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**Dr. Babasaheb Ambedkar
Open University**

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ALUMNI FEEDBACK ANALYSIS REPORT (2020-21)

Centre for Internal Quality Assurance (CIQA)

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Introduction:

The Centre for Internal Quality Assurance (CIQA) of the university has continuously been working on quality improvement and the betterment of learners' learning experiences. In order to analyse the lag areas of the university and scope for further improvement, feedback from various stakeholders have been received. This report focuses on the feedback of Learners on various teaching – learning and evaluation process.

Data Collection and Analysis:

An effort was made to receive feedback from all the Alumni from different Learner Support Centres of the university. For this purpose, various physical forms have been designed and circulated to all the Learner Support Centres (LSCs) at the end of the term. These forms are being filled by the Alumni and submitted to the LSCs. LSCs further submit the forms to Centre for Internal Quality Assurance (CIQA) of the university. Where the data entry of all the forms is being done and exhaustive collection of data is being prepared so that various reports can be prepared.

Last year due to pandemic situation university has designed google forms to collect the feedback from various stake holders and the link or the same was sent to learners through SMS and email. University received tremendous response from all the stakeholders and received the feedback from them.

As many as 221 responses have been received from the Alumni which are on Quality of

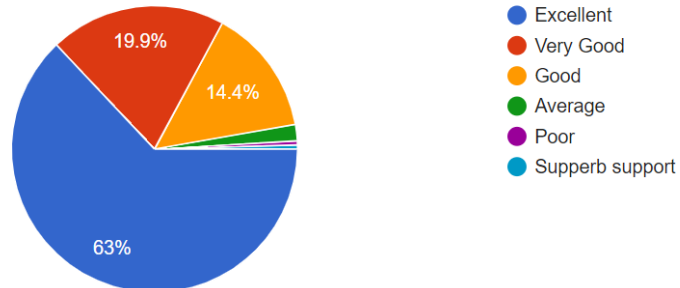
- Benefits of Teaching Method (E-SLM, Online Counselling,
- Lab Experience, Audio/Video Lectures),
- Benefits of Technology Enabled Learning (TEL)
- Availability and Suitability of Video Lectures,
- Availability and Suitability of SLM and ELM
- Overall satisfaction from the course,
- Functionality of the University Website
- Responsiveness of the University Authorities
- Placement Support from Study Centre and University

In order to arrive to comprehensive results, useful statistical tools have been used. For the effective presentation of the data, various types of graphs have been prepared.

Alumnis' Feedback:

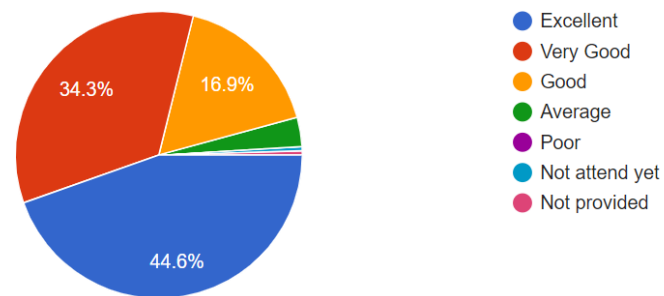
1. Benefit of teaching methods (E-SLM, online Counselling, Lab experience, A/V lectures etc.)

216 responses



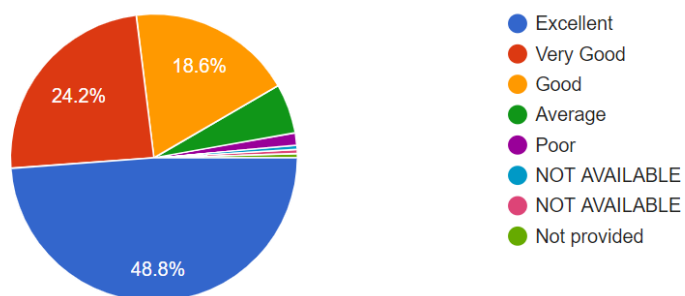
2. Benefit of Technology Enabled Learning (TEL) with the use of various tools such as Omkar-e, Omkar, Swadhyay TV, Swadhyay Radio, Courses Channels, Mobile Apps

213 responses



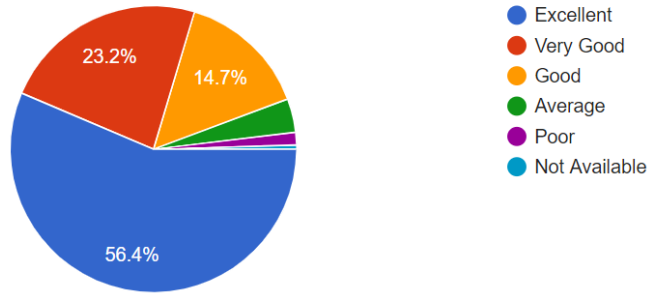
3. Availability and Suitability of Video Lectures on MOOCs platform

215 responses



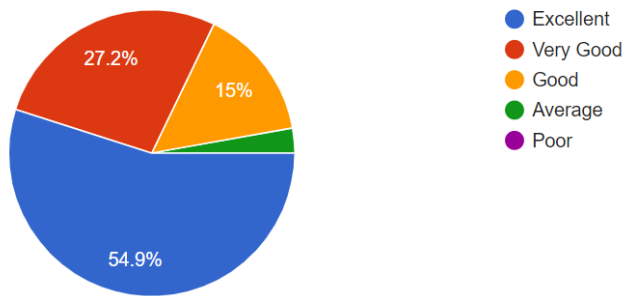
4. Availability and Suitability of Self Learning Material/e-SLM

211 responses



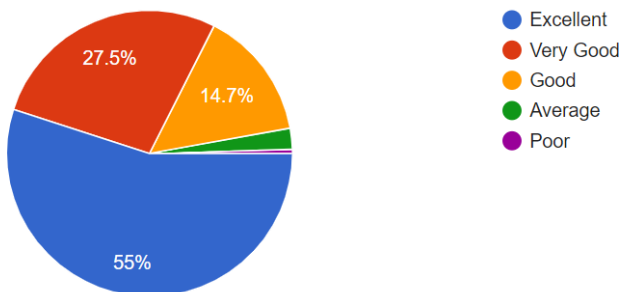
5. Rate the learning value (in terms of Knowledge, Concepts, Analytical abilities etc.)

213 responses



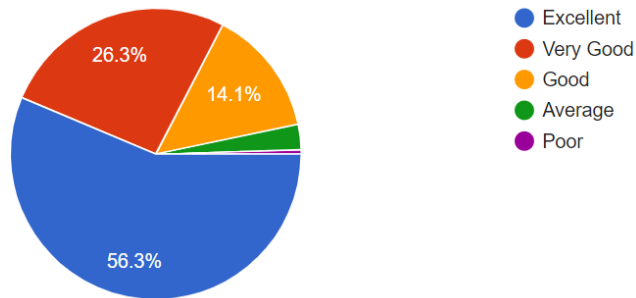
6. Rating the Course content

211 responses



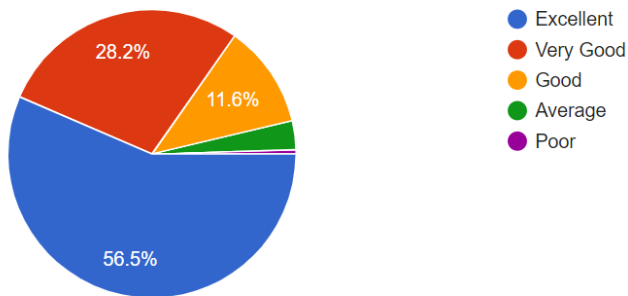
7. Overall satisfaction from the Course

213 responses



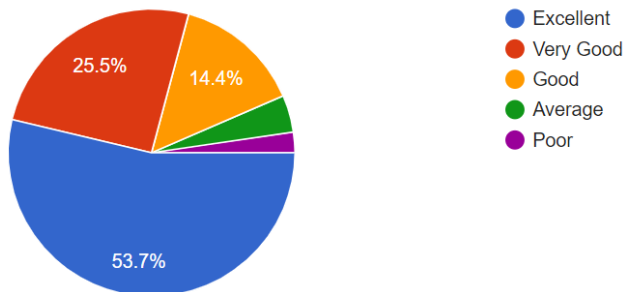
8. Functionality of the University website

216 responses



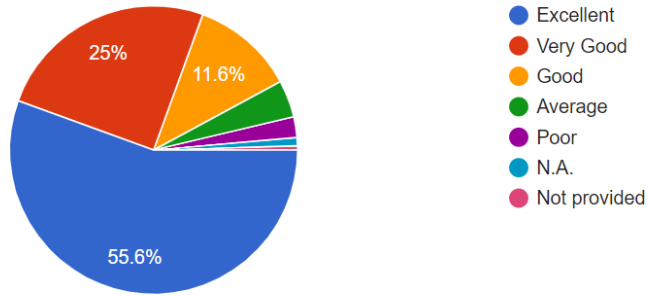
9. Responsiveness of University Authorities

216 responses



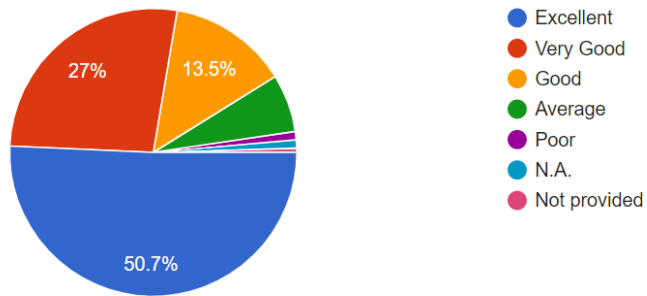
10. Placement Support from Study centre and University

216 responses



11. Support from University for Innovation and Start-up

215 responses



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