



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
INTERNATIONAL DIVISION**

**FEEDBACK ANALYSIS REPORT OF LEARNERS ON THE TEACHING-  
LEARNING PROCESS**

**1.0: Preamble**

The Open and Distance Learning (ODL) system is recognized with features like geographical separation of learner from the teacher, flexible and lifelong learning, and self-paced learning at the convenience of learner. These features of the ODL encourage adults to pursue their goals without any isolation from their social, personal and public life. Learner centric approach in ODL makes it distinct from conventional system; therefore special stress is made on obtaining feedback and opinion of target group. The Ministry of Human Resource Development (MHRD) document titled 'Guidelines for Assessment and Accreditation' also stresses on obtaining feedback from learners on teaching, learning and support services.

**2.0: About the learner support services**

The Division was established on 16th October 1997 as a Cell and was upgraded to the status of a full-fledged Division in 2000 to meet its objectives. This Division has adopted a four-fold approach viz; collaboration, coordination, cooperation and competition for expanding IGNOU's reach in the International arena. The International Division is the nodal agency to cater to the needs of Overseas Students as well as Foreign Students Residing in India (FSRI). It has its reach to South Asian, Middle East and African nations. The University offers about 60 academic programmes to its Overseas / FSRI students.

Learner Support Service is the a life-line in Open and Distance Learning System, it play very very crucial role in delivery of education to the learners at the ground level. These are established to offer "a kit of communication channels" to the students and supplement the content of the course to enable them to interact with academic counsellors and peer group and to provide access to technological support. Learner Support Centre seeks to help the students in independent learning by means of appropriate forms of educational technologies.

**3.0: Methodology**

The objective of obtaining feedback from the international learners is to improve the teaching-learning process of the University among international students of Indira Gandhi National Open University.

The feedback questionnaire comprises 15 close ended questions, these questions are in the form of statements and learners have to express the extent of agreement

on these statements on a five point scale. There is one open-ended question seeking opinions/suggestions of learners for improvement in the teaching-learning process. A questionnaire for this purpose has been provided by Centre for Internal Quality Assurance (CIQA) for obtaining feedback from the academic counsellors of Overseas Study Centres (OSC). The analysis is based on the responses of 154 learners.

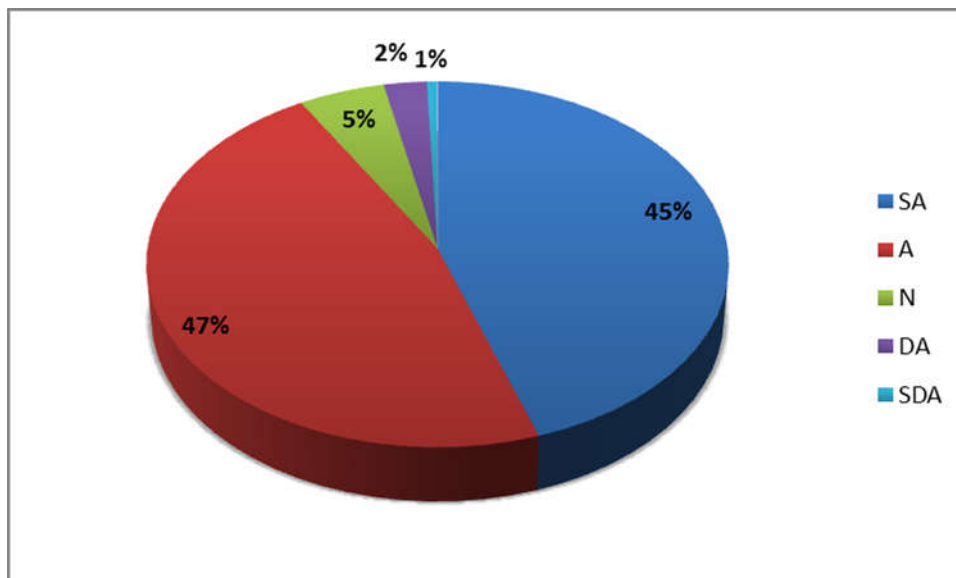
#### 4.0: Feedback of Learners

##### 1. Self Learning Materials adequately cover the entire syllabus

**Table 1**

SA	A	N	DA	SDA
69	72	8	4	1
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				

Study material is basically the base of teaching learning methodology in the Open and Distance Learning System. It is supported with various types of multi-media technology like audio-video, internet, OERs etc. Learners in their response by majority of 92% feel that study materials adequately cover the entire syllabus. This thumping response by learners speaks volumes about the content coverage in the study material.

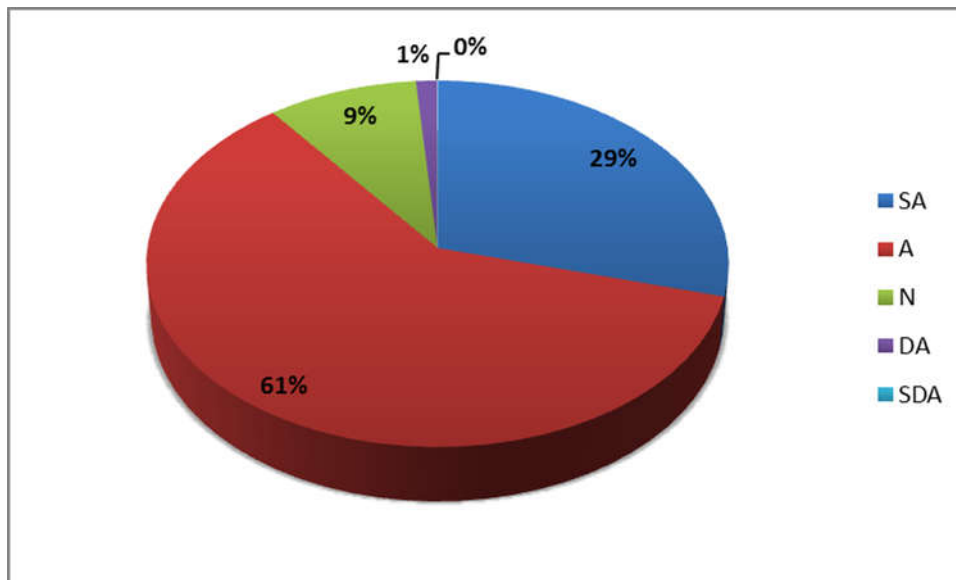


## 2. Course content (SLM) enhances your knowledge and skills

**Table 2**

SA	A	N	DA	SDA
45	93	14	2	0
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				

On the issue of whether course content given in the study material enhances knowledge and skills of learners. Once again, 89% respondents strongly endorse the statement, which is encouraging for the University.

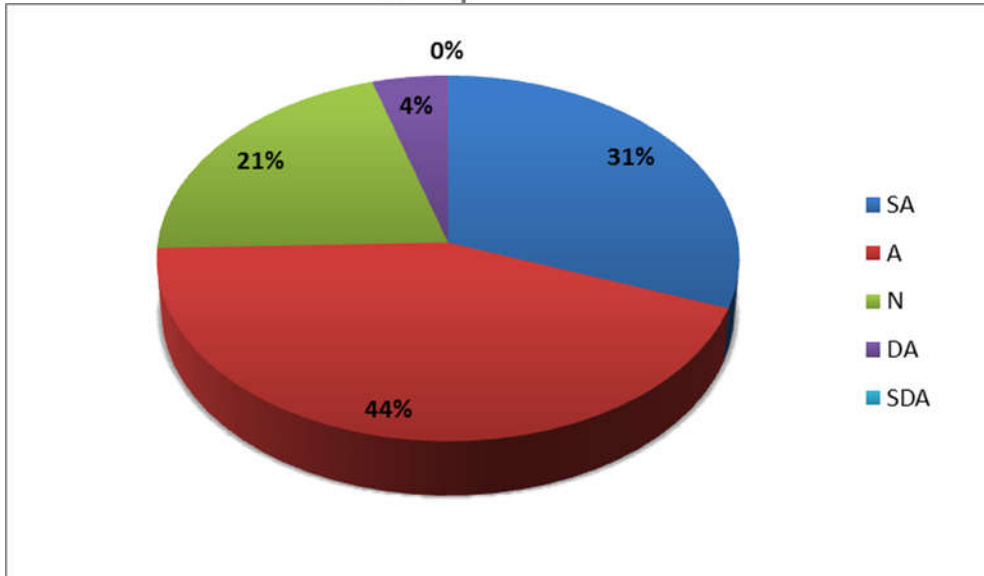


## 3. Concepts are clearly presented in the SLM

**Table 3**

SA	A	N	DA	SDA
47	67	32	7	0
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				

75% learners are of the view that concepts are clearly presented in the self learning material. Once again the response of learners is very encouraging one another aspect of the study material. One of the respondents out of 154 did not attempt this question.



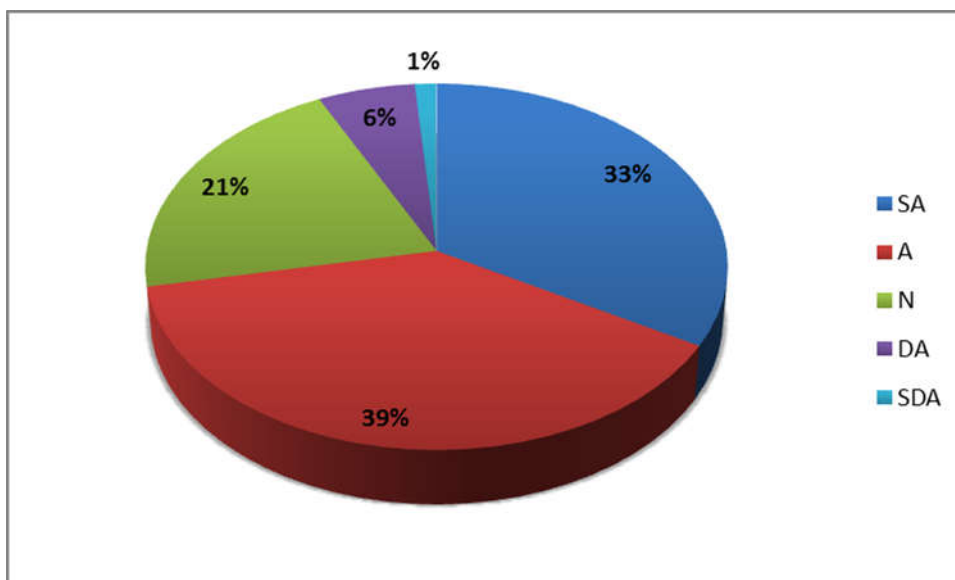
**4. Provision of SLM in electronic media is useful for mastering the content**

**Table 4**

SA	A	N	DA	SDA
51	59	32	9	2

SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree

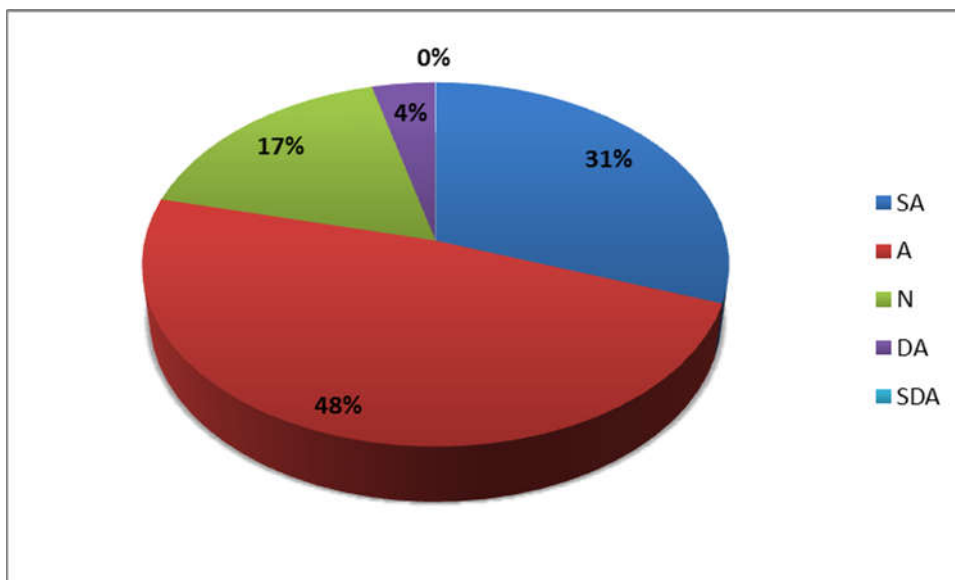
On the issue of Provision of SLM in electronic media is useful for mastering the content, 72% learners feel that it is very useful in mastering the content of the study material. This encouraging response may help in divesting the printing of study material and its dispatch to learners in far flung areas. One of the respondents did not attempt this question.



### 5. Concepts are presented in a proper sequence.

**Table 5**

SA	A	N	DA	SDA
46	73	26	6	0
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				



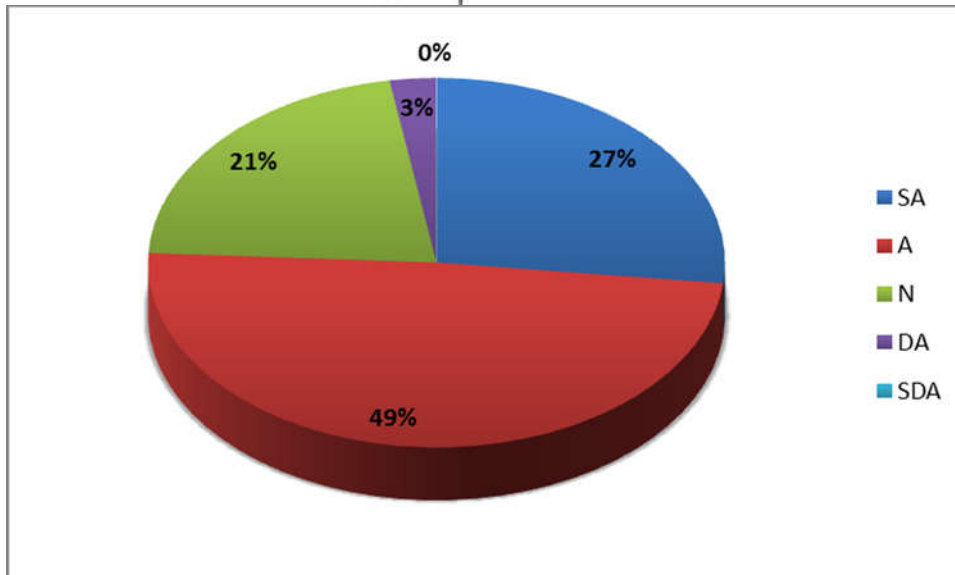
79% learners are of the view that concepts in the study material are presented in a proper sequence. It shows that quality of the study material provided by the university is of very high quality and due care has been taken in designing the study material as per concept of teaching –learning methodology of ODL system. However, three respondents did not attempt this question.

### 6. The expected learning outcomes are clearly stated in the SLM

**Table 6**

SA	A	N	DA	SDA
41	75	33	4	0
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				

76% Learners are of the opinion that expected learning outcomes are clearly stated in the self instructional material provided by the university during their programme of studies. This is also an encouraging aspect of the study material prepared by the university for its programmes. One of the respondents did not attempt this question.



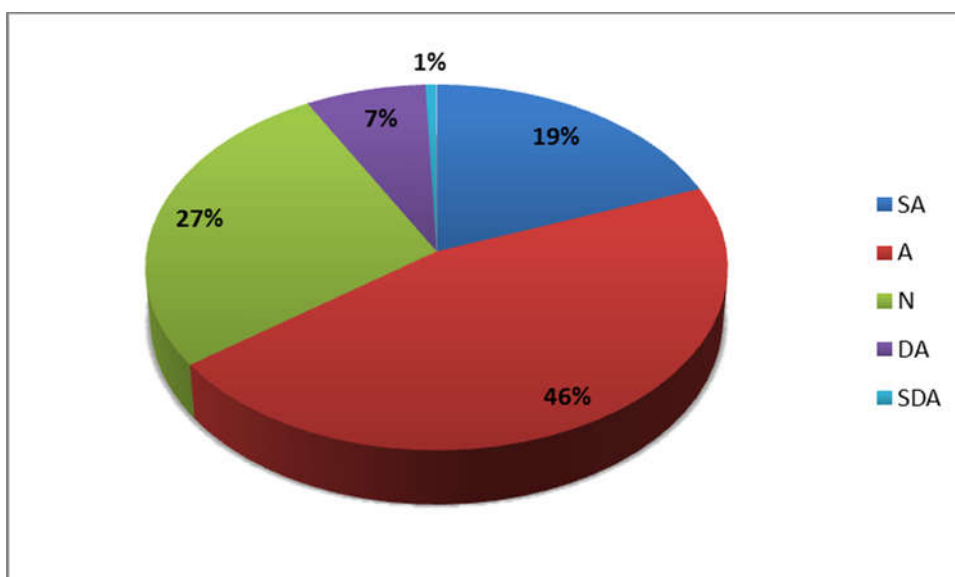
## 7. Employability skills are integrated into the syllabus

**Table 7**

SA	A	N	DA	SDA
29	69	41	11	1

SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree

On the aspect of integration of employability skills in the study material, 73% learners feel that employability skills are incorporated in the study material supplied by the university. So far the opinion of learners is very morale boosting and a big compliment to the faculty of Indira Gandhi National Open Univeristy. However, three respondents did not attempt this question.

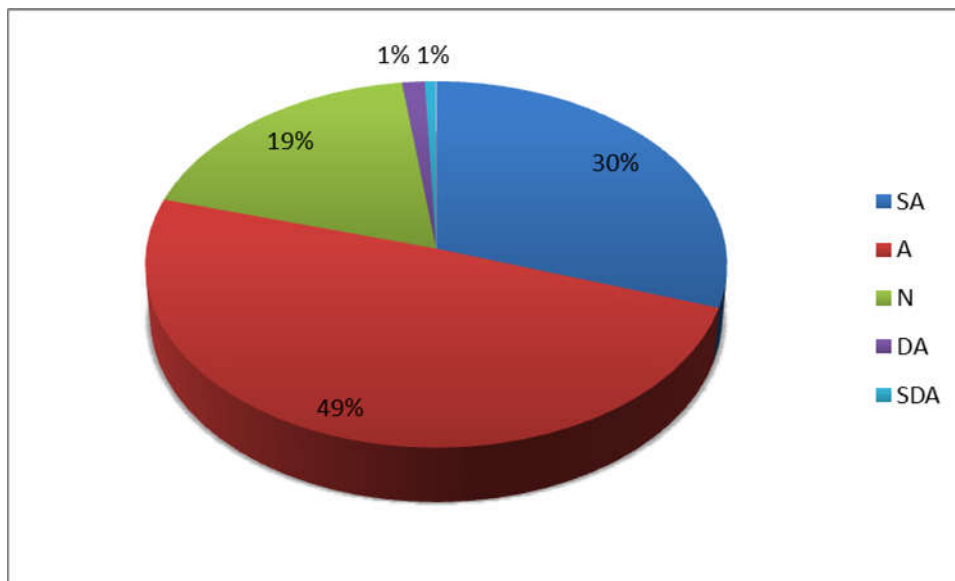


## 8. Counseling is essential for studying through ODL mode

**Table 8**

SA	A	N	DA	SDA
44	72	27	2	1
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				

Counselling is an important aspect of teaching-learning methodology in open and distance learning system to bridge the gap of personal interaction between teacher and learners. On this issue 79% Learners are of the opinion that attending counselling session is essential for enhancing the efficacy and outcome of teaching-learning process. This opinion of learners also shows that the level of counselors and quality of counselling has been very high and focused resulting in enhancing the useful takeaways by the learners. Eight respondents did not attempt this question.

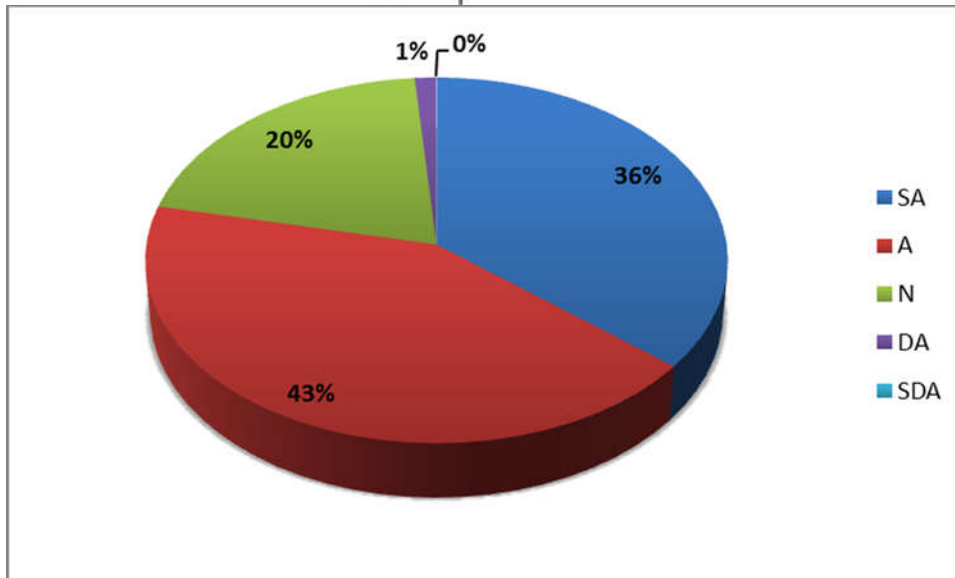


## 9. You believe in attending counseling sessions

**Table 9**

SA	A	N	DA	SDA
55	65	31	2	0
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				

79% of the learners have opined that they believe in attending counseling sessions. This response indicates that the learners really understand the importance of counseling in open and distance learning system. The endorsement of learners by such a majority on attending counseling sessions is indicative of the usefulness of the objectives and adequacy of the process and its implementation. One respondent did not attempt this question.



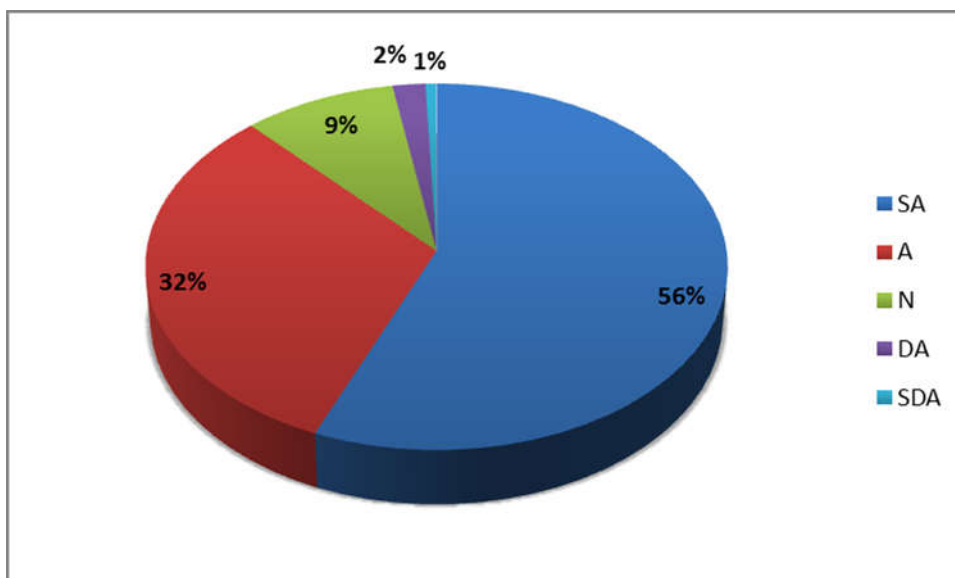
**10. Assignments are useful for your studies**

**Table 10**

SA	A	N	DA	SDA
85	48	14	3	1

SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree

Assignment is an integral component of teaching learning methodology of open and distance learning system. Assignment plays a crucial role in enhancing knowledge and achieving the learning objective and attainment of learning outcomes. On this aspect, 67% learners feel that assignments are useful in understanding and revision of the study material which is one of the prime objectives of continuous evaluation system. Three respondents did not attempt this question.



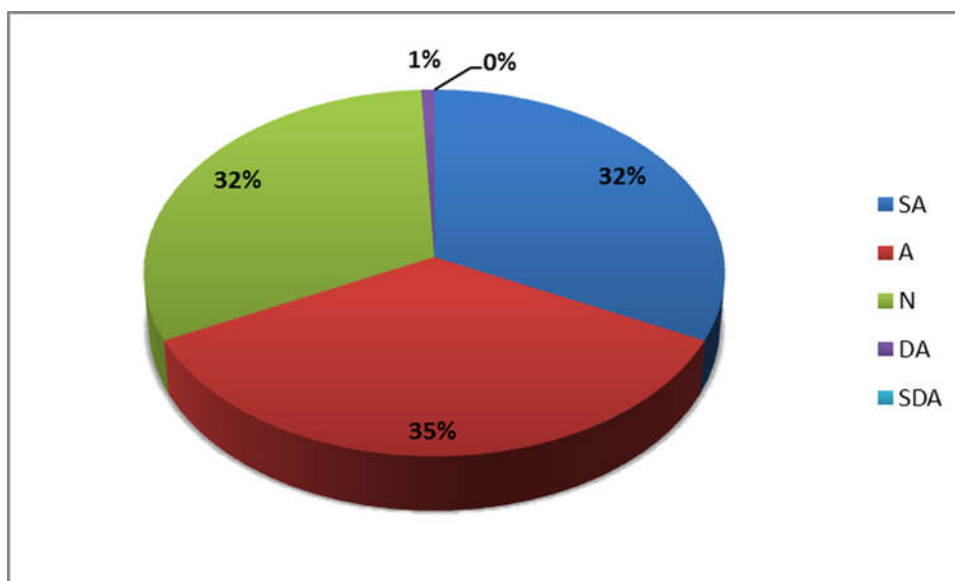


### 11. The Practical Support (if any) is very useful

**Table 11**

SA	A	N	DA	SDA
41	45	40	1	0
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				

On this issue of usefulness of practical component in the studies, 67% learners feel that the practical component is very useful in their studies. It is appropriate to mention that in overseas study centre only MCA and BCA programme are on offer having practical. Other programme having practical component are not offered at overseas study centres as a policy matter. However, encouraging response itself speaks not only the quality of study material but also the quality of infrastructure and instructional provisions built into the system. The number of respondents is less in this question, seems proportional to the number of BCA/MCA students.

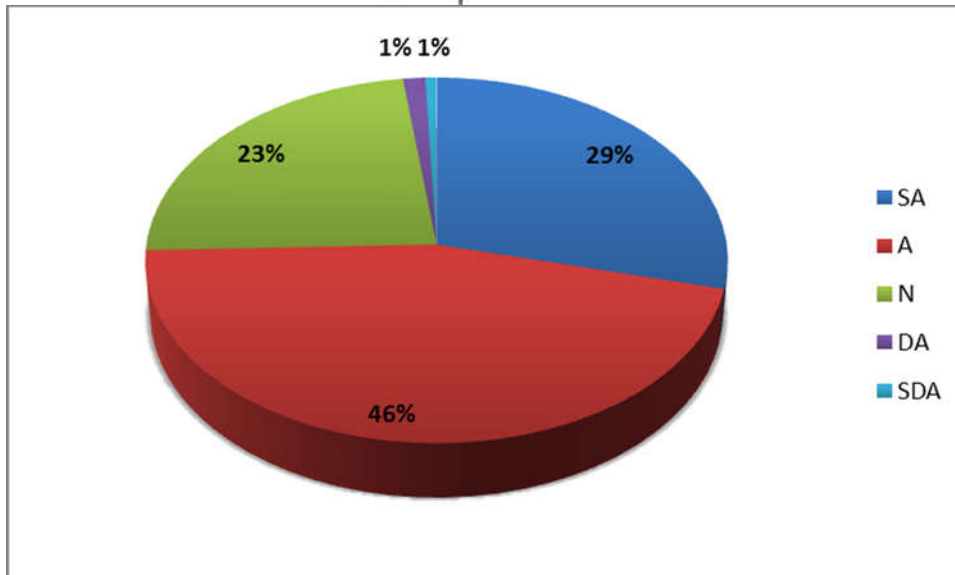


### 12. Term-end-examination adequately cover the syllabus

**Table 12**

SA	A	N	DA	SDA
43	68	35	2	1
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				

75% Learners are of the view that the Term-end-examination adequately cover the syllabus, it means that evaluation strategies for assessment of the learners are also very good and undertakes holistic evaluation of their learning during the period of study. Five of the respondents did not attempt this question.



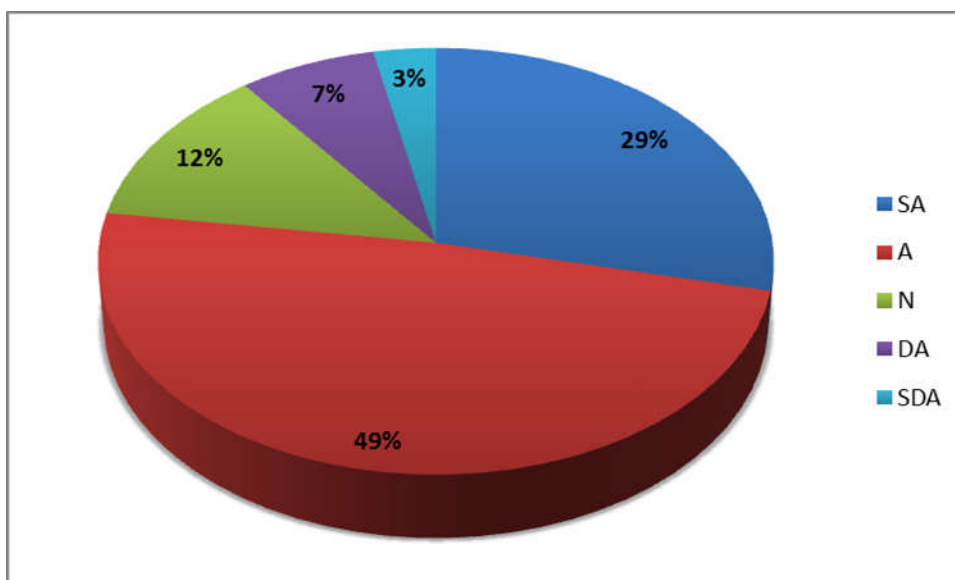
### 13. You receive communication from the university regularly

**Table 13**

SA	A	N	DA	SDA
44	75	19	11	5

SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree

The success of open and distance learning system lies in having effective communication between learner and the University. On this aspect, 78% distance learners feel that there is regular communication from the university on various aspects during their period of studies. This response of learners shows that university is responsibly playing its role towards distance learner in accomplishment of their studies.

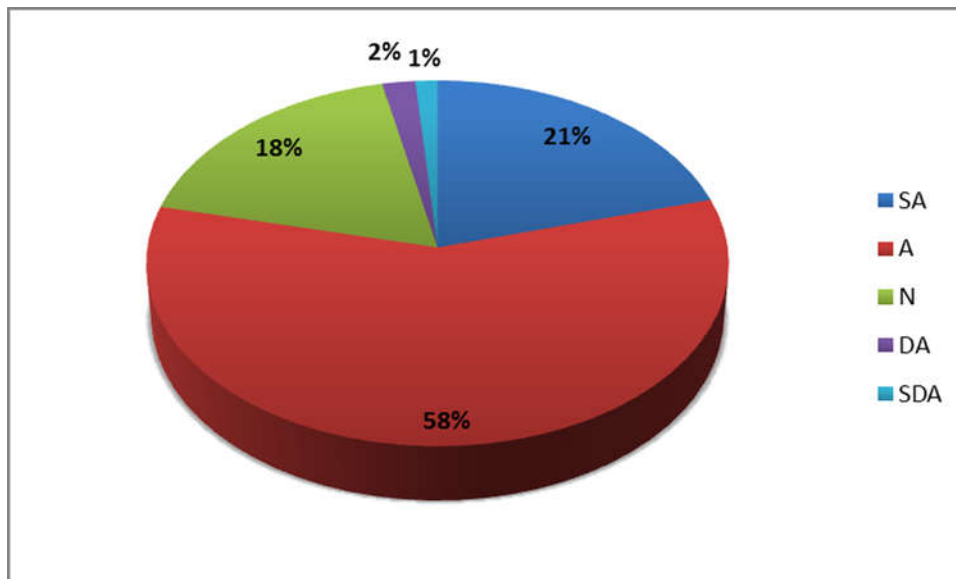


**14. Overall you are satisfied with the ODL system**

**Table 14**

SA	A	N	DA	SDA
31	87	27	3	2
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				

A big majority of 79% learners have agreed that they are overall satisfied with the open and distance learning system. While going through the responses on the other aspects of the programme, it is natural that learners in great number are satisfied with their studies through open and distance learning system practiced by Indira Gandhi National Open University. Not only this, this huge favourable response by the learners on the various aspects of programme, its delivery, examination system throws a challenge for the University to strive for further excellence in open and distance learning system practiced by it. Four respondents did not attempt this question.

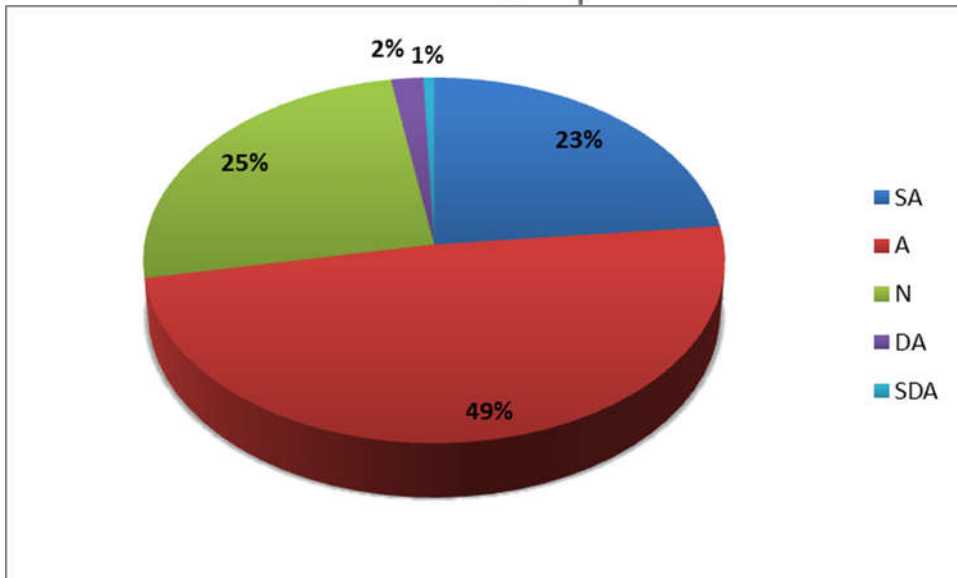


**15. The programme will enhance your employability in the job market**

**Table 15**

SA	A	N	DA	SDA
36	75	39	3	1
SA: Strongly Agree, A: Agree, N: Neutral DA: Disagree, SDA: Strongly Disagree				

This issue has already been responded by 73% learners that employability skill are integrated in the syllabus. Once again 72% learners are confident that the programme will enhance prospects of their employability in the job market. It shows that the faculty has taken utmost care in design, development and delivery of programme to the learner and response is a big compliment for them.



Areas for improvement:

1. Self learning material needs periodic revision/updation.
2. The results for TEE should be declared timely in one go.
3. Online facility for admission, examination forms submission be put in place.