



ASSAM DON BOSCO UNIVERSITY

Tapesia Gardens, Kamarkuchi, Sonapur – 782 402, Assam, INDIA

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Innovative and Best Practices

Assam Don Bosco University (ADBU) has adopted a set of learner-centric and technology-enabled practices to strengthen the quality, accessibility, transparency, and effectiveness of its Online Learning (OL) programmes. These practices are aligned with the principles of learner support, digital transformation, and continuous quality improvement, and reflect the objectives of the National Education Policy (NEP) 2020.

1. Facilitation of Academic Bank of Credits (ABC) ID

ADBU has established a systematic process for creating and verifying Academic Bank of Credits (ABC) IDs for learners enrolled in its Online Learning programmes. This enables learners to maintain digital academic credit records and supports credit accumulation and transfer in line with applicable regulatory provisions and NEP 2020.

2. Technology-Enabled Learner Support Services

Learner support has been strengthened through streamlined, technology-enabled processes — online communication channels, automated notifications and reminders, centralized query handling, and digital support mechanisms. Together these improve accessibility, responsiveness, and overall learner satisfaction.

3. Adoption of Innovative Teaching-Learning Practices

The University promotes learner-centric, technology-enabled teaching-learning through digital resources, interactive content, blended approaches, and self-learning materials. Faculty are encouraged to pursue training and professional development to build their pedagogical and digital competencies.

4. Comprehensive Learner Support and Mentoring

Structured academic guidance, mentoring, counselling, and learner support services address learners' academic and other needs. These mechanisms ensure regular interaction with learners, guide academic progression, and support successful programme completion.



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5. Structured Feedback and Continuous Quality Improvement

A systematic mechanism captures and analyses learner feedback on courses, teaching-learning processes, faculty support, digital resources, and learner services. Feedback is reviewed periodically by the concerned authorities and used to identify areas for improvement and implement corrective and enhancement measures — reinforcing the University's commitment to continuous quality improvement.

6. Digital Access to E-Books and Learning Resources

Learners have access to e-books, e-journals, digital learning materials, and other academic resources through the Central Library and the University's digital learning ecosystem, supporting self-learning and flexible access beyond scheduled academic interactions.

7. Digitisation of Student and Administrative Services

Key academic and administrative services — admissions, fee payment, hall ticket issuance, re-evaluation and transcript applications, migration certificate applications, and other learner services — are delivered through online platforms. This reduces manual intervention, improves efficiency, minimizes turnaround time, and enhances the overall learner experience.

8. Quality Enhancement Impact

Collectively, these practices have strengthened ADBU's learner-centric approach, digital accessibility, academic support, administrative efficiency, and continuous quality enhancement in its Online Learning programmes. The University reviews these practices periodically, incorporating improvements based on learner feedback, operational requirements, technological developments, and applicable regulatory provisions.

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