

Dear Alumnus/Alumna,

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) below 25 2) 26 to 35 3) 36 to 45 4) 46 to 55 5) 56 and above

4. Enrolment Number: _____

5. Programme of Study: _____

6. IGNOU Regional Centre: _____

7. IGNOU Learner Support Centre: _____ (Code: _____)

Section B: Use of ICT Tools in Academic Counselling

8. Mode of academic counselling attended by you: (Tick multiple options, if required)
☐ Face-to-Face ☐ Online ☐ Teleconferencing ☐ Radio Counselling ☐ Swayam Prabha
☐ Social Media ☐ Not attended

9. Did the academic counselling sessions provide opportunities for interaction and discussion?

☐ Yes, a lot ☐ Yes, to some extent ☐ Neutral ☐ No, not much ☐ No, not at all

10. How useful were the academic counselling sessions in enhancing your subject knowledge and clarifying doubts?

☐ Very Useful ☐ Useful ☐ Neutral ☐ Not Very Useful ☐ Not Useful

11. How would you rate the overall quality of the academic counselling sessions?
☐ Excellent ☐ Good ☐ Satisfactory ☐ Needs Improvement ☐ Unsatisfactory
12. What were the major challenges you faced in attending ICT-based academic counselling?
(Tick multiple options, if required)
☐ Poor internet connectivity
☐ Lack of technical skills of the academic counsellor
☐ No proper engagement with the academic content
☐ Data security and confidentiality concerns
☐ Lack of participation/ interaction by the peers (other learners)
☐ Uncomfortable with technology
☐ Any other (please specify) _____
13. Do you think the ICT integration is more effective in the teaching-learning process?
☐ Very Effective ☐ Effective ☐ Neutral ☐ Ineffective ☐ Very Ineffective
14. In your opinion, which ICT tool(s) is more effective for academic counselling in ODL?
(Tick multiple options, if required)
☐ Teleconference (Gyan Darshan)
☐ Swayam Prabha
☐ Interactive Radio Counselling (Gyan Vani)
☐ 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) _____
15. 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) _____
16. How frequently do you think ICT-based academic counselling should be organised for effective teaching-learning?
☐ Daily ☐ Weekly ☐ Monthly ☐ Occasionally ☐ Never

Section C: Suggestions for Improvement

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

18. Any additional comments:

Thank you for your valuable feedback!