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Open University**
(Established by Government of Gujarat)

LEARNERS' 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 learners 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 learners 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.

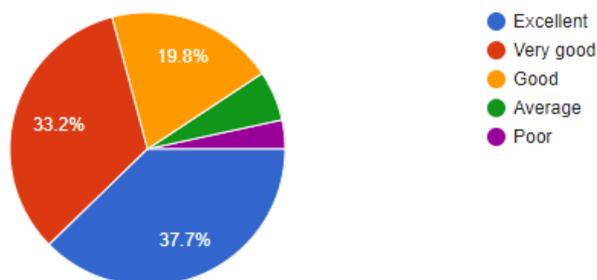
As many as 1946 responses have been received by the learners which are on Quality of Syllabus-Self Learning Material (SLM), Regularity and Effectiveness of Academic Counselling Process, Performance of the Counsellors, Support from Learner Support Centres, Evaluation of the Assignments, Examination and Evaluation Process etc. 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.

Learners' Feedback:

Learners' Feedback on Availability of Self-Learning Material and Quality of Content:

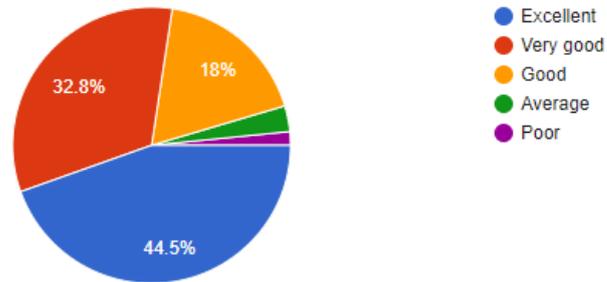
1. The learning materials were received on time.

1,808 responses



2. Concepts are clearly explained in the printed Self Learning Material.

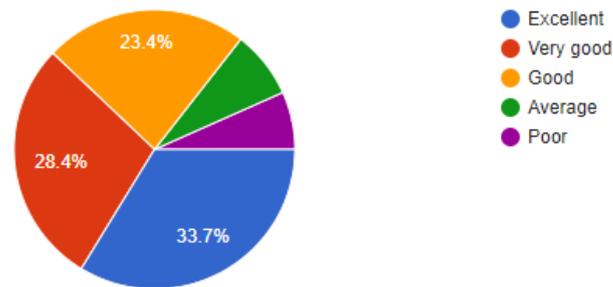
1,888 responses



Learners' Feedback on Availability of Audio/Video Content of Learning Material:

3. Study material Aids (like video /audio) available.

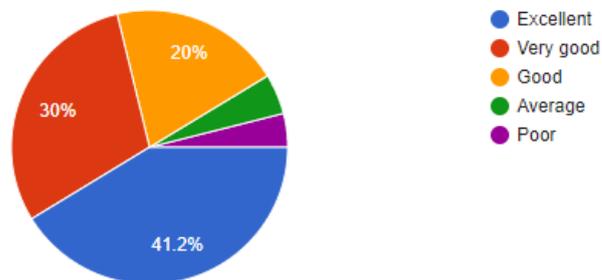
1,824 responses



Learners' Feedback on Academic Counsellors and Counselling Activities:

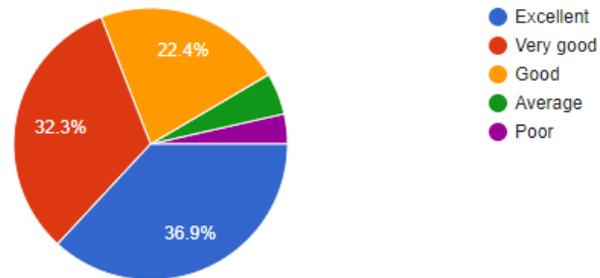
4. Academic counsellors explain the concepts clearly.

1,811 responses



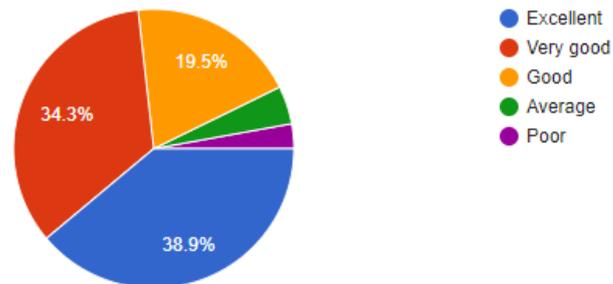
5. The counselling sessions were interactive.

1,820 responses



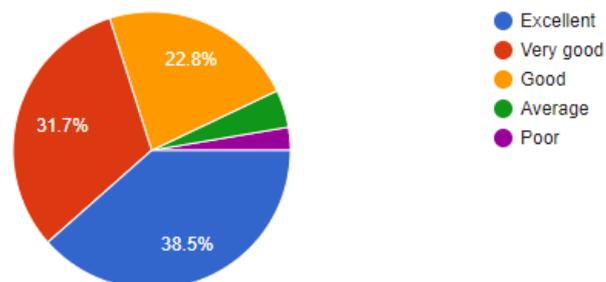
6. Studying in the programme/course provided the knowledge of the subject

1,811 responses



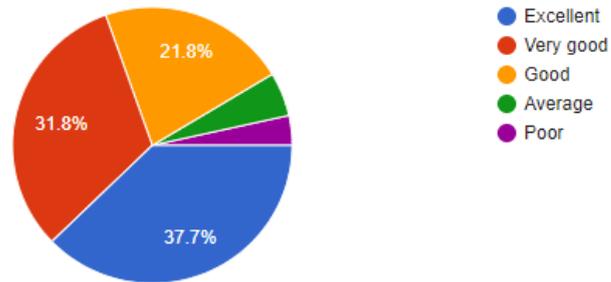
7. Academic counselling sessions are well organized.

1,823 responses



8. Changes in the counselling schedule were communicated to you on time

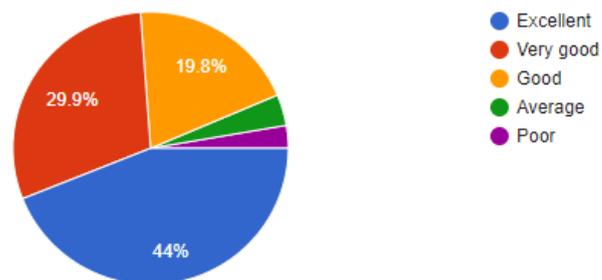
1,812 responses



Learners' Feedback on Contentious Evaluation / Assignments and evaluation:

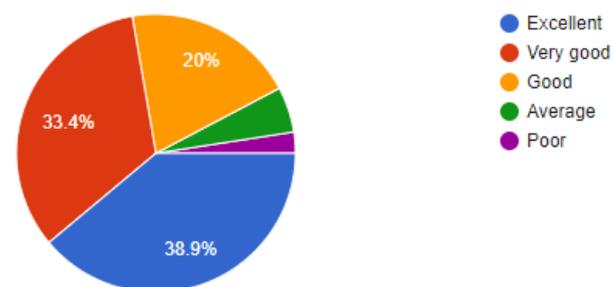
9. Assignments are evaluated in time.

1,815 responses



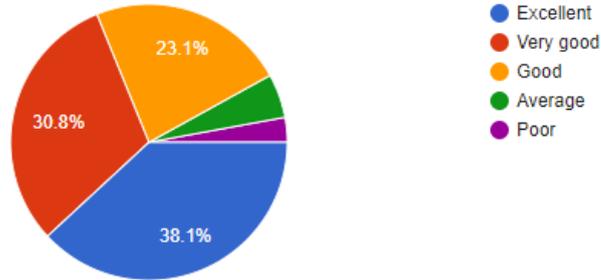
10. Feedback on the assignments helped in clarifying the concepts.

1,833 responses



11. Project proposals are clearly marked and discussed.

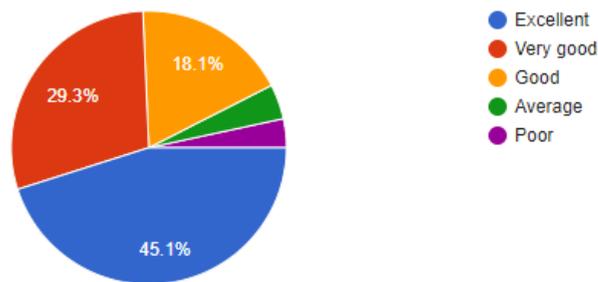
1,827 responses



Learners' Feedback on Support from Learner Support Centre Staff :

12. Personnel in the study centres are helpful.

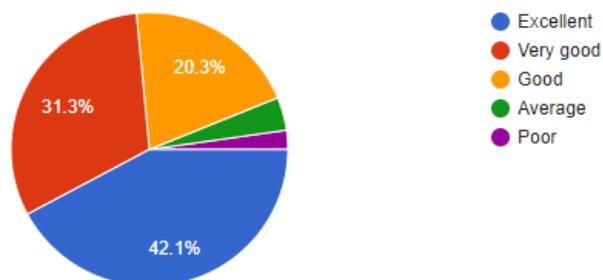
1,846 responses



Learners' Feedback on Examination Process:

13. Examination procedures were clearly provided.

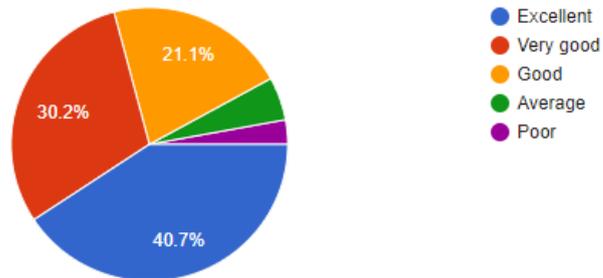
1,815 responses



Learners' Feedback on Evaluation and Result Process:

14. Results and grade card of the examination were provided on time

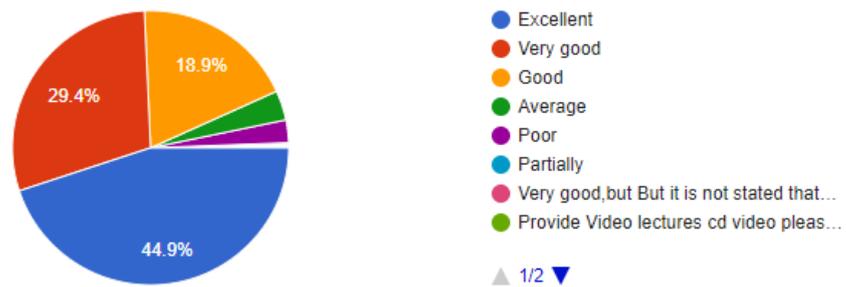
1,803 responses



Learners' Overall Feedback:

15. Overall, I am satisfied with the programme.

1,832 responses



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