IGNOU ACADEMIC COUNSELLOR

Dear Sir/ Madam,

As you are aware, the **National Education Policy (NEP) 2020** envisions a transformative shift in the education system, with **digital education** playing a crucial role in enhancing accessibility, equity, and quality. Recognizing the potential of technology in learning, NEP 2020 emphasizes the integration of digital tools and platforms to create a **flexible, inclusive, and learner-centric** education system. Addressing the **digital divide**, NEP 2020 advocates for the development of **digital infrastructure, e-content, and teacher training** in online pedagogy. The policy underscores the role of **Open and Distance Learning (ODL)** in expanding educational opportunities, in which IGNOU **plays a pivotal role in implementing digital education strategies**.

Against this backdrop, the feedback tool has been prepared on the theme **"Integration of ICT in Academic Counselling in Open and Distance Learning (ODL)"**to obtain your views. **You are requested to kindly spare 10-15 minutes of your valuable time for filling up the feedback form given below.** Your responses will help improve the effectiveness of ICT-enabled counselling and will be kept confidential.

Section A: General Information

1.Name: _____

2. Gender: (Please √)   1) Male   2) Female   3) Third gender

3. Age Group (in years): (Please √) 1) 25 to 35   2) 36 to 45   3) 46 to 55   4) 56 and above

4.Highest Educational Qualification**:** _____

5. Institution you are employed at: _____

6. Teaching experience in years: _____

7. Name of IGNOU Learner Support Centre(s)_____Code(s) (_____)

8.Name of the Programme/s for which you are the approved Academic Counsellor: _____

9. Number of years you are associated with IGNOU asan Academic Counsellor: _____

Section B: Use of ICT Tools in Academic Counselling

10. Mode of academic counselling used by you at IGNOU:(Tickmultiple options, if required)
☐ Face-to-Face ☐ Online ☐ Teleconferencing ☐ Radio Counselling ☐ Swayam Prabha ☐ Social Media

11. Did the academiccounselling sessions provide opportunities for interaction and discussion?
☐ Yes, a lot ☐ Yes, to some extent ☐ Neutral ☐ No, not much ☐ No, not at all

12. How useful were the academiccounselling sessions in enhancing learners' subject knowledge and clarifying their doubts?
☐ Very Useful ☐ Useful ☐ Neutral ☐ Not Very Useful ☐ Not Useful

13. How would you rate the overall quality of the academiccounselling sessions?
☐ Excellent ☐ Good ☐ Satisfactory ☐ Needs Improvement ☐Unsatisfactory

14. What were the major challenges you faced in providing (conducting) ICT-based academiccounselling? (Tick multiple options, if required)
   ☐ Poor internet connectivity
   ☐ Lack of technical skills to conduct the session
   ☐Data securityand confidentiality concerns
   ☐Passive participation by the learners
   ☐ Resistance to technology by the learners
   ☐Any other (please specify) _____

15. Do you think the ICT integrationis more effective in the teaching-learning process?
   ☐ Very Effective ☐ Effective ☐ Neutral ☐ Ineffective ☐ Very Ineffective

16. In your opinion, which ICT tool(s)is more effective for academic counselling in ODL? (Tick multiple options, if required)
   ☐Teleconference (GyanDarshan)
   ☐ SwayamPrabha
   ☐ Interactive Radio Counselling (GyanVani)
   ☐Web conferencing (Zoom, Teams, etc.)
   ☐ Chat platforms (WhatsApp, Telegram, etc.)
   ☐ Learning Management Systems (LMS)
   ☐ Social media platforms (Facebook, YouTube, etc)
   ☐ Email
   ☐Any other (please specify) _____

17. What are the key benefits of using ICT in academic counselling? (Tick multiple options, if required)
   ☐ Accessibility
   ☐Convenience
   ☐Improved two-way Communication
   ☐Enhanced engagement with the course content
   ☐Personalized support
   ☐ Cost-effectiveness
   ☐Time efficiency
   ☐Any other (please specify) _____

18. How frequently you think ICT-based academic counselling should be organised for effective teaching-learning?
☐ Daily ☐ Weekly ☐ Monthly ☐ Occasionally ☐ Never

Section C: Suggestions for Improvement

19. What improvements would you suggest to enhance the effectiveness of ICT-based academic counselling in ODL?

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20. Any additional comments:

Thank you for your valuable feedback!