	
GHATSHILA		TEACHER		State (Jharkhand)	23/04/2021	05/05/2021	Issued	100	
PADMA		TEACHER		State (Jharkhand)	02/05/2021	02/05/2021	Issued	100	

- https://youtu.be/tL25_m800ww - Laptop or Computer
- https://youtu.be/JsezA9ysA_I - Android Phone

As a general instruction to all States **irrespective of the teacher onboarding option they choose**, they need to ensure that users update their profile using the **EDIT** button as shown in the image below. Fields to be filled using the available dropdowns are - Role, State, District, Block, Cluster, School Name. For the updated list of options to be visible in these dropdowns it will be imperative for the State to share the correct data with cluster level details with TeamDiksha, as and when there is any update in the earlier shared database. The course progress report gets details on the user's demographic details from this page of each user.


Option 2: Self Sign Up (SSU) - Is a combination of Self Registration + Self Declaration


This option will be applicable for states which wants to track the consumption of their online teacher training courses, **by individual teachers, but they don't have any existing Teacher Portal**



- Step 1 - Self Declaration** by state teachers on their profile page - This step includes filling up of self declaration data by teachers from the state, with **state specific 'Employee ID'** and Mobile Number, as two critical fields for the state to be able to cross check and verify individual records with their database. A screenshot of the self declaration page has been shown below. As can be seen only 4 fields need to be filled by users. Those are - 1) Name of the State with whom the Users are open to share their personal details like (Employee ID, Mobile Number and Email ID), 2) Employee ID / Teacher ID / Unique ID as assigned by the State to the Users for their identification, 3) Mobile Number, 2) Email ID.



The Mobile number and Email ID fields have a validation attached to it. Which means once the number / email is entered an OTP (one time password) will get triggered and that needs to be filled in the given space for validating these 2 fields.

Update details


I wish to share my data with: 


ID as requested by your State/ Board/ Org
 

Mobile Number for State/ Org
  

Email ID for State/ Org
  

You can edit your details from your Profile Page




My Details 


I wish to share my data with Chhattisgarh

Your ID from State/Board/Org:
ABCD_12345

Mobile Number:
 98[redacted]8


Email Address:
 [redacted]@gmail.com



My learning (92) 

2020_Laboratory Sample Collection and Testing
 Laboratory Technicians
 Batch Concluded 17/06/2020


शिक्षक की भूमिका | CM RISE डिजिटल शिक्षक प्रशिक्षण, मध्य प्रदेश
 शिक्षक की भूमिका | CM RISE डिजिटल शिक्षक प्रशिक्षण, मध्य प्रदेश
 Ongoing 03/07/2020


M617_LO_Based_Teacher Course
 M617_Test_Batch 

Note: After the self declaration details are submitted in the page as shown above, teachers / users will be able to see the details that they entered under the 'Profile' section. A screenshot of the page can be seen below.

Secondly, it will be important for states to note that the concept of 'Green Tick Mark' on the user's profile is **NO MORE APPLICABLE**. Which means the self declaration page in the User's Profile will always be in editable mode for the user / teacher to be able to update his details as and when there is any change in it.

Competency based Education-Module 1
 By CBSE

 Share

Profile Details 

User name : Rakesh Thakaar

State: Goa

UserId: 695a9292-926f-4741-92b8-dfa98ecfca68

District: North Goa

Block: BARDEZ

School ID: 30010204604

School name: BLOOMING DALE PRY SCHOOL

- **Step 2** - Teachers attempt the course. While attempting the course the Teachers / Users will be asked to provide consent on sharing their personal details with the course creator /

administrator. It will be in the form of a **'Consent Window'** that will pop up on the screen. Here users will have the option to select YES or NO. In case any user selects NO option, then the PII details of this user will not be available in the User Profile Report that gets generated, as part of the course reports. A screenshot of the content window can be seen here -

- **Step 3** - Course Creator / Course Mentor can request for the Course progress exhaust on DIKSHA (Report sample can be seen in the 1st screenshot given below)
- **Step 4** - Identify the teachers who have enrolled but **not completed** the course - this can be done by matching the Unique User ID (UUID) in 'Course Progress Exhaust report' with 'Self Declared Users' report (SSU Dump file)
 - To get this Self Declared Users report, the 'Org Admin' has to login to DIKSHA
 - Click on MANAGE button in Profile
 - Click on 'Download' against 'Self declare user details'
- **Step 5** - Match the **Unique User ID** from the 'Course Progress Exhaust' in the 'SSU download file' to find out the complete details of that teacher. Do note that the data point that will be common in 'Course Progress exhaust' and 'SSU Download file' will be the **Unique User ID (UUID)**, which is the unique number assigned to each user on DIKSHA.
- **Step 6** - Derive insights on which teacher has not enrolled for the course based on the missing UUID in the course progress exhaust, as compared to the SSU Download file, then finding out the teacher using that match. This data will empower the block and cluster resources to follow up with their teachers **to ensure 100% enrollment & completion** for each course.

Do note that, to cross check the mobile number and email Ids of the Teachers, the 'Self Declared User Report' (sample given below) can be used to compare it with the state database, because this report has **unmasked mobile numbers and email ids** as entered by the teachers while filling the self declaration form in their Profile.

Sample of **Course Progress Exhaust Report** (broken into two images as shown below) -

Collection Id	Collection Name	Batch Id	Batch Name	User UUID	State	District	Org Name	School Id	School Name
do_3132514916	DIKSHA_JH	BatchId_0	DIKSHA_JH	0209d04	Jharkhand	Deoghar	Jharkhand State	20070608001	M.S SITLUDIH
do_3132514916	DIKSHA_JH	BatchId_0	DIKSHA_JH	04ad030	Jharkhand	Ranchi	Jharkhand State	20140303601	UPG MIDDLE S
do_3132514916	DIKSHA_JH	BatchId_0	DIKSHA_JH	04c100b	Jharkhand	Godda	Jharkhand State	20080504101	UPG GOVT MS
do_3132514916	DIKSHA_JH	BatchId_0	DIKSHA_JH	04f48637	Jharkhand	Saraikele-Khar	Jharkhand State	20201809502	UPG MS TELAI
do_3132514916	DIKSHA_JH	BatchId_0	DIKSHA_JH	05398739	Jharkhand	Dhanbad	Jharkhand State	20120405501	UPG HS LACHH
do_3132514916	DIKSHA_JH	BatchId_0	DIKSHA_JH	06fdd8f5	Jharkhand	Ramgarh	Jharkhand State	20241308101	MIDDLE SCHO
do_3132514916	DIKSHA_JH	BatchId_0	DIKSHA_JH	08cbfff9	Jharkhand	Deoghar	Jharkhand State	20070604101	GOVT UPG.M.
do_3132514916	DIKSHA_JH	BatchId_0	DIKSHA_JH	09f3dfd1	Jharkhand	Palamu	Jharkhand State	20020710901	UPG RAJKIYEK
do_3132514916	DIKSHA_JH	BatchId_0	DIKSHA_JH	104ca254	Jharkhand	Purbi Singhbh	Jharkhand State	20180606701	M.S.BANKI
do_3132514916	DIKSHA_JH	BatchId_0	DIKSHA_JH	108214ca	Jharkhand	Hazaribagh	Jharkhand State	20041903701	UPG M.S. PINT

Block Name	Cluster Name	User Type	User Sub Type	Declared Board	Enrolment Date	Completion Date	Certificate Status	Progress	Total Score
PALJORI		TEACHER		State (Jharkhand)	21/04/2021	22/04/2021	Issued	100	
CHANHO		TEACHER		State (Jharkhand)	21/04/2021	21/04/2021	Issued	100	
PORAIYAHAT		TEACHER		State (Jharkhand)	07/05/2021	14/05/2021	Issued	100	
RAJNAGAR		TEACHER		State (Jharkhand)	21/04/2021	21/04/2021	Issued	100	
TUNDI		TEACHER		State (Jharkhand)	22/04/2021	30/04/2021	Issued	100	
PATRATU		TEACHER		State (Jharkhand)	23/04/2021	20/05/2021	Issued	100	
PALJORI		TEACHER		State (Jharkhand)	21/04/2021	28/04/2021	Issued	100	
NAWDIHA BAZ		TEACHER		State (Jharkhand)	03/05/2021	04/05/2021	Issued	100	
GHATSHILA		TEACHER		State (Jharkhand)	23/04/2021	05/05/2021	Issued	100	
PADMA		TEACHER		State (Jharkhand)	02/05/2021	02/05/2021	Issued	100	

Do note that the course progress report has a column to highlight the **percentage marks obtained in the assessment**. So, creators of batches with score based certification can get inputs on how many qualified for the 'course certificate' based on this report and the 'Total Score' column.

Also, for States that have shared their cluster details with TeamDIKSHA, the course progress reports have the names of clusters filled against each record.

Using the 'Course progress report' it will be imperative for State admins / creators / course mentors to keep a check & watch on whether there are users who have 100% 'Progress' but the 'Certificate Status' is blank, as that would mean the user has not received certificate in spite of completing the course. The turn around time (TAT) for getting a certificate issued for all completed users is 3 to 5 working days. So in case the 'Certificate Status' shows blank even after 5 days then the State L1 team needs to raise a ticket with the Support team (sending mail from the whitelisted Email ID¹) to get the certificates pushed from the back end. Here the State needs to share the 'Course Progress Report' filtered with only those rows which show the user's 'Progress' as 100% but the 'Certificate Status' is blank. The TAT for this task will be upto 5 working days.

Sample of Teacher's **Self Declared Users Report called CONSENT Report** (Users who have given their consent to share their information). The report has been broken into two images as shown below -

Name	Diksha UUID	State	District	Block	Cluster	School Name	School UDISE ID
Dipankar	P001f0b99	Jharkhand	Saraikela	ICHAGARH		UPG HIGH S	2002
Pa	0045b431	Jharkhand	Simdega	THETHAITANGAR		GUMS Tapu	2001
IS	SA00b12101	Jharkhand	Latehar	MANIKA		UPG PS KAN	2006
N	sh0110e414	Jharkhand	Ranchi	MANDAR		Rajkiyakrit	2003
BI	IT0150fb56	Jharkhand	Dumka	MASALIA		UPG.M.S.R	2002
Sa	a01bacae8	Jharkhand	Dumka	RAMGARH		MS BANDA	2001
Sh	0257cabc	Jharkhand	Ranchi	CHANHO		Rajkiya utk	2001
sh	um027b2a6a	Jharkhand	Hazaribag	CHOUPARAN		UMS KEND	2001
M	rpa0281c695	Jharkhand	Saraikela	KUCHAI		UMS JENAL	2003
VIJAY KR SHARMA	028314dc	Jharkhand	Giridih	DHANWAR		UPS KHIRIY	2002

¹ Maximum 4 Email IDs to be shared by States for Whitelisting

State provided ext. ID	Profile Email	Profile Phone number	Org Phone	Org Email ID	User Type	User-Sub Type	Root Org of user
76		8.3	8.34E+09	di	TEACHER		Jharkhand State
42		6.2	6.21E+09		TEACHER		Jharkhand State
88	is	9.9	9.93E+09	is	TEACHER		Jharkhand State
76		7.3	7.35E+09		TEACHER		Jharkhand State
29		8.8	8.81E+09		TEACHER		Jharkhand State
31		8.2	8.29E+09		TEACHER		Jharkhand State
47	sh	7.8	7.87E+09	sh	TEACHER		Jharkhand State
92	sh	8.0	8.08E+09	sh	TEACHER		Jharkhand State
66	m	9.8	9.84E+09	m	TEACHER		Jharkhand State
34		8.5	8.58E+09	Ku	TEACHER		Jharkhand State

Option 3: Single Sign On (SSO)

This option will be applicable for states which want to track the consumption of their online teacher training courses **by individual teachers, and have a Teacher Portal with teacher login enabled.**

Here, states which have an active teacher portal with a teacher wise login, can do a SSO integration with DIKSHA. The following activities have to be done to complete SSO integration -

Following are the steps to enable option 2:

- **Step1** : State NIC/tech team to reach out to DIKSHA implementation team via state DIKSHA to initiate the integration process
- **Step 2:** State NIC/tech team to provide the state school geodata as per the format provided by team DIKSHA,
-
- **Step3:** State NIC/tech team and team DIKSHA to complete and validate the integration in test environment
- **Step4:** State NIC/tech team to implement this integration in production environment

Note: The above steps typically take anywhere between 2-4 weeks depending on the availability of clean school data and state tech team to carry out the integration.

The report that gets generated in case of an SSO system includes all fields pertaining to the lowest level of drill down as the state may have in their own database. A sample of SSO based report can be seen below -
The steps to viewing user course progress are:

Step 1: On DIKSHA, in the course dashboard page, course creator requests for 'Course progress Exhaust'

Step 2: On DIKSHA, in the course dashboard page, course creator requests for 'User Profile Exhaust'. User has to enter a password at the time of generation of this file. The same password is needed when opening this file.

Step 3: Match the **common field between the two, which is the Unique User ID (UUID)** to find the specific user Details such as external ID which you need.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Collection Id	Collection Name	Batch Id	Batch Name	User UUID	User Name	State	District	Org Name	External ID	Email ID	Mobile Number	Consent Provided
2	do_31304688	Sample Course 1	BatchId_0130468	Batch 1	[REDACTED]	[REDACTED]	Uttar Pradesh	Sitapur	SAHAJ	[REDACTED]	[REDACTED]	[REDACTED]	false
3	do_31304688	Sample Course 2	BatchId_0130468	Batch 2	[REDACTED]	[REDACTED]	Uttar Pradesh	Bijnor	DIKSHA Custodian Org	[REDACTED]	[REDACTED]	[REDACTED]	false
4	do_31304688	Sample Course 3	BatchId_0130468	Batch 3	[REDACTED]	[REDACTED]	Uttar Pradesh	Basti	DIKSHA Custodian Org	[REDACTED]	[REDACTED]	[REDACTED]	false
5	do_31304688	Sample Course 4	BatchId_0130468	Batch 4	[REDACTED]	[REDACTED]	Uttar Pradesh	Sant Ravid	DIKSHA Custodian Org	[REDACTED]	[REDACTED]	[REDACTED]	false
6	do_31304688	Sample Course 5	BatchId_0130468	Batch 5	[REDACTED]	[REDACTED]	Uttar Pradesh	Mathura	SAHAJ	[REDACTED]	[REDACTED]	[REDACTED]	false
7	do_31304688	Sample Course 6	BatchId_0130468	Batch 6	[REDACTED]	[REDACTED]	Uttar Pradesh	Sultanpur	SAHAJ	[REDACTED]	[REDACTED]	[REDACTED]	false
8	do_31304688	Sample Course 7	BatchId_0130468	Batch 7	[REDACTED]	[REDACTED]	Uttar Pradesh	Amroha	DIKSHA Custodian Org	[REDACTED]	[REDACTED]	[REDACTED]	false
9	do_31304688	Sample Course 8	BatchId_0130468	Batch 8	[REDACTED]	[REDACTED]	Uttar Pradesh	Deoria	SAHAJ	[REDACTED]	[REDACTED]	[REDACTED]	false
10	do_31304688	Sample Course 9	BatchId_0130468	Batch 9	[REDACTED]	[REDACTED]	Uttar Pradesh	Shravasti	SAHAJ	[REDACTED]	[REDACTED]	[REDACTED]	false
11	do_31304688	Sample Course 10	BatchId_0130468	Batch 10	[REDACTED]	[REDACTED]	Uttar Pradesh	Mirzapur	SAHAJ	[REDACTED]	[REDACTED]	[REDACTED]	false
12	do_31304688	Sample Course 11	BatchId_0130468	Batch 11	[REDACTED]	[REDACTED]	Uttar Pradesh	Jaunpur	DIKSHA Custodian Org	[REDACTED]	[REDACTED]	[REDACTED]	false
13	do_31304688	Sample Course 12	BatchId_0130468	Batch 12	[REDACTED]	[REDACTED]	Uttar Pradesh	Badaun	SAHAJ	[REDACTED]	[REDACTED]	[REDACTED]	false
14	do_31304688	Sample Course 13	BatchId_0130468	Batch 13	[REDACTED]	[REDACTED]	Uttar Pradesh	Jaunpur	DIKSHA Custodian Org	[REDACTED]	[REDACTED]	[REDACTED]	false
15	do_31304688	Sample Course 14	BatchId_0130468	Batch 14	[REDACTED]	[REDACTED]	Uttar Pradesh	Sultanpur	SAHAJ	[REDACTED]	[REDACTED]	[REDACTED]	false
16	do_31304688	Sample Course 15	BatchId_0130468	Batch 15	[REDACTED]	[REDACTED]	Uttar Pradesh	Maharajan	DIKSHA Custodian Org	[REDACTED]	[REDACTED]	[REDACTED]	false

Sample of **User Profile Exhaust Report** - (The report has been broken into two images as shown below)

Collection Id	Collection Name	Batch Id	Batch Name	User UUID	User Name	User Type	User Sub Type	State	District
do_3132514	DIKSHA_JH	BatchId_0	DIKSHA_JH	102e3ce5-D	[REDACTED]	TEACHER		Jharkhand	Palamu
do_3132514	DIKSHA_JH	BatchId_0	DIKSHA_JH	20b722b6-R	[REDACTED]	TEACHER		Jharkhand	Giridih
do_3132514	DIKSHA_JH	BatchId_0	DIKSHA_JH	3c5be0e9-IM	[REDACTED]	TEACHER		Jharkhand	Pashchimi Sir
do_3132514	DIKSHA_JH	BatchId_0	DIKSHA_JH	85f872e9-S	[REDACTED]	TEACHER		Jharkhand	Deoghar
do_3132514	DIKSHA_JH	BatchId_0	DIKSHA_JH	e55e1652-P	[REDACTED]	TEACHER		Jharkhand	Ramgarh
do_3132514	DIKSHA_JH	BatchId_0	DIKSHA_JH	e60bf791-H	[REDACTED]	TEACHER		Jharkhand	Giridih

Block	Cluster	School Id	School Name	Org Name	Email ID	Mobile Number	Consent Provided	Consent Provided Date	
NAWA BAZAR		20	UPG PS BA	Jharkhand	[REDACTED]	9	79	TRUE	21/04/2021
DUMRI		20	UPG GOV	Jharkhand	[REDACTED]	7	18	TRUE	03/05/2021
MANOHARPUR		20	UPG M.S.	Jharkhand	[REDACTED]	8	08	TRUE	14/06/2021
SARATH		20	M.S LAGW	Jharkhand	[REDACTED]	9	33	TRUE	16/06/2021
PATRATU		20	GIRLS' MI	Jharkhand	[REDACTED]	9	77	TRUE	22/04/2021
BIRANI		20	S.S.H.S. B	Jharkhand	[REDACTED]	8	38	TRUE	11/06/2021

Note:

- As can be seen above, there are 3 options for a state to onboard its teachers onto DIKSHA. Here, states are requested to reach out to your respective DIKSHA State POC, for any assistance needed
- States which have already completed their teacher onboarding process with the SSO option during elementary NISHTHA **may ignore this section**, as they already have access to a complete set of teacher-wise data metrics on consumption. However, they need to ensure that their secondary teachers' details are also added to the state database, including sharing updated Geodata of all secondary schools with DIKSHA.
- Also, do note that data generation will be based on an **on-demand approach** with a 24 hour turnaround time for the report(s) to be made available to the state tenant
- Security certification (**SSL**) will be a mandatory requirement for States to ensure.

Accessing REPORTS

Do note that the course reports have been divided on the basis of the two areas mentioned below -

1) **Course related Information** - This report contains the details of the course, users performance in that course, enrollment date, completion status, certificate issuance date, etc..The reports that gets generated as part of this category are

- a) COURSE PROGRESS EXHAUST REPORT
- b) QUESTION SET REPORT

2) **Performance data on States / Districts**

a) **Course Adoption report** - This report will be available under the 'Admin Reports' section under administrator's profile with '[Report Viewer](#)' role. Being a real time report it will not involve any requests to be placed for generation of download links. As can be seen in the screenshot below the report will include consumption numbers, which can help the States understand the adoption of the course(s) across their State and respective districts. This report helps the State administrators in accessing information on all ongoing batches, at one go, without any need to down individual 'course progress reports' of each batch and then collating it to extract the overall consumption & adoption numbers.

The top screenshot shows a search bar with the text "Search or enter QR code" and a "Search" button. Below the search bar are navigation tabs for "Digital textbooks", "Courses", "TV classes", and "All". A "Show 10 entries" dropdown is visible. A table lists reports with columns for "Serial No.", "Title", "Last Published Date", "Tags", and "Update Frequency". The first entry is "Course Adoption Report v2" with a red circle around the title.

The bottom screenshot shows the "Course Adoption Report V2" page. The title "Course Adoption Report V2" is circled in red. Below the title are two tabs: "Course Adoption By Batch" and "Course Adoption By District", both highlighted with red boxes. A red arrow points to the "Download data CSV" button. At the bottom, a summary section displays the following statistics:

Statistic	Value
Total Enrolments	36,04,855
Total Completions	30,34,582
Total Certificates Issued	29,88,993

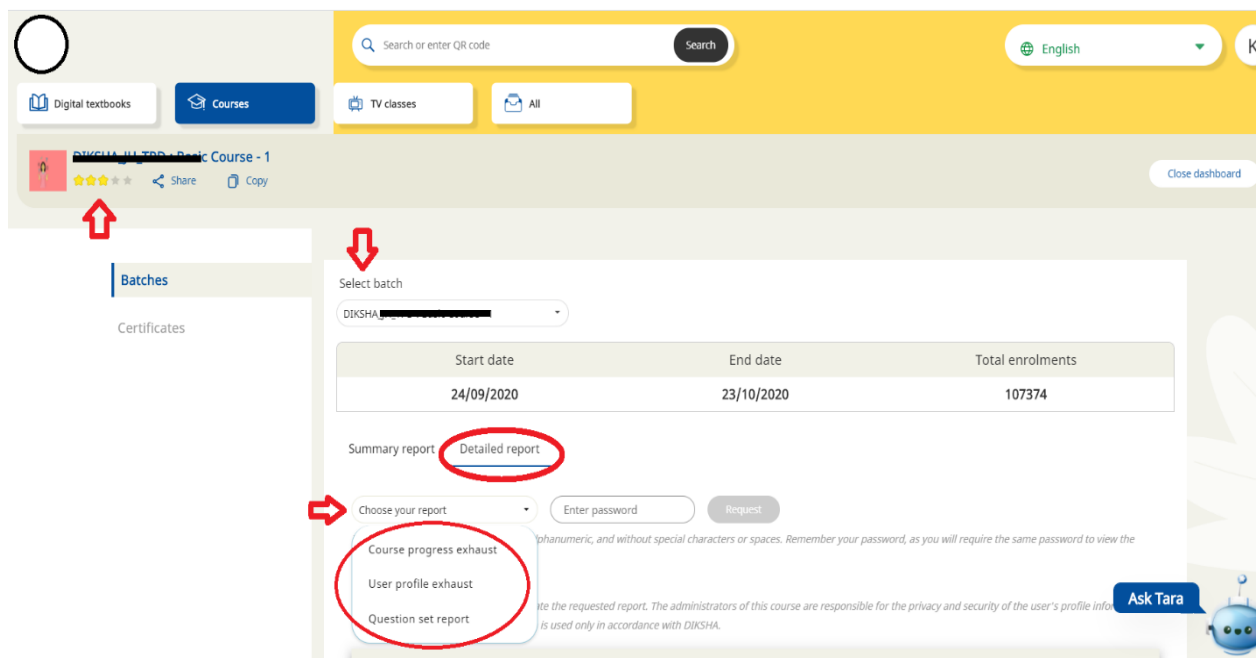
Collection Name	Collection id	Batch Name	Batch id	Batch Start Date	Batch End Date	Total Enrolments	Total Completion	Total Certificates Issued
DIKSHA_JH_TP	do_313125067	DIKSHA_JH_TPD	batch-01318920971	07/01/2021	17/01/2021	12380	5798	5798
DIKSHA_JH_TP	do_31315448C	DIKSHA_JH_TPD	batch-01318921126	07/01/2021	17/01/2021	10249	4944	4944
JH_Pedagogy	o do_313148247	JH_Pedagogy of	batch-01314826375	16/11/2020	31/03/2021	4753	2800	2800
JH_Curriculum	do_313127871	JH_Curriculum ai	batch-01312827381	16/10/2020	30/10/2020	20946	8205	8205
DIKSHA_JH_TP	do_313147572	DIKSHA_JH_TPD	batch-01328693872	07/06/2021	04/07/2021	2829	739	314
DIKSHA_JH_TP	do_313242401	DIKSHA_JH_TPD	batch-01328694398	07/06/2021	04/07/2021	3252	1103	650
JH_School Leac	do_313170107	JH_School Leade	batch-01317011254	16/12/2020	15/02/2021	9682	4682	4682
DIKSHA_JH_TP	do_313125067	DIKSHA_JH_TPD	batch-01328692727	07/06/2021	04/07/2021	5031	884	326
DIKSHA_JH_TP	do_313125067	DIKSHA_JH_TPD	batch-01312508268	09/10/2020	30/10/2020	169047	106921	106921

Collection id	Collection Name	Batch id	Batch Name	Batch Start Date	Batch End Date	Has Certificate	User State	User District	Total Enrolments	Total Completions	Total Certificates Issued
do_313139	(JH_àà²à	batch-013	JH_àà²à	01/11/2020	31/03/2021	Y	Jharkhand	Dumka	4566	3963	3963
do_313109	DIKSHA_JH	batch-013	DIKSHA	07/01/2021	17/01/2021	Y	Jharkhand	Koderma	259	131	131
do_313148	JH_Pedagogy	batch-013	JH_Peda	16/11/2020	31/03/2021	Y	Jharkhand	Hazaribagh	429	239	239
do_313157	DIKSHA_JH	batch-013	DIKSHA	02/02/2021	20/02/2021	Y	Jharkhand	Ranchi	5598	5047	5047
do_313127	(JH_àà²à	batch-013	JH_àà²à	16/10/2020	31/03/2021	Y	Jharkhand	Ramgarh	2226	1887	1887
do_313157	DIKSHA_JH	batch-013	DIKSHA	02/02/2021	20/02/2021	Y	Jharkhand	Simdega	2142	1979	1979
do_313158	(JH_àà²à	batch-013	JH_Peda	01/12/2020	15/02/2021	Y	Jharkhand	Giridih	681	406	406

- 3) **Personally Identifiable Information (PII)** - This report contains the user's name, mobile number, email id and the external ID. The report that gets generated as part of this category is -
- USER EXHAUST REPORT

The admin user is prompted to add a password, which is a mandatory field while raising the report request. And once the report is generated the same password needs to be used to open the csv file.

The image shown below will give you an idea of the screen from where the above mentioned reports can be requested, accessed and downloaded.



All course related reports will have a DEMAND based generation. This would mean the state has to place a request, and the report will start reflecting in the reports window after a period of **24 to 36 hrs.** based on the volume of requests. Once the processing is complete the download button gets enabled. Using this button the State user can download the associated report. All reports get downloaded in the form of a csv to ensure minimal size of these data files.

How to access course reports :

<https://drive.google.com/file/d/1fKzbWpg-FKeZRtTaKcWjWZK8cUG9UQn0/view?usp=sharing>

Select batch

DIKSHA - 1

Start date	End date	Total enrolments
24/09/2020	23/10/2020	107374

Summary report **Detailed report**

Course progress exhaust

Your password should be 8 characters, alphanumeric, and without special characters or spaces. Remember your password, as you will require the same password to view the generated report.

Downloads section (Latest 10 reports)

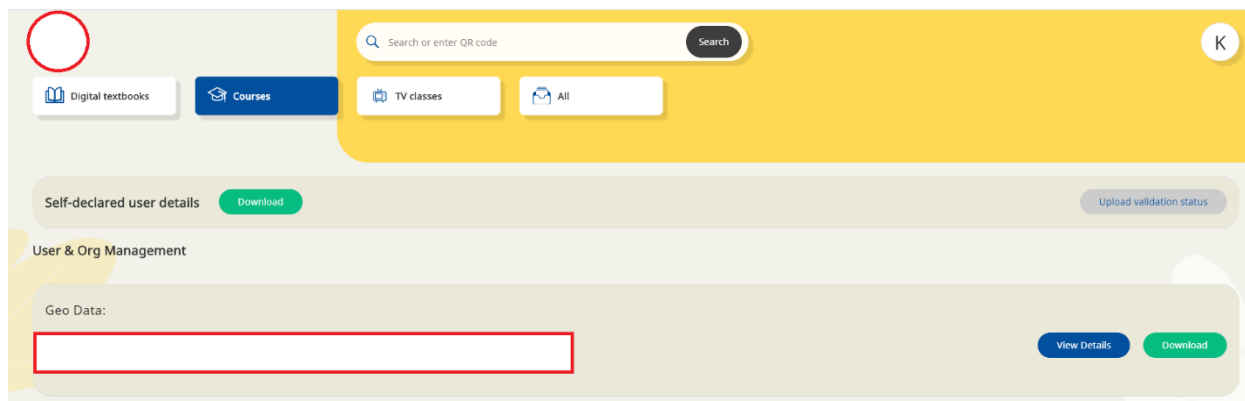
It takes a minimum of 24 hours to generate the requested report. The administrators of this course are responsible for the privacy and security of the user's profile information. They have to ensure the information is used only in accordance with DIKSHA.

Report type	Request date	Status	Report link	Generated date
Course progress exhaust	09-Oct-2020	PROCESSING		
Course progress exhaust	07-Oct-2020	SUCCESS	Download	07-Oct-2020
Course progress exhaust	05-Oct-2020	SUCCESS	Download	06-Oct-2020
User profile exhaust	02-Oct-2020	SUCCESS	Download	09-Oct-2020

For States going ahead with the SSU option of Teacher Onboarding, the process to access and download the Self Declared User Report has been shown below. As a first step using the 'Org. Admin ID' state needs to log into Diksha and click on the MANAGE button.

- Profile
- Admin dashboard
- Merge Account
- Manage**
- My Groups New
- Workspace
- Help
- Switch to classic theme New
- Logout

After clicking on the MANAGE button, User will get access to the **'Download'** button for **Self declared users report / Consent Report**. This button will help download the csv dump of the last updated self declaration details by teachers and users.



6. Support System







Support system helps Teachers in addressing their questions pertaining to content as well as technical queries that they may face while attempting to access or consume the content on DIKSHA. The possible areas that the Teachers can come across their online training journey can be -Information on exiting course(s), Technical queries relating to Diksha, Course content related questions, Details pertaining to certificate or upcoming course(s)

<ul style="list-style-type: none"> What will be needed to get this step done? 	<p>Details on the available Whatsapp groups and its spread from state to clusters. Details of available helpdesk, telephonic support system or email based support system, if any</p>
<ul style="list-style-type: none"> What will be the outcome of this step? 	<p>Structure of a Support Mechanism</p>
<ul style="list-style-type: none"> Who will do this? 	<p>State Coordinator</p>

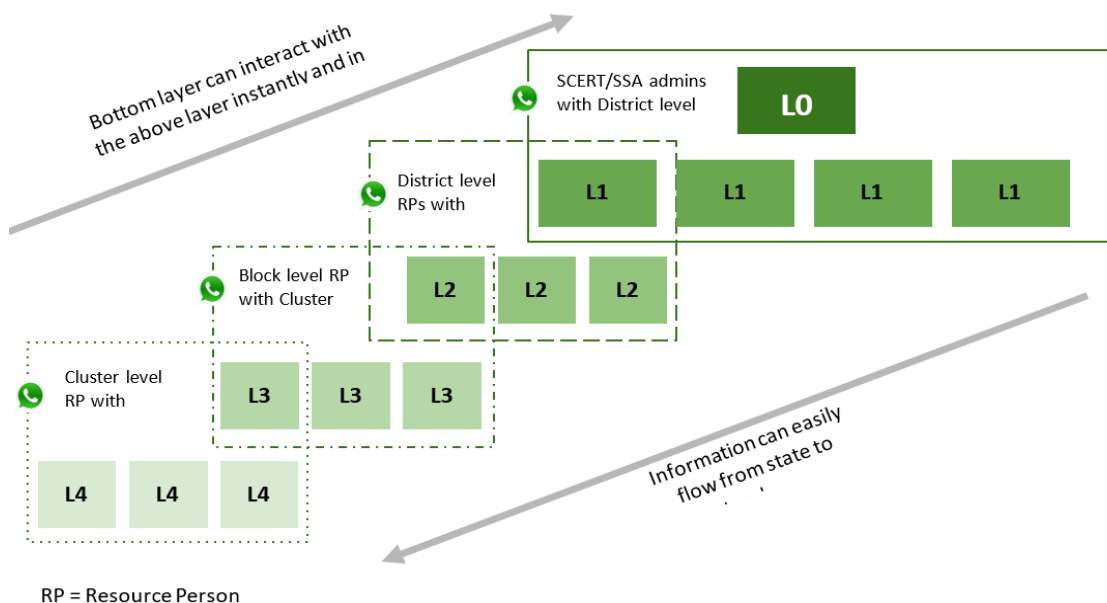
Standard Operating Procedure on Helpdesk Creation - To get the troubleshooting and escalation process in place, the logical next steps to be taken to build a dependable support system include

- Identification of Resources for Support** - Identify technical support at block and district level to serve as Technical Admins for their respective geographical areas. They will be responsible to understand the issues of teachers / users from their area, resolve them and if unable to resolve then escalate to the State Technical Admin.
- Identify Support Medium(s)** - States can look at multiple support mechanisms (as shown below) to handle queries and escalations. Given below are the different mediums, however DIKSHA's experience in multiple states highlights Telegram / WhatsApp based support as **one of the easiest to implement** and operate. Other support mediums like User Manuals and 'How to' videos need to be translated in states language for the teachers & users to be able to easily understand and comprehend.

- **Training of Support Team Members** - This steps involves conducting an orientation session of the state help desk team with Diksha helpdesk to understand the process of identification of technical issues and escalation

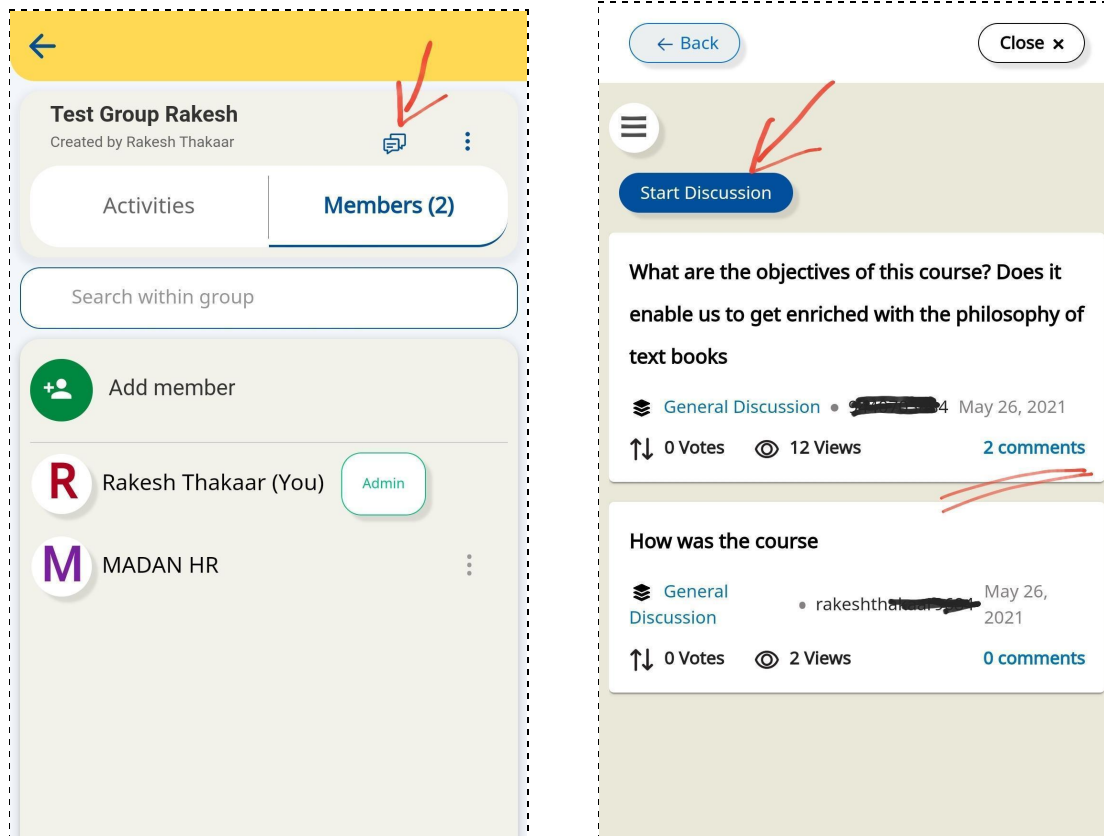
Sr.	Types of Supports to Teachers	
1	User Manuals, giving step by steps details of the 'HOW' - of all processes	
2	'How To' videos showing the process to resolve some issue else to proceed with some activity in step by step manner	
3	Whatsapp based support	
4	Telegram based support	 Telegram
5	Email based support	
6	Human Resource based support	

Shown below is a structure of a support mechanism based on **Telegram** or Whatsapp groups in a state. The structure shows the way support & collaboration can be carried out using such groups as a communication mode.



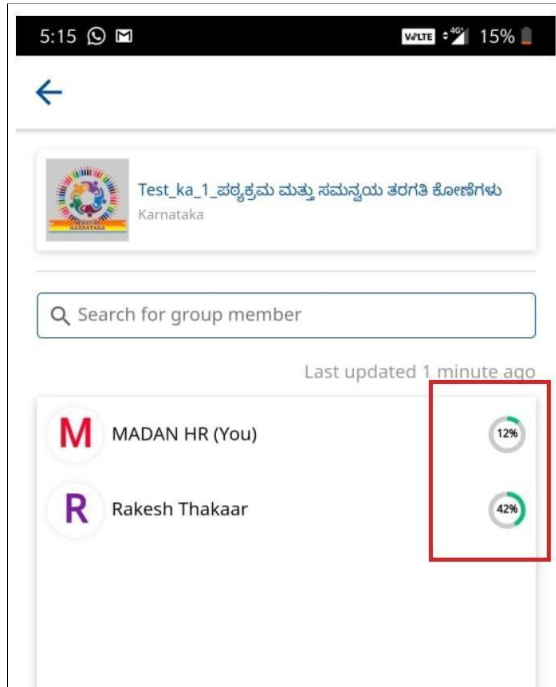
MyGroups - This is a functionality available for any user to create small controlled groups. The group administrator can - 1) Add members using their Diksha IDs, 2) Assign courses to them, 3) Track enrollment, consumption & completion on each course. In doing so, a csv file based data download access is also

provided to the administrator. Within 'MyGroups' there is a functionality to create a 'Discussion Forum'. This forum will be at a group level and not at a course level. Which means discussions, clarifications and sharing of experience can happen within this controlled group on any of the topics pertaining to the course(s) assigned by the group admin. Any member can start a new thread of discussion and each topic / thread can have option to upvote, downvote, add comments and save a favourite for instant access from the 'My Discussion' tab/ An image of the discussion forum link and the actual page can be seen in the given screenshots.



Do note that this 'Discussion forum' is different from 'Batch level Discussion Forum' which you will get to know in the subsequent sections of this SOP.

Use Case: A CRC can create his/her group of cluster teachers - Assign them courses on the first day of course roll out - And then keep a track on enrollment and completion of each member of the group, which is visible in form of progress percentage. This way the CRC need not reach out to each member individually on phone or whatsapp message to take an update on the percent of progress, because this data will be available to the group admin in his MyGroups page itself, as shown in below screenshot.



7. Planning for Outreach

<ul style="list-style-type: none"> • What will be needed to get this step done? 	Course Calendar, Target Audience
<ul style="list-style-type: none"> • What will be the outcome of this step? 	Modes of Communication, Types of Communication, Frequency of Communication
<ul style="list-style-type: none"> • Who will do this? 	NISHTHA Technical Admins

The communication and outreach through a structured mechanism may include:

Sr.	Activities / Type of posts	Key messaging	Mediums / Platforms
Pre Launch			
1	Process Information	Describe the following in a document/ppt/film: <ol style="list-style-type: none"> 1. DIKSHA App. download process 2. Process for Login and register for training 3. How to take training 	WhatsApp, Email, Webpage & Social Media(SM)
2	Support Information	Publish the helpline and other support information	WhatsApp, Email, Webpage & Social Media(SM)

3	Value proposition messages	A series of communication to motivate teachers to understand the benefits of NISHTHA Courses	Whatsapp /webpage/ SM
Launch			
1	Launch message	Announcement about course launch process information and helpline details	WhatsApp, Email, Webpage & Social Media(SM)
2	Leadership Messages	In text or video format: Announcing the launch and motivating teachers to undergo and complete the training	WhatsApp, Email, Webpage & Social Media(SM)
Post launch- Sustained Campaign with suggested frequency			
1	Courses for the month Day 1 (Fri)	Details of the course launched for the week including title and short description of the course	WhatsApp, Email, Webpage & Social Media (SM)
2	Certificate post Day 3(Mon)	Post clarifying expectation of certificate after course completion	Whatsapp, SM
3	Enrollment post with data Day 5 (Wed)	Data showing enrollment with district level data	Whatsapp, SM
3	Data post Day 7 (Friday)	Data showing completion with district level data	Whatsapp, SM
3	Transition Post Day 9(Sunday)	Reminder post creating urgency to complete and the details of upcoming courses	Whatsapp / SM
4	Video Testimonials of teachers Post one Month (thrice a month)	Message with Benefits/ how the courses are helping	Whatsapp / SM/Webpage
5	Testimonial Quotes from Administrators / Teachers - Fortnightly	Message from administration / teachers regarding the progress and benefits it is accruing to teachers	Whatsapp / SM/Webpage
6	Schedule for next month Post 2 days before month end	Complete course schedule of next month	Whatsapp /SM/ Webpage

There are quite a few collaterals created for outreach usage. These are in **editable format** and therefore can be used by each state to customize in their preferred language. Click on the link below to access these -

<https://drive.google.com/drive/folders/1MWWxxkqW7xjRxfqTLdKwwgtmNF0hwP1V?usp=sharing>

8. Overall Readiness Check

This will be an important point and will include covering all points and checks pertaining to course or certification or communication, before the roll out of the program.

<ul style="list-style-type: none"> What will be needed to get this step done? 	Course(s) to be published, Support mechanism to be in place, Outreach plan to be in place
<ul style="list-style-type: none"> What will be the outcome of this step? 	Status on the readiness of the state to roll out NISHTHA Course(s)
<ul style="list-style-type: none"> Who will do this? 	NISHTHA State Coordinator and Tech Admin

Given below are 4 areas and the finer tasks for states to take care of before rolling our NISHTHA courses from DIKSHA -

Sr.	Category	Checklist Items for NISHTHA Courses Rollout
1	Technical Checks	Successful End to End testing of course(s) done by teachers + support team (from course login to enrolment to course completion)
2		Successful inclusion of tested users under all the reports including certification (progress report and score report)
3		Certification and issuance criteria is finalized and encoded
4		All assessments are working correctly, including randomization and limited attempts
5		Check if discussion forum threads are active and working fine
6	Support Desk Checks	State helpline or help desk being ready, Telegram / Whatsapp groups having formed, and support personnel trained on the processes, including state L2 escalation process
7		Successful testing of escalation process from state helpdesk to DIKSHA Support Desk.
		The resources from the State level L1 team, L2 team and all those who will be providing support to the teachers / end users, have taken the test course themselves beforehand to understand all details of the course - name, start date, end date, consent window, name check window, no. of folders, assessment, etc.. including an overall user experience
8		FAQs and Process documents shared on the web page and with the state support desk, if applicable
9	Administrative Checks	Sharing of official communication with all stakeholders across districts and blocks on the launch date and the course consumption expectations

10		Date wise calendar is made ready for releasing information on dates of upcoming courses
11	Communication Checks	Helpdesk number(s) and /or email id including the working time window displayed in all outreach communications or on the web page including Telegram Messages
12		User level FAQs translated and shared based on the earlier experience
13		Relevant outreach artefacts and material ready for distribution / circulation
14		Communication about all users to be on latest app version (4.0 and above) has been done

Phase 2 - Launch

1. Batch Creation -

Creation of a batch with a start and end date is an important step to make the published course open to the users to enrol and start consuming it. Batch creation is also a prerequisite for the completion certificate to be added to the course to be rolled out. Here states need to ensure **a gap of two days** is maintained after a course is made LIVE on the state tenant for the certificate to be integrated into the batch.

<ul style="list-style-type: none"> What will be needed to get this step done? 	The course needs to be in a published state for a batch to be created
<ul style="list-style-type: none"> What will be the outcome of this step? 	Creation of a batch with a start date and end date
<ul style="list-style-type: none"> Who will do this? 	Creators or Mentors

Here is how it needs to be done -

Step 1 - A Course creator or a mentor need to login using their credentials

Step 2 - Search for the course and open it

Step 3 - Click on Batch Creation Tab

Step 4 - Assign a Start date and end date for the batch

How to create a course Batch :

https://drive.google.com/file/d/1N_FfiAiVBSHzOKc1UeIJ_Gn5yaXUROP/view?usp=sharing

2. Attach Course Certificate to the Batch

The certificate format that gets integrated in the system, needs to be used to attach it to each batch. This step is especially essential as not all courses that get rolled out by states have a certificate attached to it.

Therefore, it becomes important to define whether the batch that is getting published will be with or without a certificate..

<ul style="list-style-type: none"> • What will be needed to get this step done? 	Have certificate design uploaded and ready to attach to published course
<ul style="list-style-type: none"> • What will be the outcome of this step? 	Certificate integration to the batch
<ul style="list-style-type: none"> • Who will do this? 	Creators or Mentors

The steps to get this done are -

Step 1 - Login to DIKSHA using CREATOR ID

Step 2 - Click on the COURSE tab to access the published courses under the state tenant

Step 3 - Select the course for which batch has to be created

Step 4 - Within the create batch box, select 'Yes' under **Issue certificates** option

Step 5 - Click on the '**Add certificate**' button on the pop up that appears

Step 6 - Select the correct certificate template design that you want to attach to the batch

Step 7 - Also choose the relevant options

- **Certificate Rule:** If the certificate will go to '**All users**' who meet certificate issuance criteria, or only '**Validated state teachers**', who pass the criteria.
- **Score rule:** What will be the minimum cut-off / passing percentage in the course assessment, for the user to get the certificate

Step 8 - Review your selections carefully and preview the selected certificate once, and then click add certificate

Batch Details

NAME OF BATCH *

ABOUT THIS BATCH

START DATE *

END DATE

ENROLMENT END DATE

Issue Certificate
 Yes No

BATCH TYPE
 Open

How to attach a course certificate :

https://drive.google.com/file/d/1L9jrJqwNQFeMj_K2w46hbVMHvM_S99tB/view?usp=sharing

3. Activate the option of 'Discussion Forum' for the batch

During Batch creation, the discussion forum can be enabled for that specific batch that would allow anyone who joined that course to discuss anything about the course, or even ask doubts and make clarifications on that forum. Do note that these batch level discussion forums are different from the 'Discussion Forum' that can be created by any user for a small controlled group as part of 'MyGroups' feature.

<ul style="list-style-type: none">• What will be needed to get this step done?	The course needs to be published, with a batch ready to open for activating discussion forums
<ul style="list-style-type: none">• What will be the outcome of this step?	Discussion forum will be enabled for all users who are part of the batch as well as a discussion thread will be created
<ul style="list-style-type: none">• Who will do this?	Creators or Mentors

The steps to get this done are -

Step 1 - Login to DIKSHA using CREATOR ID

Step 2 - Click on the COURSE tab to access the published courses under the state tenant

Step 3 - Select the course for which batch has to be created (or search it using Do ID)

Step 4 - Click on create create batch

Step 5 - Select 'Yes' for the Enable Discussions option

This activity enables the discussion forum for that batch.

Update Batch Details

Batch Details

NAME OF BATCH * Issue Certificate Yes No

ABOUT THIS BATCH **Enable discussions** Yes No

BATCH TYPE Open

START DATE * END DATE ENROLMENT END DATE

MENTORS IN THE BATCH

SELECTED MENTORS

This process enabled the discussion forums.

Once this is done the creator can start a discussion forum thread for course participants to respond to

Step 1: Click on the **forums button** on course page

Step 2: Click on **'Start Discussion'**

Step 3: Fill in the details in the pop up that comes and then click on **Submit** to start the discussion thread.

How to create a Batch level discussion thread :

<https://drive.google.com/file/d/1E-sNNRlnEQA7cLkEaJc6ZAQS7yCLJU1m/view?usp=sharing>

Discussion forums usage

The discussion forums at the batch level provide a great space for the course experts to interact with course participants, and vice versa. We can imagine certain ways of using this feature to orchestrate interesting and productive interactions for all participants. Shown below are three such ideas for the state's consideration -

- a. **All purpose discussions thread:** The admin can create a single, all purpose thread where all the participants of the batch can come and interact and ask academic questions or queries

related to the course and a dedicated team of a few course experts / SRGs can answer them on the same thread

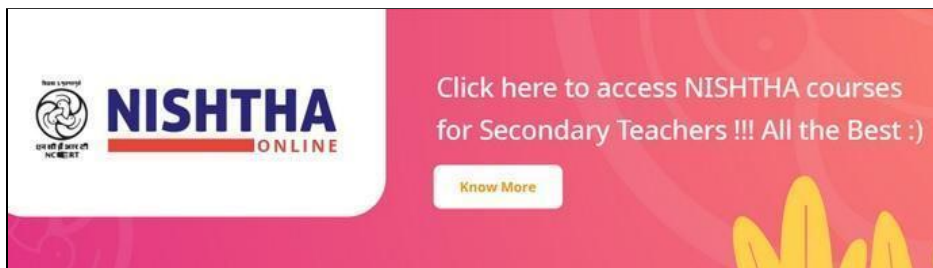
- b. **Purpose led discussion threads:** The admin can create multiple threads, each with their own purpose (Eg: Topic 1 discussion thread, Topic 2 discussion thread, etc.),so participants can go to the relevant topic / module related thread and interact there.
- c. **District wise discussions:** The admin can create a separate discussion thread for each district within the state, and participants from the respective districts can enter their own district threads and interact there, ideally with district level expert(s) to assist them with questions they may ask.

Note: *The course administrator / State administration needs to ensure appropriate information is shared with users in respect of some ground rules for usage of these discussion forums, so that the interactions remain limited to the purpose for which it has been created. Also, disclaimer needs to be given to all participants in respect of the appropriateness of messages to be shared in these forums. This is especially important to highlight because in case of any incorrect / indecent message getting posted on the group, only that individual will have the right to remove the wrong message / statement posted. Admin will not have the right to delete messages posted by participants.*

4. Add Banner under the State tenant

<ul style="list-style-type: none"> • What will be needed to get this step done? 	Creation of a course batch with start and end date
<ul style="list-style-type: none"> • What will be the outcome of this step? 	A Banner available to all users that they can click on to access courses
<ul style="list-style-type: none"> • Who will do this? 	State Admin

There would be Banner based discovery enabled for the upcoming NISHTHA secondary program, where each state tenant will run a pre-configured Banner to help their users find and take NISHTHA courses on the DIKSHA Mobile App. This feature is enabled only on Mobile App for now as more than 90% users consume courses on their phone. The banner is an additional option for a state to help users find content quickly. For the NISHTHA secondary program the banner will be added from the system backend, with no role for the State team to play in enabling it and the banner punchline would be - **Click here for 'NISHTHA Secondary' Courses !!**



Sample banner

Note: For the users to be able to view the 'Banner' following criteria needs to be met - 1) User needs to be on Mobile App version **4.0 or above**. 2) Users need to enable the '**New DIKSHA Experience**' option in their Diksha App. Banner will not be visible for portal users.

5. Outreach & Communication (Formal Announcement) -

<ul style="list-style-type: none"> What will be needed to get this step done? 	Creation of a course batch with start and end date
<ul style="list-style-type: none"> What will be the outcome of this step? 	Announcement & Communication to be done regarding roll out of course(s)
<ul style="list-style-type: none"> Who will do this? 	State Nodal Officer

This step would involve issuance of an **official communication by the state in form of a letter / circular**, announcing the roll out of NISHTHA courses from DIKSHA platform. The announcement can be in the form of an official letter getting issued from the desk of a senior state official.

Sr.	Activities / Type of posts	Key messaging	Mediums / Platforms
Launch			
1	Launch poster	Courses launch details + Helpline details	Whatsapp / Twitter / Facebook
2	Social Media Messages	About the launch and motivating teachers to undergo and complete the training	Twitter / Facebook / YouTube / Instagram
3	Banner on website	Launch announcement and benefits of Courses	State Portal / DIKSHA Page for State

Phase 3 - Post Launch

1. Data Consumption

<ul style="list-style-type: none"> What will be needed to get this step done? 	The course link(s) has been rolled out to the masses and the consumption has started
--	--

<ul style="list-style-type: none"> • What will be the outcome of this step? 	State constantly monitors the adoption and progress of the courses within the state
<ul style="list-style-type: none"> • Who will do this? 	Course Creator / Course Mentor - State Technical Admin

The kind of data a state will receive will be completely based on the type of onboarding solution the state adopts, as discussed in the point on 'Teacher Onboarding Options' above. Samples of the different types of reports available on DIKSHA, can be viewed in the section on 'Teacher Onboarding' in this document.

Once the course has been rolled out to the targeted teacher base and they have been intimated about how to access the same, the consumption of the same begins. The number of teachers who enrolled and completed the courses district wise can be calculated through the Course progress Report while the score obtained by the individual teachers can be obtained through the Score Report. In order to access the reports, the **Course Creator / Course Mentor** can follow the following steps

1. Log into DIKSHA using the creator or mentor username & password
2. Search for the course which has been published
3. Click on the 'Course Dashboard'
4. Click on 'Progress Report'
5. A csv file will get downloaded, which will have the details like - Name of the User, State name, District name, Date of enrolment, Course ID, Course Progress in %, Completion date, Certificate Status, do-id wise progress %

How to access Data reports :

<https://drive.google.com/file/d/1fKzbWpg-FKeZRtTaKcWjWZK8cUG9UQn0/view?usp=sharing>

Targeted Actions

Once the data is made available in the form of a course progress report, the state needs to do a drill down of the data to find out the district and block wise percentage of enrollment & completion. Following steps needs to be followed by the state to ensure higher adoption of course by state teachers -

1. Refer to the 'Course Progress Report'
2. For teachers not enrolled or after enrolment not completed any course, their district, block and cluster details need to be extracted from state's database
3. This teacher wise data needs to be shared with block resources for doing a follow up with the teacher, to ensure enrollment and course completion

CM Rise डिजिटल शिक्षक प्रशिक्षण कार्यक्रम की स्थिति

24-05-2020

Districts	Total Teachers & CAC/BACs in the district (Based on RSK MIS)	Course 1 : प्रशिक्षण से परिचय				Course 2: शिक्षक की भूमिका			
		Enrolment (#)	Enrolment (%)	100% completion (#)	100% completion (%)	Enrolment (#)	Enrolment (%)	100% completion (#)	100% completion (%)
Vidisha	6720	5465	81.3%	5199	77.4%	4849	72.2%	3331	49.6%
Mandsaur	5380	4372	81.3%	4261	79.2%	3643	67.7%	2795	52.0%
Dewas	6050	4470	73.9%	4294	71.0%	4084	67.5%	2974	49.2%
Bhopal	5709	3966	69.5%	3789	66.4%	3732	65.4%	2796	49.0%
Khandwa	4628	3599	77.8%	3464	74.8%	2966	64.1%	1997	43.2%
Indore	7260	5159	71.1%	4886	67.3%	4454	61.3%	3320	45.7%
Neemuch	3616	2467	68.2%	2384	65.9%	2167	59.9%	1654	45.7%
Agar Malwa	2385	1704	71.4%	1612	67.6%	1377	57.7%	894	37.5%
Anuppur	3708	2643	71.3%	2539	68.5%	2129	57.4%	1628	43.9%
Ujjain	6568	4969	75.7%	4738	72.1%	3769	57.4%	2727	41.5%
Panna	5887	4402	74.8%	4219	71.7%	3340	56.7%	2384	40.5%
Seoni	8495	5689	67.0%	5371	63.2%	4809	56.6%	3412	40.2%
Satna	10434	7017	67.3%	6617	63.4%	5850	56.1%	4204	40.3%
Burhanpur	2735	1650	60.3%	1541	56.3%	1441	52.7%	948	34.7%
Umaria	2840	1678	59.1%	1587	55.9%	1494	52.6%	1009	35.5%
Balaghat	9893	6387	64.6%	6032	61.0%	4966	50.2%	3232	32.7%
Datia	4206	2813	66.9%	2673	63.6%	2088	49.6%	1469	34.9%
Sehore	5976	3337	55.8%	3108	52.0%	2930	49.0%	1923	32.2%
Gwalior	7031	4103	58.4%	3821	54.3%	3427	48.7%	2457	34.9%
Ratlam	6346	3975	62.6%	3785	59.6%	2880	45.4%	1942	30.6%
Jabalpur	7528	4179	55.5%	3952	52.5%	3372	44.8%	2271	30.2%
Raisen	6626	3705	55.9%	3487	52.6%	2955	44.6%	2010	30.3%
Shajapur	3953	2220	56.2%	2071	52.4%	1755	44.4%	1191	30.1%
Shahdol	5217	2963	56.8%	2767	53.0%	2311	44.3%	1608	30.8%
Chhindwara	10782	6154	57.1%	5711	53.0%	4736	43.9%	3055	28.3%
Harda	2114	1299	61.4%	1236	58.5%	917	43.4%	599	28.3%
Chhatarpur	8143	4025	49.4%	3793	46.6%	3501	43.0%	2497	30.7%
Hoshangabad	5423	2623	48.4%	2473	45.6%	2326	42.9%	1665	30.7%
Betul	8822	4207	47.7%	3914	44.4%	3674	41.6%	2367	26.8%
Dhar	11412	5821	51.0%	5469	47.9%	4633	40.6%	3024	26.5%
Rajgarh	8036	4189	52.1%	3959	49.3%	3146	39.1%	1999	24.9%
Narsinghpur	5160	2970	57.6%	2804	54.3%	2014	39.0%	1352	26.2%
Ashoknagar	3603	1852	51.4%	1733	48.1%	1339	37.2%	797	22.1%
Morena	8394	4667	55.6%	4444	52.9%	3099	36.9%	2089	24.9%
Sheepur	3241	1860	57.4%	1758	54.2%	1136	35.1%	707	21.8%
Guna	6123	2721	44.4%	2537	41.4%	2103	34.3%	1432	23.4%
Niwari	2130	1279	60.0%	1201	56.4%	689	32.3%	409	19.2%
Katni	5202	2058	39.6%	1909	36.7%	1655	31.8%	1062	20.4%
Mandla	6450	2540	39.4%	2319	36.0%	2043	31.7%	1194	18.5%
Khargone	9172	3655	39.8%	3377	36.8%	2869	31.3%	1804	19.7%
Sagar	10243	3475	33.9%	3183	31.1%	3139	30.6%	1983	19.4%
Shivpuri	7520	3090	41.1%	2900	38.6%	2262	30.1%	1446	19.2%
Bhind	7390	2927	39.6%	2753	37.3%	2180	29.5%	1466	19.8%
Damoh	6262	2177	34.8%	1978	31.6%	1622	25.9%	1070	17.1%
Tikamgarh	5112	2155	42.2%	1993	39.0%	1261	24.7%	731	14.3%
Barwani	6573	2127	32.4%	1944	29.6%	1572	23.9%	974	14.8%
Jhabua	5040	1339	26.6%	1217	24.1%	1108	22.0%	652	12.9%
Singrauli	3877	1101	28.4%	1015	26.2%	738	19.0%	455	11.7%
Rewa	11241	2262	20.1%	2063	18.4%	1596	14.2%	1044	9.3%
Alirajpur	4569	876	19.2%	769	16.8%	550	12.0%	310	6.8%
Dindori	4177	432	10.3%	401	9.6%	412	9.9%	254	6.1%
Sidhi	6004	574	9.6%	536	8.9%	482	8.0%	336	5.6%
Unknown district		5856		5104		5081		2803	
Grand Total	321406	173243	53.9%	162690	50.6%	138671	43.1%	93752	29.2%

नोट: कोर्स पूर्ण होने के 7 दिनों के भीतर प्रमाण पत्र दिए जाने का प्रावधान है।

District	%Age Teacher (III Gr.) Level 1 i.e. कक्षा 1 to 5 के शिक्षक जिन्होंने Module 2 शुरू नहीं किया है	
	29-Jul	3-Aug
KOTA	48%	43%
BARAN	43%	39%
CHURU	43%	36%
BANSWARA	40%	35%
DUNGARPUR	41%	35%
BIKANER	36%	31%
DAUSA	37%	29%
PALI	33%	29%
BUNDI	34%	29%
JHALAWAR	32%	28%
JHUNJHUNUN	32%	28%
PRATAPGARH	35%	27%
KARALI	32%	27%
JAISALMER	30%	24%
RAJSAMAND	27%	22%
TONK	27%	22%
AJMER	26%	22%
JALOR	26%	21%
S.MADHOPUR	25%	21%
UDAIPUR	25%	21%
ALWAR	25%	20%
BHILWARA	23%	20%
SIROHI	24%	19%
BARMER	24%	18%
DHAULPUR	21%	18%
HANUMANGARH	21%	18%

2. Sustained Outreach

<ul style="list-style-type: none"> What will be needed to get this step done? 	The course link(s) has been rolled out to the masses and the consumption has started
<ul style="list-style-type: none"> What will be the outcome of this step? 	Teachers are frequently nudged towards course enrolment and completion
<ul style="list-style-type: none"> Who will do this? 	State NISHTHA Coordinators

Once the course has been rolled out to the targeted teacher base and they have been intimated about how to access the same, frequent nudges need to be made in order to drive the teachers more towards course enrolment and completion. This can be done by taking into account the following:

- Highlighting the potential advantages and key learning from the course which the teachers will receive after completion of the course. This can be circulated in the form of a poster to all the teachers. e.g. as shown below. Also, if the state has access to teacher level data then teachers can also be recognized on some pre-decided criteria.

CM Rise शिक्षकों के ज्ञान व कौशल निर्माण को और अधिक सुदृढ़ करने का एक सकारात्मक प्रयास है।

मैंने CM Rise कोर्स पूर्ण कर लिया! और मुझे सर्टिफिकेट भी मिल गया!

ओ वाह! यह तो बहुत बढ़िया है, तो बताओ आपने इससे क्या-क्या सीखा?

कोर्स पूर्ण होते ही, जरा सोचिये:

- क्या मैंने कोर्स के महत्वपूर्ण बिंदुओं को लिखने के लिए अपनी डायरी बनाई है?
- मैंने "शिक्षक की भूमिका" और "चिंतन" कोर्स से क्या सीखा?
- क्या आप सीखने के प्रतिफल हेतु उपलब्ध टीचर हैंडबुक पर चिंतन कर सकते हैं?
- कोर्स से जो सीखा, उसे अपने बच्चों और कक्षा तक कैसे लेकर जायेंगे?

लेते हैं एक कदम, सीखने की ओर...

राज्य शिक्षा केन्द्र, कृष्ण शिक्षा विभाग, मध्य प्रदेश | अमरा शिक्षा | peepul | DIKSHA | NIC

टीना पढ़ाई में थोड़ी कमजोर है, मैं उसे बहुत समझाती हूँ कि वह भी राहुल की तरह मेहनत करेगी तो थोड़ा बेहतर कर पाएगी।

आपको क्या लगता है कि टीना पर इसका क्या प्रभाव पड़ेगा?

क्या आप इस विषय पर और अधिक जानना चाहते हैं? तो शुरू करें यह कोर्स

“शिक्षकों और पालकों की साझेदारी”

दीक्षा एप पर केवल स्टेट लॉग-इन के माध्यम से शीघ्र ही इस कोर्स को पूर्ण करें

अमरा शिक्षा | peepul | DIKSHA | NIC

- Pinned posts at various social media handles and official websites about the course which reminds the intended audience to consume the course e.g.

केन्द्रीय माध्यमिक शिक्षा बोर्ड
(मानव संसाधन विकास मंत्रालय, भारत सरकार, के अधीन एक स्वायत्त संगठन)
मानव सदन - 17, राउस एवेंयू, दिल्ली - 110002.
CENTRAL BOARD OF SECONDARY EDUCATION
(An Autonomous Organization under the Union Ministry of Human Resource Development, Govt. of India)
"Shiksha Sadan", 17, Rouse Avenue, New Delhi - 110002.

Circulars | Publications | Curriculum | Training/Capacity Building Programmes | Media Gallery | Media & Public Relations

UDAAN | Heritage Education | Sample Question Paper | Results | Skill Education | Sports | AI | Handbooks | Contact Us

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To Know More [CLICK HERE](#)

- Discover innovative pedagogical practices
- Access training modules curated by a team of experts
- Acquire new skills anytime anywhere

Announcements

Academic | Training | Skill Education


- Observing Teachers' Day on 5th September
- Conduct of the practical work during the lockdown
- NEP Transforming India Quiz – regarding
- VIDYARTHI VIGYAN MANTHAN (VVM) 2020-21 - India's Largest Science Talent Search for New India using Digital Devices
- 'Students' Learning Enhancement Guidelines'
- Celebration of Reading Week from 8th September to 14th September 2020– regarding
- National Education Policy 2020– regarding
- Teacher Energized Manuals (TERM) of Science and Mathematics

CBSE VISION

The CBSE envisions a robust, vibrant and holistic school education that will engender excellence in every sphere of human endeavour. The Board is committed to provide quality education to promote intellectual, social and cultural vivacity among its learners. It works towards evolving a learning process and environment, which empowers the future citizens to become global leaders in the emerging knowledge society. The Board advocates Continuous and Comprehensive Evaluation with an emphasis on holistic

QUICK NAVIGATION

- Inspiring the teachers through certificates / digital credentials. And, addressing some of the key queries which may have been received using the established support channels in the states e.g.




प्रमाणपत्र ... अरे वाह !



**CM Rise डिजिटल शिक्षक प्रशिक्षण अंतर्गत
5,062 प्रमाणपत्र दिए जा चुके हैं |**

आपको भी प्रमाणपत्र मिल सकता है!


महत्वपूर्ण जानकारी: आगे के कोर्स पूर्ण होने के 7 दिनों के पश्चात आपको प्रमाणपत्र दीक्षा एप पर मिलेंगे।



दीक्षा एप को डाउनलोड करें
<https://bit.ly/DikshaDownload>



पहला कोर्स पूर्ण करें
<https://bit.ly/Course-Intro>

मेरा प्रमाणपत्र कहाँ है?

मेरा प्रमाणपत्र कहाँ है?

मेरा प्रमाणपत्र कहाँ है?



मेरा प्रमाणपत्र कहाँ है?

मेरा प्रमाणपत्र कहाँ है?


मेरा प्रमाणपत्र कहाँ है?

आप चिंता ना करें

State System (यूनिक ID) से लॉगिन करने की स्थिति में कोर्स पूर्ण होने के 7 दिनों के अंदर आपको सर्टिफिकेट मिलेगा।










Roll out of Next Courses

As per the course schedule, communication regarding the rollout of the next set of courses can be disseminated amongst the teachers to help them get ready for the same. Once the date of the next set of courses has been intimated, the courses can be rolled out on the scheduled date. Examples of how teachers can be communicated about the next courses can be seen below. Mediums to disseminate the course schedule can include Whatsapp, Telegram and State portal





**कोर्स श्रृंखला
“सीखने के प्रतिफल की समझ और संसाधन”
श्रृंखला शीघ्र शुरू होने वाली है!**

- 8 Sep – सीखने के प्रतिफल / परिणाम पर समझ (Learning Outcomes)
- 18 Sep – पाठ्यपुस्तकें - शिक्षकों की मित्र
- 28 Sep – RSK टीचर हैंडबुक - बेहतर शिक्षण योजना बनाने का मुख्य आधार
- 8 Oct – पाठ योजनाएँ (Lesson Planning) – सीखने-सिखाने का आधार

क्या आप बच्चों की सफलता की ओर कदम उठाने के लिए तैयार हैं?

यह श्रृंखला दीक्षा एप के माध्यम से शीघ्र ही आप तक पहुंचेगी।








क्या पालक एक शिक्षक की भूमिका निभा सकते हैं? मुझे पालकों को बच्चों की शिक्षा से जोड़ने हेतु क्या प्रयास करने होंगे?

क्या आप शिक्षक और पालकों की साझेदारी के बारे में विस्तार से जानना चाहते हैं?

तो तैयार हो जाइए इसे विस्तार से समझने के लिए अगला कोर्स लेकर हम शीघ्र आ रहे हैं...








**जल्द आ रहा है नया कोर्स...
“हमारा घर हमारा विद्यालय”
कार्यक्रम से परिचय**







=====

Local Contacts (Details of DIKSHA States)

State wise details of DIKSHA PMU members can be found in the Annexures VIII

Sr.	State	Name of the DIKSHA POC	Phone Number	Email ID

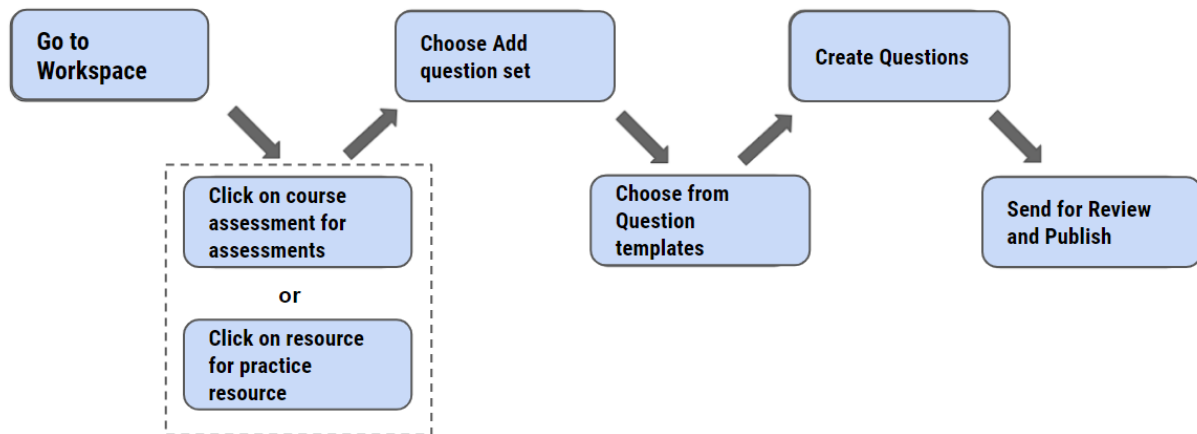
This next section has ANNEXURES with topic specific details and steps

Annexure I- Steps on how to create Assessment on DIKSHA

Apart from the Learning Resources in a course, even Practice resources or Assessments can be added as a resource. These elements are usually used in two ways

- As a knowledge check at the end of each module (Practice Resource)
- As an assessment at the end of a course (Course assessment)

Creator credentials are required to create these assessments on the DIKSHA tool. While the tool offers capabilities to create MCQs, Fill in the blanks and more, the best practice has been to give comprehensive MCQ questions as assessments. There are three stages to Assessment creation:



This makes the assessment live, makes it ready to be added to any course.

Some points to keep in mind:

- There will be a pop up at the start of creation asking how many attempts a user has while taking this assessment, ensuring that is entered correctly before proceeding.
- Disable 'Show immediate feedback' option once the Assessment is created. This will disable the feature that tells the user if they answered a question wrong or correct
- To randomize the questions from the total set of questions, choose the specific number that needs to be displayed to the user from the display drop down.
- Ensure the content type is set to 'self assess' in the Assessment details screen, if not, data of user responses might not get captured correctly
- A user can take an assessment multiple times, but their best try, or best attempt will be recorded in the data report
- If you are planning to add certificate of merit, ensure the courses assessment falls at the end of the course

*Note: All the questions need to be in **ONE SLIDE** for the randomization functionality to work.*

For detailed inputs on this topic, do refer to the links to PDFs / video tutorials given in the next annexure

=====

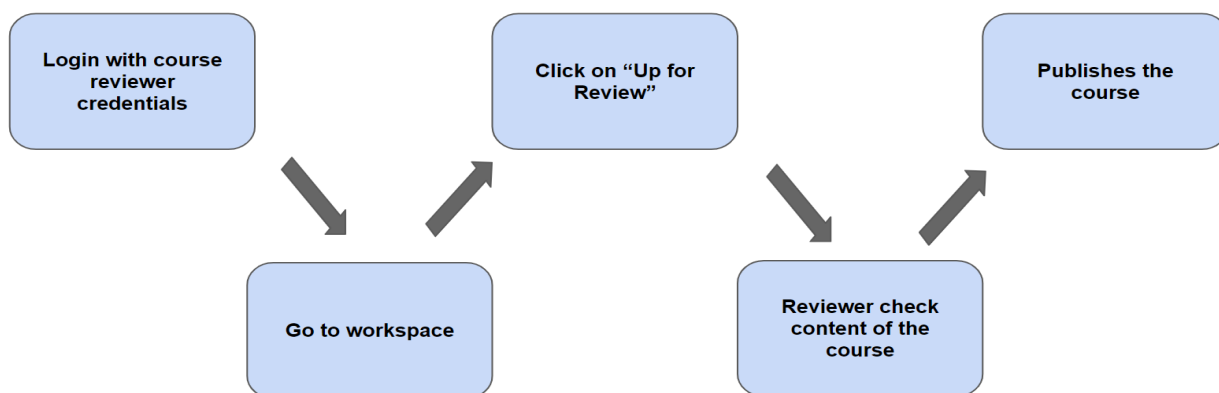
Annexure II – Steps on How to Stitch Resources into a Course

Once the resources and assessments are uploaded, the next step is to gather these resources in a logical way and give a structure to the course which is known as course stitching. This is done by a **content creator/mentor** . The steps here include :

- Creation of modules or units inside the course
- Adding relevant resources and assessments
- Filling the relevant details for publishing the course

Once this is done the next step is to send the course for review and publish. This is done by the course reviewer.

Login to the reviewer account on DIKSHA → Workspace → Up for review → Reviewer checks content of courses → Publishes the course.



Once it is published a **do_id** gets assigned to the course. This ID being unique to the course, becomes handy for anyone to recall and fetch the course. This do_id can be pasted in the search bar on DIKSHA to find the course.

For detailed inputs on this topic, do refer to the links video tutorials given in the next annexure

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Annexure III - List of all User Manuals / Videos Tutorials for States

Given below are the frequently asked questions (FAQs) by end users / teachers, and the corresponding reference material in form of user manuals / tutorials.

Sr.	FAQ by the Teacher / End User	Link
1	How do I install DIKSHA ?	https://youtu.be/ceZD5VET7vk
2	How do I Sign-In or Register on DIKSHA using my Laptop or Computer ?	https://youtu.be/tL25_m8O0ww
3	How do I Sign-In or Register on DIKSHA using my Android Phone ?	https://youtu.be/JsezA9ysA_I
4	How to login and consume DIKSHA courses on an Android Phone?	https://youtu.be/Bse2HRGkSxw
5	How to login and consume DIKSHA courses on a Laptop or Computer?	https://youtu.be/fhNgG6I52aI

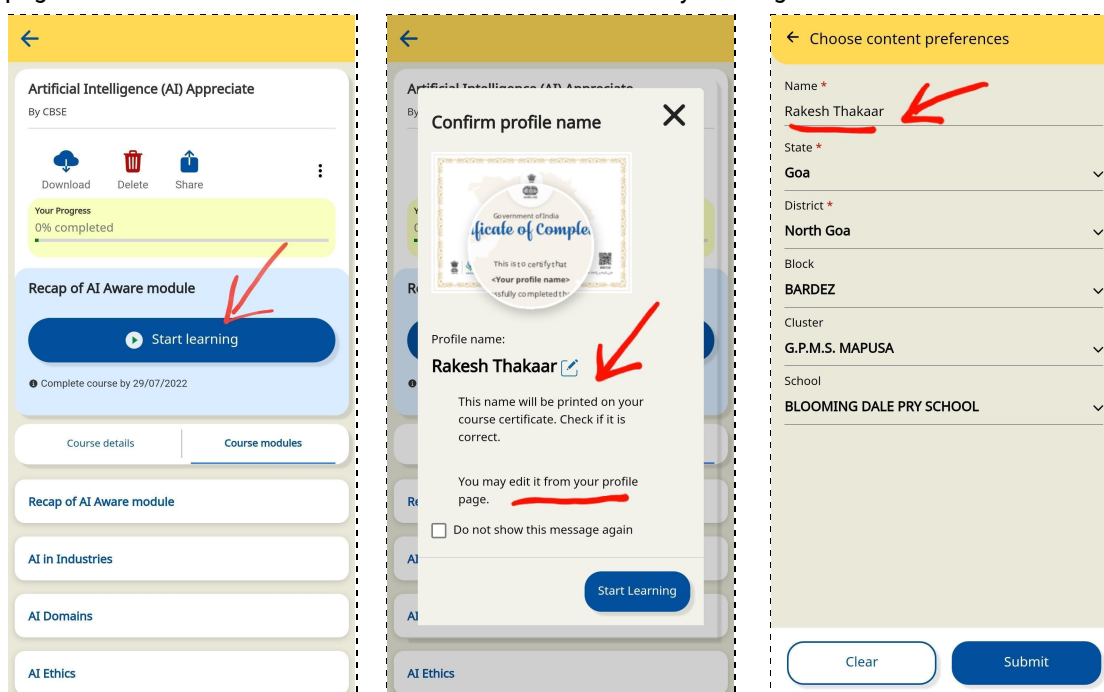
Given below are the list of activities handled by **State technical administrators / creators**, and the corresponding reference material in form of user manuals / tutorials to assist them in understanding the process and steps.

Sr.	Name of the supporting documents/videos	Link
1	How to copy a course	https://drive.google.com/file/d/1WtNf_fOCx-DhQACRwc2lafNybkTEGHF7B/view?usp=sharing
2	How to Create a course	https://drive.google.com/file/d/1489qb0XzMPRntxr-tSc-KjGiWsWFBnvB/view?usp=sharing
3	How to review and publish your course	https://drive.google.com/file/d/1X0FmY6S_yaCd1O4nmQwilZ4ov7c-Ed8M/view?usp=sharing
4	How to upload resources on DIKSHA	https://youtu.be/-o5gafOaCdQ
5	How to create Course Assessments on DIKSHA	https://youtu.be/kl_CNanNgaw
6	How to review and publish resources	https://youtu.be/cfWGDkdR4FI
7	How to stitch a course on DIKSHA	https://drive.google.com/file/d/1489qb0XzMPRntxr-tSc-KjGiWsWFBnvB/view?usp=sharing
8	How to create a Course Batch	https://drive.google.com/file/d/1N_FfiAiVBSkzOKc1UeIJ_Gn5yaXURO_P/view?usp=sharing
9	How to get Course QR codes	https://youtu.be/dzf39voXq3Q
10	How to Access data reports	https://drive.google.com/file/d/1fKzbWpg-FKeZRtTaKcWjWZK8cUG9UQn0/view?usp=sharing
11	How to Attach a certificate	https://drive.google.com/file/d/1L9jrJqwNQFeMj_K2w46hbVMHvM_S99tB/view?usp=sharing https://youtu.be/ae14sGQWfeo
12	How to Create a discussion thread	https://drive.google.com/file/d/1E-sNNRlnEQA7cLkEaJc6ZAQS7yCLJU1m/view?usp=sharing
13	How to Re-issue certificates	https://drive.google.com/file/d/150ush9m1-SgDHG05U2X-MXpXDyJtIL7/view?usp=sharing
14	How to enable Batch level discussion forums	https://drive.google.com/file/d/1INKR2TxZJyERXWPP61AxD8mZSYB8MKRV/view?usp=sharing
15	How to randomize questions in a question set?	https://youtu.be/M4iH_5xMJgl

16	How to create limited attempts based Assessments?	https://drive.google.com/file/d/1gnEystGg8lvatWaDuJJ461W-kicFwlm/view?usp=sharing
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Annexure IV - Certificate Issuance Criteria

- Teacher(s) need to register themselves on DIKSHA portal. It will be important for the user to ensure the spelling of their first name and second name is **CORRECT**, as the same will be **automatically picked up by the system** to add in the certificate. As can be seen in the 3 screenshots below, users are prompted to check and correct their full name. This pop up window comes up after clicking on 'Start Learning' button and once the user clicks on the edit link then he/she is directed to the profile page where name correction can be done and submitted by clicking the SUBMIT button.



- Certificate of Merit is issued to users subject to meeting of 2 criteria as given below -
 - 100% completion of the course which will be measured on their course progress
 - Getting **minimum 70%** marks in the final course assessment
- Another aspect of certificate issuance is who gets the certificates once they meet the above criteria. States can define either to issue these completion certificates to:
 - Every user who has completed the course, or
 - Only state validated teachers

In case of states with an SSO system in place, Option 'B' is recommended **as their teachers are already validated**. However, states who do not have their validated users yet and are keen to issue certificates, Option 'A' is recommended

- Teachers need to complete the course in the given timeline (**before the batch end date**)
- State needs to ensure the details of certification to be mentioned in the UI under 'Course Information' section 'while stitching the course, so that the user (teacher) is aware on the status of certification for the course (whether the participant will get a certificate after completing or not)
- The timeline for generation and issuance of certificates is anywhere **between 3 to 5 working days** from the date of course completion

Certificate Format

The format of 'Certificate of Merit' can be seen below. A '**QR code**' based validation feature has been prominently added to this certificate. This feature helps in validating the certificate credentials. Once the QR code is scanned, the screen asks to add the 6 digit code which is seen below the QR code. Once added the following details of the certificate holder gets displayed - Name of the participant, Course Name, Date of course completion.

As can be seen 4 formats have been designed in different combinations of number of logos and number of signatories, as shown below. The given 4 images are purely indicative. The titles of all certificates can also be '**Certificate of Participation**' based on different programs.

- 1 logo, 1 sign
- 1 logo, 2 signs
- 2 logos, 1 sign
- 2 logos, 2 signs

So, states have the option to opt for any of the mentioned combinations. The incorporation of State Govt. logo brings in the necessary authentication to the course completion. Also, it will be State's prerogative to add NCERT logo or not. In case any State wants NCERT logo on top in combination with one of the State logos then even that will be possible.



1 logo, 1 sign



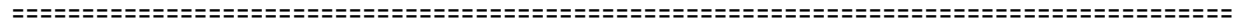
1 logo, 2 signs



2 logos, 1 sign



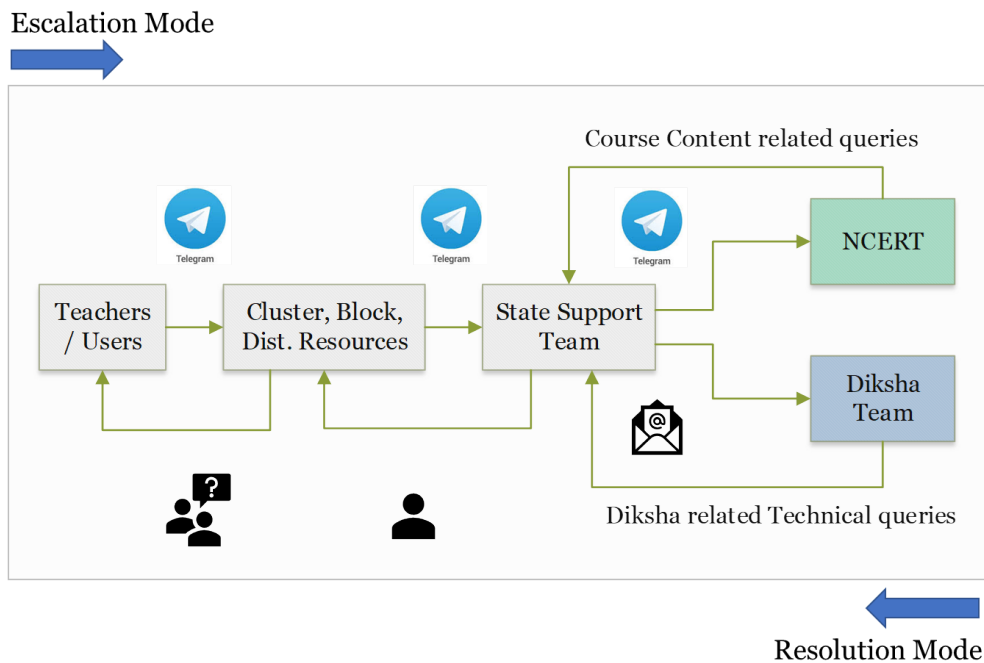
2 logos, 2 signs



Annexure V - Steps for providing support to end users using **multi layered approach using Telegram or Whatsapp groups, and Steps to set up a **State L1 helpdesk****

As can be seen from the below process flow, the channel of communication between a state and DIKSHA team can be via two layers. *(A multi layered channel approach can be seen in the next process flow given in the next section of this annexure)*

The first layer needs to include selected team members who will be trained on the details of Troubleshooting and will be equipped with the resolutions to the frequently asked questions. These can be identified team members from districts **who would serve as State L1 team**. This team will decide if the issue raised by any Teacher is pertaining to course content or technical issues with Diksha portal / mobile app. And based on that analysis, the escalation of tickets will be done to either the NCERT desk or Diksha technical team, which is the second layer as shown below. Steps for formation of **State L1 desk** can be seen in the next section of this annexure.



A consolidated **Self help Manual** has been prepared for **support staff** to get answers to process related queries and new capabilities. This will help them in equipping themselves to handle queries from teachers & end users. Use the link given below to access this powerpoint presentation. Do note that this deck can get updated as and when we come across newer queries or in case of any amendment in process or feature of the user interface. So, it will be advisable to share the given below link to support staff or end users, rather than sharing as a downloaded pdf.

<https://drive.google.com/file/d/1yz4zufp0wbxDFDdHWhEMVdVQHDQLtahj/view?usp=sharing>

State L1 Support Desk - Roles and Responsibilities

What is an L1 support desk ?

L1 stands for Level 1 and denotes a team or a desk that operates centrally at the **State level** to handle support related queries from districts, blocks or clusters. This support desk can be an actual desk where identified resources are physically located to handle queries on telephone or Whatsapp, else this can also be a virtual desk with resources located at different locations, but serving as an L1 from their location.

Who can be part of L1 support desk ?

To set up a State level L1 desk it is not necessary to hire any new resources, but existing resources who are well versed with DIKSHA ecosystem can be aligned into this role. Knowledge of DIKSHA portal, DIKSHA App, Smartphone operations, and general technical awareness can be the essential ingredients for anyone to be part of this L1 helpdesk.

Why is an L1 support desk needed ?

Track record shows that the maximum number of queries from end users are process or program related. Very few are relating to some genuine technical issue on DIKSHA App or portal. Therefore there needs to be a channel for all such basic queries or issues or service requests to be handled and answered at the lowest geographical level in the State. This not only helps in faster turnaround time but also helps in providing the assistance to the end users in the state preferred language. Which is where States need to have a decentralised multi layered support system starting from cluster to block to district so that the load of volume of end user queries get distributed (Refer to the process flow shown below). However, in case of genuine technical issues faced by user(s) there needs to be a dedicated team of few individuals who would interact and interface with TeamDIKSHA's support desk to ensure the issues are addressed on priority and end user's learning is as less interrupted as possible. And this dedicated team will also help in filtering the irrelevant queries to identify genuine cases needing escalation. This is where the need for State L1 becomes imperative.

What is the role of an L1 support desk ?

- To provide assistance to district support team in case of escalations or in case the district or block team is not aware of the resolution to some problem or does not have answer to some question raised by the end user
- To raise support tickets with DIKSHA support desk via predefined white-listed email Ids
- To interact and seek resolution from DIKSHA support desk

What should the L1 desk team members be aware of ?

The team members need to be thorough and well aware of following areas -

- User interface of DIKSHA mobile app
- User interface of DIKSHA portal
- **Login process on DIKSHA** - Ways to create login id & password, How to login, What is captcha, How to log out, What is OTP, etc.
- **Course workflow** - What is a Banner, How to search for a course, How to join a course, how to track progress, how to initiate progress sync, how to use and attempt interactive content
- **Profile Management** - How to update / correct name, How to update demographic details (dist, block, cluster), How to access and download certificate, Where is Learner Passbook, When to use refresh button,
- Apart from the areas mentioned above the support team members need to be aware of the frequently asked questions (**FAQs**) from the end users and the answers to these questions.

Process for an L1 desk team member to raise a ticket with DIKSHA Support team –

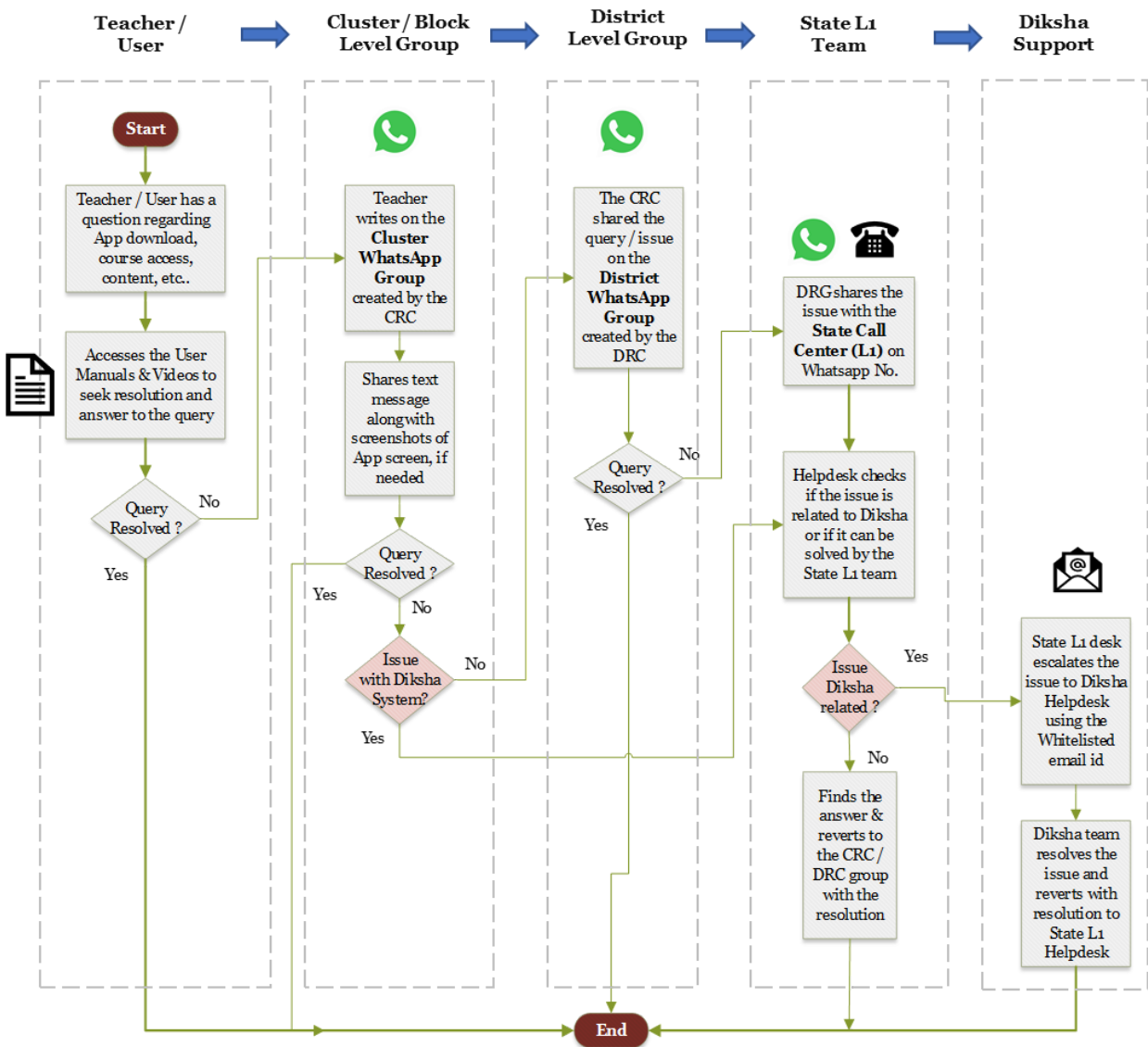
1. Check if the query from the end user / CRC / BRC is regarding some process related question or is it some technical issue in the App or Portal. Here L1 needs to ensure the end user is on the latest app and that in spite of following the troubleshooting steps, the issue prevails.
2. Next, the L1 team need to seek following details from the end user to be able to raise a ticket with DIKSHA's support desk
 - a. Screenshot of the issue faced or a screen recording

- b. In case of screen recording do check if the user has followed the correct steps
 - c. Users device details - Mobile make, Android version, Diksha App version, User's DIKSHA ID, do_id of the course in which the user is facing an issue
3. Once the L1 team is sure that the issue is indeed a technical issue then a mail needs to be marked to Diksha Support email Id, highlighting the issue. This mail needs to be sent from the Whitelisted Email Ids ONLY. If ticket is raised from any other non white-listed email id then such tickets get closed immediately
4. DIKSHA support team will revert with a possible timeline to address the issue, based on the internal ETAs for different types of issues.
5. Once the issue is resolved, DIKSHA support team will revert to the ticket on email
6. State L1 team has to then convey this message or resolution or update to the end user who has escalated the issue till L1 team via CRCs or BRCs

To empower the Support Team members from the State, there are 3 types of resources created to help them in equipping themselves with requisite knowledge of product and process. The 2 resources are -

- **Self-Help Manual** - Prepared for support staff to get answers on process related queries, knowledge of new capabilities and awareness on troubleshooting steps - <https://drive.google.com/file/d/1yz4zufp0wbxDFDdHWhEMVdVQHDQLtahj/view?usp=sharing>
- **List of FAQs with Answers** - Prepared for support team to have readymade answers to frequently asked questions from the end users / teachers <https://docs.google.com/spreadsheets/d/1NfmCEez5D2YGB0EVnFhBGmJblk-Q6EqPTmMo9Uhquc8/edit?usp=sharing>
- **Consumption Tutorials** - The **Annexure III** in this SOP has training links covering areas like - How to download Diksha, How to sign in using Laptop or Phone, How to self declare, How to complete profile info and How to consume courses.

Shown below is an indicative process flow to show the **decentralised model of support system with multiple layers from Cluster till State.**



Annexure VI - Approach on Outreach

Nomination of a dedicated officer for communication and outreach is a recommended step to ensure focused efforts. Listed below are the options to be explored by states for outreach -

Develop a page on NISHTHA training on the state portal, or if the TPD page exists then add a section to it. This maybe done as part of the launch with key information updated on the page

In case a state has a portal or web page then it may use the page for -

- Announcements
- Invitation for content translation

- Process on how to access training in poster/document or video format
- Helpdesk contact details
- Document on FAQ
- Videos on message from State leadership
- Course Calendar

Based on DIKSHA's experience in many teacher training programs, States are recommended to educate their teachers on the below mentioned areas, before the launch of the program -

- How to download the DIKSHA App.
- How to update DIKSHA App. from Playstore and the importance of updating it
- How to self register on DIKSHA / How to create your user name & password / How to create your login id and password
- How to complete self declaration form
- Who should register? This course is meant for teachers of which grades.
- What are the dates for courses / What is the schedule?
- What is the Start Date, Enrollment End Date and Course End date for each course
- What is the use of QR code in searching the course
- How to Join a course
- Process and timeline for generation of a certificate and updation of course progress percentage
- Once a certificate is generated, where will the user get to see and download it
- The phone numbers or whatsapp / telegram groups for teachers to reach out to, in case any support needed

As post launch continuous engagement plan, state may use this page as single repository for all updates

- To popularize this page State may send links of the webpage in its communication to teachers. This may be done on a regular basis and may be part of all communication so that with time teachers get habituated to refer to the webpage
- Add testimonial videos from teachers on their experiences for motivation and guidance to fellow teachers
- Dashboard with indicators such as district wise progress, number of teacher trainings completed etc may be added with time

Nodal officer to ensure that webpage is updated with latest information

States can devise a **weekly plan for communication** and leverage social media, WhatsApp groups to circulate crisp messages. The messages may vary with the stage of the program.

State may identify **champion teachers at district/block level** and train them to be mentor for their respective region

State may also devise **incentives in the form of recognition or awards** to celebrate success and boost the consumption of trainings

For any additional details on outreach related engagement, States can get in touch with DIKSHA POC

There are quite a few collaterals created for outreach usage. These are in **editable format** and therefore can be used by each state to customize in their preferred language. Click on the link below to access these -

<https://drive.google.com/drive/folders/1MWWxxkqW7xjRxfqTLdKwwgtmNF0hwP1V?usp=sharing>

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Annexure VII - DIKSHA Resource Creation Guidelines & Formats

Given below are the standards & recommendations for inputs in respect of important fields of DIKSHA portal. Also do note that four types of content files are recommended to be developed for posting on DIKSHA – MP4, PDF, ePUB, WebM and H5P.

Sr.	Category	Portal / App fields	Standard / Recommendations
1	Certificate	Limit on No. of Characters for COURSE NAME	Recommended limit is 40 to 45 characters
2		Cut-off Score / Passing percentage	A course needs to have ONLY 1 Assessment resource for this option to work. The passing percentage / score needs to be selected while attaching certificate to the Batch
3		Certificate issuance rule	The rule needs to be selected from the given dropdown, while attaching a certificate to the batch. Here 2 options are available - 'ALL' or 'My State Teacher'. 'ALL' means a certificate will be issued to all those who complete the course. And 'My State Teacher' would mean only the validated teachers of the State will get the certificate, rest will not get the certificate even if they complete the course and score more than minimum passing % in the assessment.
4		Deactivating the message - 'This course is without certificate', while stitching the course	This message is system generated and as soon as a certificate is attached to the course this message is removed.
5	Self-Declaration	Frequency for the self-declaration dump getting updated	This is a report with a turnaround time of 24 hours once requested. It is mentioned as 'Details of users who have given consent to share their information '

6	Course Stitching	Amendments in course description after batch is formed	Any changes to a course with live batches is not recommended.
7		What is the maximum capacity of characters / words for 'Course Description' section / tab	Recommended to keep the course description to less than 512 words.
8		Prerequisite to be ensured while entering regional language text at all other places in the frame	Google input tools work. In respect to other tools, especially on Microsoft Windows, it would depend on whether it is using Unicode characters or not. So, it is recommended to always check the preview. Additionally check on mobile by using unlisted publishing (open the link on mobile app - requires sign-in) whether the text is rendering properly or not.
9	Content	Uploading of HTML5 content	HTML upload is allowed but not recommended due to challenges such as telemetry integration. The responsiveness to screen resolution on the platform has to be verified by the creator and necessary corrections have to be done before including it in the course .
10		Resolution to be managed while rendering videos	720p HD is recommended for heavy videos. Higher resolution should work in shorter videos as long as their size is less than 50 MB.
11	Assessments	Maximum capacity of characters / words for each question in an MCQ.	1000 characters for both questions & options. It has challenges when using with Indian languages as the character count is not accurate. MCQ is the recommended option for course assessment.
12		Maximum capacity of characters / words for each question in Match the following	1000 for Question stem and 25 for each option in MTF. MCQ is the recommended option for course assessment.
13		Maximum capacity of characters / words for each question in Fill in the Blanks.	1000 characters including the correct answer (blank). MCQ is the recommended option for course assessment.
14		Maximum capacity of characters / words for each question in Reordering words	1000 for question stem. 120 for each word to be reordered. MCQ is the recommended option for course assessment.

15		Maximum capacity of characters / words for each question in Arrange in Sequence	1000 for question stem. 120 for each sentence to be rearranged in sequence. MCQ is the recommended option for course assessment.
		-	<i>All the questions need to be in ONE SLIDE for the randomization functionality to work.</i>
16	Reports	Time of progress report generation	Progress reports usually run anytime between 12:00 am and 7:00 am. Time mentioned in the reports is in UTC format (IST - 5.30 hrs.). These will be on-demand reports as mentioned in one of the earlier sections and requested reports will be generated within 24 hours. This time may get slightly extended till 36 hrs in case of excessive load.
17	Licensing Option / Attribution	License options to be selected from the available dropdown with multiple options.	CC BY 4.0 is the license to be considered
18	Batch level Discussion Forums	This is a functionality which is available at a Batch level and needs to be manually enabled.	<p>State to start at least one general thread to which any course participants can respond to or post in.</p> <p>Individual posts cannot be deleted by thread creator, They can only delete the entire thread and all the posts in it. Individual posters can delete their own posts.</p> <p>States will get the option to activate batch level discussion for courses published on or after 19th July 2021.</p>
19	MyGroups & Discussion Forum	This is a functionality which can be used independently of any Batch. Example - This can be used by a CRC to assign courses and track progress of the group of Teachers from that cluster	States can create a group and then start a thread where any course participants can respond to or post in.

20	Batch dates	Enrollment end date and course end date	<p>Course creators will have the liberty to extend the end date of any batch. But this feature can be used till one day prior to the batch end date. Which would mean on the last day of the batch, the end date cannot be extended. This can be done one day prior only.</p> <p>It is advisable to have an enrollment end date to all batches. Enrollment end date can be extended anytime time during the batch period. This date can be even the last day of the batch.</p>
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Annexure VIII – Contact Details of DIKSHA States Point of Contacts (POCs)

With the self-serviceability functionalities having developed on DIKSHA platform, all States have the operational liberty and independence on a multitude of areas, which were earlier dependent on TeamDIKSHA members or Support desk. Few of those can be seen mentioned below. In wake of which do note POC's role will be only limited to assisting, in case some process related help is needed by any State administrator / creator .

- I. Certificate creation / designing using the 4 templates available
- II. Creating a course batch
- III. Adding enrollment end date and course end date to batches
- IV. In case of score based certification, adding cut-off score to the batch
- V. Activating certificate issuance rule for a batch, wherein only the State Teachers can get the certificate and users/teachers who self select other State names, will not get a certificate even after ensuring 100% progress and above passing %
- VI. Attaching a Certificate to a Batch
- VII. Enabling batch level discussion forums

Sr.	State	Name of the State POC	Phone No.	Email ID
1	Maharashtra	Ashwani Sharma	95827 06076	ashwani.sharma@teamdiksha.org
2	A&N Islands	Leenus Roffin	9566295902	leenus@teamdiksha.org
3	Puducherry			
4	Kerala			
5	Tamil Nadu	Leenus & Hemalatha	9566295902	leenus@teamdiksha.org hemalatha@ekstep.org
6	J&K	Ravi Kumar &	9845594574	ravikumarl@teamdiksha.org
7	Ladakh	Leenus	9566295902	leenus@teamdiksha.org

8	Lakshadweep	No POC	NA	NA
9	UP	Rajshekhar	9985121296	rajashekhar@teamdiksha.org
10	AP			
11	Bihar			
12	Rajasthan	Chinmay Chaitanya	9798002064	chinmay@teamdiksha.org
13	Odisha			
14	MP			
15	Karnataka	Sharan Gouda	9986654488	sharangouda@teamdiksha.org
16	Gujarat	Tejas Mehta	9909516854	tejas.mehta@teamdiksha.org
17	Daman, Diu and Dadra Nagar Haveli			
18	Punjab	Ashwani Sharma	95827 06076	ashwani.sharma@teamdiksha.org
19	Uttarakhand			
20	Delhi	Niharika	9013001103	niharika@teamdiksha.org
21	Chandigarh	Sahil Kapoor	99884 25404	sahil.kapoor@teamdiksha.org
22	Haryana			
23	Chhattisgarh	Rakesh Thakar	9834465798	rakesh.thakar@teamdiksha.org
24	Jharkhand			
25	Himachal	Arvind Gupta	8826899384	arvindgupta@teamdiksha.org
26	Assam	Omar Hasan	9560786504	sahajada.omar.hasan@teamdiksha.org
27	Arunachal P			
28	Nagaland			
29	Sikkim			
30	Manipur			
31	Meghalaya			
32	Mizoram			
33	Tripura			
34	Telangana	No POC	NA	NA
35	Goa	No POC	NA	NA

HELP Tab on DIKSHA portal -

<https://diksha.gov.in/faq>

<https://diksha.gov.in/help/creator/create-course/certificates.html#adding-certificate>

National Initiative for School Heads' and Teachers' Holistic Advancement

NISHTHA 2.0 (SECONDARY LEVEL)

An integrated training for Teachers and School Heads at Secondary Stage of Education

Continuous opportunities to teachers for self-improvement and to learn the latest innovations and advances in their professions in multiple modes



HOW NISHTHA 2.0 SECONDARY COURSE WORKS

STEP 1 Install DIKSHA App 4.0 and above/ Access DIKSHA Portal

STEP 2 Register in DIKSHA with Email ID/ Mobile number

STEP 3 Access the course using course link or QR code

STEP 4 Access Course Resources
• Watch videos
• Read the text
• Do the activities

STEP 5 Attempt Quiz, score 70% (maximum 3 attempts) and get certified

DIKSHA Portal & Mobile App



www.diksha.gov.in

NISHTHA Portal & Mobile App

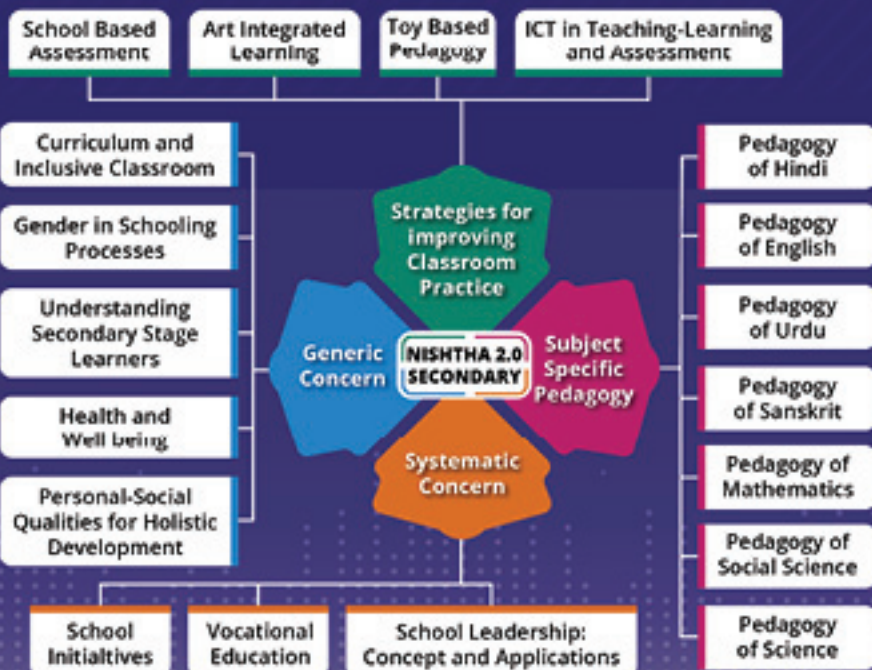


www.nishtha.ncert.gov.in

Highlights of NEP 2020 on CPD

Teachers truly shape the future of our children - and, therefore, the future of our nation. The motivation and empowerment of teachers is required to ensure the best possible future for our children and our nation.

Courses for NISHTHA 2.0 Secondary Level



Features of online Courses

Explanatory and Demonstration Videos

Text Resources

Interactive and Reflective Activities

Additional Resources

Quiz for Assessment

Digital Certification

Objectives

- ⦿ Improvement in learning outcomes of the students.
- ⦿ Creation of an enabling and enriching inclusive classroom environment.
- ⦿ Teachers become alert and responsive to the social, emotional and psychological needs of students as first level counselors.
- ⦿ Teachers are trained to
 - use Art as pedagogy leading to increased creativity and innovation among students.
 - develop and strengthen personal-social qualities of students for their holistic development.
- ⦿ Creation of a healthy and safe school environment.
- ⦿ Integration of ICT in teaching, learning and assessment.
- ⦿ Developing stress free School Based Assessment focused on development of competencies.
- ⦿ Teachers adopt Activity Based Learning and move away from rote learning to competency based learning.
- ⦿ Teachers and School heads be sensitised on new initiatives in school education.
- ⦿ Transformation of the Heads of Schools into providing academic and administrative leadership for the schools for fostering new initiatives.

www.ciet.nic.in/nishthaonline.php

www.nishtha.ncert.gov.in

Email: nishtha.ncert@ciet.nic.in

For More Information

For more information, visit
www.ciet.nic.in/nishthaonline.php
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