



NETAJI SUBHAS OPEN UNIVERSITY

Centre for Internal Quality Assurance

2024-25

Feedback Analysis Report on Teaching-Learning

for

Learners

Academic Counsellors

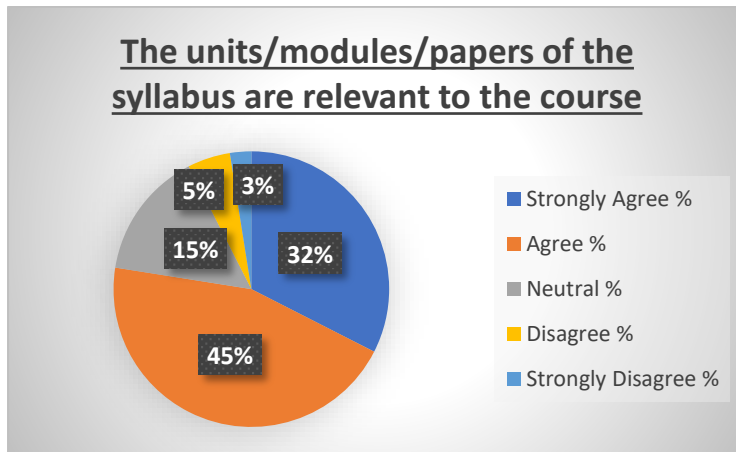
Subject Experts

Alumni Members

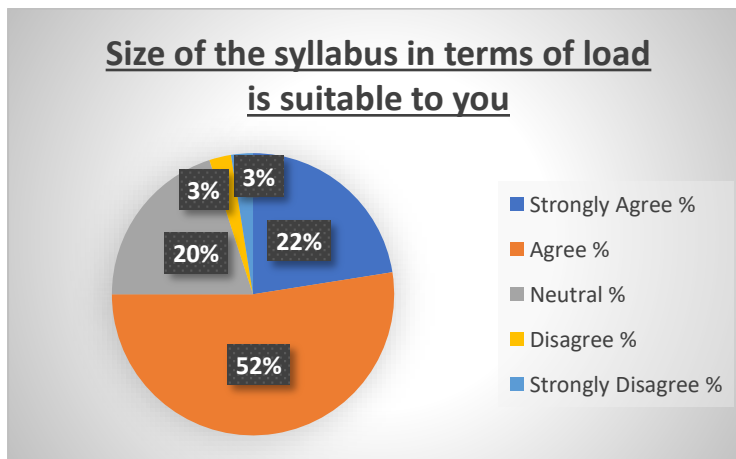
LEARNERS' FEEDBACK ANALYSIS

Based on responses from 40 learners, Pie charts of all the twenty-one (21) parameters are provided which are self-explanatory.

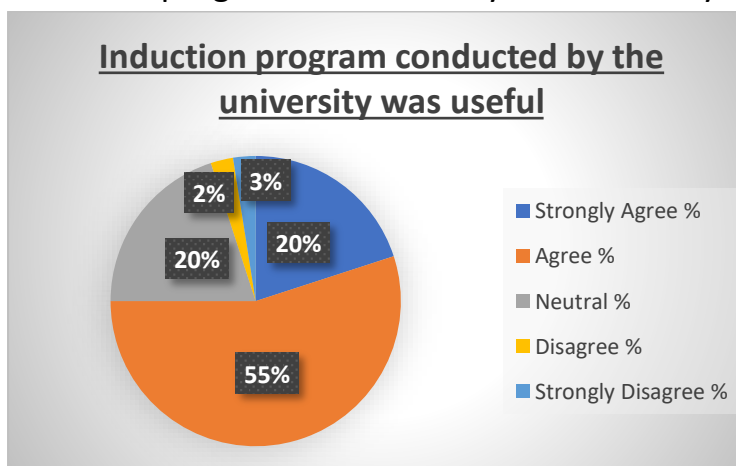
1. The units/modules/papers of the syllabus are relevant to the course:



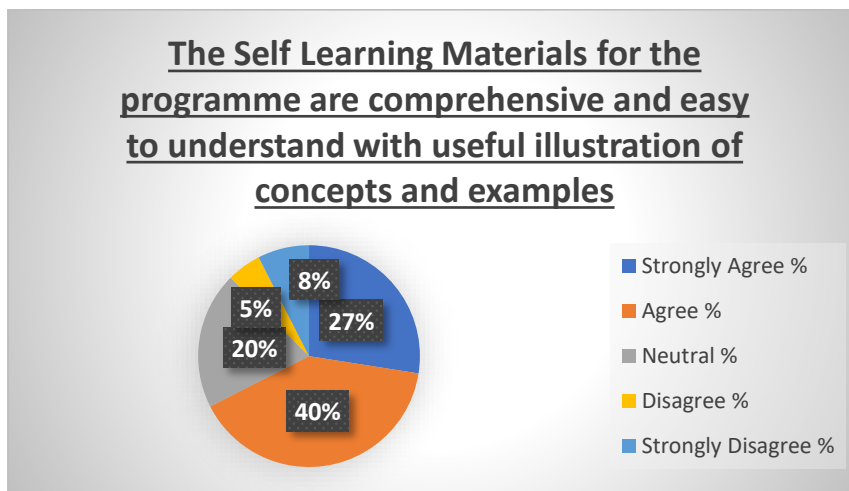
2. Size of the syllabus in terms of load is suitable to you:



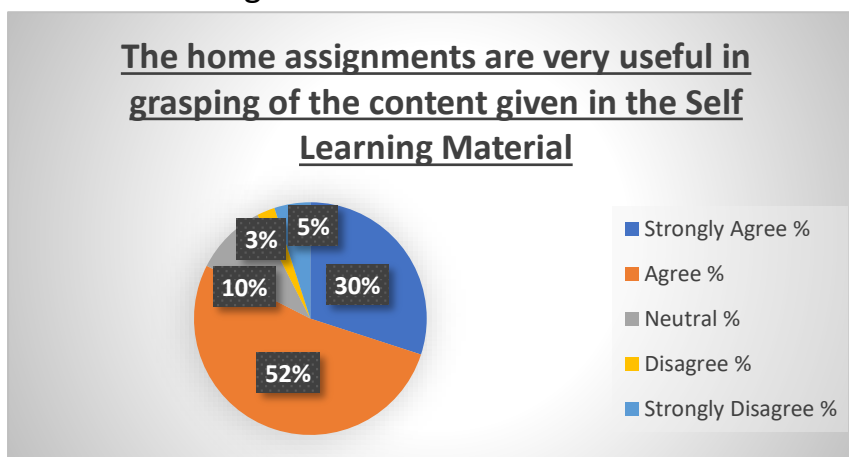
3. Induction program conducted by the university was useful:



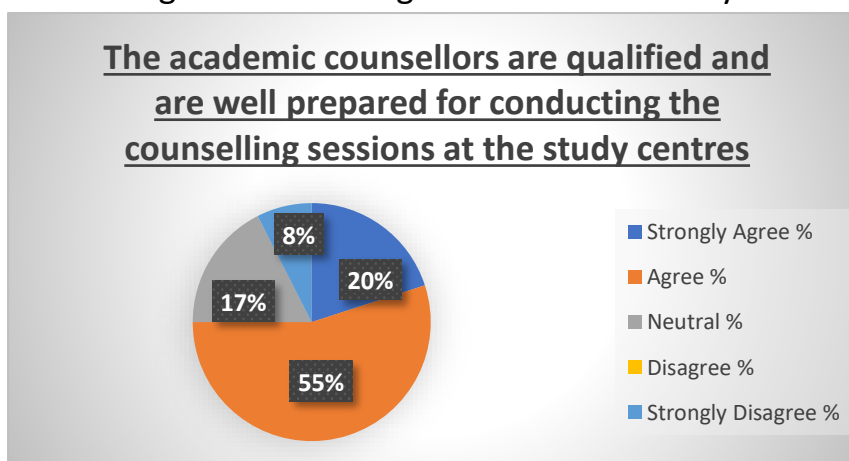
4. The Self Learning Materials for the programme are comprehensive and easy to understand with useful illustration of concepts and examples:



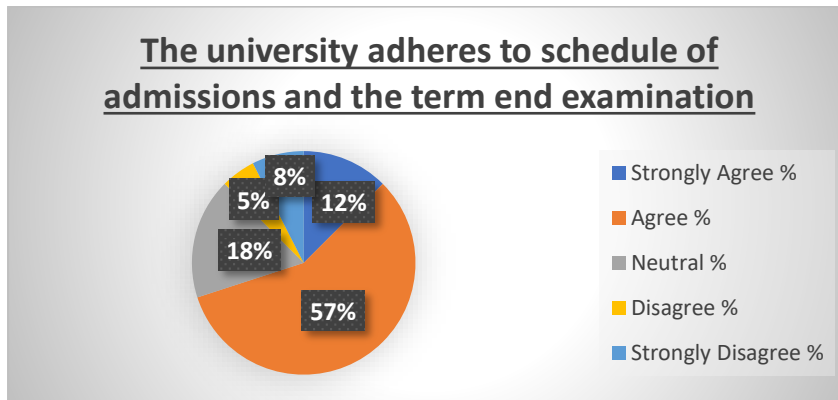
5. The home assignments are very useful in grasping of the content given in the Self Learning Material:



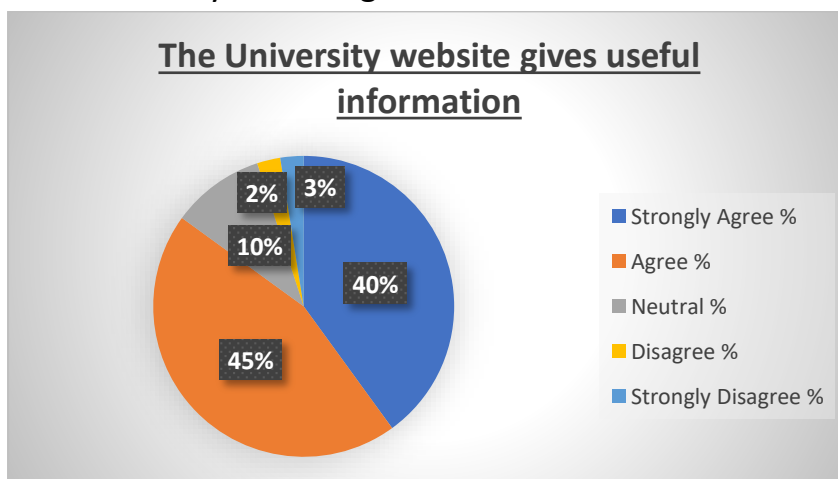
6. The academic counsellors are qualified and are well prepared for conducting the counselling sessions at the study centres:



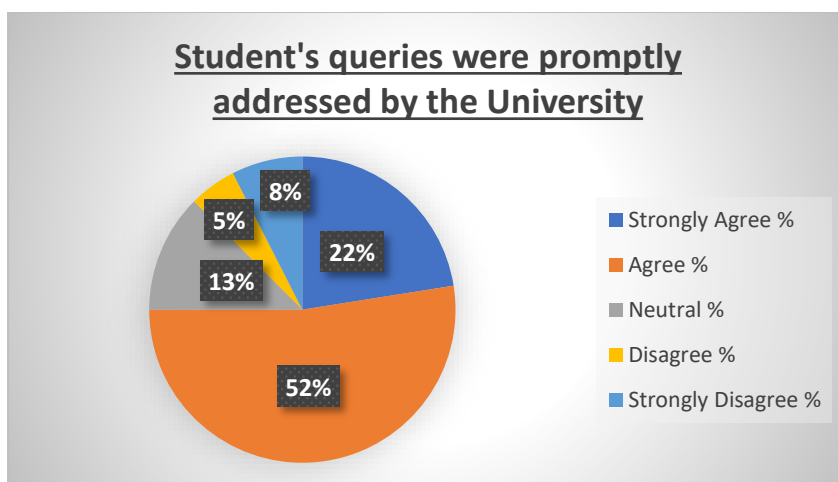
7. The university adheres to schedule of admissions and the term end examination:



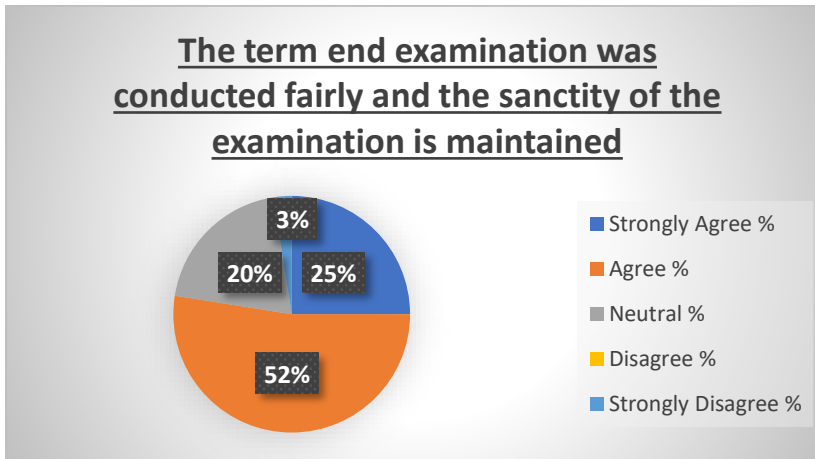
8. The University website gives useful information:



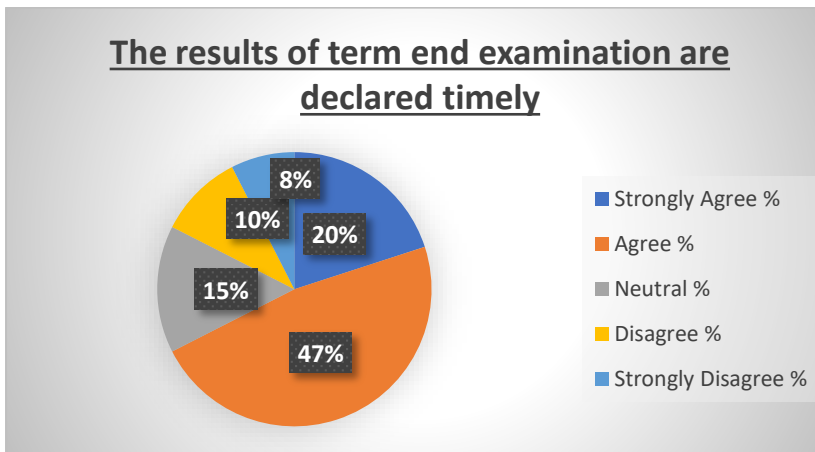
9. Your queries were promptly addressed by the University:



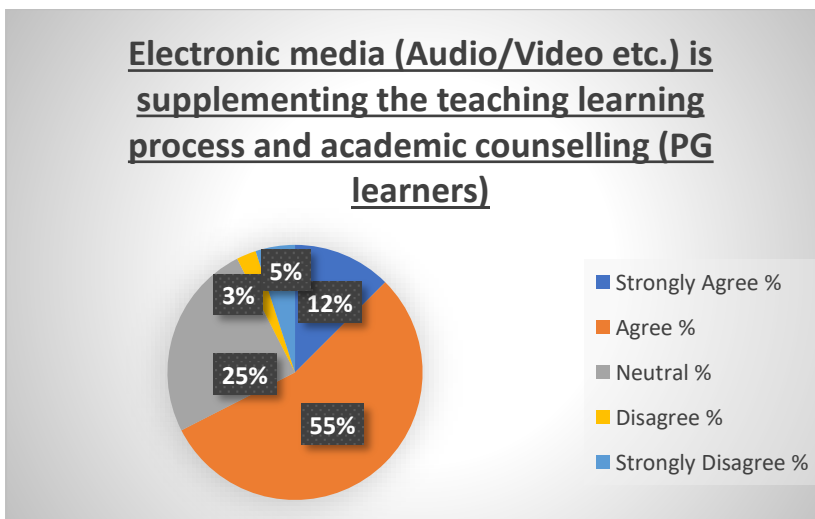
10. The results of term end examination are declared timely:



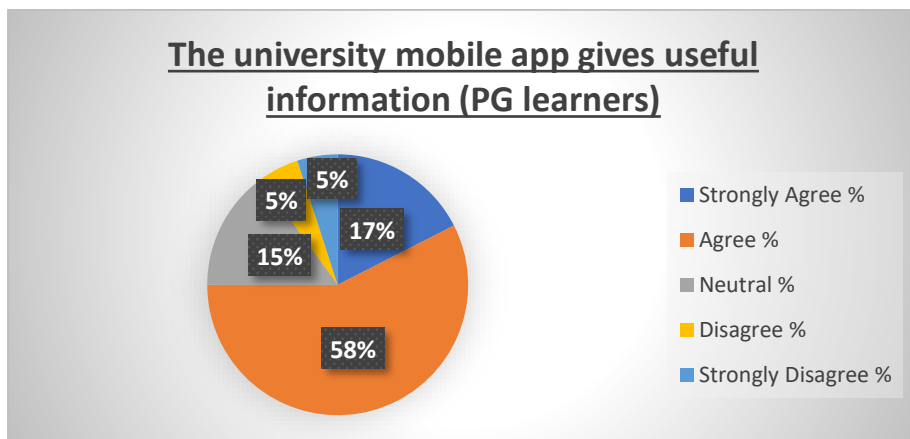
11. The results of term end examination are declared timely:



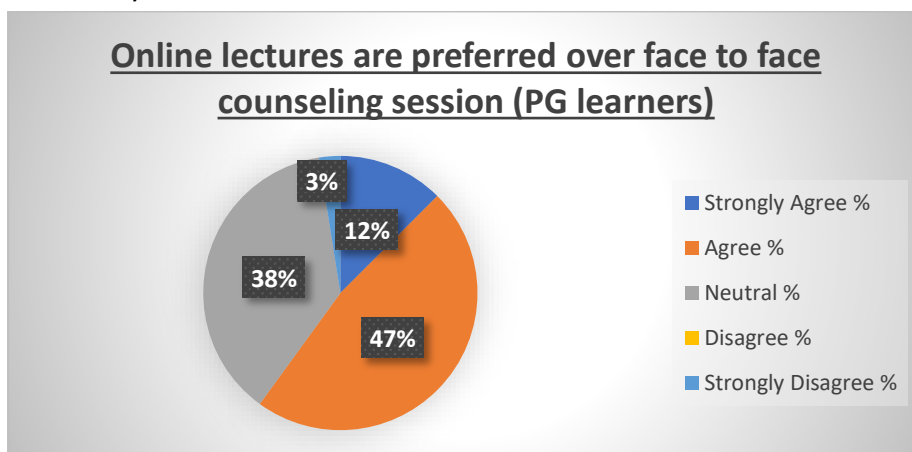
12. Electronic media (Audio/Video etc.) is supplementing the teaching learning process and academic counselling (PG learners):



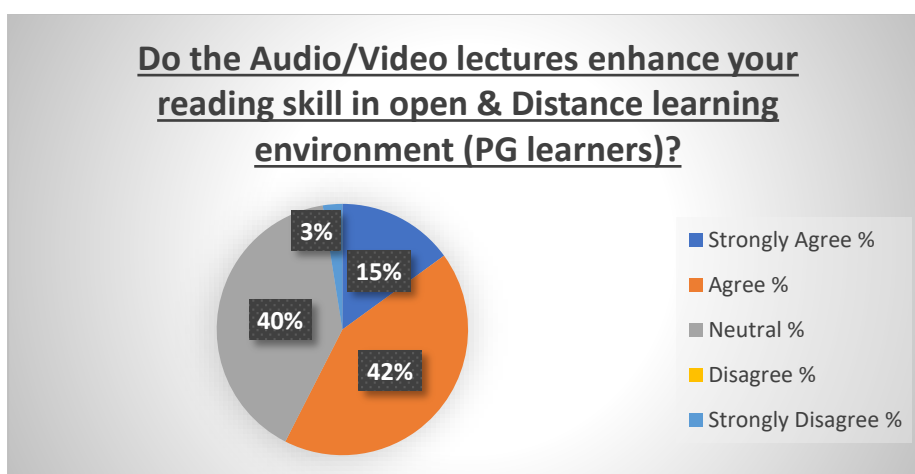
13. The university mobile app gives useful information (PG learners):



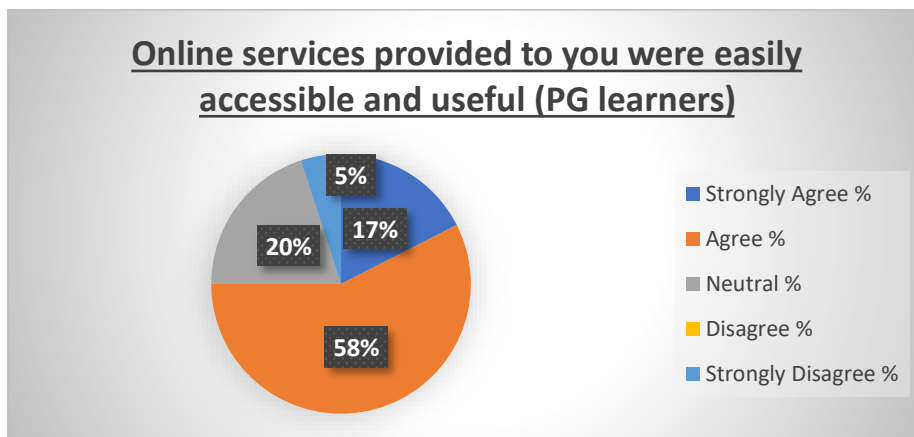
14. Online lectures are preferred over face to face counseling session (PG learners):



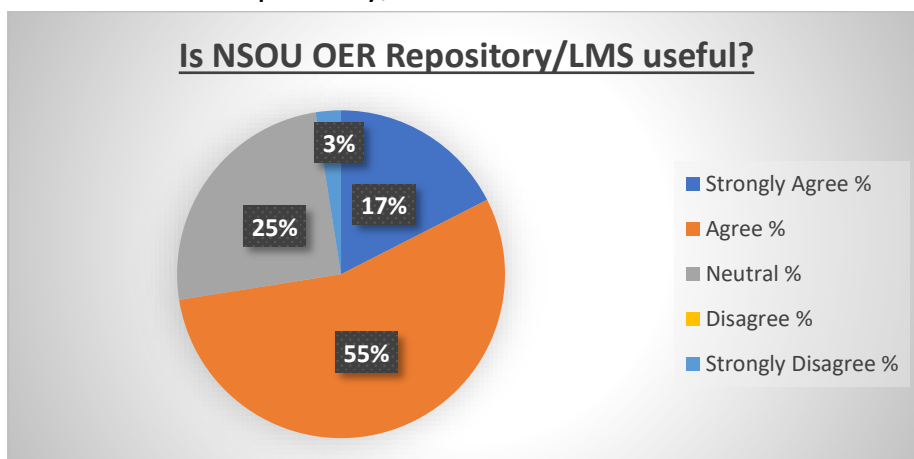
15. Do the Audio/Video lectures enhance your reading skill in open & Distance learning environment (PG learners)?:



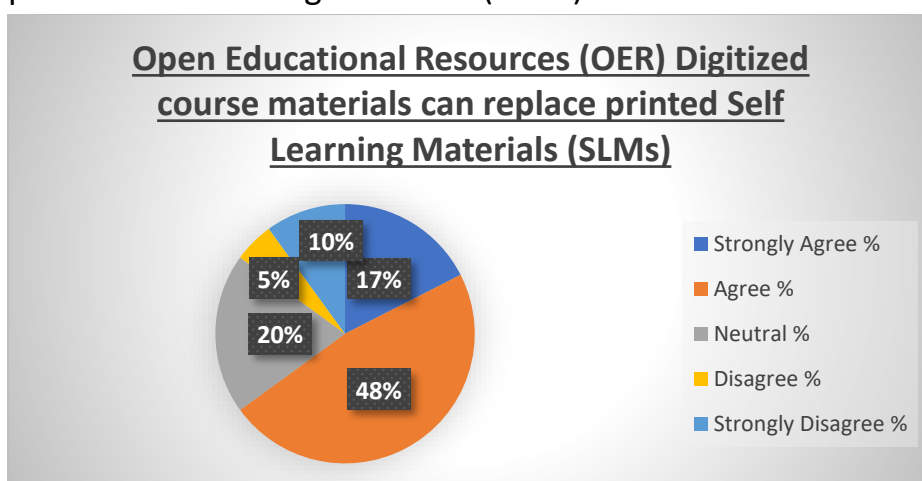
16. Online services provided to you were easily accessible and useful (PG learners):



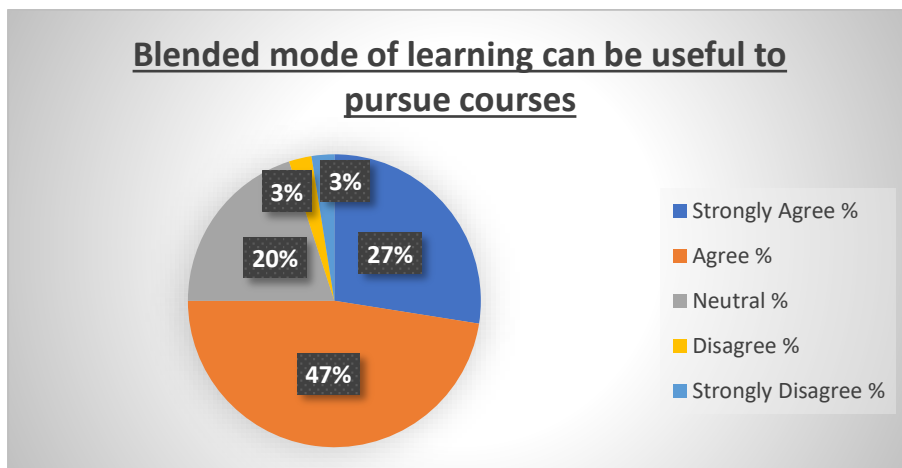
17. Is NSOU OER Repository/LMS useful?:



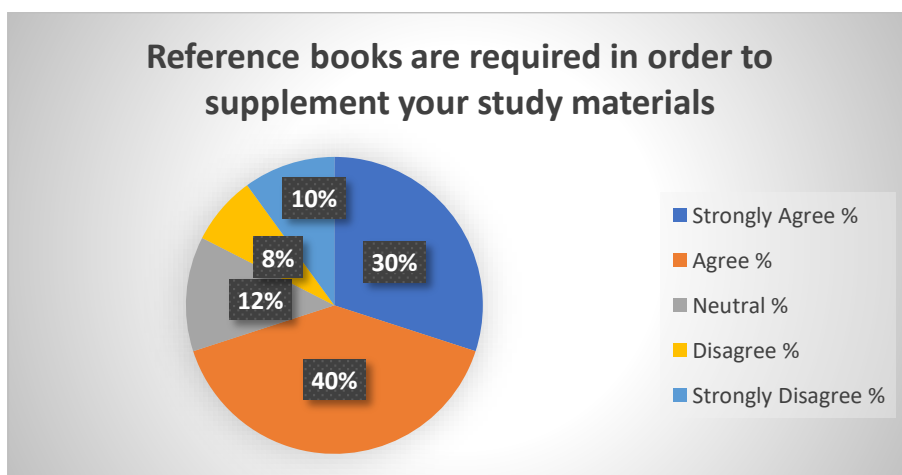
18. Open Educational Resources (OER) Digitized course materials can replace printed Self Learning Materials (SLMs):



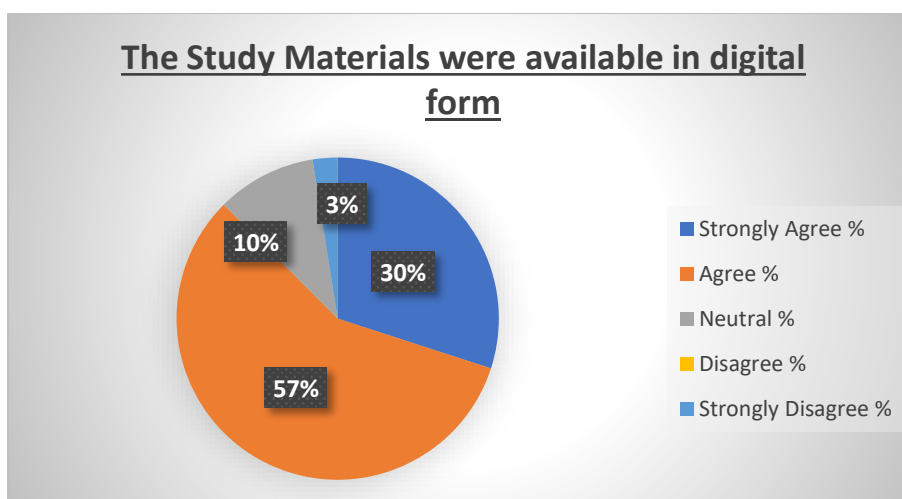
19. Blended mode of learning can be useful to pursue courses:



20. Reference books are required in order to supplement your study materials:



21. The Study Materials were available in digital form:



Learner Feedback Analysis Report:

The analysis of the learner feedback spreadsheet (Total responses: 40) reveals varying levels of satisfaction across different academic parameters.

1. Good Enough Parameters:

Most parameters fall under the “good” category, as they have a high proportion of Agree and Strongly Agree responses (above ~70%). For example, “The units/modules/papers of the syllabus are relevant” received about 77.5% positive responses, indicating strong acceptance. Similarly, “Size of the syllabus in terms of load” and “Induction program conducted by the university” show more than 70% agreement, reflecting that learners are generally satisfied with curriculum design and orientation processes.

2. Moderate Parameters:

Some parameters fall in the moderate range where positive responses are around 60-70%, but a noticeable portion of learners remain neutral. For instance, Self Learning Materials (SLM) received approximately 67.5% positive feedback, along with 20% neutral responses, suggesting that while acceptable, there is scope for improvement in clarity, accessibility, or content quality.

3. Disagreement Parameters:

No parameter falls strictly into a “bad” category (i.e., dominant disagreement). However, a few areas show higher neutral and minor disagreement percentages (above ~10%), indicating dissatisfaction among a segment of learners. These areas require attention to enhance overall learner experience.

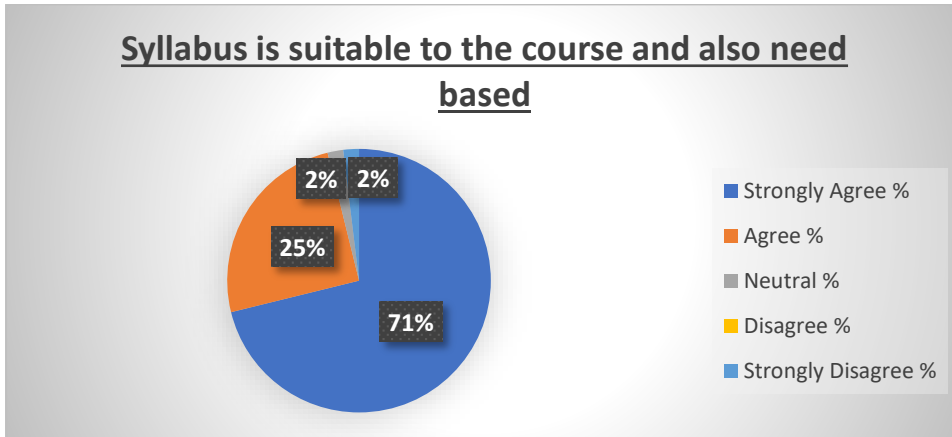
Conclusion:

Overall, the feedback indicates a positive perception of the programme, with most parameters performing well. However, moderate-performing areas, particularly related to learning materials, should be improved to achieve higher satisfaction levels.

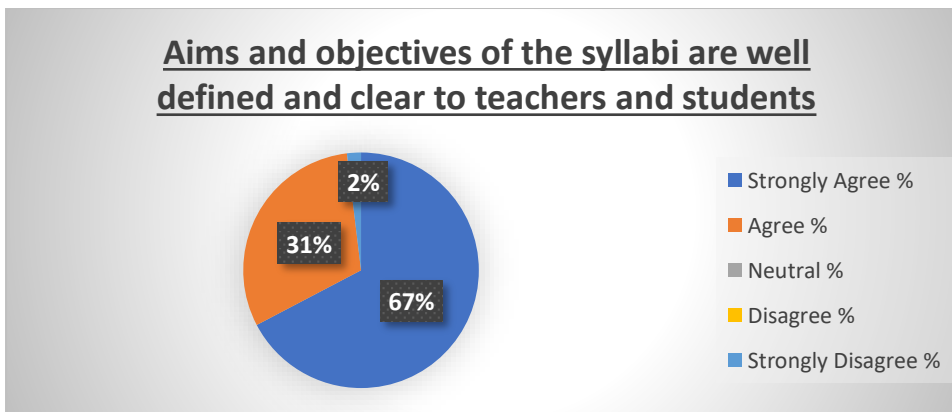
ACADEMIC COUNSELLORS FEEDBACK ANALYSIS

Based on responses from 52 Academic Counsellors, Pie charts of all the fourteen (14) parameters are provided which are self-explanatory.

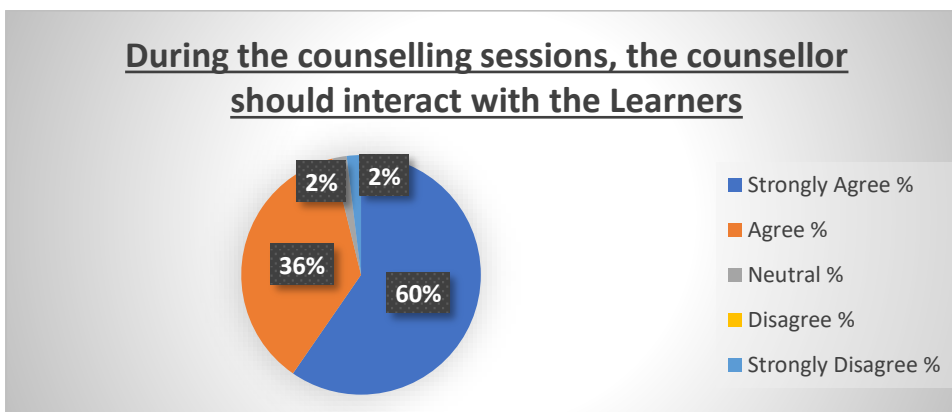
1. Syllabus is suitable to the course and also need based:



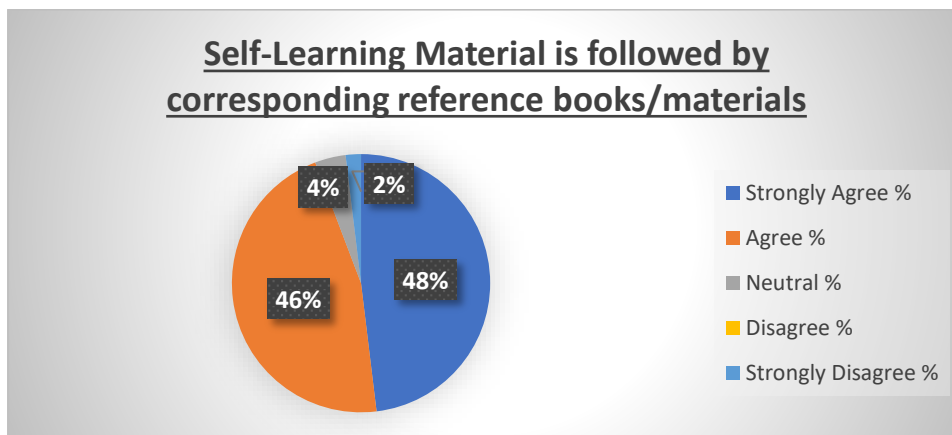
2. Aims and objectives of the syllabi are well defined and clear to teachers and students:



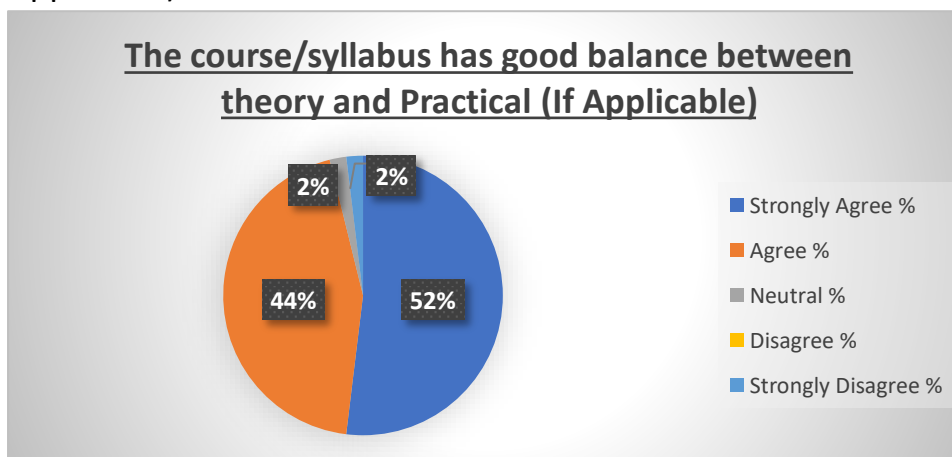
3. During the counselling sessions, the counsellor should interact with the Learners:



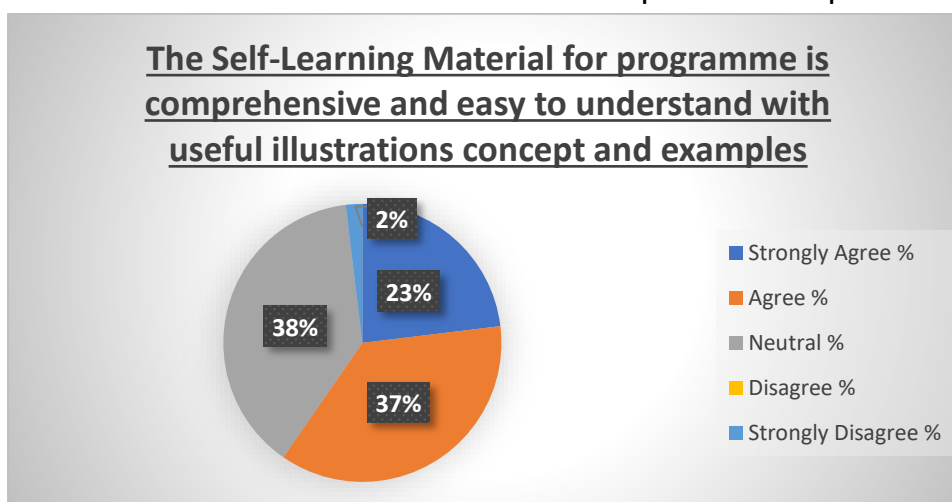
4. Self-Learning Material is followed by corresponding reference books/materials:



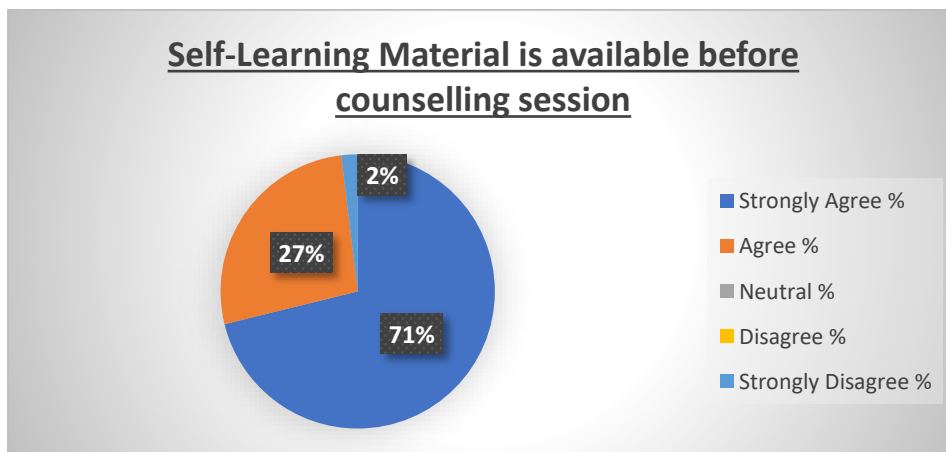
5. The course/syllabus has good balance between theory and Practical (If Applicable):



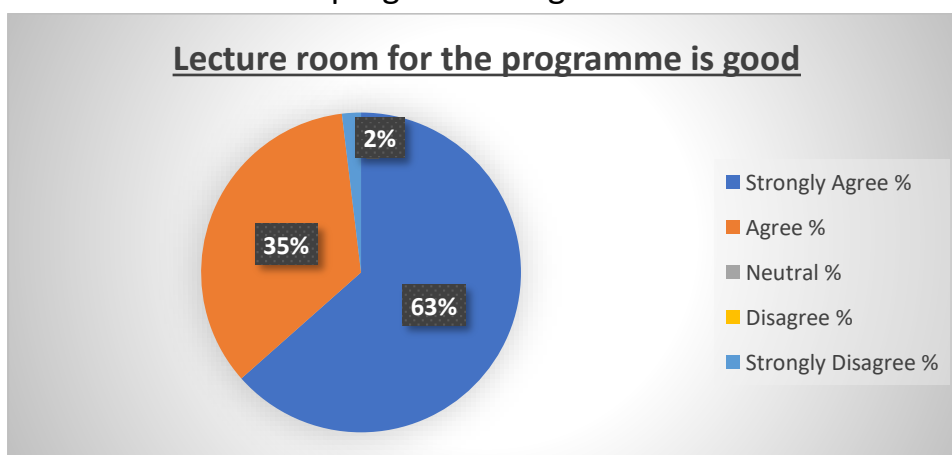
6. The Self-Learning Material for programme is comprehensive and easy to understand with useful illustrations concept and examples:



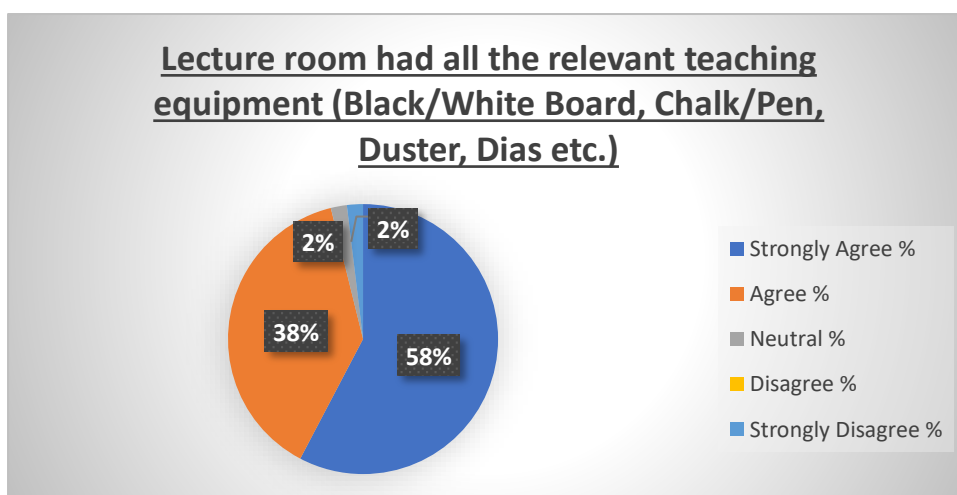
7. Self-Learning Material is available before counselling session:



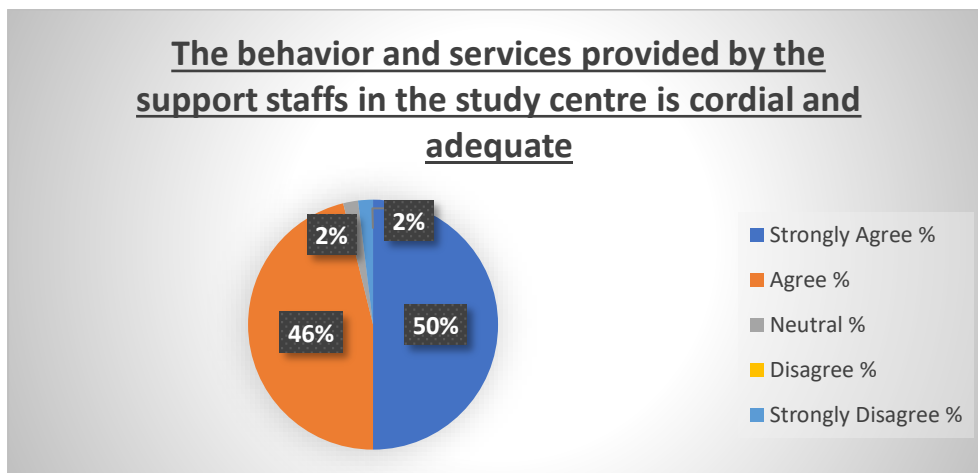
8. Lecture room for the programme is good:



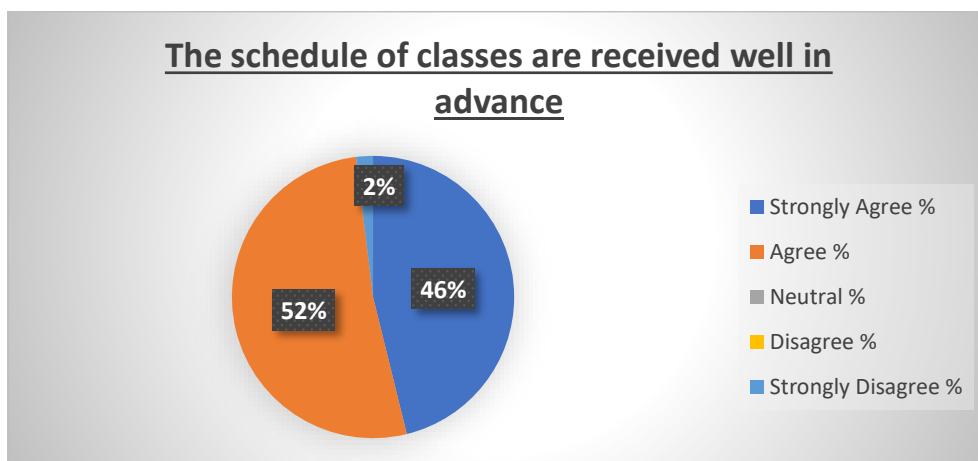
9. Lecture room had all the relevant teaching equipment (Black/White Board, Chalk/Pen, Duster, Dias etc.):



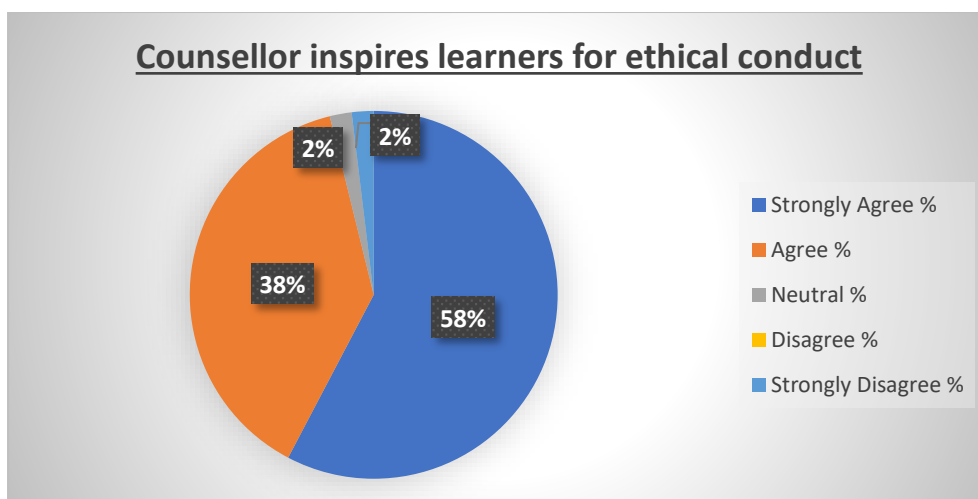
10. The behaviour and services provided by the support staff in the study centre is cordial and adequate:



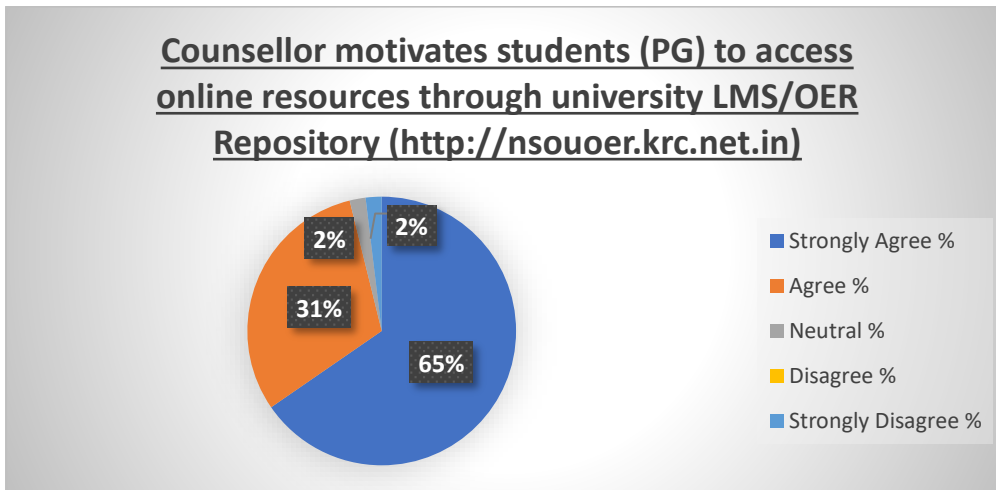
11. The schedule of classes are received well in advance:



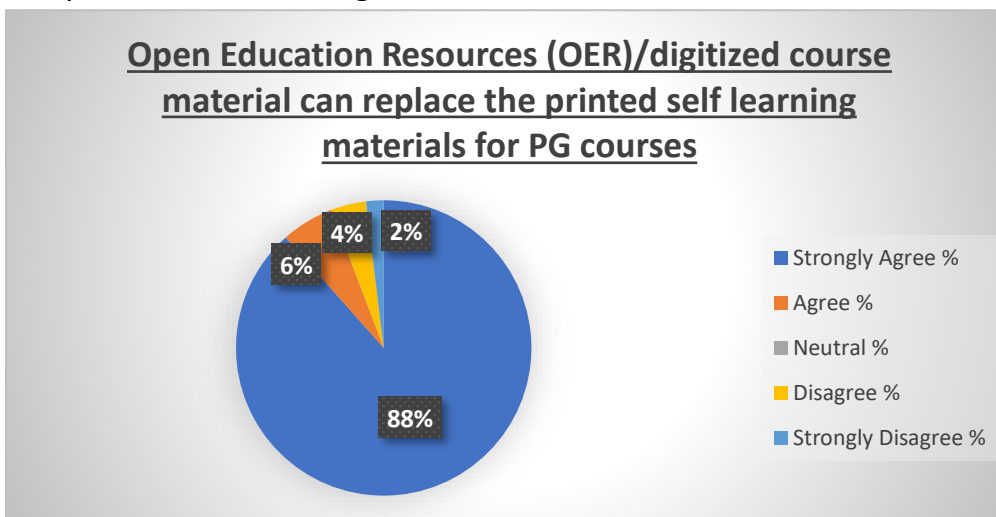
12. Counsellor inspires learners for ethical conduct:



13. Counsellor motivates students (PG) to access online resources through university LMS/OER Repository (<http://nsouoer.krc.net.in>):



14. Open Education Resources (OER)/digitized course material can replace the printed self-learning materials for PG courses:



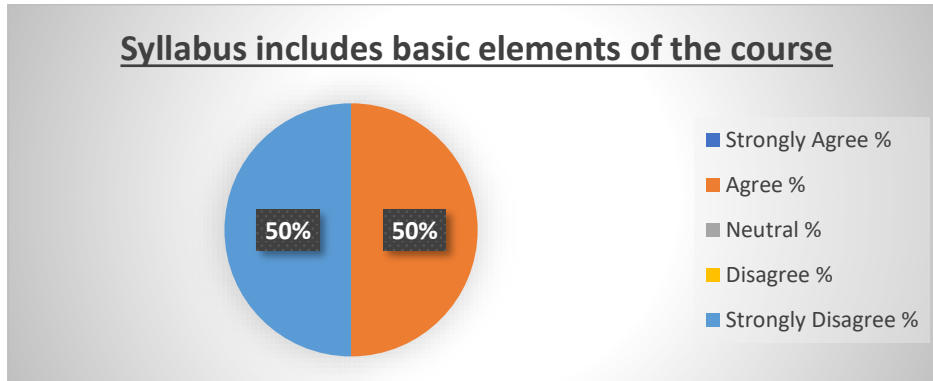
Conclusion/Interpretations:

12 out of 14 parameters have POSITIVE responses. But, the parameters such as “The Self-Learning Material for programme is comprehensive and easy to understand with useful illustrations concept and examples” and “The schedule of classes are received well in advance” need to be addressed.

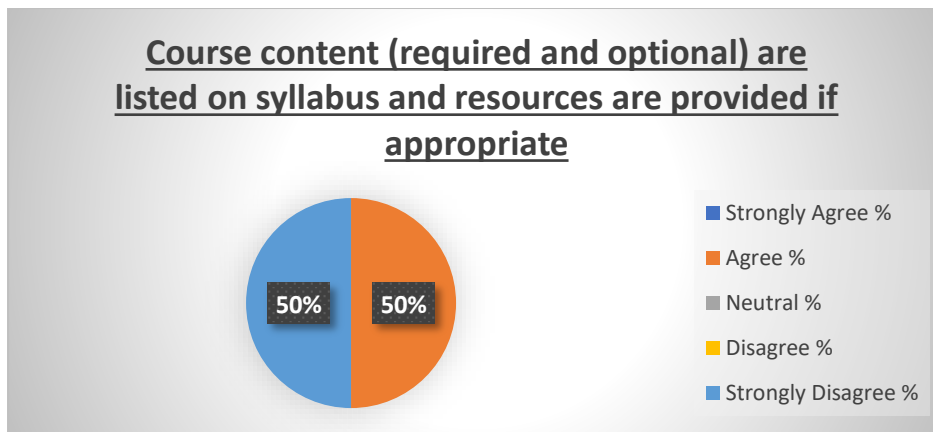
SUBJECT EXPERTS FEEDBACK ANALYSIS

Based on responses from 2 subject experts, Pie charts of all the ten (10) parameters are provided which are self-explanatory.

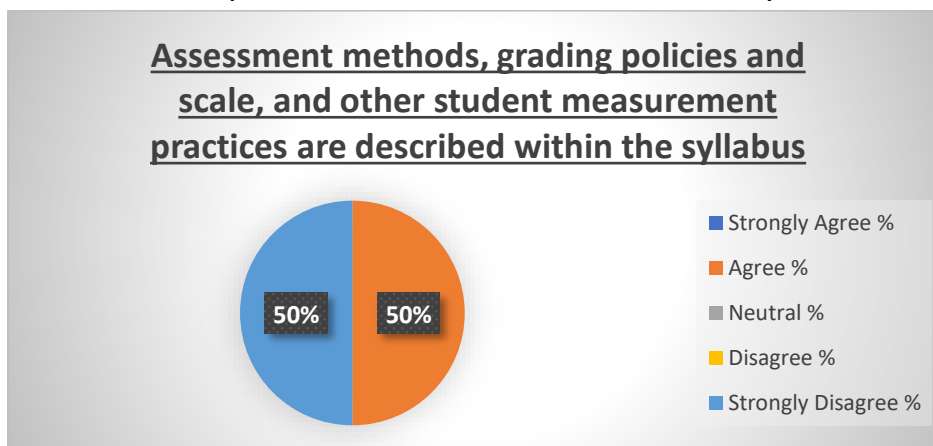
1. Syllabus includes basic elements of the course:



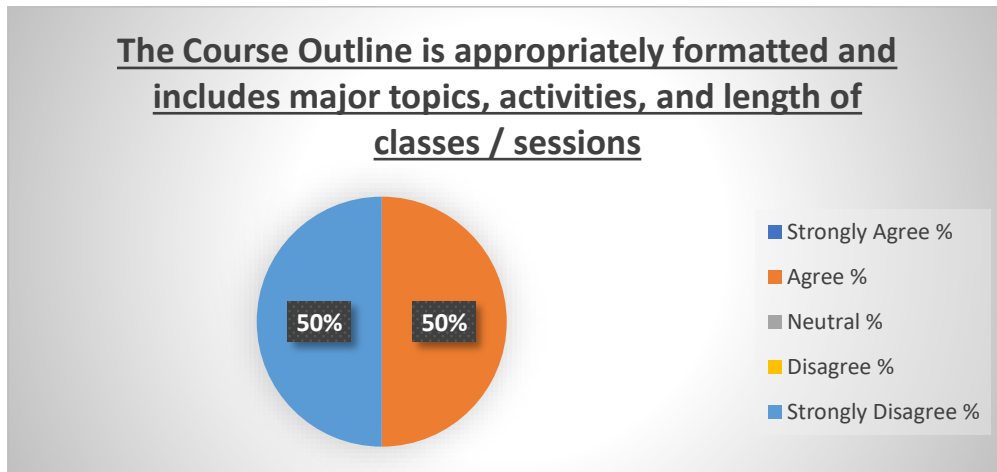
2. Course content (required and optional) are listed on syllabus and resources are provided if appropriate:



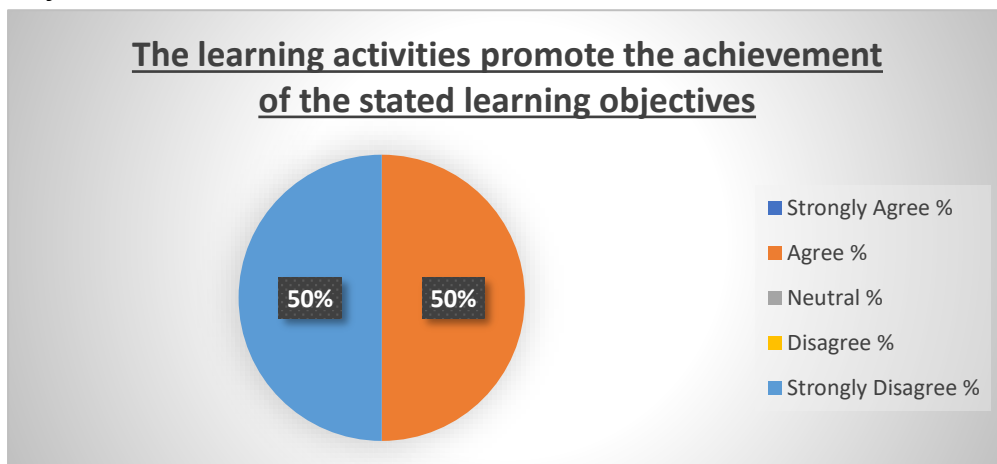
3. Assessment methods, grading policies and scale, and other student measurement practices are described within the syllabus:



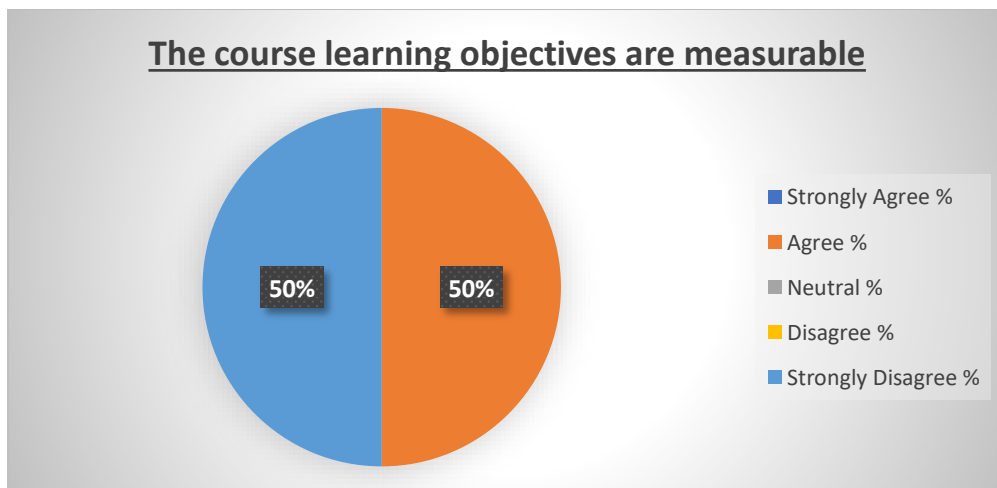
4. The Course Outline is appropriately formatted and includes major topics, activities, and length of classes / sessions:



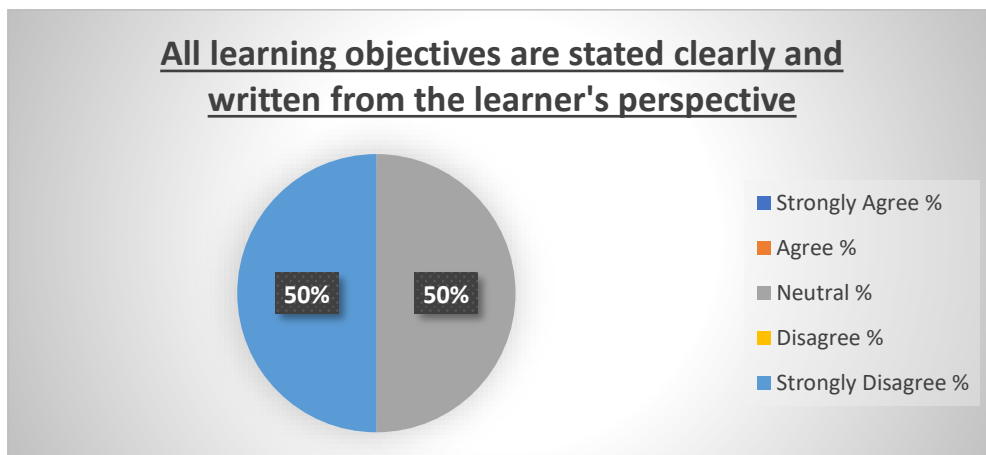
5. The learning activities promote the achievement of the stated learning objectives:



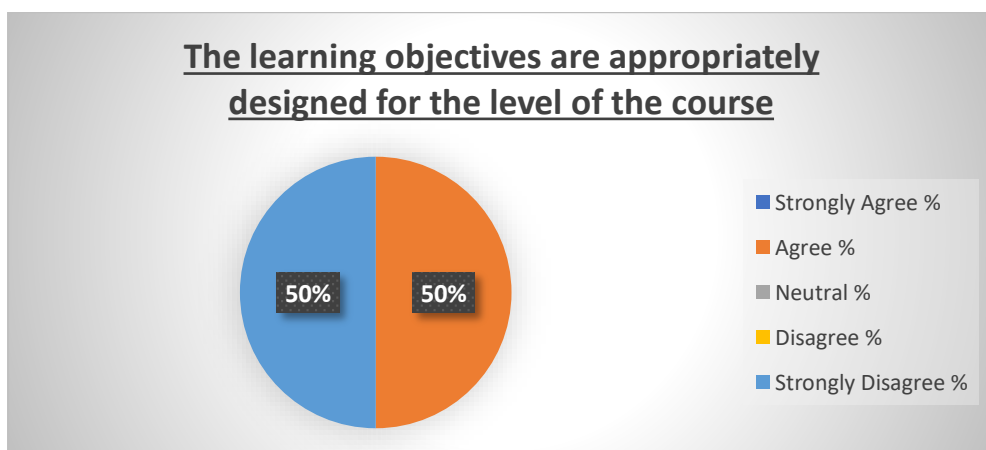
6. The course learning objectives are measurable:



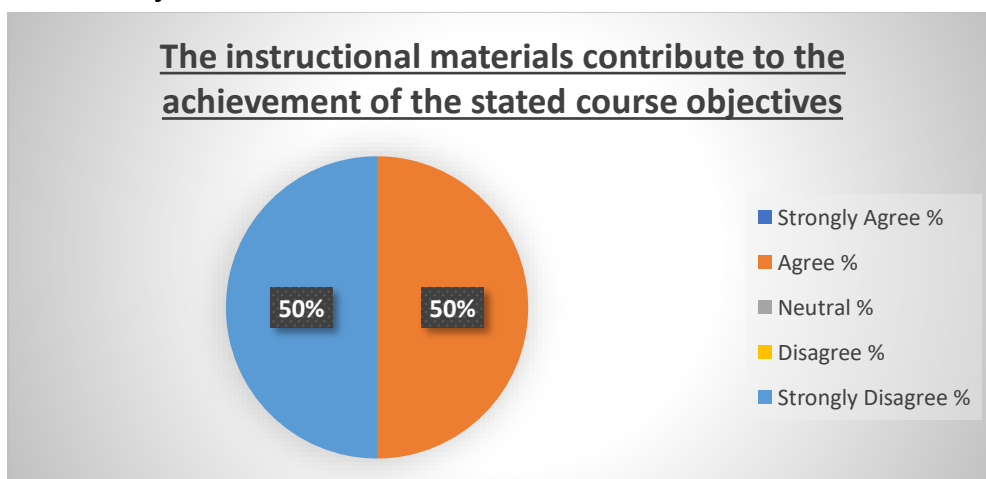
7. All learning objectives are stated clearly and written from the learner's perspective:



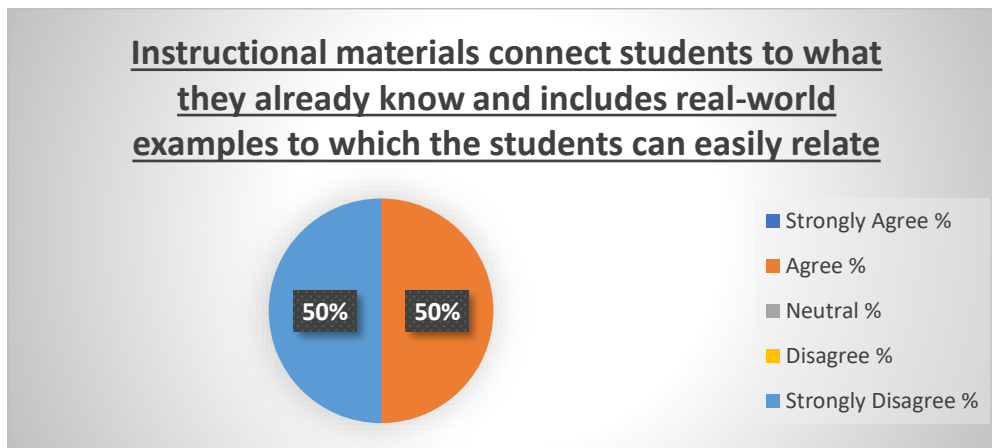
8. The learning objectives are appropriately designed for the level of the course:



9. The instructional materials contribute to the achievement of the stated course objectives:



10. Instructional materials connect students to what they already know and include real-world examples to which the students can easily relate:



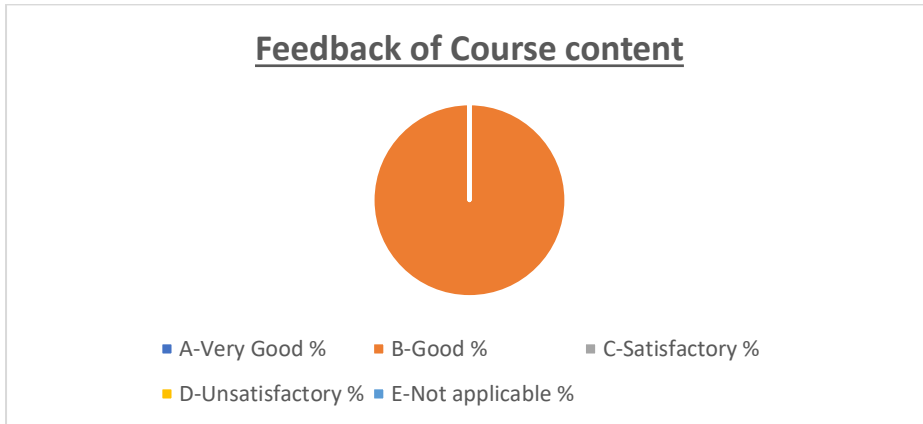
Conclusion/Interpretations:

Against almost all the positive responses as “Agree”, the parameter “All learning objectives are stated clearly and written from the learner's perspective” is a concern which needs to be addressed. Also, total number of feedbacks is two (2) which is not sufficient enough for prediction.

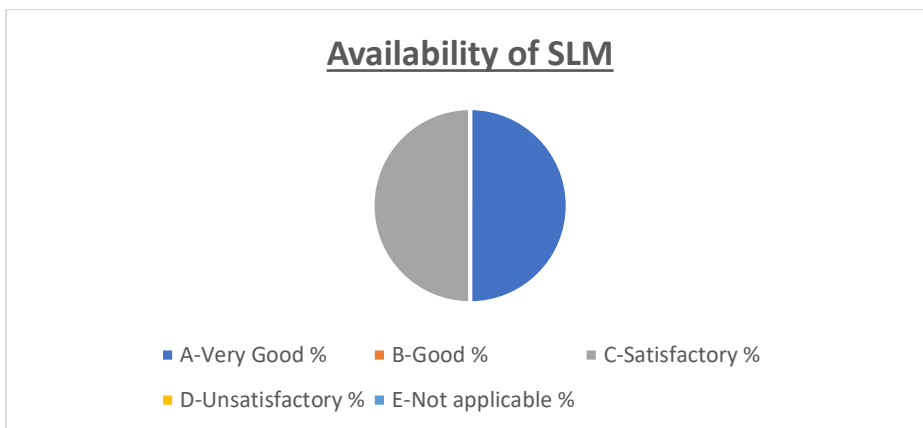
ALUMNI FEEDBACK ANALYSIS

Based on responses from 2 Alumni members, Pie charts of all the seven (7) parameters are provided which are self-explanatory.

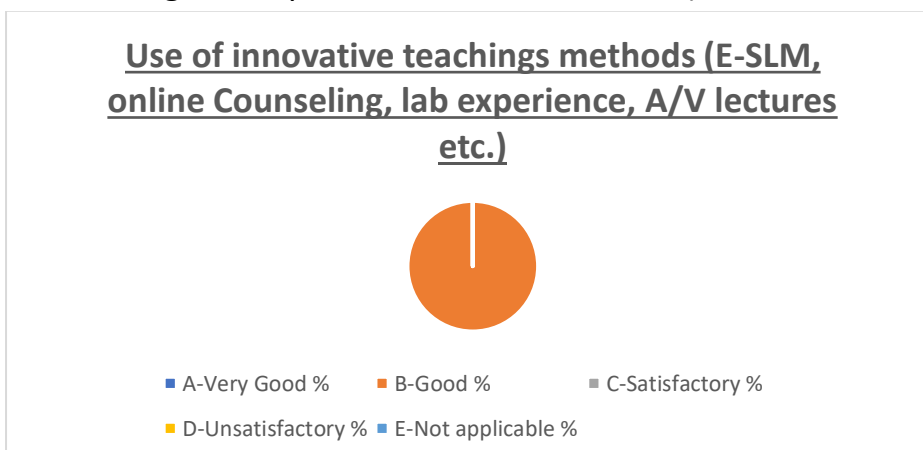
1. Please rate Course content:



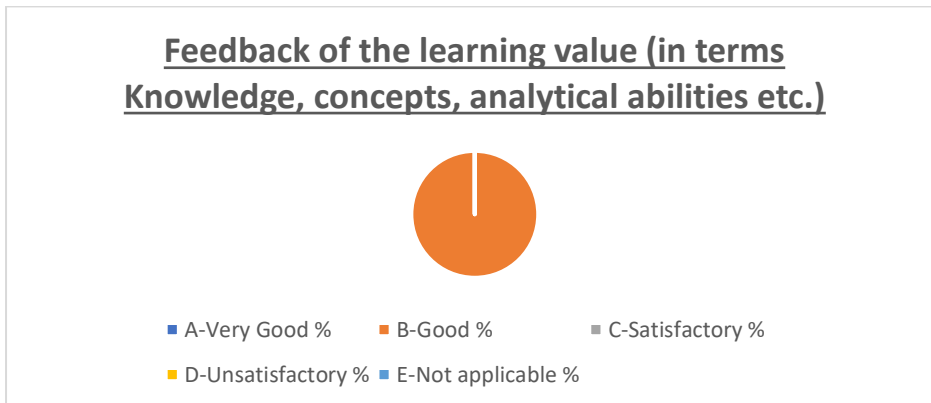
2. Please rate availability of SLM:



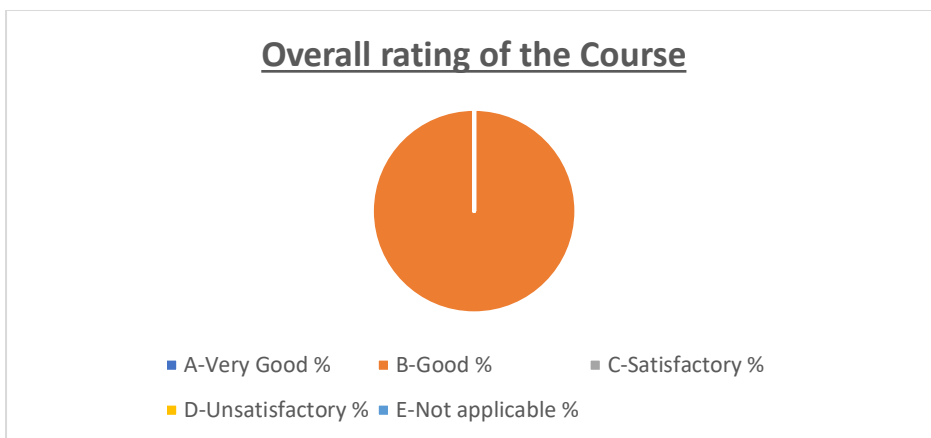
3. Please rate use of innovative teachings methods (E-SLM, online Counselling, lab experience, A/V lectures etc.):



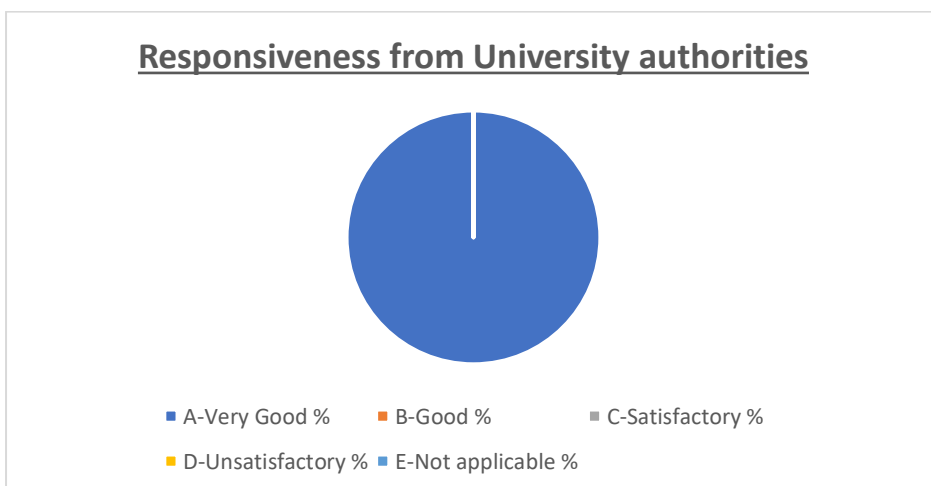
4. Please rate the learning value (in terms Knowledge, concepts, analytical abilities etc.):



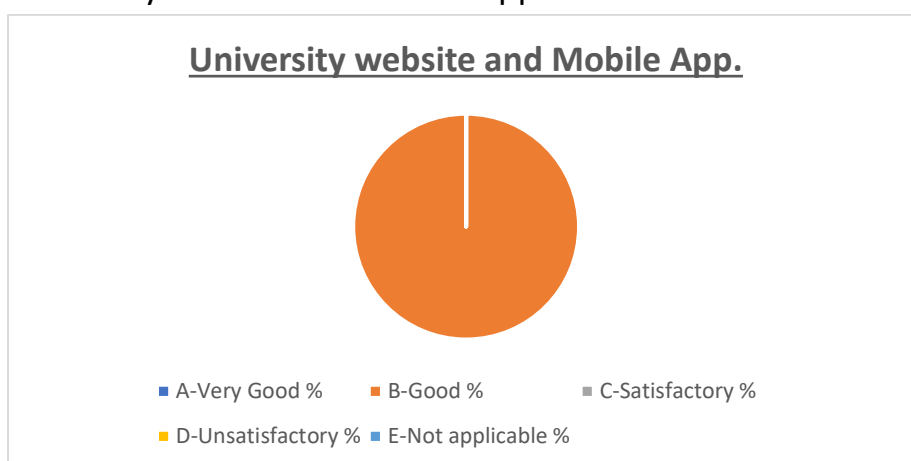
5. Overall rating of the Course:



6. Responsiveness from University authorities:



7. University website and Mobile Application:



Conclusion/Interpretation:

All the six (6) responses are positive out of 7 parameters. But, there is one area of concern which is “Availability of SLM”.

Overall Conclusion/Interpretation:

- i) No. of respondents too small for adequate analysis.
- ii) Section-wise Conclusions/Interpretations need to be collated and cross-checked for future planning and action.
- iii) Regular engagement with stakeholders, especially subject experts, with regard to academic matters (including design, development and delivery) should be prioritized.

Data Analysed & Report prepared by:

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Centre for Online Education (COEdn)

III. Mr. Hillol Ghosh,

Information Technology Officer