

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. Name of Regional Centre/ Division/Centre/Unit: _____

5. Total experience in IGNOU (in years): _____

Section B: Use of ICT Tools in Academic Counselling

6. How effective do you think ICT tools are in supporting academic counselling learner support in ODL institutions?

Very Effective Effective Neutral Ineffective Very Ineffective

7. 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) _____

8. How effective do you find ICT tools for delivering academic counselling support to learners in ODL?

- Very Effective
- Effective
 - Neutral
 - Ineffective
 - Very Ineffective

9. How would you track the success of ICT in addressing learners' academic counselling needs?

(Tick all that apply)

- Learner satisfaction surveys
- Improved academic performance of the learners
- Reduced dropout rates
- Number of counselling sessions completed
- Feedback from counsellors or support staff
- Learner attendance in the online sessions
- Any other (please specify): _____

10. Have you observed any improvements in the use of ICT for academic counselling support for learners over the past year?

- Yes, significant improvements
- Yes, some improvements
- No change
- No, there has been a decline
- Not sure

11. What are the major challenges you observed in providing ICT-based academic counselling? (Tick multiple options, if required)

- Poor internet connectivity
- Counsellors unfamiliar with technology
- Lack of interaction between the counsellor and peer-group
- Passive participation of the learners
- Learners uncomfortable with technology
 - Data security and confidentiality
- Any other (please specify) _____

12. Do you think the ICT integration is more effective in the teaching-learning process?

- Very Effective
- Effective
- Neutral
- Ineffective
- Very Ineffective

13. According to you, 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) _____

14. 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

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

16. Any additional comments:

Thank you for your valuable feedback!