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(Established by Government of Gujarat)

Action Taken Report (ATR) On Feedback Analysis (2020-21)

Centre for Internal Quality Assurance (CIQA)

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June – 2021

Feedback from Stakeholders on various aspects:

Centre for Internal Quality Assurance (CIQA) made a tradition to mandatorily collect feedback from stakeholders' i.e. Learners, Alumni, Academic Counsellors, Teachers/Academicians, Subject Experts and Employers of the Learners of our university. CIQA collects and analyse the feedback received and make suggestions to appropriate bodies so as to initiate the action for improvement. In past it is used to be collected manually, but during pandemic the process of collecting the feedback has been shifted and it has been made system supported & online

Objective:

The objective of the exercise is to correctly gauge the impact of all the efforts taken by the university at all levels on the various stakeholders. The university wants that the benefits of various services must reach to all its stakeholders. This feedback is collected and trends generated through statistical analysis. Based on the opinions of the stakeholders, further action is taken by the administration.

Methodology:

- Feedback on curriculum is collected from the learners by uploading the Feedback Forms at the university website. It is collected online and brought to the CIQA for its analysis. The Statistical data is handed over to the concern schools of study and concern division/department. Further suggestions are incorporated by the departments, academic planning board and governing body.
- Alumni Feedback is collected during alumni meetings and even online. The filled in forms are sent for further action.
- Feedback is collected from Academic Counsellors as well by uploading the feedback forms on the portal. Subsequent action is similar to the other forms.
- The Teachers/Academicians or peers also give their feedback which is available on the portal and the received data gets forwarded to the authorities for further action.
- The Subject Experts who are associated with the university are also incorporated in this feedback system; the feedback is collected from the subject experts by sending physical forms/link for the online system. Later data are analysed for further action.
- Employers' Feedback is also collected either in person or online for further action.

The Centre for Internal Quality Assurance collects inputs and suggestions from the stakeholders and further action to be taken is discussed with concern schools, divisions, departments and authorities. The decisions taken by the authorities are forwarded for action to be initiated.

Action Taken on the Feedback Analysis Report on the Feedback received from the various Stakeholders:

1. **Designing Programme Guide:** The University has prepared programme guides for the learners of different programmes including the details of programme structure, project/dissertation, and evaluation framework.
2. **In-time dispatch of the Self-Learning Materials to the learners**
Based on the feedback analysis, University started following single mode of delivery of SLM i.e. collect the material from Regional Centre/Registered Learner Support Centre whichever is convenient to the Learner. University transports the material to its Regional Centres and Learner Support Centres and learner may collect it from the nearest location. Apart from the above, if a learner finds it convenient to collect the SLM from the University's head-quarter is also permitted to get the material issued from the Material Production and Distribution Division at the university. The entire system of issue of SLM is automated, and the issue is followed by a SMS alert to the learner so that the learners get updated that the material has been dispatched by the University and he/she can track it on his/her own.
3. **Providing study material aids like audio/video material**
To provide on demand counselling to the learners, university decided to provide additional teaching-learning aid in the form of audio/video material to the learners. By working on it consequently the University has seen increased the number of video lectures. In the year 2020-21, the university produced 836 videos of different programmes which are freely available on the official YouTube Channel and on the University website.
4. **Using Open Educational Resources/Digitized Course Material for Self-Learning Material**
To provide globally acclaimed Study Material to the learners, university decided to use Open Educational Resources/Digitized Course Material for Self-Learning Material and university implemented an OER Policy.
5. **Audit Process for the Design and Development of Self-Learning Material and eSLM and Audio/Video Content:** The University has developed a system of conducting audit of

Self-Learning Material and eSLM and Audio/Video Content in order to improve the quality of SLMs.

6. Training the academic counsellors for training learners more conceptually
University decided to conduct various webinars and workshops to train the trainers i.e. workshop for the counsellors to differentiate the teaching process for the learners from the conventional university.
7. Making the counselling sessions more interactive by using Technology Enabled Learning Methodology
University in the CIQA committee decided to increase the use of Technology Enabled Learning Methodology in the counselling to make the counselling sessions more interactive. Moreover the University organised a series of capacity building workshops and training programmes of the faculty members to operationalize the LMS of the University.
8. Reaching out to more number of learners using various Web conferencing tools
In the pandemic, the learners were unable to attend the counselling sessions because of lockdown, hence university decided to provide counselling to the learners by using various web conferencing tools like Zoom, Google Meet, Cisco Webex, Microsoft Teams.
9. Mentoring System: The University has introduced mentoring system through Telegram and WhatsApp. The University is having department wise mentoring groups and broadcasts mentored by faculty members of the University covering all newly enrolled learners. Besides the mentoring groups, all the academic departments are having WhatsApp or telegram groups of the learners of each semester for providing academic assistance and information.
10. Providing learner centric services to submit the assignments and get it evaluated in time
In the pandemic, the learners were unable to submit the assignment to the learner support centres or at regional centres. Moreover the LSCs and RCs were not able to send the assignments to the experts for evaluation. Hence university decided to provide the facility to the learners to submit the assignment online through web portal /e-mail and the same is sent to the expert for evaluation. So the process of submission of assignment and evaluation may not get delayed.
11. Providing the detailed and clear instructions on Examination procedures to the learners

To provide more opportunity to the learners to appear for the examination, university has decided to inform about the schedule and procedure for the examination to all the eligible learners through SMS, Whatsapp and different social media platforms.

12. Providing the results and grade card on time to the learners at door step by the registered post

Through Feedback Analysis University found that there was bit delay in delivery of results and grade card to learners because of various reasons. University decided to generate the grade cards and mark sheets in bulk through a batch process and deliver the same on time to the learners at door step by the registered post

13. Placement Support from Learner Support Centre, Regional Centre and University

University established a Placement Cell at Headquarter where Regional Directors and LSC Coordinators were involved in to the placement activities so that each learner may get the placement support at his/her own region.

14. Support from University for Innovation and Start-up

University started putting efforts to bring awareness about start-up and innovation in learners as well as to develop innovation and start-up ecosystem in the university; Hence University established "Dronacharya – Centre for Innovation, Start-up and Entrepreneurship" under the Government of Gujarat's Student Start-up and Innovation Policy (SSIP).

15. The collaboration between industry and academia to make the ODL programmes more employment oriented.

To provide more placement opportunity to the learners and to make the ODL programmes more employment oriented, university decided to collaborate with various industry and academia.

16. University Policies: The University has implemented number of policies which include Credit Transfer policy, OER policy, IT Policy, Inclusive Education Policy, TEL Policy etc.