



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL SERVICES DIVISION**

**FEEDBACK ANALYSIS REPORT OF ACADEMIC COUNSELLORS ON THE
TEACHING- LEARNING PROCESS**

1.0: Preamble

Feedback is an important and constructive tool .it creates a healthy environment, boosting productivity and engagement, and further achieving better results. It positively influences communication, team members' interaction and teamwork results in different fields. It plays the crucial role **in education and learning** by helping adopt new knowledge sooner and avoid repetitive mistakes. The Effective feedback (both positive and negative) is very helpful. The process of obtaining **continued** feedback is important across the entire organization in order to remain aligned to goals, create strategies, develop products and services improvements, improve relationships, and much more.

The term 'Academic Counsellor' is used for the person, who has a combined function of tutoring as well as counselling. In general, counselling is person specific, and also related to personal and individual needs. The learners receive a crucial human interface and support towards resolving their queries, doubts, any any other academic support in attaining the objectives of instructional design. The activity that takes place during the counselling sessions (face-to face contact programme) also includes the judicious mix of other supplementary support like audio/video and similar such support including other electronic and social media and follow the multimedia approach of extending counselling support. The assignments in each of the Programmes of IGNOU perform a very important pedagogical role; it is a tool for the continuous evaluation in the form of feedback from the academic counsellors to sustain motivation and joyful learning.



Role of Academic Counsellor in ODL System

The academic counsellors in the distance education system bridge the gap between the learner and the teaching institution. They play a key role in enabling the students to become an active and effective learner. They set the context, help students pose questions to explore, stimulate problem solving, and give the students tools and resources to use so that they can construct knowledge.

2.0: About the Academic Counselling

Academic Counselling is an important activity in distance education and is entirely different from the usual classroom teaching. Counsellors answer to the learners' questions in counselling sessions, besides clarifying their doubts and helping them to overcome difficulties they may face while going through the self-learning materials. These counselling sessions also offer the students an opportunity to interact with their peers. The counsellors perform various roles, such as facilitating learners about the subject matter content, assessing assignments, providing motivation and encouragement and supervising research/term papers/project work. Since counselling is such an important component of distance education, it is necessary to understand the concept. The activities of academic counselling are broadly divided into the three parts: i) Informing ii) Advising & iii) Counselling.

The counselling sessions (theory) are usually not compulsory for the learners to attend, but these sessions are considered highly useful for the learners in the progress of their study.

3.0: Methodology

The feedback questionnaire provided by CIQA was divided into two parts. In first part the basic information and the second part was related to the feedback of academic counselors on **Likert's**

five point rating scale (Strongly agree, Agree, Neutral, Disagree and Strongly disagree), total 15 items were taken related to academic counselling, SLMs, student support services, evaluation etc.

The questionnaire was converted into Google form (for the sake of timely receipt and analysis of the feedback input) at RSD and the link of Google form has been shared with all 56 Regional Centres of IGNOU. The Regional Centres further shared the link with their Academic Counsellors through SMS and emails. In the present study the descriptive survey method was used to find out the result as per the objective of study through questionnaires. Through this Google form, total 3270 Academic Counsellors have submitted their feedback.

Brief Profile of Academic Counsellors (Gender/Categories wise)

| Sl.No | Gender | No. of ACs | % of ACs | General | SC | ST | OBC | Total |
|-------|--------------|-------------|---------------|-------------|------------|------------|------------|-------------|
| 1 | Male | 1959 | 59.90 | 1393 | 145 | 76 | 345 | 1959 |
| 2 | Female | 1311 | 40.10 | 932 | 98 | 51 | 230 | 1311 |
| | Total | 3270 | 100.00 | 2325 | 243 | 127 | 575 | 3270 |

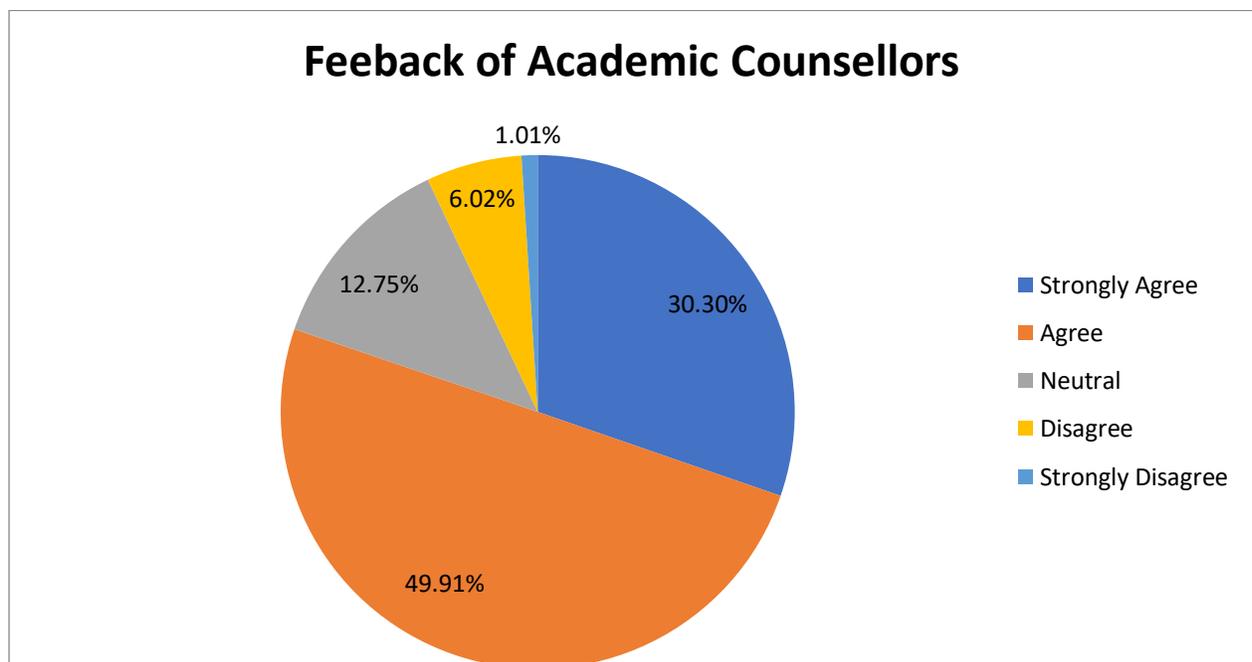
4.0: Feedback of Counsellors

Item wise Feedback of Academic Counsellors on the five point Rating Scale is Tabulated below:

| Sl. No. | Item | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---------|--|----------------|--------|---------|----------|-------------------|
| 01 | Content Coverage in the Self Learning Material (Blocks and Units) is adequate. | 45.50% | 48.10% | 4.00% | 2.10% | 0.30% |
| 02 | The content is well illustrated with examples, figures and diagrams/charts. | 43.30% | 48.10% | 6.40% | 1.90% | 0.30% |

| | | | | | | |
|----|---|--------|--------|--------|--------|-------|
| 03 | There is a conceptual clarity in the content of the course. | 40.30% | 51.60% | 6.50% | 1.50% | 0.10% |
| 04 | The language used in the course units is easily comprehensible. | 39.70% | 50.50% | 7.50% | 2.00% | 0.30% |
| 05 | The difficulty level of the course is as per programme level. | 22.50% | 55.60% | 16.90% | 4.50% | 0.40% |
| 06 | The self-check exercises provided in the unit facilitate. | 31.5% | 57.90% | 8.80% | 1.7% | 0.10% |
| 07 | The assignments in the course effectively serve the twin purpose of teaching-learning and continuous assessment. | 43.80% | 47.90% | 6.20% | 1.80% | 0.40% |
| 08 | The non-print e-media components in the course are available to you for counselling. | 21.10% | 49.30% | 17.70% | 10.00% | 1.90% |
| 09 | The prescribed number of theory counselling sessions are adequate. | 17.30% | 44.50% | 15.20% | 18.10% | 4.90% |
| 10 | The prescribed number of practical counselling sessions (if applicable) are adequate. | 18.50% | 42.80% | 25.70% | 10.60% | 2.30% |
| 11 | The learners are keen to use the e-self learning material for studying the course | 20.10% | 51.80% | 19.40% | 8.10% | 0.70% |
| 12 | The counselling sessions are generally conducted as per schedule. | 45.20% | 46.80% | 5.90% | 1.60% | 0.50% |
| 13 | The attendance of students is generally good in counselling sessions. | 24.10% | 51.20% | 15.20% | 8.20% | 1.30% |
| 14 | The learner except lecture method instead of counselling. | 23.60% | 52.60% | 17.50% | 6.00% | 0.30% |
| 15 | The learner express difficulties related to course content (conceptual clarity, self-check questions, language of content). | 18.00% | 50.00% | 18.40% | 12.20% | 1.40% |

Based on above data, the overall attitude of Academic Counsellors towards various aspects of the Teaching-Learning Process of IGNOU is presented in the pie-chart as given below:



5.0: Analysis of the Feedback received

Based on above analysis the feedback of Academic Counselors, **the item-wise/question-wise feedback may be** concluded in the following points.

| |
|--|
| <p>1. <u>Content Coverage in the Self Learning Material (Blocks and Units) is adequate</u> – The feedback received from the respondents reflect , 93.60% (Strongly Agreed - 45.50 + Agreed - 48.10) Academic Counsellors had agreed, 04% were neutral and only 2.40% Academic Counsellors of IGNOU had disagreed that Content Coverage in the Self Learning Material (Blocks and Units) is adequate.</p> |
| <p>2. <u>The content is well illustrated with examples, figures and diagrams/charts</u> - The feedback indicates, 91.40 % (Strongly Agreed - 43.30 + Agreed - 48.10)Academic Counsellors had agreed, 6.40% were neutral and only 2.20% Academic Counsellors had disagreed on the response.</p> |
| <p>3. <u>There is a conceptual clarity in the content of the course-</u> It is clearly shows 91.60% (Strongly Agreed - 40.30 + Agreed - 51.60) Academic Counsellors had agreed, 6.50% were neutral and only 1.60% Academic Counsellors had disagreed on this response.</p> |
| <p>4. <u>The language used in the course units is easily comprehensible</u> -It is clearly shows 90.20%(Strongly Agreed - 39.70 + Agreed - 50.50) Academic Counsellors had agreed, 7.50% were neutral and only 2.30% Academic Counsellors had disagreed on this response.</p> |
| <p>5. <u>The difficulty level of the course is as per programme level-</u> The feedback indicates that about 78.10% (Strongly Agreed - 22.50 + Agreed –55.60)Academic Counsellors had agreed, 16.90% were neutral and only 4.90% Academic Counsellors disagree to the response.</p> |
| <p>6. <u>The self-check exercises provided in the unit facilitate-</u>The feedback clearly indicates that about 89.40% (Strongly Agreed –31.50 + Agreed –57.90)Academic Counsellors had agreed, 8.80% were neutral and only 1.80% Academic Counsellors disagree with the response.</p> |
| <p>7. <u>The assignments in the course effectively serve the twin purpose of teaching-learning and continuous assessment-</u>It is clearly shows 91.70% % (Strongly Agreed –43.80 + Agreed –47.90)Academic Counsellors had agreed, 6.20% were neutral and only 2.20% Academic Counsellors express their disagreement on this response..</p> |
| <p>8. <u>The non-print e-media components in the course are available to you for counselling</u> - The feedback clearly indicates thatabout 70.40% (Strongly Agreed –21.10 + Agreed –49.30)Academic</p> |

Counsellors had agreed, 17.70% were neutral and only 11.90% Academic Counsellors disagree with the response

9. The prescribed number of theory counselling sessions are adequate-The feedback clearly indicates that about 61.80% (Strongly Agreed –17.30 + Agreed –44.50)Academic Counsellors has recorded their agreement, 15.20% were neutral and only 23.00% had disagreed with the response.

10. The prescribed number of practical counselling sessions (if applicable) are adequate- It is clearly shows 61.30% (Strongly Agreed –18.50 + Agreed –42.80)Academic Counsellors had agreed, 25.70% were neutral and only 12.90% Academic Counsellors had recorded their disagreement to this response.

11. The learners are keen to use the e-self learning material for studying the course- The feedback clearly indicates that about 71.90% (Strongly Agreed –20.10 + Agreed –51.80)Academic Counsellors endorsed their agreement,19.40% were neutral and only 8.80% Academic Counsellors disagreed with the response.

12. The counselling sessions are generally conducted as per schedule- The response clearly shows that about 92.00% (Strongly Agreed –45.20 + Agreed –46.80) Academic Counsellors had agreed,5.90% were neutral and only 2.10% Academic Counsellors recorded their disagreement on this query.

13. The attendance of students is generally good in counselling sessions- The feedback collected clearly shows about 75.30% (Strongly Agreed –24.10 + Agreed –51.20) Academic Counsellors had agreed, 15.20% were neutral and only 9.50% had recorded their disagreement to this response.

14. The learner accept lecture method instead of counselling- The feedback clearly shows about 76.20% (Strongly Agreed –23.60 + Agreed –52.60) Academic Counsellors had agreed, 17.50% were neutral and only 6.30% Academic Counsellors had recorded their disagreement.

15. The learner express difficulties related to course content (conceptual clarity, self-check questions, language of content) -It is clearly shows about 68.00% (Strongly Agreed – 18.00 + Agreed – 50.00) Academic Counsellors had agreed, 18.40% were neutral and only 13.60% Academic Counsellors had disagreed to this response.

6.0: Conclusion and recommendations



The above findings are the testimony of the fact that the Academic Counsellors in the distance education system bridge the gap between the learner and IGNOU in different capacity i.e. as guide, counsellor, as an evaluator and through global comments on their assignment. The academic counsellors having more than 80% are having positive response towards different activities related to counselling, Study material, evaluation and other student support services. Thus, it can be concluded that it is highly satisfactory that there is significant and positive response from the Academic Counsellors in respect of different parameters of Open and Distance Education. It can be concluded that the positive attitude of Academic Counsellors ranges from 61.30% to 93.60% across different parameters of the Attitude scale.

Having the positive note of Academic Counsellors towards Open and Distance Learning, the more involvement of academic counsellors may further be utilised for development of new programmes, collaboration for need based programmes and for strengthening the teaching learning process through a synergistic approach of both conventional and ODL systems.

7.0: Annexure

FEEDBACK FORM FOR ACADEMIC COUNSELLORS

Dear Madam/Sir,

You are requested to provide your feedback on the IGNOU course(s). Your responses will be kept confidential.

1. Name of Academic Counsellor:

Your answer

2. Gender:

Male
Female
Transgender

3. Age Group (in years):

A. 25 to 35
B. 36 to 45
C. 46 to 55
D. 56 and above

4. Category:

A. SC
B. ST
C. OBC
D. GEN

5. Mobile Number:

Your answer

6. Email id:

Your answer

7. Empanelment Id of Academic Counsellor:

Your answer

8. Name of Regional Centre:

Your answer

9. LSC Name(Code No.):

Your answer

10. Programme(s) (separate with comma):

Your answer

11. Course Code(s)(separate with comma):

Your answer

12. Total experience as Academic Counsellor in IGNOU (number of years):

- A. One
- B. One to Three Years
- C. Three to Five Years
- D. More than Five Years

13. Have you attended Orientation Programmes conducted by IGNOU: Yes/No ?

Yes
NO

FEEDBACK FORM FOR ACADEMIC COUNSELLORS

Part-2: Feedback of Academic Counsellor

Your feedback is important to us. Please rate each item on a five-point rating scale.
Strongly Agree(SA), Agree(A), Neutral(N), Disagree(D) to Strongly Disagree(SD):

1. Content Coverage in the Self Learning Material (Blocks and Units) is adequate.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

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

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

3. There is a conceptual clarity in the content of the course.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

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

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

5. The difficulty level of the course is as per programme level.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

6. The self-check exercises provided in the unit facilitate.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

7. The assignments in the course effectively serve the twin purpose of teaching-learning and continuous assessment.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

8. The non-print e-media components in the course are available to you for counselling.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

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

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

10. The prescribed number of practical counselling sessions (if applicable) are adequate.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

11. The learners are keen to use the e-self learning material for studying the course.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

12. The counselling sessions are generally conducted as per schedule.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

13. The attendance of students is generally good in counselling sessions.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

14. The learner except lecture method instead of counselling.

Strongly agree
Agree
Neutral
Disagree
Strongly disagree

15. The learner express difficulties related to course content (conceptual clarity, self-check questions, language of content).

Strongly agree
Agree
Neutral

Disagree
Strongly disagree

List the areas that need attention to bring desired improvement in the system

Your answer

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