



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL SERVICES DIVISION**

**FEEDBACK ANALYSIS REPORT OF LEARNERS ON THE TEACHING- LEARNING
PROCESS**

1. Introduction

The Open and Distance Learning (ODL) is learner-centered and cost-effective approach of education and more flexible in teaching-learning process. It has enhanced the access of Open Universities and extended the educational opportunities to all sections of the society.

The University has adopted a multi-pronged approach to enrich the academic experience of learners. Those students who choose to receive hard copy of the SLM are provided the same at their door step through the postal system. Learning Content is also made available through the IGNOU eContent Mobile App, eGyankosh, YouTube, Facebook etc. The Regional Centres and Study Centres provide academic counselling to the learners. They process assignments, dissertations, project reports and other assessment reports and transmit the grades to the Student Evaluation Division.

The University has obtained the feedback of learners so as to work upon it to eliminate the potential barriers in learning. IGNOU learners who have enrolled in various programmes i.e., Certificate, Diploma, Bachelor, Master Degree and other programmes participated in the feedback survey.

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 support services 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. On the other hand, in ODL, multimedia, print, audio, video, radio, TV, teleconferencing and other recent modes of ICTs are important tools for teaching and learning.

3.0: Methodology

The questionnaire was drafted at CIQA. The Questionnaire was divided into two parts. The first part comprised of the basic information of the learners and the second part was related to the feedback of learners on likert's five-point rating scale (Strongly agree, Agree, Un-Decided, Disagree and Strongly Disagree). A total of 15 items were taken related to academic counselling, SLM, assignment, examination and student support services etc.

The questionnaire was converted into Google Form at RSD and the link of Google Form was 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 survey method was used to collect primary data through the questionnaire. Through this Google form, a total of 28839 learners have submitted their feedback. The data was analyzed at RSD, IGNOU New Delhi. The descriptive analysis of the data is presented below.

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

Sl. No.	Demographic/other item	Percentage
1	Gender	Male: 54.64% Female: 45.34% Third Gender:0.01%
2	Age Group	20 to 30: 71.64% 31 to 40: 8.41% 41 to 50: 2.22% 51 and above: 0.48%
3	Employment Status	Employed: 24.58% Self Employed: 8.06% Un-employed : 64.00%
4	Category	EWS: 2.14 GEN: 53.19% OBC: 26.18% SC: 13.33% ST: 5.17%

5	Do you have your own IT devices (Laptop/Desktop/Smartphone/Tablets/IPad): Yes / No	Yes: 87.95% No: 12.05%
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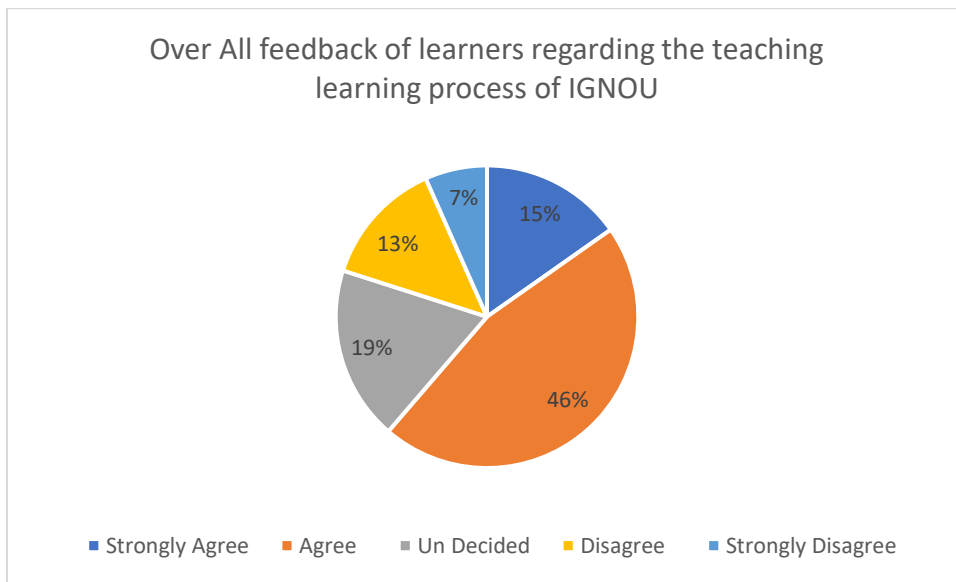
4.0: Feedback of Learners

(Response received from the learners on different items/questions in percentage terms.)

S. No	Statement	Strongly Agree	Agree	Un Decided	Disagree	Strongly Disagree
1.	The Prospectus/Programme guide has defined clearly the expected Programme-specific outcomes (objectives of the Programme).	20.11%	63.18%	8.44%	5.84%	2.42%
2.	The introduction in every Block has clearly stated course-specific outcomes (objectives).	20.29%	63.98%	8.15%	5.48%	2.10%
3.	The learning outcomes (objectives) have been clearly spelt out in every Unit of the Block.	17.86%	62.32%	10.78%	6.81%	2.24%
4.	I prefer to study from the printed study material only.	35.72%	42.72%	8.44%	10.40%	2.73%
5.	I prefer to study through IGNOU e-Content App.	8.43%	31.63%	28.20%	23.51%	8.23%
6.	I prefer to use the study material available on e-Gyankosh/WEAS portal.	9.68%	37.62%	24.58%	21.91%	6.21%
7.	I prefer to use online study material than the printed SLM.	7.76%	27.84%	21.99%	32.15%	10.25%
8.	The assignments have helped me in grasping the course content.	23.53%	61.21%	7.23%	5.39%	2.64%
9.	Project work/Field work/ Internship/ Practicals (wherever applicable) have helped me in acquiring the desired skills and competencies.	18.32%	49.10%	21.69%	7.09%	3.81%
10.	Academic counselling sessions have helped me in clarifying my doubts/queries.	10.35%	42.75%	20.81%	15.36%	10.73%
11.	Questions in the Term End Examination (Summative Assessment) have adequately covered the syllabus.	13.91%	53.61%	23.93%	5.65%	2.90%

S. No	Statement	Strongly Agree	Agree	Un Decided	Disagree	Strongly Disagree
12	Online counselling gave me the opportunity to have interactions with IGNOU faculty (HQ) besides the Academic Counsellors	8.90%	40.93%	24.36%	15.80%	10.01%
13	The University Website is interactive and informative.	18.81%	49.80%	9.66%	13.33%	8.40%
14	The Term-end Examination (TEE) results were declared on time.	6.49%	32.19%	35.48%	15.23%	10.61%
15	The assignment/ Practical/Project/TEE grades were uploaded on the website on time.	8.41%	32.20%	25.73%	17.34%	16.33%

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



5.0: Analysis of the Feedback received

(Discuss about the item-wise/question-wise feedback)

Based on the feedback of learners, **the item-wise/question-wise feedback** is analysed in the following points.

- 1. The Prospectus/Programme guide has defined clearly the expected Programme-specific outcomes (objectives of the Programme).** **_** Based on data, It shows 83.29% (Strongly Agreed – 20.11 + Agreed - 63.88) Learners of IGNOU either agreed or Strongly Agreed, 8.44% were Un-Decided and only 8.26% Learners of IGNOU were found more or less disagreed with the statement.
- 2. The introduction in every Block has clearly stated course-specific outcomes (objectives).** **_** It is clearly shows 84.26% (Strongly Agreed – 20.29% + Agreed – 63.98%) Learners of IGNOU either Agreed or Strongly Agreed, 8.15% were Un-Decided and only 7.59% Learners of IGNOU were found more or less disagreed with the statement.
- 3. The learning outcomes (objectives) have been clearly spelt out in every Unit of the Block.** **_** It is clearly shows 80.18% (Strongly Agreed – 17.86% + Agreed – 62.32%) Learners of IGNOU were more or less agreed, 10.78% were Un-Decided and only 9.04% Learners of IGNOU were found more or less disagreed with the statement.
- 4. I prefer to study from the printed study material only.** **_** It is clearly shows 78.43% (Strongly Agreed – 35.72% + Agreed – 42.72%) Learners of IGNOU were more or less agreed, 8.44% were Un-Decided and only 13.12% Learners of IGNOU were found more or less disagreed with the statement.

5. **I prefer to study through IGNOU e-Content App.** - It is clearly shows 40.06% (Strongly Agreed – 8.43% + Agreed – 31.63%) Learners of IGNOU were more or less agreed, 28.20% were Un-Decided and only 31.74% Learners of IGNOU were found more or less disagreed with the statement.
6. **I prefer to use the study material available on e-Gyankosh/WEAS portal.** - It is clearly shows 47.30% (Strongly Agreed – 9.68% + Agreed – 37.62%) Learners of IGNOU were more or less agreed, 24.58% were Un-Decided and only 28.12% Learners of IGNOU were found more or less disagreed with the statement.
7. **I prefer to use online study material than the printed SLM.** - It is clearly shows 35.60% (Strongly Agreed – 7.76% + Agreed – 27.84%) Learners of IGNOU were more or less agreed, 21.99% were Un-Decided and only 42.40% Learners of IGNOU were found more or less disagreed with the statement.
8. **The assignments have helped me in grasping the course content.** - It is clearly shows 84.74% (Strongly Agreed – 23.53% + Agreed – 61.21%) Learners of IGNOU were more or less agreed, 7.23% were Un-Decided and only 8.03% Learners of IGNOU were found more or less disagreed with the statement.
9. **Project work/Field work/ Internship/ Practicals (wherever applicable) have helped me in acquiring the desired skills and competencies.** - It is clearly shows 67.42% (Strongly Agreed – 18.31% + Agreed - 49.10) Learners of IGNOU were more or less agreed, 21.69% were Un-Decided and only 10.89% Learners of IGNOU were found more or less disagreed with the statement.

10. **Academic counselling sessions have helped me in clarifying my doubts/queries.** - It is clearly shows 53.10% (Strongly Agreed – 10.35% + Agreed – 42.75%) Learners of IGNOU were more or less agreed, 20.81% were Un-Decided and only 26.09% Learners of IGNOU were found more or less disagreed with the statement.
11. **Questions in the Term End Examination (Summative Assessment) have adequately covered the syllabus.** - It is clearly shows 67.52% (Strongly Agreed – 13.91% + Agreed – 53.61%) Learners of IGNOU were more or less agreed, 23.93% were Un-Decided and only 8.54% Learners of IGNOU were found more or less disagreed with the statement.
12. **Online counselling gave me the opportunity to have interactions with IGNOU faculty (HQ) besides the Academic Counsellors.** - It is clearly shows 49.83% (Strongly Agreed – 8.90% + Agreed – 40.93%) Learners of IGNOU were more or less agreed, 24.36% were Un-Decided and only 25.81% Learners of IGNOU were found more or less disagreed with the statement.
13. **The University Website is interactive and informative.** - It is clearly shows 68.61% (Strongly Agreed – 18.81% + Agreed - 49.80%) Learners of IGNOU were more or less agreed, 9.66% were Un-Decided and only 21.73% Learners of IGNOU were found more or less disagreed with the statement.
14. **The Term-end Examination (TEE) results were declared on time.** - It is clearly shows 38.68% (Strongly Agreed – 6.49% + Agreed – 32.19%) Learners of IGNOU were more or less agreed, 35.48% were Un-Decided and only 25.84% Learners of IGNOU were found more or less disagreed with the statement.

15. **The assignment/ Practical/Project/TEE grades were uploaded on the website on time.** - It is clearly shows 40.61% (Strongly Agreed – 8.41% + Agreed – 32.20%) Learners of IGNOU were more or less agreed, 25.73% were Un-Decided and only 33.66% Learners of IGNOU were found more or less disagreed with the statement.

6.0: Conclusion

The above findings prove that 61% of IGNOU learners have a 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. Over all, it can be concluded that the learners have positive feedback with 15% Strongly Agreeing and 46% Agreeing with the positive statements in the questionnaire.

7.0: Annexure (Enclose Questionnaire format)

FEEDBACK FORM FOR LEARNERS

Dear Learner,

The Education system of our country is presently undergoing a transformation consequent upon the implementation of the National Education Policy 2020, which focuses on multidisciplinary, holistic, multilingual, skill based, employable, global, inclusive, and outcome-based learning. Keeping these objectives in view, IGNOU has already started working in this direction. Accordingly, the University would like to have your feedback on the teaching-learning process.

You are requested to spare 10-15 minutes of your valuable time for filling up the feedback form given below. Your responses will be kept confidential.

Name: _____

Gender:

- Male
- Female
- Third gender

Age Group:

- Less than 20 years
- 20-30 years
- 31-40 years
- 41-50 years
- 51 years and above

Name of the Programme enrolled: _____

Year of Enrolment: _____

Employment status:

- Employed
- Self-employed
- Un-employed

Category:

- SC
- ST
- OBC
- GEN
- EWS

IT facilities available:

Do you have your own IT devices (Laptop/Desktop/Smartphone/Tablet/IPad):

Yes / No

Your feedback is important to improve the teaching learning process. Please give your feedback on the following statements:

SA: Strongly Agree, A: Agree, UD: Un-Decided, DA: Disagree, SDA: Strongly Disagree

S. No	Statement	SA	A	UD	DA	SDA
1.	The Prospectus/Programme guide has defined clearly the expected Programme-specific outcomes (objectives of the Programme).					
2.	The introduction in every Block has clearly stated course-specific outcomes (objectives).					
3.	The learning outcomes (objectives) have been clearly spelt out in every Unit of the Block.					
4.	I prefer to study from the printed study material only.					
5.	I prefer to study through IGNOU e-Content App.					
6.	I prefer to use the study material available on e-Gyankosh/WEAS portal.					
7.	I prefer to use online study material than the printed SLM.					
8.	The assignments have helped me in grasping the course content.					
9.	Project work/Field work/ Internship/ Practicals (wherever applicable) have helped me in acquiring the desired skills and competencies.					
10.	Academic counselling sessions have helped me in clarifying my doubts/queries.					
11.	Questions in the Term End Examination (Summative Assessment) have adequately covered the syllabus.					

12.	Online counselling gave me the opportunity to have interactions with IGNOU faculty (HQ) besides the Academic Counsellors					
13.	The University Website is interactive and informative.					
14.	The Term-end Examination (TEE) results were declared on time. .					
15.	The assignment/ Practical/Project/TEE grades were uploaded on the website on time.					

Thanks for providing your valuable feedback. Your responses will be kept confidential.
