INDIRA GANDHI NATIONAL OPEN UNIVERSITY

REGIONAL SERVICES DIVISION

FEEDBACK ANALYSIS REPORT OF LEARNERS ON THE TEACHING- LEARNING PROCESS

1.0: Preamble

Learners in IGNOU are enrolled in various programmes of study offered by the University which imparts instruction in the Open and Distance Learning (ODL) and Online mode. Distance learners have defining characteristics which distinguish them from their conventional counterparts. They are a heterogenous group of adult learners, hailing from diverse backgrounds, physically at a distance from the University, isolated and have social and professional or other commitments. The learners do not visit the Learner Support Centre daily and hence do not have regular face-to-face interaction with teachers, peers and other institution members. However, the learners are self-motivated to pursue higher education and are autonomous learners. To sustain the learner motivation and facilitate progress in the study, the University has a three tier Learner Support System organized at the Headquarters, Regional Centres and Learner Support Centres. The student is provided academic and non-academic support through this mechanism and teaching-learning is imparted using an ICT enabled multiple media approach.

Learners being the end users, their feedback on the teaching-learning process can contribute significantly for the improvement of the system at all levels, i.e., curriculum design, development, programme delivery and learner support systems. The feedback analysis can provide inputs for University academia to ascertain whether learning outcomes are being achieved and also provide insights for strengthening the instructional system.

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 provided by CIQA and was divided into two parts. In first part, 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, Neutral, Disagree and Strongly disagree), total 15 items were taken related to Induction meeting, 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 descriptive survey method

is being used to find out the result as per the objective of study through questionnaires. Through this Google form, total 54295 learners have submitted their feedback which was analyzed at RSD, IGNOU New Delhi. A profile of learners is as given: Male-53.30% & Female-46.70%,Employed-35.2, Un-employment-64.8 Age group below 20 years-10.40%,20-30years - 70.20%, 31-40 years-14.40%, 41-50 years-4.00% and 50years above-01.00%, Category wise-54.90% Gen, OBC-25.00%,SC-13.5% and ST-6.6%.
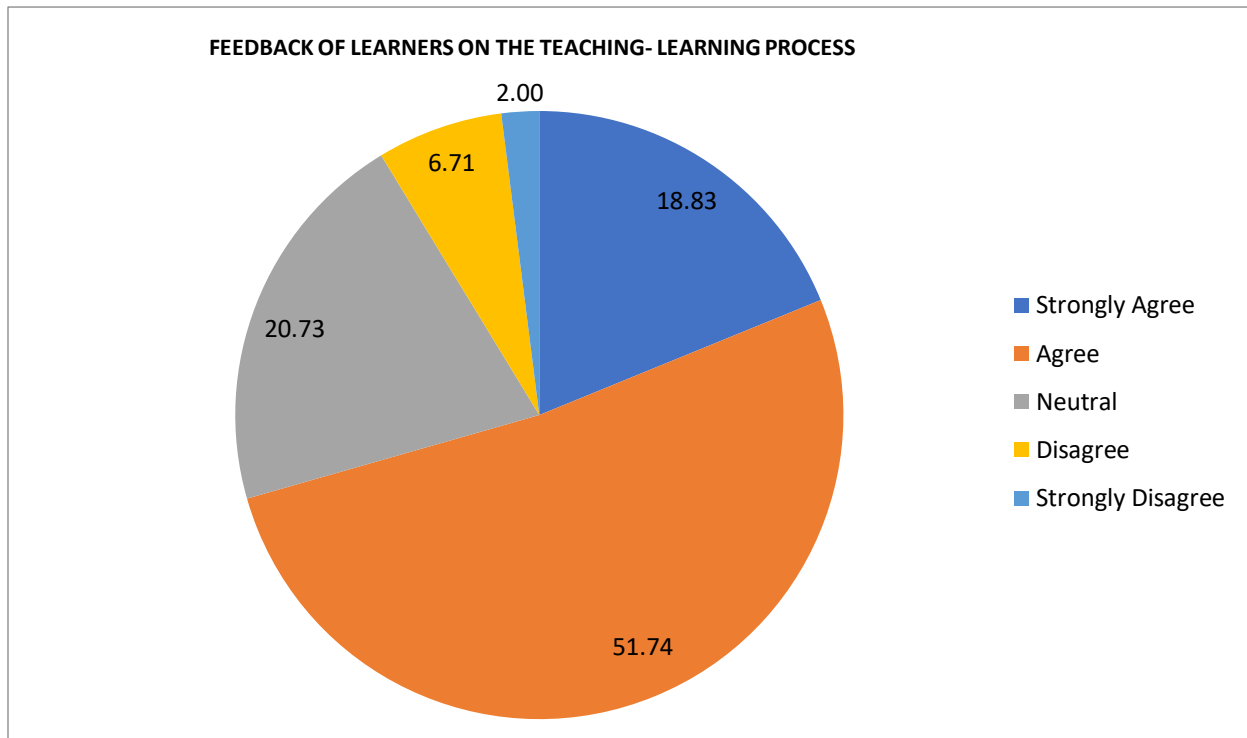
4.0: Feedback of Learners

Item wise Feedback of Learners on the five point Rating Scale is Tabulated below:

Sl. No.	Item	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
01	Self Learning Materials (SLM) adequately cover the entire syllabus	18.90%	55.00%	18.80%	5.60%	1.80%
02	Course content (SLM) enhances your knowledge and skills	19.70%	59.30%	16.30%	3.60%	1.20%
03	Concepts are clearly presented in the SLM	15.90%	52.60%	22.30%	7.50%	1.70%
04	Provision of SLM in electronic media is useful for mastering the content	14.30%	49.00%	26.00%	8.70%	2.00%
05	Concepts are presented in a proper sequence	16.50%	57.10%	19.30%	5.80%	1.30%
06	The expected Learning Outcomes are clearly stated in the SLM	13.70%	54.70%	23.80%	6.40%	1.40%
07	Employability skills are integrated into the syllabus	11.90%	47.70%	27.70%	10.30%	2.40%
08	Counselling is essential for studying through ODL mode	21.30%	51.50%	21.10%	4.90%	1.20%
09	You believe in attending counselling sessions	24.30%	51.40%	17.60%	5.50%	1.30%
10	Assignments are useful for your studies	38.20%	46.30%	9.30%	4.00%	2.30%
11	The practical component (if any) is very useful	23.70%	50.70%	20.30%	3.90%	1.40%
12	Term End Examination	20.80%	56.70%	16.50%	4.50%	1.50%

	adequately cover the syllabus					
13	You receive communication from all University regularly	15.10%	42.30%	21.50%	15.30%	5.80%
14	Over all you are satisfied with the ODL system	14.50%	51.60%	24.30%	7.10%	2.50%
15	The programme will enhance your employability in the job market	13.60%	50.20%	26.10%	7.50%	2.60%

Based on above data, the overall attitude of Learners towards various aspects of the Teaching-Learning Process of IGNOU is presented in the pie-chart as given below:

FEEDBACK OF LEARNERS ON THE TEACHING- LEARNING PROCESS

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

5.0: Analysis of the Feedback received

Based on above analysis the feedback of Academic Counselors, **the item-wise/question-wise feedback may be** concludes in the following points.

1. **Self Learning Materials (SLM) adequately cover the entire syllabus-**Based on data, It shows 73.90% (Strongly Agreed – 18.90 + Agreed - 55.00) Learners of IGNOU were more or less agreed, 18.80% were neutral and only 7.40% Learners of IGNOU were

found more or less disagreed with the statement that Self Learning Materials (SLM) adequately cover the entire syllabus.

2. **Course content (SLM) enhances your knowledge and skills-**It clearly shows 79.00% (Strongly Agreed – 19.70 + Agreed - 59.30) Learners of IGNOU were more or less agreed, 16.30% were neutral and only 4.80% Learners of IGNOU were found more or less disagreed with the statement that Course content (SLM) enhances your knowledge and skills.

3. **Concepts are clearly presented in the SLM-**It clearly shows 68.50% (Strongly Agreed – 15.90 + Agreed - 52.60) Learners of IGNOU were more or less agreed, 22.30% were neutral and only 9.20% Learners of IGNOU were found more or less disagreed with the statement that Concepts are clearly presented in the SLM.

4. **Provision of SLM in electronic media is useful for mastering the content-**It clearly shows that 63.30% (Strongly Agreed – 14.30 + Agreed - 49.00) Learners of IGNOU were more or less agreed, 26.00% were neutral and only 10.70% Learners of IGNOU were found more or less disagreed with the statement that Provision of SLM in electronic media is useful for mastering the content.

5. **Concepts are presented in a proper sequence-**It clearly shows 73.60% (Strongly Agreed – 16.50 + Agreed - 57.10) Learners of IGNOU were more or less agreed, 19.30% were neutral and only 7.10% Learners of IGNOU were found more or less disagreed with the statement that Concepts are presented in a proper sequence.

6. **The expected Learning Outcomes are clearly stated in the SLM-**It clearly shows 68.40% (Strongly Agreed – 13.70 + Agreed - 54.70) Learners of IGNOU were more or less agreed, 23.80% were neutral and only 7.80% Learners of IGNOU were found more or less disagreed with the statement that the expected Learning Outcomes are clearly stated in the SLM.

7. **Employability skills are integrated into the syllabus-**It clearly shows 59.60% (Strongly Agreed – 11.90 + Agreed - 47.70) Learners of IGNOU were more or less agreed, 27.70% were neutral and only 12.70% Learners of IGNOU were found more or less disagreed with the statement that Employability skills are integrated into the syllabus.

8. **Counselling is essential for studying through ODL mode-**It clearly shows that 72.80% (Strongly Agreed – 21.30 + Agreed - 51.50) Learners of IGNOU were more or less agreed, 21.10% were neutral and only 6.10% Learners of IGNOU were found more or less disagreed with the statement that Counselling is essential for studying through ODL mode.

9. **You believe in attending counselling sessions-**It clearly shows 75.70% (Strongly Agreed – 24.30 + Agreed - 51.40) Learners of IGNOU were more or less agreed, 17.60% were neutral and only 6.80% Learners of IGNOU were found more or less disagreed with the statement that you believe in attending counselling sessions.

10. **Assignments are useful for your studies-**It clearly shows 84.50% (Strongly Agreed – 38.20 + Agreed - 46.30) Learners of IGNOU were more or less agreed, 9.30% were

neutral and only 6.30% Learners of IGNOU were found more or less disagreed with the statement that Assignments are useful for your studies.

11. **<u>The practical component (if any) is very useful-</u>**It clearly shows 74.40% (Strongly Agreed – 23.70 + Agreed - 50.70) Learners of IGNOU were more or less agreed, 20.30% were neutral and only 5.30% Learners of IGNOU were found more or less disagreed with the statement that The practical component (if any) is very useful.

12. **<u>Term End Examination adequately cover the syllabus-</u>**It clearly shows 77.50% (Strongly Agreed – 20.80 + Agreed - 56.70) Learners of IGNOU were more or less agreed, 16.50% were neutral and only 6.00% Learners of IGNOU were found more or less disagreed with the statement that Term End Examination adequately cover the syllabus.

13. **<u>You receive communication from all University regularly-</u>**It clearly shows 57.40% (Strongly Agreed – 15.10 + Agreed - 42.30) Learners of IGNOU were more or less agreed, 21.50% were neutral and only 21.10% Learners of IGNOU were found more or less disagreed with the statement that You receive communication from all University regularly.

14. **<u>Over all you are satisfied with the ODL system-</u>**It clearly shows 66.10% (Strongly Agreed – 14.50 + Agreed - 51.60) Learners of IGNOU were more or less agreed, 24.30% were neutral and only 9.60% Learners of IGNOU were found more or less disagreed with the statement that Over all you are satisfied with the ODL system.

15. **The programme will enhance your employability in the job market-**It clearly shows 63.80% (Strongly Agreed – 13.60 + Agreed - 50.20) Learners of IGNOU were more or less agreed, 26.10% were neutral and only 10.10% Learners of IGNOU were found more or less disagreed with the statement that the programme will enhance your employability in the job market.

6.0: Conclusion and recommendations

The above findings are proving with data that more than 71% learners of IGNOU display a positive attitude towards teaching learning process in the Open and Distance Learning system and towards 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 positive attitude among the learners in respect of different parameters of Open and Distance Education ranging from 59.60% to 84.50% across different parameters of the Attitude scale.

The recommendations based on the above data analysis are that learners have reflected a positive attitude towards the teaching learning process and its various components as follows:

a) This can be used for systemic improvement in general and learner support system in particular

b) IGNOU programmes need to focus on developing employability skills as expressed by the learners.

7.0: Annexure

FEEDBACK FORM FOR LEARNERS
Basic Information of the learners

Name of Learner

Your answer

Gender

Male
Female
Transgender

Programme of Study

Your answer

Year of Enrollment

Your answer

Employment Status

Employed
Un-employed

Category

SC
ST
OBC
GEN

Age Group in Years

below 20
20-30
30-40
40-50
Above 50

Part-2: Feedback of Learners

Your feedback is important to improve the teaching learning process. Kindly give your feedback on the following statements.
SA:Strongly Agree, A: agree, N: Neutral, DA:Disagree, SDA:Strongly Disagree

Self Learning Materials (SLM) adequately cover the entire syllabus

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

Course content (SLM) enhances your knowledge and skills

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

Concepts are clearly presented in the SLM

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

Provision of SLM in electronic media is useful for mastering the content

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

Concepts are presented in a proper sequence

Strongly Agree
Agree
Neutral

Disagree
Strongly Disagree

The expected Learning Outcomes are clearly stated in the SLM

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

Employability skills are integrated into the syllabus

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

Counselling is essential for studying through ODL mode

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

You believe in attending counselling sessions

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

Assignments are useful for your studies

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

The practical component (if any) is very useful

Strongly Agree
Agree
Neutral

Disagree
Strongly Disagree

Term End Examination adequately cover the syllabus

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

You receive communication from all University regularly

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

Over all you are satisfied with the ODL system

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

The programme will enhance your employability in the job market

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

List the atleast three (03) areas that require improvement

Your answer

Back

Submit