

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION (AICTE), NEW DELHI

SWAYAM Cell

FREQUENTLY ASKED QUESTIONS (FAQ)		
Sl. No.	Questions	Answers
[A] ABOUT SWAYAM		
1.	What is SWAYAM?	SWAYAM (Study Webs of Active-learning for Young Aspiring Minds); India Chapter of Massive Open Online Courses. SWAYAM is an indigenous developed IT platform, initiated by Government of India, which is instrumental for self-actualisation providing opportunities for a life-long learning.
2.	For which standard & discipline, the Courses shall be delivered through SWAYAM?	The SWAYAM shall facilitate hosting of all the courses, taught in classrooms from 9th class till post-graduation and hundreds of courses covering virtually every course that is taught at the university/college/school level and these shall be offered by best of the teachers in India. The curriculum based course contents shall also cover diverse disciplines such as arts, science, commerce, performing arts, social sciences and humanities subjects, engineering, technology, law, medicine, agriculture etc. in higher education domain (all courses would be certification-ready in their detailed offering).
3.	Can any person in the world register a Course on SWAYAM?	Yes, any person in the world can register a Course on SWAYAM.
4.	What Courses are planned & who can deliver the MOOCs on SWAYAM?	Learner can choose from hundreds of courses, virtually every course that is taught at the university/college/school level and these shall be offered by best of the teachers in India and elsewhere. More than 1,000 specially chosen teachers and lecturers from across the Country have participated in preparing these courses.
5.	Who shall produce & deliver the MOOCs on SWAYAM?	MHRD has appointed nine National Coordinators viz UGC, NPTEL, CEC, IGNOU, NCERT, NIOS, IIMB, NITTTR & AICTE which have been assigned a specific sector for preparation of online courses for SWAYAM.
6.	What is the Format / Pedagogy of MOOCs production?	The courses hosted on SWAYAM will be in 4 quadrants – (1) video lecture with multimedia, (2) specially prepared reading material that

		can be downloaded/printed (3) self-assessment tests through tests and quizzes and (4) an online discussion forum for clearing the doubts. Steps have been taken to enrich the learning experience by using audio-video & multi-media and state of the art pedagogy/technology.
7.	Are the Courses on SWAYAM going to be on charge basis?	The courses delivered through SWAYAM are available free of cost to the learners, however students wanting certifications shall be registered and offered a certificate on successful completion of the course, with a little fee. At the end of each course, there will be an assessment of the student through proctored examination and the marks/grades secured in this exam could be transferred to the academic record of the students. UGC has already issued
8.	Will a Learner earn Credits & certificate after going through the MOOCs on SWAYAM?	The courses delivered through SWAYAM are accessible by any learner free of cost. However student having registered a course, having submitting the Assignments as per requirements of the course, shall at the end of each course, be assessed through a proctored examination. A student having successfully completed the course shall get a Certificate that shall be issued by Host Institute. The marks/grades secured in this proctored examination could be transferred to the academic record of the students from Host Institute
9.	Has the Government issued any policy regarding transfer of credits earned by a student through MOOCs on SWAYAM?	UGC has already issued the UGC (Credit Framework for online learning courses through SWAYAM) Regulation 2016 advising the Universities to identify courses where credits can be transferred on to the academic record of the students for courses done on SWAYAM.
10.	Is the SWAYAM a 'New Plan' proposal not included in the current Plan period?	The proposal is continuing scheme from the past Plan periods. It continues the work started under the NME-ICT programme and creates the IT platform for hosting the MOOCs content.
11.	What is the genesis of launching the SWAYAM?	In order to improve Gross Enrollment Ratio (GER), from 20% at present to 30% by 2020; Government of India has felt that conventional mode of education shall alone not be sufficient to achieve this goal and has decided to utilise ICT in a big way, in education.

12.	Will the Courses launched on SWAYAM address the issues concerning shortage & quality of Teachers?	To address the issue that quality teachers are not available in central, state and private universities/institutes in the country, besides a large number of such institutes have a number of vacancies of academicians not being filled since long; Ministry of HRD, has embarked on a major and new initiative called SWAYAM, which will provide one integrated platform and portal for online courses, using information and communication technology and covering all higher education subjects and skill sector courses to ensure that the every student in our country has access to the best quality of higher education at the affordable cost to all students across the country irrespective of geographical barriers.
13.	Has Government embarked upon an ICT Programme in the Past?	The Cabinet Committee on Economics Affairs (CCEA) on January 2, 2009 has approved 'National Mission on Education through Information & Communication Technology' (NMEICT), a Centrally Sponsored Scheme, with an outlay of 4612 Crores, to leverage the potential of ICT for all learners in Higher Education Institutions in any- time, any-where mode. Through this mission it is intend to achieve composite goals of ensuring access with equity and excellence in higher Education and bridging the digital divide that exist in our society today.
14.	Has MHRD had any experience in developing similar material?	Through NMEICT, massive effort has been launched to create e-Content for all courses starting from Under Graduation to Post - Graduation. NPTEL (for engineering), UGC (for non-engineering, post-graduation), CEC (for non-engineering graduation), NIOS (for school level). Most of this content is electronic, but does not have the specifications of MOOCs, which an interactive system. This content needs to be repurposed into MOOCs pedagogy. Similarly, more content needs to be created to ensure that all courses from the School to PG level are available in the MOOCs format. Under NMEICT, NPTEL (a group of 7 IITs & IISc) has developed e-content in 23 Disciplines numbering 933 Courses, CEC has developed e-content in 20 Undergraduate Subjects and shall further be completing e-content in 57 Subjects in four quadrants, further, UGC is completing e-content in 77 Post Graduation subjects, similarly other

		institutes are engaged in development of e-content.
15.	Is SWAYAM a part of Digital India Programme?	As per 'Digital India' Initiative; Government of India is emphasising on the use of ICT for education in a big way. Ministry of HRD, has accordingly embarked on a major and new initiative called SWAYAM, which will provide one integrated platform and portal for online courses, using information and communication technology and covering all higher education subjects and skill sector courses to ensure that the every student in our country has access to the best quality of higher education at the affordable cost.
16.	What are the Objectives of SWAYAM schemes?	Major objectives of the proposal are as follows: i. Creation of content on courses from School Secondary level till Post Graduation, covering all disciplines, to be made available on the SWAYAM platform. ii. Repurposing of e-content courses already developed under NMEICT to fit into SWAYAM Pedagogy / Andragogy. iii. Develop India MOOCs platform named as SWAYAM (Study Webs of Active-learning for Young Aspiring Minds) for hosting and running thousands of courses simultaneously. iv. Provide robust Internet Cloud (with CDN) and sufficient bandwidth for concurrent viewings of 1 Million users. v. Conduct of examination and award of certificates to participants having successfully completed the course. vi. Provide recommendations to Institutions regarding implementation of Choice Based Credit System (CBCS) on SWAYAM Courses.
17.	Targets to be achieved through SWAYAM?	The specific target proposed is addressed to the needs of students studying in Universities, Colleges and CFIs and the learners in the Country.
18.	What are the outcomes of the SWAYAM.	The anticipated outcomes of SWAYAM are: i. Creation of fresh content on 600 courses from Secondary to all levels of Higher Education, in all disciplines. ii. Repurposing of e-content courses numbering 1400 already developed under NMEICT to fit into SWAYAM Pedagogy / Andragogy. iii. Develop India MOOCs platform named as SWAYAM (Study Webs of Active-learning for Young Aspiring Minds) for hosting and running about 2000 courses and repeating it three times during a year. iv.

		Provide robust Internet Cloud (with CDN) and sufficient bandwidth for concurrent viewings of 1 Million users. v. Conduct of examination and award of certificates to participants having successfully completed the course. vi. Provide recommendations to Institutions regarding implementation of Choice Based Credit System (CBCS) on SWAYAM Courses.
19.	What is the Scope of the SWAYAM project.	Scope of SWAYAM programme shall be: 1. Curriculum based course contents covering diverse disciplines such as arts, science, commerce, performing arts, social sciences and humanities subjects, engineering, technology, law, medicine, agriculture etc. in higher education domain (all courses would be certification-ready in their detailed offering) 2. School education (9-12 levels) modules and teacher training as well as teaching and learning aids to children of India to help them learn subjects for better preparedness for competitive examinations for admissions to professional degree programmes 3. Skill based courses which cover both post-higher secondary school skills that are presently the domain of polytechnics as well as industrial skills certified by the sector skill councils of various Ministries 4. Advanced curriculum and professional certification under a unified scheme in higher education domain that can be tailored to meet the demands of choice based credit system (CBCS) currently being implemented in India 5. Curricula and courses that can meet the needs of life-long learners of Indian citizens in India and abroad. All course contents will have clear and designated outcomes for learners and follow a suitable pedagogy (child learning) or andragogy (adult learning) and will provide model curricula in respective branches for Universities and institutions to adopt.
20.	How many courses are expected to be launched?	In the first instance upto 247 MOOCs as under are expected to be launched, by the six National MOOCs Coordinators (NMCs):- NPTEL, UGC, CEC, IGNOU, NCERT, NIOS
21.	Are Skill based courses also to be covered under SWAYAM?	The SWAYAM shall also cover Skill based courses, which cover both post-higher secondary school skills that are presently the domain of polytechnics as well as industrial skills certified by the sector skill councils of various Ministries.

22.	Has the Ministry issued any Guidelines on the preparation of MOOCs?	The Ministry vide notification dated 11th March 2016 has issued 'Guidelines for Development and Implementation of Massive Open Online Courses (MOOCs)', that instructs on the: Definitions; Engagement of National Coordinators; Scope of SWAYAM; Awarding the Courses; Process Leading to development of e-Content; Technical specification for Content Development; Responsibilities of Subject Matter Experts; Responsibilities of Multimedia Lab; Repurposing the e-Content; Features of MOOCs Compliant e-Content; Instructional systems for Design of MOOCs; Financing the MOOCs; Quality Assurance; Intellectual Property Rights; Assessment & Certification, etc.
23.	Does the Ministry provide funding for development of MOOCs to the Institutions?	The Ministry provides funding for creation of MOOCs (a) fresh MOOCs Compliant e-content and (b) for repurposing e-contents to MOOCs Compliant Contents, as per the 4-quadrant approach, defined in the MOOCs Guidelines. The PIs/SMEs are also paid honorarium, for preparation of the content and for running the Course. Besides funds are also paid for engaging Teaching Assistances, Course Reviewers, conduct of Workshops and Human Resource Support.
24.	What are salient features on transfer of Credits earned through SWAYAM by a student to the Institute where the student is studying.	The University Grants Commission in exercise of the powers conferred by clause(f) and (g) of sub-section(1) of Section 26 of the UGC Act 1956(No.3 of 1956), has in its 515 the Meeting held on 20th May 2016 approved the 'Credit Framework for online learning courses through SWAYAM) Regulation 2016.It states: The parent Institution shall give the equivalent credit weightage to the students for the credits earned through online learning courses through SWAYAM platform in the credit plan of the program. No university shall refuse any student for credit mobility for the courses earned through MOOCs. The SWAYAM shall notify to the Registrars of all the Institutions & the Institutions shall, consider through their Competent Authority, the online learning courses being offered through the SWAYAM platform; and keeping in view their academic requirements, decide upon the courses which it shall permit for credit transfer. Provided that an Institution can only allow up to 20% of the total courses being offered in a particular program in a

		Semester through the online learning courses provided through SWAYAM platform.
[B] REGISTERING ON SWAYAM		
1.	How can I register on Swayam?	Go to and click "Register as Student" to register yourself.
2.	What are the required info. for registering on Swayam?	Your Name, Email ID are essential information for registration process on SWAYAM platform.
3.	Can I signup using facebook or google + account?	Yes you can.
4.	How would I know that my account is verified, Will I receive an email notification?	Yes, you will be receiving email notification from support@swayam.gov.in
5.	I forgot my login password. Is there any provision to reset my password?	Click "forgot password" option and follow steps to retrieve/recreate your password.
6.	Can a learner see the last login information on Swayam portal?	Yes, the last login information will be visible to the learner at the top right corner of the screen under his/her username.
[C] FINDING A COURSE		
1.	How can I search a course on Swayam?	You can search with your own keywords or you can choose categories listed on Swayam.gov.in
2.	How can I select a course on Swayam?	After you have search a category or a keyword, a list of courses will appear. You may click the course-title of the course that you find suitable, detailed course-page of that course would appear. You may enrol yourself on the course-page itself.
3.	How can I know which course will be suitable to enroll into?	Course-page would have the detailed information about the eligibility and other information.
4.	Are the courses on Swayam portal free or paid?	All courses on Swayam are Free, however, there will be prescribed fees for appearing the Exam for respective course (MOOC).
5.	Can I search category wise courses on Swayam?	Yes, you can.
6.	Can I search a course on a specific topic?	Yes, you can search a course on a specific topic.
7.	Can I search and find a course from any specific University?	You can go to the specific University/Institute page and search the courses being offered by those Institute/University.
8.	Can I search highly recommended courses or courses with best reviews in Swayam portal?	Yes

9.	Where can a learner find, course syllabus & details of course credit?	The learner will be able to find the syllabus & course credit details on the course detail page.
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[D] COURSE ENROLLMENT		
1.	How to find out the eligibilities for the courses?	In the Course-page, all the details of the eligibility are mentioned.
2.	Can I enroll into multiple courses once I got myself registered with Swayam portal?	Yes, you can enroll in multiple course (MOOCs) on Swayam after registration.
3.	Is there any time limit or deadline to the courses where I am enrolled?	For participation in a course which is a scheduled course, students cannot enroll after the course is started. For a Self-paced course there is no deadline.
4.	When can I enroll into the course?	You can enrol in a self-paced course at any time of your choosing. Scheduled courses support student enrolment from 60 days before the course is scheduled to start.
[E] COURSE PARTICIPATION		
1.	Once you get enrolled into the course you need to go to the course schedule to access all the course material assigned by the faculty.	Once you get enrolled into the course you need to go to the course schedule to access all the course material assigned by the faculty.
2.	Do I have to watch all the videos in the course to earn credit?	Yes, completion of the course includes watching of the videos and going through the course materials
3.	Can I also access the content offline in case my internet is not working?	No, you need an active internet connection to access your content on swayam portal.
4.	Can I submit my assignments online?	Yes, It can be done!
5.	I am not able to access my content within the course, What could be the reason?	Please check if your internet connection is working and refresh your computer screen.
6.	While accessing video content, I was unable to hear any sound, Why it is so?	Please check your system audio if it is working fine.
7.	Does learners have an option where they can track all their recent activities?	Yes, learners post login will be able to see a complete Dashboard on their screen which will include their learner calendar, recent conversations, courses, Due assignments & Tests etc.

8.	Is Pre-Survey form mandatory to the course learners?	Yes. The learner will not be able to access course schedule, assignment, content etc. till the time learner do not submits the pre-course survey.
9.	What will happen if the learner tries to access the courseware without submitting the survey?	The system will redirect the learner to fill & complete the survey form first.
10.	When does a learner becomes eligible to take a post course survey?	A learner becomes eligible for a post course survey only when s/he has met the completion criteria of the course.
11.	What different activities can a learner do within a discussion forum?	There are three levels threaded discussions which can be used by the learners to post in the discussion forum. There can be multiple discussion topics which can be initiated by any one of the learners who are already enrolled in the course. Each discussion topic can have multiple responses and each response can have multiple comments.
12.	Can a learner switch between an open discussion and a group discussion of his own?	Yes, Learner has the privilege to switch between the open and group discussion, provided that learner is a part of specific group discussion, otherwise learner will only be able to send messages in an open discussion.
13.	Where all can a learner find the 'article' feature in their login Id?	Articles will be available for learners to consume as a part of course content. Articles will also be available in the learner's course calendar.
14.	How can a learner play the closed caption while watching the video?	Learner will see the CC option once they play the video, and can choose the language of their choice.
15.	How will a learner come to know that s/he has successfully completed the course?	The learner can see the completion status on the My courses listing page as shown in the below image. The learner can also take the post course survey if the same has been uploaded by the Instructor on a particular course.
16.	How will the student know that a particular content is mandatory for course completion?	Within the course schedule, corresponding to every mandatory content, there will be an 'encircled I' icon displayed. If the student will hover the cursor over that icon, then student will be able to see message saying 'this activity counts towards course completion.
17.	How can learners get the course participation certificate once everything has been consumed from their end?	Once all requirements are met and the Post Course survey is taken, a link to download the Course Participation certificate will be displayed on the My Courses listing page.
18.	Is there a mechanism for me to submit a grievance I might have?	Yes. After logging onto your learner account in Swayam, you can click on the "Grievances"

		<p>link in the footer of the page to access your personal Grievances page. On this page, you will see a list of the grievances you might have submitted, with associated details. You will also see an option to submit a new grievance.</p> <p>Please note that this option should be exercised with caution, and frivolous grievances should not be filed. It is advised that you avail this option only after exhausting other, customary means of redressal, for instance, reaching out to your course instructor or teaching assistant directly for assistance.</p> <p>You can file a grievance under the following heads.</p> <ol style="list-style-type: none"> 1. Against Registrar (Accepting) 2. Against Registrar (Receiving) 3. Against course coordinator 4. Against teaching assistant 5. Against course content 6. Against fellow student 7. Against Swayam platform 8. Other <p>If you are a Swayam mobile app user, you will receive a notification when the status of your grievance changes. Additionally, you will receive an email on your registered email id. You can view the redressal notes by viewing details of the grievances on the Grievances page of the Swayam web portal.</p>
19.	Can I cancel a grievance I submitted?	Yes, you can. Just visit your grievances page, select the grievance you want to cancel, and you will see the option to cancel it. Grievance that have already been addressed cannot be cancelled.
20.	Can I send a message directly to the course coordinator of a course I am enrolled in?	Yes, you can. You will have access to an inbox on your Course page on the left pane. From this page you can compose and send a message that will directly reach your course coordinator. You can see responses from the course coordinator on this page, and choose to reply as well.
21.	How can I attend a Live Class?	Just click on the Live Class, either from your learner calendar or from the course schedule page. When it is time for the class, the instructor will start it and you can take part in

		it. Just make sure that you allow the Flash plugin to access your audio and video. Your attendance will be marked automatically.
22.	Do I need to mark my attendance for live classes?	Your attendance will be marked automatically.
[F] TECHNICAL REQUIREMENTS		
1.	Do I need a dedicated internet connection? or I can consume course contents offline once logged in?	You would need an active internet connection to consume course contents.
2.	What are my system requirements to login in to the swayam portal?	Following are the system requirements: 1) Laptop/Desktop with stable internet connection. 2) Latest flash player should be installed in your computer. 3) Operating system: Mac iOS, Microsoft Windows, Android, Linux. 4) Browser: Internet Explorer, Chrome*, Safari, Firefox, Opera. 5) Port 1935 RTMP or Port 80 should be open.
3.	Can I also download my content for offline access?	Yes provided faculty has given the download access to the students.
[G] COURSE & ITS SETTINGS		
1.	How can I send personal message to faculty?	You can find the option to send personal message to the faculty on the Course-page after you are enrolled, under the option of Overview.
2.	Will I receive notification emails when new post is added? .	Yes
3.	Where can I start a discussion for a particular topic?	In the "Activity" feed inside courses.
4.	Will it be visible to all the students enrolled in that course?	Yes, Since it is an open forum.
5.	Will I be able to see other students as well who are participating in the course?	Yes
6.	Can I change the start date of my course?	Yes, you can change the start date of your course. Please follow the steps:- 1) Login to the Swayam portal with your registered id. 2) Go to the course for which you want to change the start date. 3) Click on the course settings icon available on the right hand side of the course page. 4) Select the Change Start Date option and set the new date for your course.
7.	How to add equations in a test?	https://www.youtube.com/watch?v=lmuCScn82LA&feature=youtu.be

[H] ASSIGNMENT GRADING

1.	Can a learner see the maximum marks which are attached to each assignment?	Yes.
2.	How can a learner keep track of the assignments?	The learners have a separate assignment details page within the course from which they can access all assignments and see pertinent data such as due date, date submitted, maximum marks, marks obtained, and grade obtained.