INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL SERVICES DIVISION

FEEDBACK ANALYSIS REPORT OF LEARNERS ON THE TEACHING- LEARNING PROCESS

1.0: Preamble

Learners are individuals who have enrolled in various programmes of IGNOU i.e., Certificate, Diploma, Bachelor, Master Degree and other programmes, and belong to diverse socio-economic strata of society. The Open and Distance Learning (ODL) system is a learner-centred and cost-effective approach of education adopting a more flexible teaching-learning process. It has enhanced the access of Open Universities and extended the educational opportunities to all sections.

All human beings have been passing through an unprecedented situation due to the Pandemic. The routine activities have been impacted by the spread of the Covid-19 including educational activities. The social distancing norms have forced all of us to distance from all such activities which were required for academic support to learners.

The University adopted different alternatives to enrich academic experience of learners. Since the lockdown conditions had restricted delivery of the self-learning material (SLM) to the learners door step, SLMs were provided through IGNOU e-Content Mobile App, e-Gyankosh and lectures on YouTube, Facebook etc. In addition to this, Google Meet, Zoom, WebEx was extensively used by the Study Centres for providing counselling. The Regional Centres and Study Centres facilitated the learners by accepting assignments, dissertations, project reports and other assessment reports through online methods.

The University has obtained the feedback of learners so as to work upon it to eliminate the potential barriers between learners and their studies.

2.0: About the learner support services

Student Support Services are the most integral part of the Open and Distance Learning. It can be defined as a range of support services to the learners. The support services fall into two broad areas; academic and non-academic.

Academic Support – It deals with supporting learners with cognitive issues pertaining to specific course chosen by the learners. It is provided to learners through counselling sessions, practical and feedback on the assignments etc.

Non-academic Support- It includes affective and organizational aspects of their study, such as informing, advising and counselling them on personal matters that are hindering their study.

In conventional system, class room transactions, peer team interactions and library facility are components of learning while in ODL, multimedia, print, audio, video, radio, TV, teleconferencing and other recent mode of ICTs are important tool for teaching learning platform.

3.0: Methodology

The questionnaire was drafted at CIQA. The Questionnaire was divided into two parts. In the first part the basic information of the learners was sought and the second part was related to the feedback of learners on the Likert's five-point rating scale (Strongly agree, Agree, Neutral, Disagree and Strongly disagree). The questionnaire comprised of a total 23 items,related to Induction meeting, academic counselling, SLM, assignment, examination and student support services etc. In this part two questions have been taken for the suggestions of learners on the following points:-

- If University adopts online MCQ based evaluation, what type of difficulties you might face, in case you do not possess smartphone/laptop/ computer etc.

- What are the tools you suggest for your internal assessment (besides assignments) in case the Term end examinations are Multiple Choice Question (MCQ) based?

The questionnaire was converted into Google form at RSD and the link of Google form has been shared with all 56 Regional Centres of IGNOU. The Regional Centres further shared the link with their Learners through SMS and emails. In the present study, the descriptive survey method has been used to find out the result as per the objective of study through questionnaires. Through this Google form, total 35338 learners have submitted their feedback which has been analysed at RSD, IGNOU New Delhi.

The demographics and other details of the learners are as given in Table below:

Table: Demography of Learners (Gender/Categories wise) and availability of IT devices

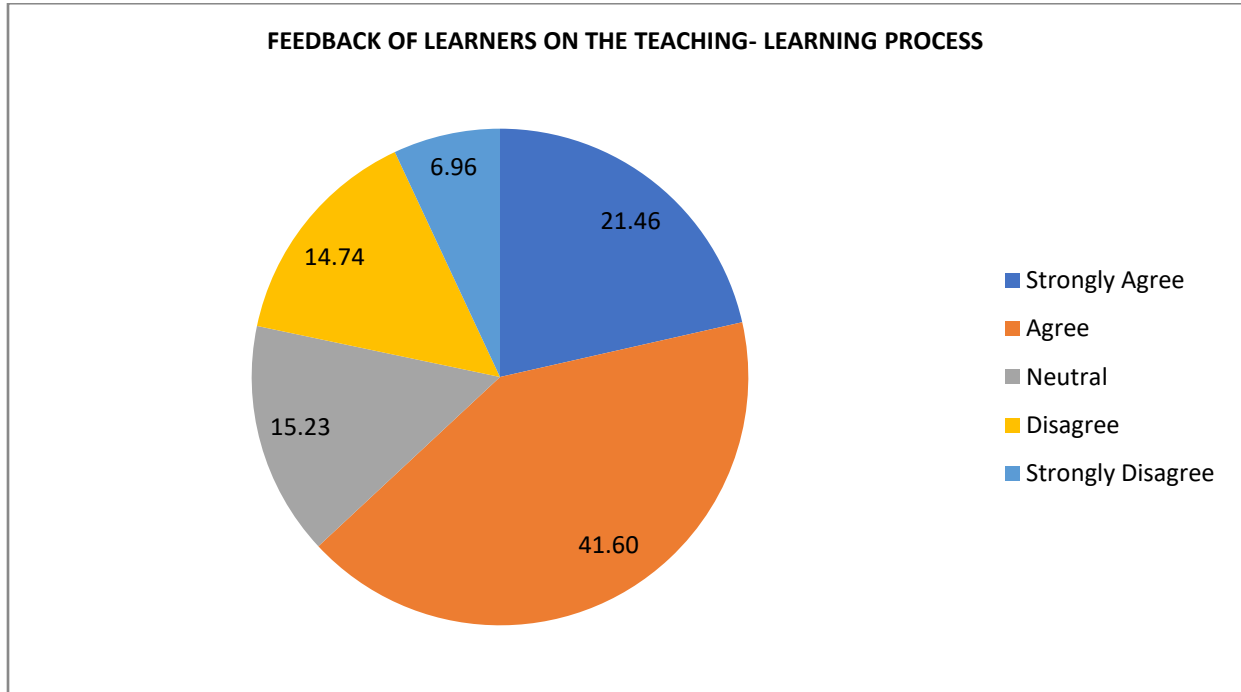| Sl. No.	Demographic/other item	Percentage
1	Gender	Male: 51.1% Female: 48.8% Others:0.10%
2	Age Group	20 to 30: 85.70% 30 to 40: 10.60% 40 to 50: 02.90% 50 and above: 0.80%
3	Employment Status	Employed: 26.00% Self Employed: 10.00% Un-employed : 64.00%
4	Category	SC: 12.00% ST: 5.90% OBC: 26.30% GEN: 55.80%
5	Do you have your own IT devices (Laptop/Desktop/Smartphone/Tablets/IPad):Yes / No	Yes: 93.90% No: 6.10%

4.0: Feedback of Learners

(Response received from the learners on different items/questions depicted pictorially in the form of pie/bar/line diagram)

Sl. No.	Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
01	Prefer to study from the printed study material only	34.10%	42.70%	8.70%	11.20%	3.30%
02	Prefer to study through e-Content App	13.40%	46.70%	16.90%	17.00%	6.00%
03	Prefer to use the study material available online on e-Gyankosh	13.60%	46.50%	19.50%	15.60%	4.80%
04	Prefer to download the e-Content/ SLM from the e-Gyankosh/e-Content App	13.40%	47.40%	20.40%	14.40%	4.40%
05	Online study material can replace the printed SLM	11.10%	33.70%	19.80%	24.10%	11.30%
06	Prefer to attend the face to face counselling at your Study Centre	23.10%	35.80%	15.50%	18.50%	7.10%
07	Comfortable with the counselling through Google Meet/ Zoom/WebEx since you can interact with your teacher.	29.30%	50.30%	8.00%	8.70%	3.70%
08	Like to attend the lecture sessions through YouTube / Facebook live	26.90%	50.80%	8.40%	10.20%	3.70%
09	In live session of YouTube/Facebook,	21.70%	48.30%	14.20%	11.20%	4.60%

	interactions through Chats with your teacher were helpful					
10	Online counselling gave you the opportunity to have interactions with IGNOU faculty (HQ) besides your Counsellors (at Study Centre)	19.40%	50.00%	15.70%	10.30%	4.60%
11	The University Website is interactive and informative for learners	19.20%	57.10%	9.80%	9.80%	4.10%
12	The Regional Centres and Study Centres are able to give information on different academic activities through websites/Facebook/ WhatsApp/email/Twitter/Instagram etc.	16.40%	49.10%	10.10%	15.80%	8.60%
13	The counselling schedule was provided well in advance.	13.60%	46.90%	16.00%	16.30%	7.20%
14	The information pertaining to submission of projects/assignments/exam form etc. were made available to you in time.	21.00%	54.10%	6.80%	11.50%	6.60%
15	It was easy to submit project/internship report/ field report through the web link given by the University.	23.70%	44.80%	15.10%	11.00%	5.40%
16	The assignment grades were uploaded on the website on time	11.20%	29.70%	18.90%	22.40%	17.80%
17	The TEE results/ grades were uploaded on the website on time	10.70%	31.20%	27.90%	18.00%	12.20%
18	The Practical/Project grades were uploaded on the website on time	10.20%	30.80%	29.90%	17.50%	11.60%
19	You preferred pen and paper based Term End Examination during the Pandemic after relaxation in lockdown	10.80%	23.00%	19.40%	36.00%	10.80%
20	Online and on-demand term-end should replace pen and paper based examinations.	44.50%	29.60%	9.90%	9.20%	6.80%
21	The weightage of internal assessment be increased to more than 50% from the current 25-30%.	39.90%	37.40%	14.70%	5.60%	2.40%
22	Questions for term-end examination should be completely MCQ based.	38.00%	29.40%	13.50%	13.10%	6.00%
23	Questions for term-end examination should be a mix of MCQ and subjective type questions.	28.40%	41.50%	11.30%	11.70%	7.10%

Based on above data, the overall feedback of learners on the teaching learning process can be presented in pie-chart as given below:

FEEDBACK OF LEARNERS ON THE TEACHING- LEARNING PROCESS

5.0: Analysis of the Feedback received

Based on above analysis the feedback of Learners, **the item-wise/question-wise feedback may be concluded in the following points:**

1. Prefer to study from the printed study material only - Based on data, It shows 76.80% (Strongly Agreed – 34.10 + Agreed - 42.70) Learners of IGNOU were more or less agreed, 8.70% were neutral and only 14.50% Learners of IGNOU were found more or less disagreed with the statement that Prefer to study from the printed study material only.

2. Prefer to study through e-Content App - It is clearly shows 60.10% (Strongly Agreed – 13.40 + Agreed - 46.70) Learners of IGNOU were more or less agreed, 16.90% were neutral and only 23.00% Learners of IGNOU were found more or less disagreed with the statement that Prefer to study through e-Content App.

3. Prefer to use the study material available online on e-Gyankosh - It is clearly shows 60.10% (Strongly Agreed – 13.60 + Agreed - 46.50) Learners of IGNOU were more or less agreed, 19.50% were neutral and only 20.40% Learners of IGNOU were found more or less

disagreed with the statement that Prefer to use the study material available online on e-Gyankosh.

4. Prefer to download the e-Content/ SLM from the e-Gyankosh/e-Content App - It is clearly shows 60.80% (Strongly Agreed – 13.40 + Agreed - 47.40) Learners of IGNOU were more or less agreed, 20.40% were neutral and only 18.80% Learners of IGNOU were found more or less disagreed with the statement that Prefer to download the e-Content/ SLM from the e-Gyankosh/e-Content App.

5. Online study material can replace the printed SLM - It is clearly shows 44.80% (Strongly Agreed – 11.10 + Agreed - 33.70) Learners of IGNOU were more or less agreed, 19.80% were neutral and only 35.40% Learners of IGNOU were found more or less disagreed with the statement that Online study material can replace the printed SLM.

6. Prefer to attend the face to face counselling at your Study Centre - It is clearly shows 58.90% (Strongly Agreed – 23.10 + Agreed – 35.8) Learners of IGNOU were more or less agreed, 15.50% were neutral and only 25.60% Learners of IGNOU were found more or less disagreed with the statement that Prefer to attend the face to face counselling at your Study Centre.

7. Comfortable with the counselling through Google Meet/ Zoom/WebEx since you can interact with your teacher.- It is clearly shows 79.60% (Strongly Agreed – 29.30 + Agreed - 50.30) Learners of IGNOU were more or less agreed, 08.00% were neutral and only 12.40% Learners of IGNOU were found more or less disagreed with the statement that Comfortable with the counselling through Google Meet/ Zoom/WebEx since you can interact with your teacher..

8. Like to attend the lecture sessions through YouTube / Facebook live - It is clearly shows 77.70% (Strongly Agreed – 26.90 + Agreed - 50.80) Learners of IGNOU were more or less

agreed, 08.40% were neutral and only 13.90% Learners of IGNOU were found more or less disagreed with the statement that Like to attend the lecture sessions through YouTube / Facebook live.

9. In live session of YouTube/Facebook, interactions through Chats with your teacher were helpful - It is clearly shows 70.0% (Strongly Agreed – 21.70 + Agreed - 48.30) Learners of IGNOU were more or less agreed, 14.20% were neutral and only 15.80% Learners of IGNOU were found more or less disagreed with the statement that In live session of YouTube/Facebook, interactions through Chats with your teacher were helpful.

10. Online counselling gave you the opportunity to have interactions with IGNOU faculty (HQ) besides your Counsellors (at Study Centre)- It is clearly shows 69.40% (Strongly Agreed – 19.40 + Agreed - 50.00) Learners of IGNOU were more or less agreed, 15.70% were neutral and only 14.90% Learners of IGNOU were found more or less disagreed with the statement that Online counselling gave you the opportunity to have interactions with IGNOU faculty (HQ) besides your Counsellors (at Study Centre).

11. The University Website is interactive and informative for learners - It is clearly shows 76.30% (Strongly Agreed – 19.20 + Agreed - 57.10) Learners of IGNOU were more or less agreed, 09.80% were neutral and only 13.90% Learners of IGNOU were found more or less disagreed with the statement that The University Website is interactive and informative for learners.

12. The Regional Centres and Study Centres are able to give information on different academic activities through websites/Facebook/ whatsapp/ email/ Twitter/ Instagrametc._ It is clearly shows 65.50% (Strongly Agreed – 16.40 + Agreed - 49.10) Learners of IGNOU were more or less agreed, 10.10% were neutral and only 24.40% Learners of IGNOU were found more or less disagreed with the statement that The Regional Centres and Study

Centres are able to give information on different academic activities through websites/Facebook/ WhatsApp/email/Twitter/Instagram, etc.

13. The counselling schedule was provided well in advance - It is clearly shows 60.50% (Strongly Agreed – 13.60 + Agreed - 46.90) Learners of IGNOU were more or less agreed, 16.00% were neutral and only 23.50% Learners of IGNOU were found more or less disagreed with the statement that The counselling schedule was provided well in advance.

14. The information pertaining to submission of projects/assignments/exam form etc. were made available to you in time.- It is clearly shows 75.10% (Strongly Agreed – 21.00+ Agreed – 54.10) Learners of IGNOU were more or less agreed, 06.80% were neutral and only 18.10% Learners of IGNOU were found more or less disagreed with the statement that The information pertaining to submission of projects/assignments/exam form etc. were made available to you in time..

15. It was easy to submit project/internship report/ field report through the web link given by the University. - It is clearly shows 68.50% (Strongly Agreed – 23.70 + Agreed - 44.40) Learners of IGNOU were more or less agreed, 15.10% were neutral and only 16.40% Learners of IGNOU were found more or less disagreed with the statement that It was easy to submit project/internship report/ field report through the web link given by the University.

16. The assignment grades were uploaded on the website on time - It is clearly shows 40.90% (Strongly Agreed – 11.20 + Agreed - 29.70) Learners of IGNOU were more or less agreed, 18.90% were neutral and only 40.20% Learners of IGNOU were found more or less disagreed with the statement that The assignment grades were uploaded on the website on time.

17. The TEE results/ grades were uploaded on the website on time - It is clearly shows 41.90% (Strongly Agreed – 10.70 + Agreed - 31.20) Learners of IGNOU were more or less

agreed, 27.90% were neutral and only 30.20% Learners of IGNOU were found more or less disagreed with the statement that The TEE results/ grades were uploaded on the website on time.

18. The Practical/Project grades were uploaded on the website on time - It is clearly shows 41.00% (Strongly Agreed – 10.20 + Agreed - 30.80) Learners of IGNOU were more or less agreed, 29.90% were neutral and only 29.10% Learners of IGNOU were found more or less disagreed with the statement that The Practical/Project grades were uploaded on the website on time.

19. You preferred pen and paper based Term End Examination during the Pandemic after relaxation in lockdown - It is clearly shows 33.80% (Strongly Agreed – 10.80 + Agreed - 23.80) Learners of IGNOU were more or less agreed, 19.40% were neutral and only 46.80% Learners of IGNOU were found more or less disagreed with the statement that You preferred pen and paper based Term End Examination during the Pandemic after relaxation in lockdown.

20. Online and on-demand term-end should replace pen and paper based examinations. - It is clearly shows 74.10% (Strongly Agreed – 44.50 + Agreed - 29.60) Learners of IGNOU were more or less agreed, 09.90% were neutral and only 16.00% Learners of IGNOU were found more or less disagreed with the statement that Online and on-demand term-end should replace pen and paper based examinations..

21. The weightage of internal assessment be increased to more than 50% from the current 25-30% - It is clearly shows 77.30% (Strongly Agreed – 39.90 + Agreed - 37.40) Learners of IGNOU were more or less agreed, 14.70% were neutral and only 08.00% Learners of IGNOU were found more or less disagreed with the statement that The weightage of internal assessment be increased to more than 50% from the current 25-30%.

22. Questions for term-end examination should be completely MCQ based. - It clearly shows 67.40% (Strongly Agreed – 38.00 + Agreed - 29.40) Learners of IGNOU were more or less agreed, 13.50% were neutral and only 19.10% Learners of IGNOU were found more or less disagreed with the statement that Questions for term-end examination should be completely MCQ based..

23. Questions for term-end examination should be a mix of MCQ and subjective type questions.. - It is clearly shows 69.90% (Strongly Agreed – 28.40 + Agreed - 41.50) Learners of IGNOU were more or less agreed, 11.30% were neutral and only 18.8 0% Learners of IGNOU were found more or less disagreed with the statement that Questions for term-end examination should be a mix of MCQ and subjective type questions..

The feedback of Learners on two open ended questions has been analyzed and following are the gist of suggestions/recommendations:-

1. If University adopts online MCQ based evaluation, what type of difficulties you might face, in case you do not possess smartphone/laptop/ computer etc.

1. Financial problem to buy Smartphone/laptop/computer
2. Students belonging to rural areas will face a lot of difficulties because most of them don't have smart phones and the electricity supply is not good at village, and the main problem is network issue.
3. The method of MCQ might not be adaptable to all the students. MCQ is kind of choosing random options instead of expanding knowledge. This is not be helpful for research, subject based on fields study like Social Work etc.
4. Lack of Continuous Power Supply, Lack of Proper High-Speed Internet Facility

2. What are the tools you suggest for your internal assessment (besides assignments) in case the Term end examinations are Multiple Choice Question (MCQ) based?

1. Some projects based on subject

2. Extra-curricular activities and other activities such as project report on field report which are related to the subject matter.

3. Provide "Learning Management System" (LMS) to students i.e. lectures are uploaded as per subject.

4. Presentations

5. Book review or a topic review regarding that particular subject. this review should carry more weight-age for marking criteria as this is purely will be done with mere research of that particular topic along with analysis and relevant findings.

6. (1) Online viva-voce (2) Online presentation on any topic related to the course of a small group of students at a time or on scheduled manner.

7. An alternative emphasizing on Conceptual instead of subjective, we can think of alternatives like viva, quiz Mini PPTs , Analysis, Coherent Quiz, Viva etc…

8. Discussion forums can be created and the participation of students can be monitored and marked.

6.0: Conclusion and recommendations

The above findings are proving with data that the learners of IGNOU having more than 63.06% are having positive attitude towards teaching learning process in Open and Distance Learning and different learner support services in IGNOU i.e., Study material, counselling, assignments, examination and other student support services. Thus, it can be concluded that there is significant and positive attitude among the learners in respect of different parameters of Open and Distance Education. It can be concluded that the learners have the positive attitude up to the excellent level wide range of attitude from 33.80% to 79.60%.

The feedback from learners reflects a positive attitude towards Open and Distance Learning, More skill and need based academic programmes may be launched and delivery of programmes can be further strengthened with the present ICT support.

7.0: Annexure

FEEDBACK FORM FOR LEARNERS

Dear Learner,

We all have been passing through an unprecedented situation due to the Pandemic. Our routine activities have been impacted by the spread of the Covid-19. The social distancing norms have forced all of us to distance from all such activities which were required for your academic support.

The University adopted different alternatives to enrich your academic experience. Since the

lockdown conditions had restricted delivery of the self-learning material (SLM) to your door step, SLM was provided through IGNOU eContent Mobile App, eGyankosh and lectures on YouTube, Facebook etc. In addition to this, Google Meet, Zoom, WebEx was extensively used by the Study Centres for providing counselling. The Regional Centres and Study Centres made efforts to help you by accepting assignments, dissertations, project reports and other assessment reports through online methods.

The University seeks your feedback so as to work upon it to eliminate the potential barriers between you and your studies. You are requested to kindly spare 10-15 minutes of your valuable time for filling up the feedback form given below. Your responses will be kept confidential.
*Required

Name *

Your answer

Gender *

Male
Female
Other

Age Group *

20-30 Years
Above 30 - 40 Years
Above 40-50 Years
50 Years and above

Name of the Programme *

Your answer

Year of Enrollment *

Your answer

Employment status *

Employed
Self-employed
Un-employed

Category *

SC
ST
OBC
GEN

Do you have your own IT devices (Laptop/Desktop/Smartphone/Tablets/IPad):Yes / No *

Yes
No

Next

FEEDBACK FORM FOR LEARNERS

Your feedback is important to improve the teaching learning process.
Kindly give your feedback on the following statements: SA: Strongly Agree, A: Agree, UD:
Un-Decided, DA: Disagree, SDA: Strongly Disagree

1. Prefer to study from the printed study material only

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

2. Prefer to study through e-Content App

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

3. Prefer to use the study material available online on e-Gyankosh

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

4. Prefer to download the e-Content/ SLM from the e-Gyankosh/e-Content App

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

5. Online study material can replace the printed SLM

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

6. Prefer to attend the face to face counselling at your Study Centre

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

7. Comfortable with the counselling through GoogleMeet/ Zoom/Webex since you can interact with your teacher.

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

8. Like to attend the lecture sessions through YouTube / Facebook live

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

9. In live session of YouTube/Facebook, interactions through Chats with your teacher were helpful

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

10. Online counselling gave you the opportunity to have interactions with IGNOU faculty (HQ) besides your Counsellors (at Study Centre)

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

11. The University Website is interactive and informative for learners

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

12. The Regional Centres and Study Centres are able to give information on different academic activities through websites/Facebook/ whatsapp/email/Twitter/Instagrametc.

Strongly Agree
Agree

Un-Decided
Disagree
Strongly Disagree

13. The counselling schedule was provided well in advance.

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

14. The information pertaining to submission of projects/assignments/exam form etc. were made available to you in time.

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

15. It was easy to submit project/internship report/ field report through the web link given by the University.

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

16. The assignment grades were uploaded on the website on time

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

17. The TEE results/ grades were uploaded on the website on time

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

18. The Practical/Project grades were uploaded on the website on time

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

19. You preferred pen and paper based Term End Examination during the Pandemic after relaxation in lockdown

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

20. Online and on-demand term-end should replace pen and paper based examinations.

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

21. The weightage of internal assessment be increased to more than 50% from the current 25-30%.

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

22. Questions for term-end examination should be completely MCQ based.

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

23. Questions for term-end examination should be a mix of MCQ and subjective type questions.

Strongly Agree
Agree
Un-Decided
Disagree
Strongly Disagree

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Next

FEEDBACK FORM FOR LEARNERS

Kindly give your suggestions on the following:
1. If University adopts online MCQ based evaluation, what type of difficulties you might face, in case you do not possess smartphone/laptop/ computer etc.

Your answer

2. What are the tools you suggest for your internal assessment (besides assignments) in case the Term end examinations are Multiple Choice Question (MCQ) based?

Your answer

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Submit