

Exam Helpline

A REPORT

February - April 2019

in collaboration with

DEPFE, NCERT

Concept

Prof. Amarendra P. Behera

Coordination

Prof. Rajendra Pal
Dr. Alka Singh

Guidance for Students on Kishore Manch
(Swayam Prabha DTH-TV Channel)



Central Institute of Educational Technology
National Council of Educational Research and Training
Sri Aurobindo Marg, New Delhi - 110016

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Acknowledgement

It is a matter of pleasure to report about the successfully held Guidance for Students: Exam Helpline on SWAYAM Prabha DTH-TV Channel of CIET, NCERT '*Kishore Manch*'. I acknowledge my heartfelt gratitude to Prof. Amarendra Behera, Joint Director, CIET, NCERT and National Coordinator of NCERTs' SWAYAM Prabha channel to put forth the idea of Exam Helpline and his throughout support & guidance for the same.

I express my special thanks to Prof. Anjum Sibia, Head, Division of Educational Research, NCERT for this collaborative effort. My gratitude is extended to the faculty members of DEPFEE for their enthusiastic participation as panellists during the exam helpline. I must acknowledge the active support from 23 school counsellors from various organisations to resolve the issues raised by the viewers. In spite of their engagements, the panellists made sure to actively participate in the live programme as per schedule. The Anchor persons must also be appreciated to initiate the discussions, take up the queries of viewers and engage the panellists during the live interaction.

I would like to express my recognition to Head of Engineering Division of CIET and her team for technical support for transmission. Also, I am extremely thankful to transmission team of Bhaskaracharya Institute for Space Applications and Geo-Informatics (BISAG), Gandhi Nagar, Gujarat for uninterrupted quality telecast of this live programme through which it reached to even the remotest areas of India.

Further, I thank the social media team to share the information about exam helpline live telecast well in advance. I extend my gratitude to the production team of CIET, NCERT for making every effort for quality live transmission on TV as well as through YouTube.

Lastly, I must acknowledge with a deep sense of reverence, my gratitude towards each and every viewer whether students, parents, teachers and others who participated with their queries, concerns, issues, and problems through calls, YouTube comments and emails for the success of the program. Without them, the exam helpline programmes could not be successful.

(Rajendra Pal)
Head, Media Production Division and
Channel Coordinator of *Kishore Manch*

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Exam Help Line: Guidance for students: A Report

The present report consist the analysis of questions received during the student's exam helpline. The data analysis includes the questions asked during live telecast on TV, Youtube and email, graphical representation of state-wise distribution of queries and categorisation of issues raised by viewers. The report also comprises of suggestions for further improvement in the program.

Introduction

It is generally expressed by various psychologist's time to tome that examinations are one of the reasons of stress and anxiety among students across the world. It can be said that when stress and depression levels get deeper than cases of suicides may emerge due the exam pressure. Statistics from the National Crime Records Bureau (NCRB) reveal that about 40,000 students in India committed suicide from 2011 to 2015, with 8,934 cases in 2015 alone due to various reasons including exam stress. It is essential that parents, teachers and counsellors identify students who are struggling with exam stress and help them through different means and ways. One of these steps is providing guidance through helpline.

Keeping this in mind, to help the students, parents and teachers during examinations, especially for board students CIET, NCERT decided to initiate a live interactive program on its "SWAYAM¹ Prabha" 24 x 7 educational DTH-TV Channel also known as 'Kishore Manch'. This programme was entitled 'Guidance for Students: Exam Helpline'.

The program started w.e.f. 20 February 2019 to 3rd April 2019 for the purpose to resolve the issues, problems and challenges of students and other stakeholders related to examinations. Besides, streaming live on DTH-TV Channel, the programme simulcasts on NCERT Official Youtube Live streaming. The live telecast was not limited to students only but extended to teachers, parents and general audience as well. The program was conducted in collaboration

¹ Study Webs of Active –Learning for Young Aspiring Minds

with Department of Educational Psychology and Foundations of Education (DEPFE), NCERT. During this 29 days programs 5 faculty members of DEPFE and 24 school counsellors and CIET faculty provided their expertise during the Live Exam helpline programme to solve the queries and concerns of viewers. These counsellors were from 19 different schools and NGOs.

The Focus

The purpose of the programme were as follows:

1. To provide guidance for students, parents, and teachers on various issues, worries, and challenges related to examinations.
2. To provide a platform for connecting counsellors with the students.
3. To help the students to face the examinations in a positive manner.
4. To discuss various techniques to cope up with exam stress and anxiety.
5. To discuss the smart ways to study such learning styles, concentration techniques etc.

The composition of Production Team

The production team was constituted involving a TV producer, a switcher for vision mixer, an engineering assistant for CG Mixer, a sound recordist, three camerapersons, Make-up Artists, a Floor Manager, a floor assistant, one spot, and an academic faculty.

The production team is enlisted in Appendix II.



The Panel

The panel was constituted everyday involving two practicing school counsellors, one faculty member from Department of Educational Psychology and Foundations of Education (DEPFE) NCERT and an anchor person to initiate and coordinate the discussion and interaction. The counsellors, faculty members and anchors were being changed on day to day basis. The list of panellists is included in Appendix II.



The Publicity Mechanism

The information about the Exam Helpline were shared well in advance on various social media platforms (Facebook, Whatsapp, Twitter, Telegram, YouTube etc.) of NCERT, CIET and through personal contacts with students, teachers, teacher educators and parents. The publicity was also made through SWAYAM Prabha website, its telecast and other live slots of the channel.

The visit of Joint Secretary MHR during exam helpline



The mechanism to receive questions

During the exam help line the queries, questions, concerns, issues and suggestions were received through toll free numbers (1800111265 and 1800112199), YouTube (NCERT OFFICIAL) live stream, email (ciet.kishoremanch@gmail.com) and other social media platforms (Facebook, Whatsapp, Twitter, Telegram etc.).



The process of solving issues

In the control room of CIET, the relevance and appropriateness of the questions were checked before switching to the anchor person. Also, the basic information of the caller was recorded by a faculty member and then the questions were passed on to the anchor. Anchor person after inquiring the name and place of the caller and then ask the question in detail and also get additional information if the query is not complete in nature. The anchor person passes on the question to one of the panellists and other panellists join the response if he/she wants to add something additional to the response.

In between two phone calls if time permits, the anchor person take up the issues raised by the students and teacher through YouTube and e-mails. Sometimes, the discussion of the day starts with these issues.

Most of the times, the counsellors gave the solution of a problem with the real-life instances happened during their practise and this was supported by the faculty member of DEPFEE. The faculty and school counsellors made every effort to resolve the queries and issues of viewers during the Live stream.

Various ways of Receiving questions

Table 1: Number and percentage of questions received through TV, YouTube, Email

Questions asked via:	No.	%
TV	218	51.41
YouTube	174	41.03
Email	32	07.54
Total	424	100

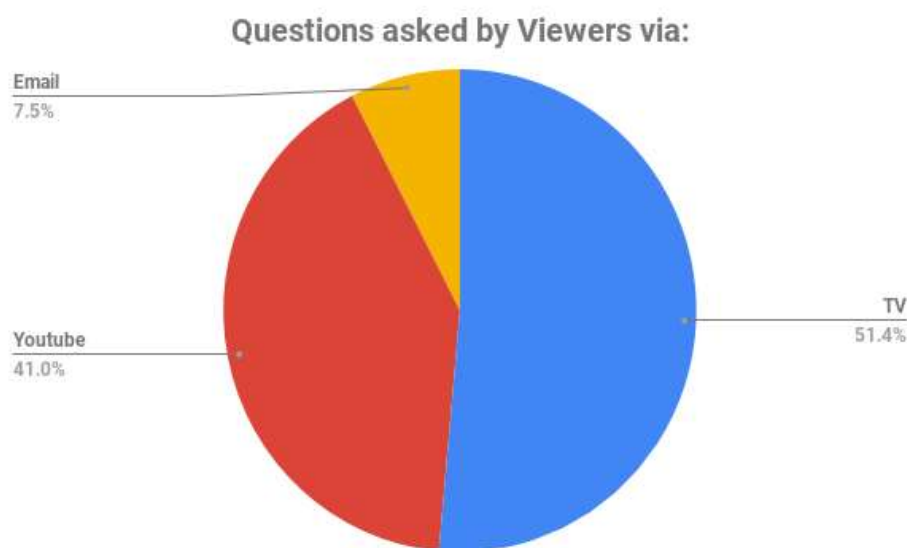


Figure 1: Graphical presentation of Distribution of questions received through TV, YouTube and Email

The table 1 and figure 1 shows that overall, 424 queries have been received from students, teachers and parents through synchronous as well as asynchronous ways. It also reveals that more than half number (51.41%) of the viewers connected with exam helpline live interaction through television. On the other hand, 41.03% viewers asked queries through Youtube comments during the live streaming. In addition, 7.54% of the issues of students, parents and

teachers were received through Email. It indicates that live telecast were being watched largely on television.

State-wise distribution of issues and queries

Table 2: Number and percentage (%) of questions received through TV, YouTube, Email

States	No. of queries received	% of queries received
Uttar Pradesh	81	34
Bihar	35	14.7
Madhya Pradesh	28	11.8
Delhi	22	9.2
Rajasthan	14	5.9
Maharashtra	11	4.7
Haryana	7	2.9
Jharkhand	7	2.9
Chhattisgarh	6	2.5
West Bengal	6	2.5
Uttarakhand	5	2.2
Gujarat	4	1.7
Assam	3	1.3
Jammu & Kashmir	3	1.3
Orissa	2	0.8
Punjab	2	0.8
Karnataka	1	0.4
Tripura	1	0.4
Total	238	100

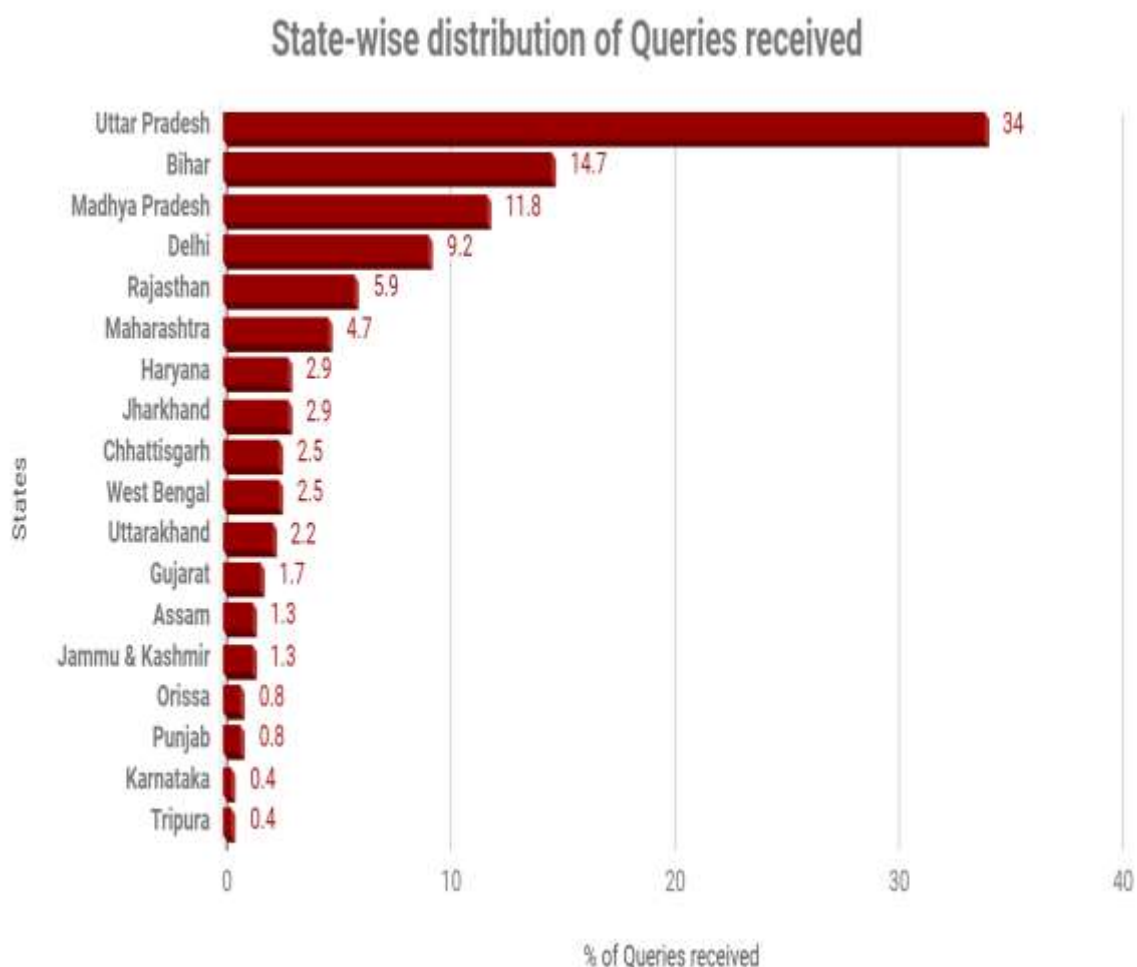


Figure 2: Graphical presentation of State-wise distribution of queries received during Live Exam Helpline

During the 29 days live exam helpline, overall, 424 students, teachers and parents could able to raise their problem/issues related to examination. The above graph and table represent that respondents from 17 states and 1 UT have participated in the exam helpline to resolve their queries. As figure also discloses that most of the phone calls (60%) were received from the three states i.e Uttar Pradesh (34%), Bihar (14.7%) and Madhya Pradesh (11.8 %). It is to be noted that these states comes under Hindi speaking regions or we can say that the exam helpline was most popular among Hindi Speaking students. Similarly, other states such as Rajasthan, Maharashtra, Haryana, Jharkhand, Chhattisgarh, West Bengal, Uttarakhand, Gujarat, Jammu & Kashmir, Orissa, Punjab, Karnataka and UT of Delhi entered their presence during the 29 days long Live interaction on Examinations. It is also to be noted that

North-Eastern states such as Assam and Tripura also participated. It is interesting to note that students from Nepal also asked queries during the programme.

It indicates that the SWAYAM Prabha channel and its live telecast is being watched across the country and abroad.

Categorisation of Questions

All the 544 issues raised during the live exam helpline were categorized based on their themes and areas to understand the various strata of challenges during the examination. Based on this categorization the following types of queries have been emerged:

Table 3: Number and percentage (%) of category-wise distribution of queries

Categorisation of queries	Number	Percentage (%)
Subject specific questions	130	23.9
Career & Competitive exams related queries	101	18.6
Memory related issues	62	11.4
Time Management	45	8.3
Pattern of Exam and Attempting questions	45	8.3
Stress and Anxiety about exam	38	7
Exam Resources (NCERT Books & other references)	26	4.8
Learning/study styles	26	4.8
Problem in Concentration	21	3.9
To perform better in Exams	14	2.6
Use of Mobile/Internet during exam	7	1.3
Health related queries	4	0.7
Others	25	4.6
Total	544	100.2

Categorisation of Questions

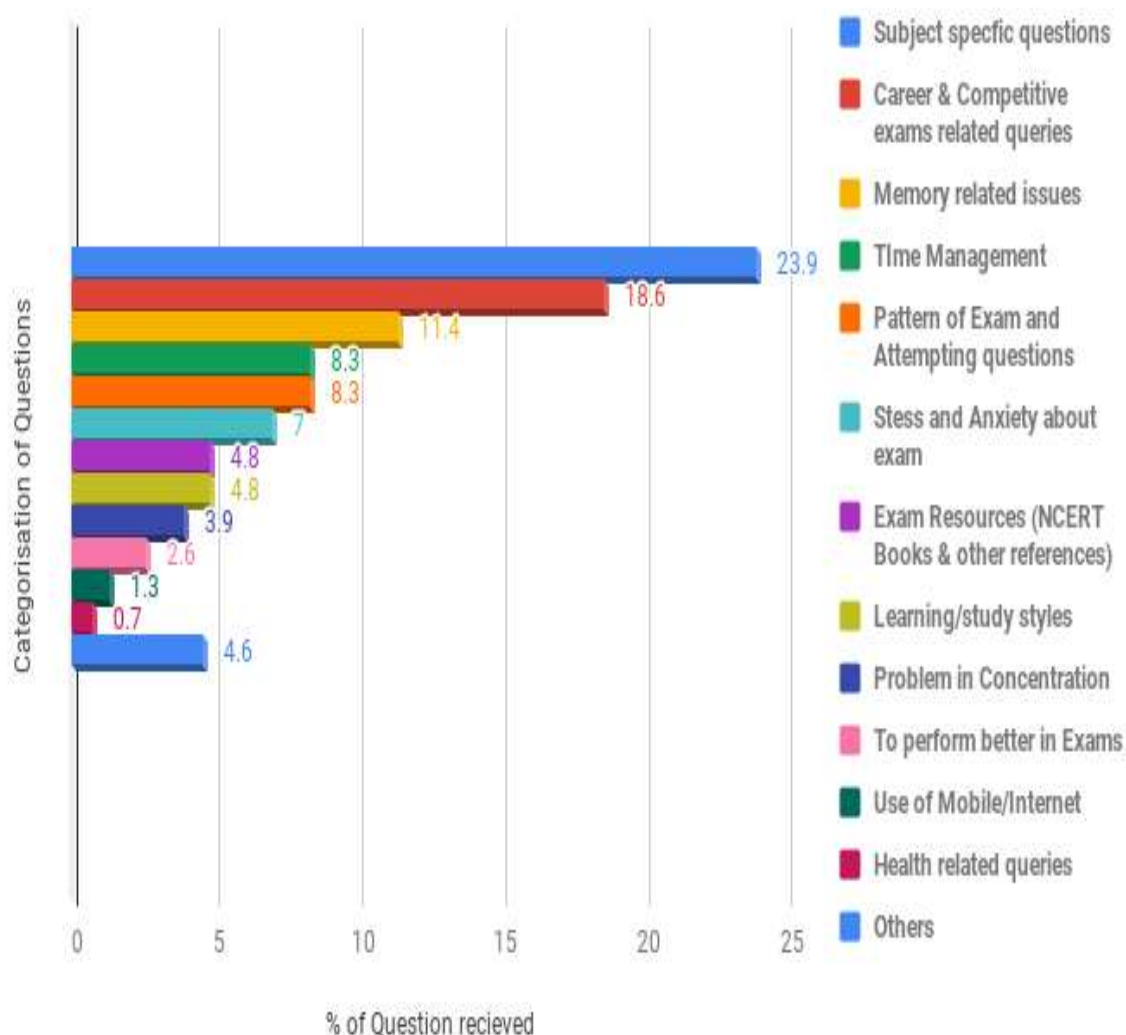


Figure 3: Graphical presentation of categorisation of queries received

As shown in table 3 and figure 3, most of the queries received (23.9%) were related to different subject areas viz. Maths, Science, Social Science, Languages etc. Second category of issues (18.6%) raised by students, teachers and parents was about their career path and various competitive exams such as UPSC, NEET, NET, GATE, IIT etc. Third category of queries (11.4%) was related to memorizing the concepts learnt for examinations. Moreover, 8.3% of viewers enquired about time management and study routine. The equal percentage of viewers requested to seek help regarding the pattern of exam and dealing with questions during examinations.

The data shows that about 7% students, teachers and parents felt stress and anxiety due to exams pressure, while 4.8 % each were worried about study resources and learning styles. Besides, 2.6 % of students want to perform better in their examinations. Only, 0.7 % viewers raised the challenges of using internet and mobile phones during the examinations. Some of the selected issues are presented category-wise in Appendix III.

Reflection of the School Counsellors

Many of the school counsellors have given their feedback and reflections about the exam helpline program. Some of them are reproduced below:

Dear Exam helpline team, I appeared twice for the show as an expert and am thankful for the experience to you all. There were highly learned experts on board for the show and I learnt a lot from them... The idea is very good and students need helpline as a lot of stress is generated during examinations. A reputed institute like NCERT has taken a much needed step for the welfare of unprivileged students of remote areas, who have very less mentoring and guidance

- Mrs Roma Kumar (School Counsellor, New Delhi)

Exam helpline program, an initiative of CIET, NCERT is an excellent platform for addressing examination related issues and concerns of the students. I feel myself privileged to have got an opportunity to address to the examination related concerns of the students through this wonderful program. It has been a great learning experience for me too, interacting with students from different age groups, regions, cultures and strata of society, getting to know their problems, issues and concerns. This gave me new insights and ways to deal with the same. During the program students have raised very genuine and pertinent concerns. In the initial episodes, these concerns ranged from, getting blank just before the examination; having negative thoughts; problem of concentration and memorization; getting anxious and stressed out; how to effectively manage time; how to deal with the temptation of smart phone and social media; how to prepare for a particular subject and so on. As the students ensue to the culmination of their exams their concerns have also changed and the questions asked in the program ranged from, what if my result is not what I have expected; which stream is good for me; what career options are available after a particular subject and stream; there is a mismatch between my plan and my parents aspirations what shall I do and so on. Though maximum callers were students of secondary and senior secondary school, it was fascinating to see the wide range with regard to the age group of student and other stakeholders who

raised their concerns during the program viz. from parents of as young as 2 nd class student to the students who are preparing for UPSC examination. The diverse range of callers indicates that through the medium of DD, Jio, and You Tube, this program has reached every nook and corner of the country.

- Balneet Kaur (Counsellor, Envision India Eduservices, New Delhi)

It has been a great experience working with all the team members. The important points shared by Ms Alka about the dress code, timing and to watch previous sessions for better performance was really beneficial. I was a panellist in three Sessions. It was a learning experience to sit alongside other experts. The questions discussed before starting the session helped me frame the answers. They assured that the panellists were comfortable with the questions asked. It was my first experience and I could see the improvement because of the corrective feedbacks given to me by the team members. The team provided a very comfortable, positive and supportive environment for the panellist to relax. The anchors were mindful to clarify the questions so the panellist understood the questions. The positive remarks during the session by Ms. Shilpa Sharma really helps to reinforce the students to pay attention to the content delivered by the panellist. Overall it was an enlightening experience to work with such a professional team. I hope I get more opportunities to work with the team in upcoming sessions. Thank you for proving me a great platform to help students deal with their exam problems.

- Sanchita Singh (School Counsellor, Delhi Public School, Ghaziabad, U.P.)

A great learning experience for all of us. Thanks a lot for this platform to create a mark in the area of guidance and counselling.

- Sudeshna Nath, School Counsellor, Delhi Public School, Ghaziabad, U.P.

It was indeed a highly constructive and wonderful initiative taken by CIET NCERT. Program's wide acceptably proved it's increased viewership by each passing day. I feel highly credited to NCERT's faculty to make me a part of this program wherein I could also impart my limited knowledge in the company of other August members. Such program would be highly useful specially to the people living in remote area of our country where it is quite difficult to reach out to a counsellor to take proper guidance.... I feel more such program may

be evolved to the direct need of audience where they could directly relate with the content of the program and get benefitted. Thanks to all members of CIET NCERT, Anchors, producer of the program and all follow participants.

- Vidushi Dixit (School Counsellor, Kendriya Vidyalaya, Sec – 2, R.K. Puram, New Delhi)

It was indeed a great learning experience and a wonderful initiative to help students across the nation! Congratulations to all those who were a part of this commendable series.

- Drishti Bhasin (School Counsellor, GD Goenka Public School, Sec 48, Gurugram, Haryana)

Thank you for giving opportunity to work with all our mentors of depfe and counsellors of various schools. We learnt so many things through this platform . We got lots of support and guidance from the CIET team.

- Preeti Sinha (School Counsellor, Vandana International School, Sec – 8, Dwarka, New Delhi)

Truly grateful for this learning opportunity and the chance to be with my mentors. A wonderful initiative to reach out to areas where accessibility of guidance is null... We should have once a week live program on Counselling throughout the year for students to reach out and feel supported... don't know how practical it is, but it's definitely need of the hour! Also, it would help erase the stigma that Counselling carries as something to be ashamed about.

- Shivanshi Pathak ,School Counsellor, Loreto Convent School, Parade Road, Delhi Cantt., New Delhi

Being an ex-student from the diploma batch and being called back to talk on such a huge platform is more than what I expected. Being on this show has given me so much confidence and I would like to thank every single one of you who made this happen. It is a huge step for us new young counsellors. Thanks to my great professors too who remembered me for this great program. Again thanks to all.

- Namrata Sharma, Counsellor, YWCA, New Delhi

Suggestions for further improvements

Although, the exam helpline programme covered 18 states with 424 queries during the 29 days Live telecast, there are some of the suggestions by school counsellors and coordinators of the channel that can be incorporated to improve the content as well as production quality.

The suggestions are given below:

1. All the external experts i.e. the school counsellors should be oriented well in advance about the expectations, target audience, objectives etc. It shall bring uniformity to the manner and language of the suggestions.
2. During the show, the panellist should be bilingual including Hindi and English. As the majority of the viewers have asked questions in Hindi, this can be used to answer the particular query. Not only the person who has sought help but others listening to the show are also benefitting from it. Thus the language of common man shall be most appropriate.
3. The direct response to the questions might be more beneficial than indirect answers. As helpline gives Guidance which is DIRECT, while counselling is indirect and meant to empower the client. In this case, the guidance is needed, not counselling.
4. The themes and sub-themes of the areas related to examination guidance should be identified and organised with proper planning in such a way to make it presentable during the live programmes.
5. The theoretical part of psychology should be presented in general terms by relating it to day-to-day experiences.
6. These types of guidance programs should telecast once a week throughout the year for students to reach out and feel supported.
7. Call connecting quality shall be enhanced for better audibility to all the panellists. The segment of ‘question with selfie’ shall be introduced as a way of innovative collections of queries.

Appendix I

Category-wise selected issues by viewers

Category I – Exam Stress and Anxiety

- एग्जाम से पहले बहुत एंगजायटी होती है। एग्जाम के लास्ट २ दिनों में Revision कैसे करे ? एवं एग्जाम से १-२ दिन पहले किस किस तरह के नेगेटिव थॉट्स हेल्थ को एफेक्ट करती है ?
- Akshay Wadandre , Youtube Comment
- पढ़ाई करते समय काफी स्ट्रेस होता है , मम्मी पापा कहते है पढ़ो पढ़ो मेरा प्रश्न है की क्या खेलना जरूरी नहीं ?
- Sunita , Uttar Pradesh , TV
- बोर्ड एग्जाम में पर्चा सामने आते ही हाथ कापने लगता है , सिर दर्द होने लगता है | ऐसे में क्या करू ?
- Viewer from Bihar , TV
- How can we prepare primary school children for boards exams in future so that they will feel less stressed?
- Yasham Malhotra, Youtube comment
- How to avoid panicking during the exams?
- Anjali , Youtube Comment
- मेरा प्रश्न यह है कि साल भर पढ़ने के बाद भी परीक्षा के टाइम पर कभी हमारे मन में ऐसा भाव आते हैं कि हमें कुछ भी नहीं याद है अर्थात आत्मविश्वास कम होता है तो इसके लिए क्या करें ?
-स्वदेशी भारत समृद्ध भारत , Youtube Comment
- मैं CBSE में क्लास XIIth का छात्र हूँ. पढ़ाई करते समय नेगेटिव थॉट्स आने लगते हैं. क्या करें?
-Vicky Shukla, Lucknow, Youtube
- एग्जाम हॉल में आत्मविश्वास खो जाता है , आत्मविश्वास को बरकरार रखने के लिए क्या करे?
- Satyam Kumar , Uttar Pradesh , TV

- I am stressed, despite solving 20 sample papers my paper went really bad, i am hopeless about next exams, please help me.

- ELON, Youtube

- एजाम के दौरान घबराहट होती है, जिससे आते हुए प्रश्न भी गलत हो जाते हैं? क्या करना चाहिए ?

- Raman , Madhya Pradesh , Youtube

CATEGORY II - Time Management

- मैं 12th क्लास का स्टूडेंट हूँ, एजाम आने वाले हैं, पुरे साल तैयारी नहीं की, अब कुछ ही दिन बच्चे हैं , कैसे तैयारी करूँ ?

- Viren , TV

- एजाम से पहले बहुत एंजायटी होती है। एजाम के लास्ट २ दिनों में रविशन कैसे करे ? एवं एजाम से १-२ दिन पहले किस किस तरह के नेगेटिव थॉट्स हेल्थ को एफेक्ट ?

- Akshay Wadandre , Youtube

- एजाम के दौरान टाइम टेबल कैसे बनाये ?

- Sonu Gupta, Youtube

- डेली स्टडी schedule कितने समय का होना चाहिए ?

- Harshita Jha , Youtube

- एजाम का टाइम टेबल कैसे सेट करना चाहिए?

- Raipur , TV

- मैं क्लास XIIth का छात्र हूँ, पेपर लिखते समय टाइम मैनेजमेंट कैसे करें?

- Anuj, Mathura, TV

- कितनी देर पढ़ाई करनी चाहिए और कितनी देर ब्रेक लेना चाहिए?

- Roshan Giri, Youtube

- पढ़ने का सही समय कौन सा है जिस समय ज्यादा से ज्यादा याद हो सके?

- Viewer from Bihar, TV

- I couldn't study for long hours...not more than 45 minutes ...how to tackle with this problem

- Arnav Paandey , Surat , Youtube Comment

- इतना सारा सिलेबस होता, तो कैसे सुनिश्चित करें की इम्पोर्टेंट क्या है ? एग्जाम के पॉइंट से?

- Sandeep, Youtube

Category III - Memory Related

- सोते ही में साइंस की पढ़ी हुई चीजे भूल जाती हूँ, क्या करे ?

- Hareesh Kumar Singh , Youtube Comment

- ज्यादा टाइम तक याद कैसे रख सकते हैं ?

- Mukesh , Rajasthan, TV

- क्लास में मैथ्स में बहुत तेज हूँ, लेकिन एग्जाम हॉल में जाते ही भूल जाते हैं ?

- Saurav Kumar , Bihar , TV

- पढाई करते हैं, याद भी करते हैं, लेकिन दिमाग से निकल हो जाता है, भूल जाते हैं

- Sachin Kumar , Bihar, TV

- याद नहीं होता, मेरे मित्र जो पाठ्य-सामग्री 10 min. में याद करते हैं, मुझे वही याद करने में 20 min. लगता है

- Anurag, Madhya Pradesh, TV

- Why do we forget , during exam time?

- Ajay kumar , Email

- मै पूछना चाहूंगा , की पहले शार्ट टाइप प्रश्न करे या लॉन्ग फॉर्मेट प्रश्न ?

- Arnav , UP, Email

- My daughter is a good student but her problem is to memorize the dates in the subject History. Please suggest.

- Ashok Pradhan , Email

- जब मैं कोई पाठ पढ़ता हूँ तब लगता है कि मैं उसका मास्टर हूँ, जैसे ही कुछ दिन बीतते हैं मुझे लगता है कि मुझे उस पाठ से कुछ नहीं आता, प्लीज बताये इसका उपाय।

- Govind ki pathsala , Youtube

- मेमोरी को कैसे शार्प करे ?

- Rock Mykel , Youtube

Category IV - Develop Performance

- My question is when I study any topic of any subject I am not able to complete it. How can I improve this habit of discontinuity ?

- Shubham , Email

- मैं MP बोर्ड में टॉप करना चाहता हूँ. इसके लिए मुझे किन बातों का ध्यान रखना चाहिए?

- Abhishek , MP, TV

- how can we prepare our students from the primary to make them ready for board exams?

-Yasham Malhotra, Youtube Comment

- इंग्लिश में कैसे ज्यादा से ज्यादा मार्क्स स्कोर कर सकते हैं ?

- Viewer from Punjab, TV

- मैंने पूरे साल जी जान से study कि है मुझे लगता है मैं लोगों से कुछ अलग कर सकता हूँ लेकिन फिर nervousness बनी रहती है, प्लीज हेल्प मी ?

-Neeraj Dubey , Youtube

- 1st सेमेस्टर से 3rd सेमेस्टर में आ गया हूँ फिर भी परसेंटेज गिरती जा रही है।

- Vinay , Tripura

- कितना भी पढ़ाई करूँ, 1st नहीं आ पाती।

- Parul, Delhi, TV

- 12th क्लास में 90 + स्कोर करना चाहता हूँ, कौन सी बुक्स रेफर करनी चाहिए ?

- Sharad , UP , TV

- एग्जाम में जितना एक्सपेक्ट करते हैं, उतने मार्क्स नहीं आ पाते

- Dharmendra , MP, TV

- How can I write answers for good marks?

- Ajay Malviya , Youtube

Category V - Career and Competitive Exam

- परिवार की आर्थिक स्थिति कमजोर है, IIT की तैयारी कैसे करें ?

- Rajnish , Bihar , TV

- फेब्रुअरी में 10th क्लास का एग्जाम दिया है और मैं पॉलिटेक्निक का एग्जाम देना चाहता हूँ कुछ 35 दिन ही बचे है , इन दिनों में किस तरह तैयारी कर सकता हूँ ?

- The specials, Youtube Comment

- कौन कौन से करियर ऑप्शन है , जो फ्यूचर में अच्छा रहे ?

- Roshan Gupta, TV

- इंटरव्यू के लिए GD की तैयारी कैसे करें ?

- Saurav, MP , TV

- मेरे बेटे ने Improvement दिया है 12th क्लास में |Computers में interest है | मेरी engineering field है, तो मैं उसे engineering कराना चाहता हूँ | क्या करना चाहिए ?

- Rameshwar , Rajasthan , TV

- सिविल सर्विसेज की तैयारी में NCERT की किताबें कितनी महत्वपूर्ण हैं?

- Anjan , Delhi , TV

- क्या बोर्ड्स के साथ साथ कॉम्पिटिटिव परीक्षा की तैयारी कर सकते हैं? उसके लिए कैसे तैयारी करें क्योंकि उसमें NCERT के अलावा काफी कुछ पूछा जाता है. इसके लिए गाइड करें.
- Rahul , Haryana, TV
- NCERT की बुक सरकारी नौकरी में कितनी मदद करती है?
- Anmol,Bihar , TV
- UPSC की तयारी कर रहे है तो इसके लिए कैसे पढ़ाईकरनी चाहिए ?
- Pankaj, UP , TV
- Science Stream से 12th में हूँ , आगे technical line में क्या options है ? क्या कोर्स कर सकते हैं ?
- Sujit Kumar , UP , TV
- Tell me if ncert is enough to crack competitive exam ?
- Rohit Chetrypls , Youtube

Category VI - Subject Specific Questions

- मैथ्स के कैलकुलेशन में बहुत टाइम लगता है | फार्मूला याद करने में दिक्कत होती है
- Abhishek Yadav , MP , TV
- इंग्लिश सब्जेक्ट में लेटर कैसे लिखें? किन किन बातों का ध्यान रखना चाहिए?
- Vaishali, Mathura, Youtube
- Biology में दिक्कत है. NCERT पूरा पढ़ा हुआ है. पढ़ने के बाद भूल जाता हूँ. क्या करूँ?
- Bal Kovind, MP , TV
- हिंदी सब्जेक्ट में जो answers लिखते हैं, उसमें नंबर कट जाते हैं. Quality answer कैसे लिखें ताकि नंबर ना कटे.
- Hemant Kushwaha , East UP , TV
- How to do case study in business?
- Deependra Singh , Youtube comment

- मैं क्लास 10th का स्टूडेंट हूँ, मेरा मैथ्स बहुत अच्छा है लेकिन सोशल साइंस में मेरा इंटेरेस्ट कम है। इसलिए मुझे लगता है की मेरा व्होले परसेंटेज खराब हो सकता है। प्लीज कोई सलूशन बताये ?

- Roshan giri , Youtube Comment

- इतिहास विषय में प्रॉब्लम है, याद नहीं होता है

- Neelam , Kanpur , TV

- केमिस्ट्री पीरियाडिक टेबल कैसे याद कर सकते हैं ?

- Rathore , Maharastra, TV

- पहले कोई और विषय लिया था कुछ समय के बाद PCM लिया है आधा समय निकल गया है सिलेबस कैसे कम्प्लीट करें?

-Bhavesh, Bareilly, UP, TV

- मैडम मै पोस्ट ग्रेजुएट हूँ मैथमेटिक्स से एक समस्या ये है की मुझे अंग्रेजी बिलकुल समझ नहीं आती मैं इसलिए ट्रांसलेट नहीं कर पाता , इंग्लिश को अपनी हैबिट में कैसे लाऊँ ?

- Future star , Youtube

Category VII - Pattern of Exam & Attempting it

- ma'am i just want to learn the correct way to attempt the exam so that i may score high

- Kunal Sharma Bhardwaj

- My question is that how to compress big answers and cover all points ?

- Malik , Email

- 9thसे 10thमें जाना वाला हूँ | कैसे तैयारी करूँ, राइटिंग वीक है |

- Anand , UP , TV

- कभी ऐसी कंडीशंस भी होती है जब MCQ वाले एग्जाम में ऐसे questions आते है जिनके बारे में हमे कोई आईडिया नहीं होता , ऐसे मे क्या करना चाहिए ?

- Raj Babu , Youtube

- Questions अच्छे से prepare करके जाता हूँ, लेकिन answer design नहीं कर पाता ?

- Ravindera, UP, TV

- Writing speed कम हैं, तो आते हुए भी नहीं पूरा हो पाता पेपर |
- Harpreet Singh , Rajsthan , TV
- बोर्ड एग्जाम में अच्छा आंसर केसा होना चाहिए ?
- Aman , Maharashtra, TV
- 12th में कैसे prepare करें, कि अच्छे मार्क्स आये ?
- Sachin , Jharkhand , TV
- How to improve speed writing in exam
- Arhandez Envi , Youtube
- एग्जाम में Handwriting के मार्क्स काटते हैं या नहीं ?
- Ankit . MP, TV

Category VIII - Exam Resources

- सैंपल पेपर ठीक होगा एग्जाम की प्रिपेरेशन के लिए ?
- Ritik Kumar , Youtube
- I tried to study from CBSE guide and Other Books such as BBC & Evergreen. And i found a huge difference in Content of CBSE answers and Other books. What should i study mam.
- S.K. Education Platform , Youtube
- can you please tell me how to prepare for 10th boards? do we have to do NCERT or sample paper ?
- Aditya Tyagi, Youtube
- क्या मैं ncert की बुक्स ऑनलाइन खरीद सकता हु। डिलीवरी कितना समय लेती है ?
-Ayush Pandey , Youtube
- Can I get NCERT books offline ?
-Yuvraj Singh , Youtube

- Best books for class 10 apart from NCERT books
- Thakur Ashutosh Chauhan , Email
- Are there videos available for mathematics , 12th class on your YouTube channel or somewhere else?
- Vijay Pal , Youtube
- Competitive exams के लिए 9, 10, 11, 12 classes की Physical Educationकी बुक कहाँ से मिलेगी, सिलेबस क्या है ?
- Amit , U.P. , Youtube
- 12th क्लास में 90 + स्कोर करना चाहता हूँ, कौन सी बुक्स Refer करनी चाहिए ?
-Sharad , UP , TV
- From which class should we refer reference books
- DR.PRINCESS , Youtube

Category IX - Learning and Study Style

- मैं 12th क्लास का स्टूडेंट हूँ, एग्जाम आने वाले हैं, पुरे साल तैयारी नहीं की, अब कुछ ही दिन बच्चे हैं , कैसे तैयारी करूँ ?
- Viren , TV
- पढ़ते समय नींद आती है|
- Ranjeet , Bihar , TV
- शब्दों को पेपर पे नहीं उतार पाते | क्या करें ?
- Babul , Assam, TV
- Only 1 months left for exam , what should be the strategy?
- Vimal Devrarimam. , Youtube
- mam how we can handle both board and competitive exam together
- perfect videos , Youtube

- पहले शार्ट questions याद करे या लॉन्ग questions ?

- Arnav , UP, Email

- I am facing a problem of not able to recall when things are needed. When I study i do remember everything but when i sit for the exam i forget everything.

- Arpit , Email

- My question is when I study any topic of any subject I am not able to complete it. How can I improve this habit of discontinuity ?

- Shubham , Email

- Graduation कर चुका हूँ, Competitive Exam की तैयारी कर रहा हूँ, लिखकर याद करूँ या पढ़कर ?

- Rohit Kumar Tiwari , UP , TV

- How to study effectively during exams?

- Shailendra Kashyap, Youtube

Category X - Concentration related

- मैं क्लास 11th का स्टूडेंट हूँ। मे पूछना चाहता हूँ की दिन में कितने घंटे पढ़ना चाइये ? और दिमाग को रिलैक्स कैसे करवाए ?

- Arnav , UP, EMail

- मेरे Friend का 12thका Hlstoryका एग्जाम अच्छा नहीं हुआ है, जिसकी वजह से वो बहुत परेशान है जिसकी वजह से और पेपर में फोकस नहीं कर पा रहा |

- Dilshad , Delhi , Youtube

- पढ़ते समय Mind distract होता है, कैसे concentrate करें ?

- U.P. , TV

- पढ़ने बैठता हूँ, तो मन नहीं लगता है

- Yogesh , Gujrat , TV

- पढाई करते हुए अलग अलग ख्याल आते हैं, Concentrate नहीं कर पाते, क्या करें ?

- Harish , Chattisgarh , TV

- कंसंट्रेशन को कैसे बेहतर कर सकते है ?

- ambersh shah , Youtube

- पढ़ाई में मन नहीं लगता है

- Rakesh, Mahoba, TV

- मैडम मेरा मन केवल ३० मिनट ह लगता है पढ़ाई में , और मैं रेलवे की तयारी कर रहा हूँ। मुझे एग्जाम में डर भी बहुत लगता है।

- Rambharoas Kumar , Youtube

- ग्रुप स्टडी के दौरान देर तक एक साथ पढ़ाई नहीं कर पाते

-Viewer from Hapur , TV

- How to study books for long time without any distraction. What i meant literally is how to be concentrated for long ?

-Kishore Subramani , Youtube Comment

Appendix II

List of the Production Team

1. Prof. Rajendra Pal, Head, Media Production Division (MPD),
2. Buddhi Prakash Kukreti, TV Producer, MPD
3. Anupama Thakral, Assist. Engineer, Engineering Division (ED)
4. Amarchand, Engineering Assistant, ED
5. Saurav Kumar, Cameraperson, MPD
6. Mujeeb Qureshi, Cameraperson, MPD
7. Raghuveer Singh, Cameraperson, MPD
8. Robert D'costa, Floor Manager,
9. Narendra Nagar, Floor Manager,
10. Sunil Kumar, Engineering Assistant, CIET, NCERT
11. Satyavan, Engineering Assistant, CIET, NCERT
12. Harmeet, Engineering Assistant, CIET, NCERT
13. Jeetendra Kaur, Make-up Artist, CIET, NCERT
14. Suman, Make-up Artist, CIET, NCERT
15. Dr. Alka Singh, Assistant Prof., CIET, NCERT
16. Dr. Anjula Sagar, Field Investigator, CIET, NCERT

Appendix III

List of the Panellists

List of NCERT Faculty members

1. Dr. Prabhat Kumar Mishra, Associate Professor
2. Dr. Shraddha Dhiwal, Assistant Professor
3. Dr. Sushmita Chakraborty, Assistant Professor
4. Dr. Ruchi Shukla, Assistant Professor
5. Ms. Deepmala, Assistant Professor
6. Ms. Sunita Devi, Assistant Professor
7. Prof. Rajendra Pal, Professor MPD CIET

List of Anchors

1. Shilpa Sharma
2. Divya Bharti

List of practicing Counsellors

1. Sudeshna Nath, Delhi Public School Ghaziabad, Uttar Pradesh
2. Swati Chandra, Kendriya Vidyalaya, Sector 8, Dwarka, New Delhi
3. Preeti Sinha, Vandana International School, Sec 8, Dwarka, New Delhi
4. Nidhi Bhardwaj, Kendriya Vidyalaya, Pragati Vihar, New Delhi
5. Honeyka Khullar, Sarvodaya kanya vidyalaya, Anand vihar ,New Delhi
6. Neha Kapoor, Delhi Public School, Sushant Lok , Gurugram
7. Mansi Gupta, Army Public School, Dhaura kuan, New Delhi
8. Sanchita Singh, Delhi Public School Ghaziabad, Uttar Pradesh
9. Hema Mutreja, St.Mark, Sr. Sec. Public School Meera Bagh , New Delhi
10. Tapti Malhotra, Delhi Public School, Mathura Road , New Delhi
11. Drishti Bhasin, GD Goenka public School, Sec - 48, Gurugram
12. Shivanshi Pathak, Loreto convent School , parade Road , Delhi Cantt, New Delhi
13. Vidushi Dubey, Kendriya Vidyalaya, Sec 2, R.K. Puram , New Delhi
14. Sakshi Arora, GD Goenka public School, Sohna Road, Gurugram
15. Komal Vohra, Columbia Foundation, Vikaspuri, New Delhi
16. Balneet Kaur, Envision India Eduservices, New Delhi
17. Ratna Pathak, Kendriya Vidyalaya, Sec 5, Dwarka, New Delhi
18. Roma Kumar, School Counsellor, New Delhi
19. Neha Nayak, School Counsellor, New Delhi
20. Namrata Sharma, YWCA, New Delhi
21. Suman Yadav, Sarvodaya Kanya Vidyalaya, Matiala, New Delhi
22. Rikisha Bhaumik, Kendriya Vidyalaya, Sec 2, R.K. Puram, New Delhi
23. Shilpi Singh, Kendriya Vidyalaya No. 1, AFS, Hindon, Ghaziabad, U.P
24. Neeru Attri, School Counsellor, Chandigarh, Punjab