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## THE UNIVERSITY OF MUMBAI

The University of Mumbai, informally known as Mumbai University (MU), is one of the earliest state universities in India and the oldest in Maharashtra. It offers Bachelors, Masters and Doctoral courses, as well as diplomas and certificates in many disciplines like the Arts, Commerce, Science, Medical and Engineering. With 711 affiliated colleges, the University of Mumbai is one of the largest universities in the world.

The university wanted to manage their extensive examination related activities in a scientific and secure manner in order to bring in transparency, ease of operations and value to all stakeholders. To achieve these goals they decided to implement On Screen Marking (OSM) of answer books.

# DIGITAL EVALUATION ON-SCREEN MARKING (OSM)



University of Mumbai ↙

## Objective

Scan 16 Lakh answer scripts, enable 150 marking centres, train 11,000 teachers, share score within 45 days of the last exam, cover 3600 subjects (390 courses) in each exam cycle.

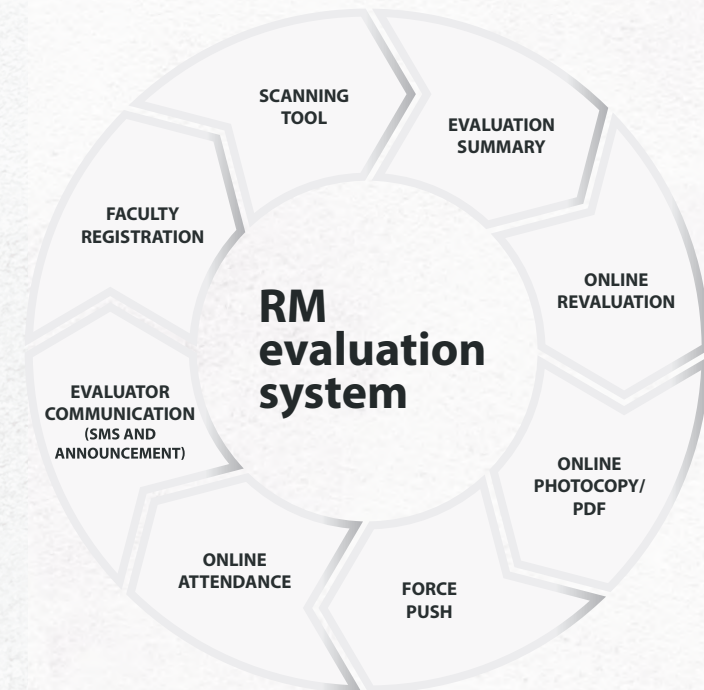
## Challenges faced

- Understanding the nuances and intricacies of the examination process as the University of Mumbai offers a broader variety of courses than most universities.
- Adopting a new, technology-enabled system of evaluation as opposed to manual evaluation.
- Enablement of about 150 marking/evaluation centres in a short span of time.



## The MeritTrac Approach

- Created a database to capture data on an incremental basis to counter the absence of hygienic master data from the university.
- Built online dash boards to generate the MIS report and other important reports from the database at a click of a button.
- Integrated the Tracmarks system (controlling application database) with the RM system (the core system of online evaluation of answer script).



## Key Solutions

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- **Scanning tool:** This tool captures the movement of an answer script from receipt till it is returned to the university.

- **Online Revaluation:** With the online revaluation system the university can directly process the revaluation request received from candidates along with online revaluation score.

- **Online PDF/photocopy tool:** The online PDF tool enables the sharing of answer books through email (PDF soft copy).

- **Online attendance module:** This eliminates the need for physical verification of online attendance and integrates absent candidates' information with the university database.

- **Marker Enablement (FR PORTAL):** Created a faculty registration data base where teachers can update their bank details (which are needed to remunerate them for evaluation) and indicate their subjects.

- **Marker / Evaluator Communication:** Set up a helpdesk team to assist evaluators with training or challenges faced during evaluation. Also sent daily SMS notifications about the scripts that are pending evaluation and created an announcement system for keeping teacher up to date with changes and developments.

- **Security:** Captured IP and Mac Registration and implemented an additional security layer through One Time Passwords (OTPs) to ensure that only teachers authorised by the system can evaluate papers.

- **Training Video:** Created evaluation training videos in English and the local language (Marathi) for quickly training teachers across the geography.

## Plan going forward

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- **Bio Metric:** This will enable teachers to do evaluations from home and save on travelling time.

- **Mobile application:** This will help teachers to get live updates on pending answer scripts and flash announcements to keep them up to date with relevant changes.

- **Online revaluation and photocopy:** These will be integrated with the payment gateway where candidates can directly make the payment for revaluation and photocopy of answer scripts (instead of applying through physical forms).

## Project Highlights

- Excellent teamwork with focus on quality and speed of delivering on time.
- New IT initiatives for every exam.
- Captured best practices/learnings on implementation.
- Created a uniform template for capturing the information used by various departments and standardized the same.

Sr	Drive	Scripts Evaluated	Scripts Moderated	Scripts Revaluated	No of Teachers
1	FH-2017	1766300	763258	75711	16393
2	SH-2017	1514006	184474	76086	13326
3	FH-2018	1664138	173140	76849	14485
4	SH-2018 (In Progress)	1217600	251762	11756	15552

## Benefits to University of Mumbai

Through On Screen Marking (OSM) the University of Mumbai

- Successfully curbed the issues related to secure transportation of answer sheets
- Ensured end-to-end security of answer scripts
- Achieved quick revaluation turnaround times
- Provided photocopies of answer sheets to students online
- Released scores confidentially
- Generated MIS reports with the click of a button.

