

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/were employed: _____

6. Number of years you are associated with IGNOU: _____

Section B: Use of ICT Tools in Academic Counselling

7. Which mode of academic counselling you think is more useful in your subject: (Tick multiple options, if required)

Face-to-Face Online Teleconferencing Radio Counselling Swayam Prabha
 Social Media

8. Do you think academic counselling sessions provide opportunities for interaction and discussion?

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

9. In your opinion how useful are academic counselling sessions in enhancing learners' subject knowledge and clarifying their doubts?

Very Useful Useful Neutral Not Very Useful Not Useful

10. Do you think the ICT integration is more effective in the teaching-learning process?
 Very Effective Effective Neutral Ineffective Very Ineffective

11. In your opinion, which ICT tool(s) is more effective for academic counselling in your subject 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) _____

12. What are the key benefits of using ICT in academic counselling in your subject? (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) _____

13. 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

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

15. Any additional comments:

Thank you for your valuable feedback!