

Dear Colleague,

The student support service is an important component in the Open and Distance Learning system. Our Regional Centres (RCs) and Learner Support Centres (LSCs) are deeply involved in providing the administrative and academic support to the learners at different levels. You are playing an important role in student support services network of the University. As part of first level contact for the students, you get first hand feedback from the learners pertaining to admission process, self-learning material, counselling, along with other components of programme delivery. During this pandemic, we all have gained new experiences while reaching to the learners with different types of support services. As an academic, you may have participated in online counselling sessions and provided other academic support activities. The University seeks your valuable feedback on how best to provide quality support services to the learners and improve teaching- learning process. **You are requested to kindly spare 10 minutes of your valuable time for filling up the Feedback form given below:**

1. Name: \_\_\_\_\_ :
2. Gender: (Please √) 1) Male  2) Female  3) Other
3. Age Group: (Please √) 1) 25 to 35  2) 36 to 45  3) 46 to 55  4) 56 and above
4. Name of Regional Centre/ Division/ Centre/ Institute/ Unit/ Cell: \_\_\_\_\_
5. No. of LSCs in the Regional Centre: (if applicable) \_\_\_\_\_
6. Total experience in IGNOU (number of years): \_\_\_\_\_

### FEEDBACK

Please rate each item on a five-point rating scale ranging from, Strongly Agree (SA), Agree(A), Neutral(N), Disagree(D) to Strongly Disagree (SD):

Sr No.	Statement	SA	A	N	D	SD
	<b>Self learning Material (SLM) Print &amp; Digital</b>					
1.	Coverage of the Content in the SLM is adequate.					
2.	The content is well presented with illustrations					
3.	The level of the language used in the SLM is appropriate					
4.	Learners should receive the SLM before coming to the session.					
5.	The learners' preference for e-SLM is growing					
	<b>Academic Counselling</b>					
6.	The RCs and LSCs use social media adequately for disseminating information to the learners.					
7.	There should be one integrated programme-wise schedule for face-to-face and online counselling.					

8.	Faculty from the School of Study should prepare the online academic counselling schedule in coordination with RCs.					
9.	The information regarding academic counselling is disseminated to the learners well in advance					
10.	The learners appreciate the use of Face book, Google Meet, Zoom and other digital platforms for academic counselling purposes.					
11.	The online academic counselling sessions are interactive and participatory.					
12.	Participation of learners in the online counselling sessions is encouraging.					
13.	With increased access to technology, greater reliance on online mode of counselling should be considered.					
14.	It is possible to conduct practical sessions effectively through online mode.					
	<b>Assignment Evaluation</b>					
15.	The learners are able to find their relevant assignments on the IGNOU website.					
16.	The learners are appreciative of the facility to submit their assignments and project online.					
17.	The online assignment and project submission mechanism has been a successful initiative.					
	<b>Term-end Examination</b>					
18.	Online and on-demand term-end should also be considered in addition to pen and paper-based examinations.					
19.	The weightage of internal assessment should be increased					
20.	Questions for term-end examination should be completely MCQ based.					
21.	Questions for term-end examination should be a mix of MCQ and subjective type questions.					
22.	The University should organize Orientation programs for academic counsellors focusing on online/digital counselling and evaluation methods.					
23.	Induction meetings are useful in familiarizing the newly enrolled students with the ODL system.					
24.	The RCs/LSCs should keep in touch regularly with the learners through email/sms to sustain their motivation.					
25.	RC/ Division/ Centre/ Institute/ Unit/ Cell is equipped with adequate physical and human resources for providing effective student support.					

Kindly give your suggestions on the following:

1. What additional infrastructure do you suggest for RC/LSC/ Centre/ Institute/ Unit/ Cell for improvement in e-support services to the learners?

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2. Can you suggest alternatives for facilitating the distance learners who do not have their own electronic devices so that they can become digital learners?

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

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