Dear Learner,

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   2) 36 to 45   3) 46 to 55   4) 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:(Tickmultiple 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 theacademic 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? (Tickmultiple 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 integrationis 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? (Tickmultiple 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) _____

15. What are the key benefits of using ICT in academic counselling? (Tickmultiple 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 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!