

ANALYSIS REPORT
ON THE FEEDBACK OF SUBJECT EXPERTS
ON THE THEME
'INTEGRATION OF ICT IN COUNSELLING IN OPEN AND
DISTANCE LEARNING (ODL)'

A total of 22 respondents i.e. the Subject Experts responded to all 9 questions (S. No. 7 to 15 of the Feedback form). The question-wise consolidated Feedback of the Subject Experts related to the programmes of SOTST is as under:

Section B : Use of ICT Tools in Academic Counseling

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

<input type="checkbox"/> Face-to-Face	19
<input type="checkbox"/> Online	11
<input type="checkbox"/> Teleconferencing	04
<input type="checkbox"/> Radio Counselling	02
<input type="checkbox"/> Swayam Prabha	04
<input type="checkbox"/> Social Media	02

2. **Do you think academic counseling sessions provide opportunities for interaction and discussion?**

<input type="checkbox"/> Yes, a lot	18
<input type="checkbox"/> Yes, to some extent	04
<input type="checkbox"/> Neutral	NIL
<input type="checkbox"/> No, not much	NIL
<input type="checkbox"/> No, not at all	NIL

3. **In your opinion how useful is academic counseling sessions in enhancing learners' subject knowledge and clarifying their doubts?**

<input type="checkbox"/> Very Useful	13
<input type="checkbox"/> Useful	08
<input type="checkbox"/> Neutral	NIL
<input type="checkbox"/> Not Very Useful	NIL
<input type="checkbox"/> Not Useful	NIL

4. **Do you think the ICT integration is more effective in the teaching-learning process?**

<input type="checkbox"/> Very Effective	13
<input type="checkbox"/> Effective	07

- | | |
|---|-----|
| <input type="checkbox"/> Neutral | 02 |
| <input type="checkbox"/> Ineffective | NIL |
| <input type="checkbox"/> Very Ineffective | NIL |

5. In your opinion, which ICT tool(s) is more effective for academic counselling in your subject in ODL? (Tick multiple options, if required)

- | | |
|--|-----|
| <input type="checkbox"/> Teleconference (Gyan Darshan) | 12 |
| <input type="checkbox"/> Swayam Prabha | 08 |
| <input type="checkbox"/> Interactive Radio Counselling (GyanVani) | 07 |
| <input type="checkbox"/> Web conferencing (Zoom, Teams, etc.) | 14 |
| <input type="checkbox"/> Chat platforms (WhatsApp, Telegram, etc.) | 04 |
| <input type="checkbox"/> Learning Management Systems (LMS) | 09 |
| <input type="checkbox"/> Social media platforms (Facebook, YouTube, etc) | 06 |
| <input type="checkbox"/> E-mail | 03 |
| <input type="checkbox"/> Any other (please specify) _____ | NIL |

6. What are the key benefits of using ICT in academic counselling in your subject? (Tick multiple options, if required)

- | | |
|--|-----|
| <input type="checkbox"/> Accessibility | 14 |
| <input type="checkbox"/> Convenience | 12 |
| <input type="checkbox"/> Improved two-way Communication | 13 |
| <input type="checkbox"/> Enhanced engagement with the course content | 07 |
| <input type="checkbox"/> Personalized support | 09 |
| <input type="checkbox"/> Cost-effectiveness | 09 |
| <input type="checkbox"/> Time efficiency | 14 |
| <input type="checkbox"/> Any other (please specify) _____ | NIL |

7. How frequently you think ICT-based academic counseling should be organised for effective teaching-learning?

- | | |
|---------------------------------------|-----|
| <input type="checkbox"/> Daily | 01 |
| <input type="checkbox"/> Weekly | 13 |
| <input type="checkbox"/> Monthly | 04 |
| <input type="checkbox"/> Occasionally | 02 |
| <input type="checkbox"/> Never | NIL |

Section C : Suggestions for Improvement

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

- Easily accessible course materials availability in online print mode as well as interesting 3-D video on particular topic, objective, short & long question-answers also available for students.
- Academic counselling in ODL should be more learner-centric since learners are from varied social background.

- I suggest that the committee consider implementing some form of outside learning as it suits some students better than other learning methods.
- Choosing appropriate TECHNOLOGY, logical mix of information (text, Online tools, CAT tools etc.) both theoretically and practically befitting the course contents for assimilation by the learners, developing tools to address the issues of heterogeneous learning communities of students.
- Regular Training workshops for counselors on digital platforms, upgrading infrastructure in regional centres, and multilingual content delivery for inclusive learning.
- Integrate interactive platforms, personalized feedback systems, instant doubt resolution tools, AI-driven doubt resolution, and real-time virtual sessions. Enhance accessibility via mobile apps and multilingual content. Regular training for counselors ensures engagement, empathy and tech proficiency-bridging gaps in learner support.
- It should be more learner-centric, more effective and should be related to course content.
- Academic counseling in ODL should be more learner-centric since learners are from varied social background.
- Academic Counseling in ODL should be more learner-centric to address the needs of the students who come from different socio-cultural backgrounds.
- Equip Students with the necessary digital literacy skills to effectively use of ICT for learning and counseling. Provide teachers with comprehensive training on using ICT effectively for counseling and support.
- The ICT-based platform must also be compatible with Indian Languages.

9. Any additional comments:

- Don't remove face to face interactions.
- In the emerging era technology has key role in education and becoming essential for addressing the multiple issues of new learner.
- ICT Integration should be tailored to the needs of regional learners. Local language support and offline access options can bridge the digital divide effectively.
- Yes, one key addition-human connection must not be lost. In ODL, tech enables reach, but it's empathy, timely support, and emotional engagement that truly retain and empower learners. Systems must remember behind every screen is a soul seeking meaning, not just content.
- Develop and implement clear ethical guidelines for online counseling practices to ensure confidentiality and professionalism.
