



**Dr. Babasaheb Ambedkar
Open University**
(Established by Government of Gujarat)

COUNSELLORS' FEEDBACK ANALYSIS REPORT (2020-21)

Centre for Internal Quality Assurance (CIQA)

Dr. Babasaheb Ambedkar Open University

'Jyotirmay' Parisar, S - G Highway, Chharodi, Ahmedabad - 382 481.

Contact: +91 79 29796223, 24, 25 Toll Free No.: 1800 233 1020

Email: info@baou.edu.in | Web: <https://baou.edu.in>

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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 Academic Counsellors on Course Curriculum caters to the need of learner, relevance of course, Learning Outcome, Accordance of curriculum with subject requirement and market need, Integration of technology in teaching-learning, Frequency of modification of curriculum, Quality of Self-Learning Material, and other relevant topics.

Data Collection and Analysis:

An effort was made to receive feedback from all the Teachers and Academics from different Learner Support Centres and Regional Centres of the university. For this purpose, various physical forms have been designed and circulated to all the RCs and LSCs at the beginning of the term. These forms are being filled by the Academic Counsellors and are submitted to the 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.

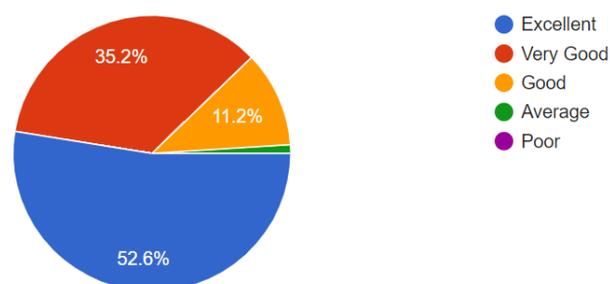
Last year due to pandemic situation university has designed google forms to collect the feedback from various stake holders and the link or the same was sent to Academic Counsellors through SMS and email. University received tremendous response from all the stakeholders and received the feedback from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

As many as 198 responses have been received from the Teachers and Academics. The responses were mainly on the Quality of Course Curriculum caters to the need of learners, relevance of course, Learning Outcome, Accordance of curriculum with subject requirement and market need, Integration of technology in teaching-learning, Frequency of modification of curriculum, Quality of Self-Learning Material, and other relevant topics. 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.

Academic Counsellors' Feedback:

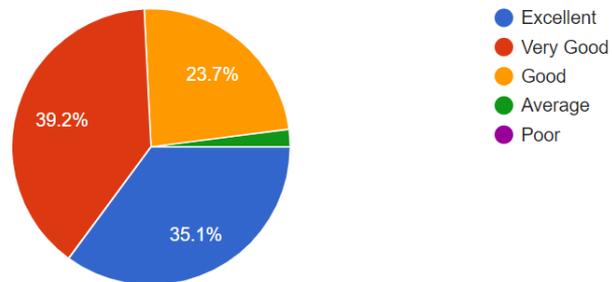
1. There is conceptual clarity in the content of the course.

196 responses



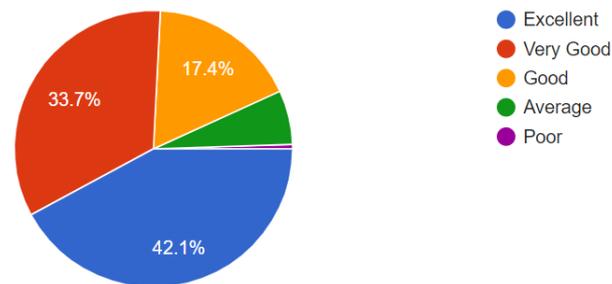
2. 'Check Your Progress exercises' provided in the unit facilitate learning.

194 responses



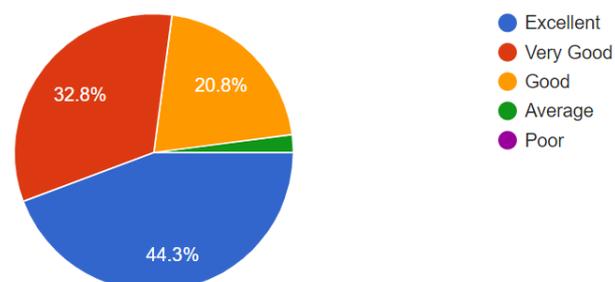
3. The content is well illustrated with examples, figures and diagrams/charts.

190 responses



4. The language used in the course units is easily comprehensible.

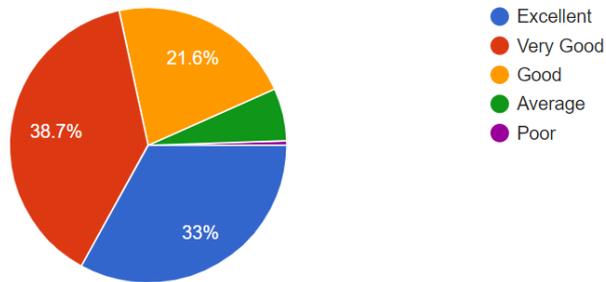
192 responses



5. Suitability of course and meeting of requirements of learners



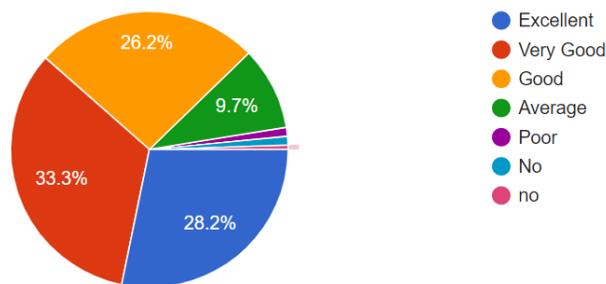
194 responses



6. The learners express difficulties related to course content (conceptual clarity, check your progress exercises, language of content).



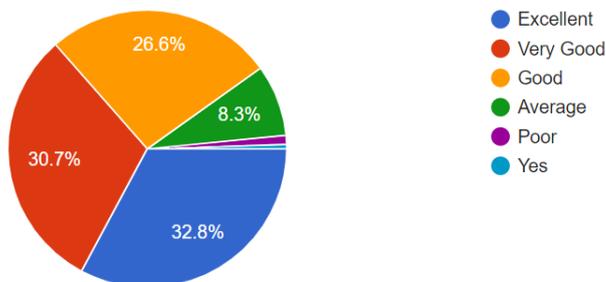
195 responses



7. The learners are keen to use e-SLM for studying the course.

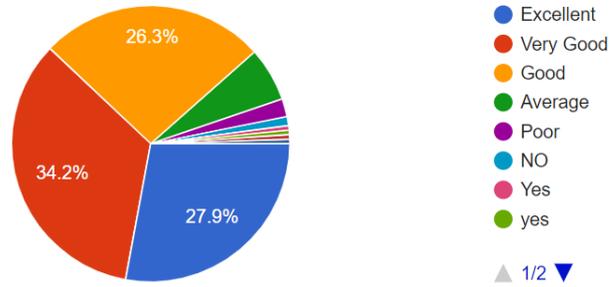


192 responses



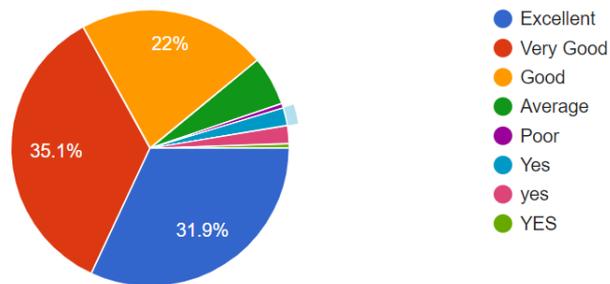
8. whether Open Educational Resources (OER) / digitized course material can replace the printed self learning materials for PG Courses?

190 responses



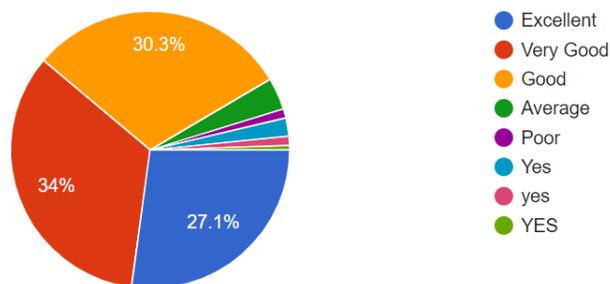
9. Whether Self-Learning Material is available before counselling session?

191 responses



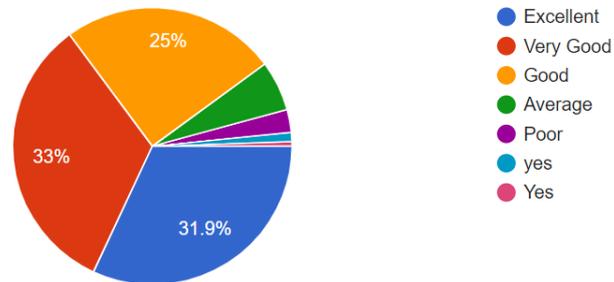
10. The prescribed number of theory counselling sessions are adequate.

188 responses



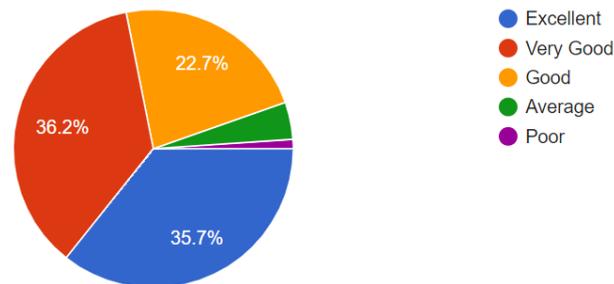
11. The attendance of students is generally good in the counselling sessions.

188 responses



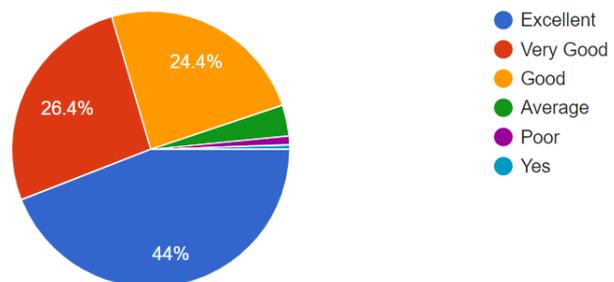
12. Usefulness of interactivity of learner with counsellors.

185 responses



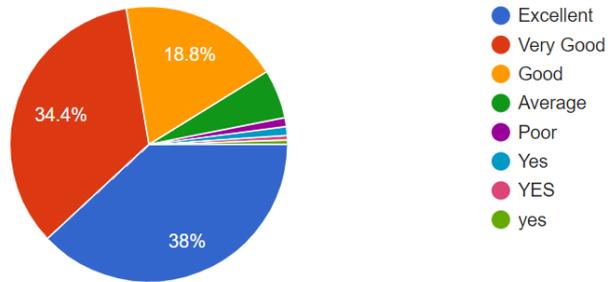
13. The behavior and services provided by the support staffs in the study centre is cordial and adequate.

193 responses



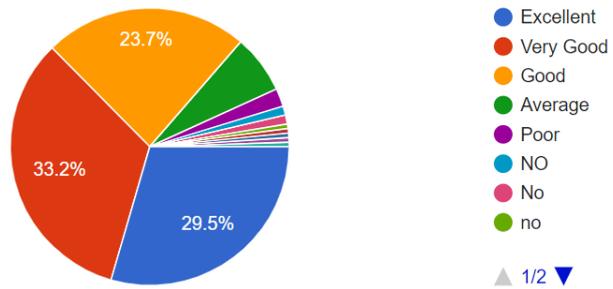
14. Whether the counsellors inspire learners for ethical conduct ?

192 responses



15. The learners expect 'lecture' method instead of counselling.

190 responses



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