FAQ-Frequently Asked Question

1. What is a Learning Management System (LMS)?

A Learning Management System is an effective tool that is created and designed to establish administration, documentation, reporting, tracking, and deliver online learning. It's also known as "e-learning" because the software that is used will provide a virtual classroom-like environment for students.

2. What are main features of LMS?

LMS allows Instructors to easily create courses and add course material. Adding students, creating batches/groups, importing list of students makes it very convenient to manage a large user base. From creating and managing courses to adding students and tracking user progress, making announcements and staying in touch with the users makes LMS a very powerful training platform.

3. Who are the stakeholders of LMS?

LMS platforms, along with LMS features, can be used by the stakeholders like, students, faculties, admin, course coordinators, mentors, etc. all the stakeholders are required to login with their respective credentials to enter the LMS.

4. What type of material is there on LMS?

The LMS of SGVU (online learning) contains the following material:

- Complete information of the students
- Pre-recorded lectures
- Online lectures
- Assessment tools

- Fee history
- Notifications
- Discussion forums, etc.

5. How can a student access the LMS?

Once the student is registered under a particular course, his/her login ID and password is created and the same is sent over mail and SMS. Student is required to open https://sso.gyanvihar.org/ and after entering the login details LMS will open for student.

6. How can a student start learning over LMS?

Once the dashboard of the students is open all the components are clearly visible on the same. A student can learn from video lectures, attend the online lectures, submit the assignments and other assessment related components (as per the notifications) and attend the end semester examination.

7. How can I know about my progress over LMS?

After the dashboard is open a student has to click on 'Start Learning' tab, on the top of the page all the details related to the progression are mentioned.

8. What are the external resources available on LMS?

As per the guidelines of UGC, LMS of SGVU is registered with external portals like SWAYAM, EDX, Coursera, Harvard business case studies, etc. from where a student can understand the concept in totality.

9. Can I deposit fee through LMS?

After going on dashboard, student has to click on fee history, under this tab student can track his/her fee details and deposit the fee as well.

10. Is the online degree/certificate valid?

SGVU is imparting online education as per the guidelines of UGC-DEB, all the required approvals are in place, hence any certificate/degree obtained from SGVU in online mode are valid throughout.

11. What are assessments and testing?

All the assessment and testing are in online mode only and the student has to follow the instructions received from his or her mentor (given over mail and other notification tools).

12. What is the bifurcation of assessment?

30% of marks will be awarded on the basis of internal assessment, including two assignments on 10 marks each, and 10 marks for the participation of the student in discussion forum. Apart from this 70% marks will be awarded on the basis of external assessment. External assessment will include 49 MCQ of one mark each and 3 subjective questions of 7 marks each.

13. How can I clear my back paper exam?

Online exams of all the subjects will be conducted tow times in a years (February and September) a given student can appear in main and back paper exam in any of the above two.

14. How can I communicate to the university authorities?

There is a ticket system on the LMS where a student can raise a query, they there is an option of online chat, other than this all the emails and phone numbers of university authorities are given on the main website of the university (www.sgvu.edu.in) in case of any urgent requirement student can send a mail to them as well. Any communication from the side of students will be addressed in 1-2 working days.

15. How can I apply for admission cancelation and fee refund?

The admission cancelation form is available on the main website of the university i.e. www.sgvu.edu.in, student can fill the form and send the same to his or her mentor, if the student is already registered, in case if the students is not registered then the same can be sent to manish.dwivedi@mygyanvihar.com. Fee will be refunded as realized as per the UGC guidelines. In case the enrollment of the student is generated then no fee will be refunded.