INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Centre for Internal Quality Assurance

Academic Counsellor's Feedback Form (2025–2026)

Dear Academic Counsellor,

This feedback form is designed to collect your valuable views on the integration and use of Artificial Intelligence (AI) in the Teaching–Learning Process in Open, Distance and Digital Learning (ODDL) at IGNOU.

As you know, IGNOU is actively transitioning into an "Agentic AI University" to modernize distance learning. The goal is to leverage AI to make education more accessible, personalized, and interactive; aligning with the principles of NEP 2020 and India's AI Mission.

Your responses will help the University in strengthening quality teaching practices and effective adoption of AI-enabled educational tools.

Section A: General Information

1. Name (Optional): _____
2. Learner Support Centre (LSC) Name and Code: _____
3. Programme(s) Handled: _____
4. Academic Counselling Experience:
    - ☐ < 5 years
    - ☐ 5–10 years
    - ☐ 10–20 years
    - ☐ > 20 years

Section B: Awareness and Usage of AI Tools

5. Are you aware of Artificial Intelligence (AI) tools used in teaching-learning? ☐ Yes ☐ No

5. a. If yes, which AI tools are you familiar with? (Check all whichever is applicable)

☐ ChatGPT ☐ Grammarly ☐ Gemini ☐ Perplexity ☐ Claude ☐ Grok ☐ AI-based

☐ LMS tools ☐ Any other (please specify) _____

5 b. How frequently do you use AI tools for your academic work?

☐ Daily ☐ Thrice a week ☐ Once a week ☐ Once a fortnight ☐ Once a month ☐ Rarely

5 c. In which areas do you use AI tools? (Check all whichever is applicable)

- Preparation of PPTs
- Student engagement activities
- Assessment
- Explaining concepts to learners
- Preparing for counselling sessions
- Providing feedback to learners
- Administrative work
- Research
- Any other (please specify) _____

Section C: Perception of AI in ODDL

6. AI enhances effectiveness of academic counselling

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

7. AI helps in explaining difficult concepts to the learners.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

8. AI contributes to improved learner engagement during counselling sessions.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

9. AI supports personalised learning.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

10. AI reduces preparation time for counselling sessions.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

Section D: Challenges in Using AI

11. What are the major challenges you face while using AI tools? (Check all that apply)

☐ Lack of training

☐ Limited access to AI tools

☐ Ethical concerns (plagiarism/misuse)

☐ Data privacy issues

☐ Lack of institutional support

☐ Resistance to change

☐ Expensive paid tools

☐ Lack of policy

☐ Other (please specify) _____

Section E: Suggestions for Improvement

12. What are the major benefits of AI in ODDL according to you?

13. Suggestions for improving AI integration in academic counselling:

14. Any additional comments:

Thank you for your valuable feedback!

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