INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Centre for Internal Quality Assurance

Learner's Feedback Form (2025–2026)

Dear Learner,

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 of the Feedback Form 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. Programme Name: _____
2. Year of Registration:
3. Age (in years):
4. Gender: (Please √) 1) Male 2) Female 3) Third gender
5.
6. Location: Rural/ Urban
7. Level of Study: (This is already covered under Question 1)
    - ☐ Certificate
    - ☐ Diploma
    - ☐ Undergraduate
    - ☐ Postgraduate
    - ☐ Others: _____
8. Mode of Study:
    - ☐ Online mode
    - ☐ Open and Distance Learning mode

Section B: Awareness and Usage of AI Tools

8. Are you aware of Artificial Intelligence (AI) tools used in knowledge gaining and learning?
☐ Yes ☐ No

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

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

☐ LMS tools ☐ Any other (please specify) _____

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

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

☐ Rarely

8 c. In which areas do you use AI tools? (Check all that apply)

- Understanding the content
- Easy explanation of the difficult topics and complex concepts
- Query resolution
- Getting assistance for assignment preparation
- Additional Learning resources
- Analysis and synthesis of online content
- Preparation for Examination
- Support for project writing
- Any other (pl specify)

Section C: Perception of AI in ODDL

9. AI helps me understand concepts better
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

10. AI improves my learning efficiency.

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

11. AI supports personalised learning in ODDL
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

12. AI enhances interaction and engagement.

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

13. AI provides feedback on my work.

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

Section D: Challenges in Using AI

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

- ☐ Lack of awareness/training
- ☐ Limited access
- ☐ Security and privacy of personal data
- ☐ Difficulty in using AI tools
- ☐ Reliability of AI-generated content
- ☐ Ethical concerns (plagiarism, misuse)
- ☐ Lack of guidance
- ☐ Reduce human interaction
- ☐ Any Other (please specify) _____

Section E: Suggestions for Improvement

15. What benefits have you experienced using AI?

16. Suggestions for effective AI integration in IGNOU's ODDL System:

17. Any additional comments:

Thank you for your valuable feedback!

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