

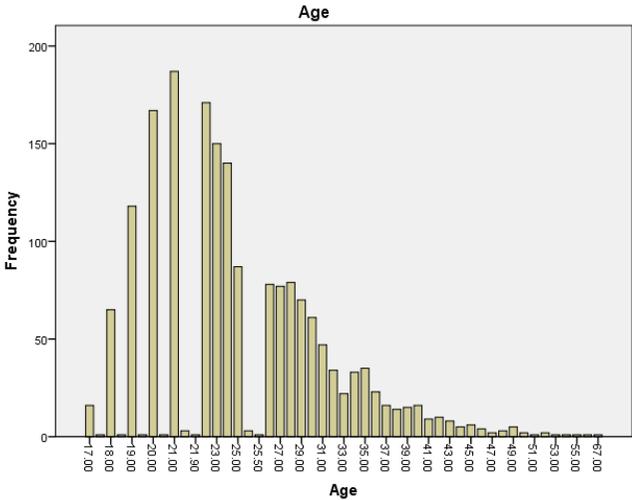
2020

Uttarakhand Open University

[Learner Satisfaction Survey regarding Teaching-learning and Evaluation]

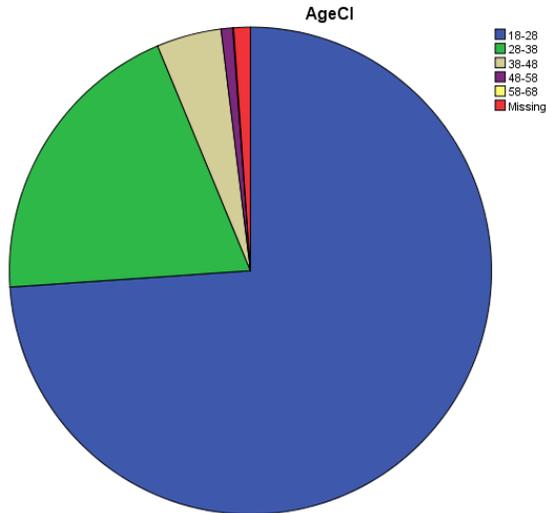
DEMOGRAPHIC PROFILE

Age



AgeCI

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-28	1327	73.9	74.8
	28-38	355	19.8	94.8
	38-48	78	4.3	99.2
	48-58	14	.8	99.9
	58-68	1	.1	100.0
	Total	1775	98.9	100.0
Missing System	20	1.1		
Total	1795	100.0		



With respect to the age, the younger generation from age 18 to 28 years forms the majority of the learners who attempted the survey with about 74% of the respondents. The total respondents were 1795. 1.1 percent of the learners didn't reveal their age. Among the total respondents, 74 percent are in the age group of less than 28 years and 0.1 percent are in the age group of 58-68 years. Average age of the learners who attempted the survey was found to be 25 years.

Statistics

Age

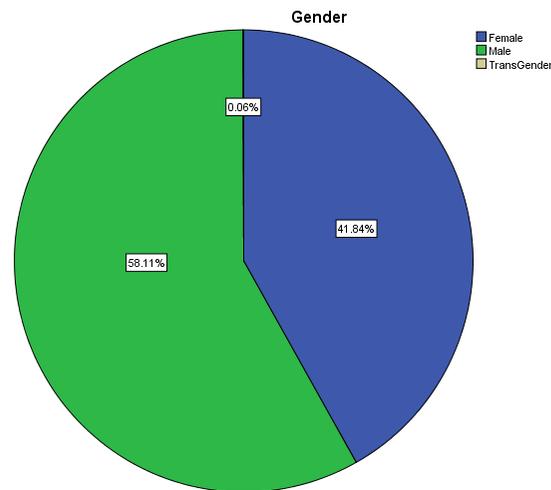
N	Valid	1795
	Missing	0
Mean		25.4979
Median		24.0000
Mode		21.00
Range		50.00

Interpretation:

Gender

Gender

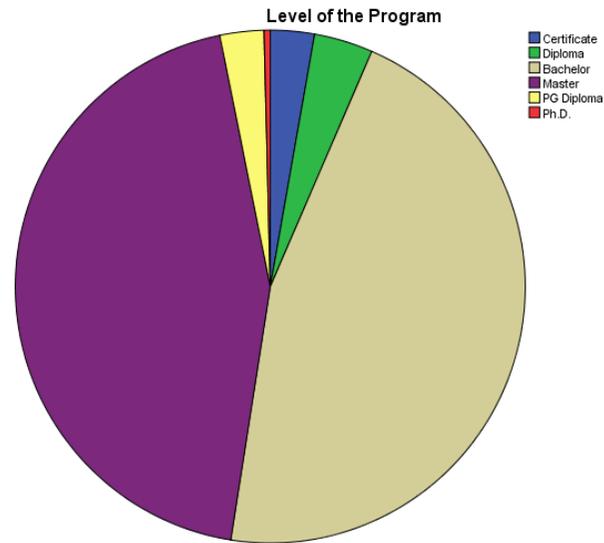
	Frequency	Percent	Valid Percent	Cumulative Percent
Female	751	41.8	41.8	41.8
Male	1043	58.1	58.1	99.9
Valid TransGender	1	.1	.1	100.0
Total	1795	100.0	100.0	



The table and graph above shows the frequency of males, females and transgender of the total learners who attempted the survey.. In the total sample of learners, 58 per cent are males representing majority of the respondents and 42% per cent corresponds to female population and 0.1 percent corresponds to transgender respondent.

Level of the Programme

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Certificate	50	2.8	2.8
	Diploma	67	3.7	6.5
	Bachelor	825	46.0	52.5
	Master	796	44.3	96.8
	PG Diploma	50	2.8	99.6
	Ph.D.	7	.4	100.0
	Total	1795	100.0	100.0



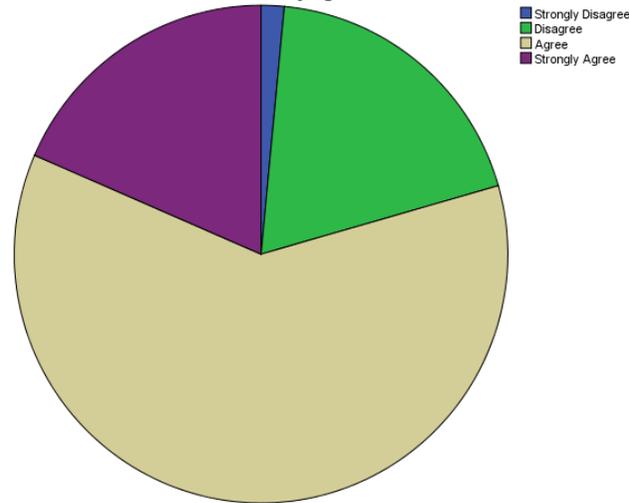
Interpretation:

Majority of the respondents who attempted the survey are pursuing a Bachelor's Degree Programme from UOU. 44% respondents are enrolled in Master's Programme and 0.4% respondents are enrolled in Ph.D. Programme. Further, 2.8% percent of the respondents who attempted the survey are enrolled in Certificate programmes. 3.7% percent respondents are pursuing PG Diploma Programme from UOU.

1. Induction program conducted by the Learner Support Centre, where you are studying was useful.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	27	1.5	1.5	1.5
Disagree	342	19.1	19.1	20.6
Valid Agree	1094	60.9	60.9	81.5
Strongly Agree	332	18.5	18.5	100.0
Total	1795	100.0	100.0	

1. Induction program conducted by the Learner Support Centre, where you are studying was useful



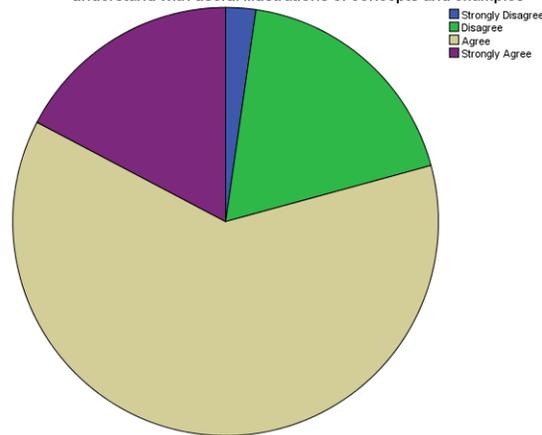
Interpretation: Distance education differs in many ways from the conventional educational practices where contact is face to face. In the absence of regular classes and interactions it becomes more challenging to create a productive learning environment. Hence induction here becomes an indispensable part of distance learning. The more adept distance educators become with induction processes, that is, communicating with students, providing information and guidance for effective study, helping students to integrate and feel part of the university and the distance community, the more likely students will experience a smooth transition to distance learning.

UOU and its various Learners Support Centres also conduct such induction sessions for the learners. Such induction programs are carried out with an aim to provide insights into ODL and how learners can get benefitted from this education platform. In the case of Uttarakhand Open University, the majority of the learners find that the induction program conducted at various LSC is useful. Around 20% of the learners are highly satisfied with such induction programs. Around 57% agreed that the induction program was quite useful for them. Only a handful of learners don't find the induction programs useful.

2. The study material for the programme was comprehensive and easy to understand with useful illustrations of concepts and examples

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	41	2.3	2.3	2.3
Disagree	332	18.5	18.5	20.8
Valid Agree	1111	61.9	61.9	82.7
Strongly Agree	311	17.3	17.3	100.0
Total	1795	100.0	100.0	

2.The study material for the programme was comprehensive and easy to understand with useful illustrations of concepts and examples



Interpretation: Distance education is a concept of learning centered round self-directed learning by means of offering various courses making use of Information communication technology complemented with SLM and counselling sessions to meet the needs of the learners. In the absence of a formal tutor/facilitator learners become heavily dependent on Self Learning Material (SLM). SLM should be developed in such a manner that it

can take on the role of live teacher and impart all the experiences to the learner which the student may have experienced in classroom setting. Hence, SLMs should include all the material so that it can stimulate self-learning.

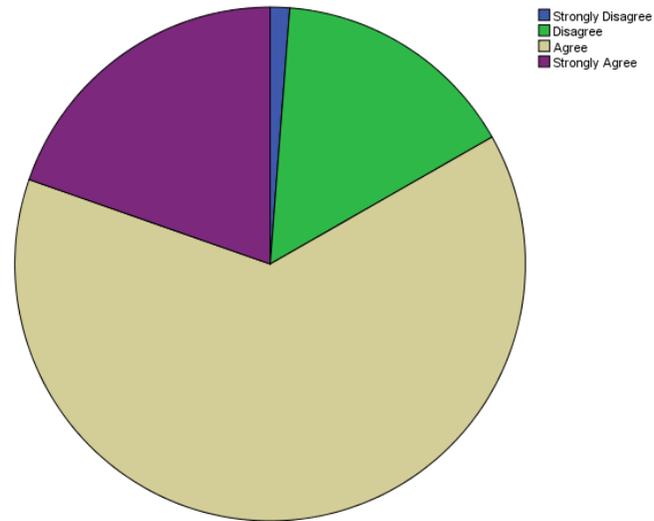
In UOU SLM are specially designed and prepared usually in print format. The focus is on making them highly structured so that they can take on the role of a live teacher. In UOU SLMs are normally developed by the internal and external experts of the subject and course concerned keeping in view learners' background, their needs and problems. Each course has a set of predefined course outcome. It is easy to read and understand and there are several directions in the materials to help the learner navigate through the material.

In the case of UOU majority of the learners are satisfied with the learning material provided by the University. 20% of learners were highly satisfied with the SLM provided to them. They stated that the course material provide significant inputs and are highly structured. More than 59% rated it good/ satisfactory. Only a small chunk i.e. 20% of the learners of learners find it difficult to understand the concepts using SLM. Merely 5% of the learners were dissatisfied.

3. The assignments were very useful in grasping the content given in the Study Material.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	22	1.2	1.2	1.2
Disagree	279	15.5	15.5	16.8
Valid Agree	1141	63.6	63.6	80.3
Strongly Agree	353	19.7	19.7	100.0
Total	1795	100.0	100.0	

3.The assignments were very useful in grasping of the content given in the Study Material



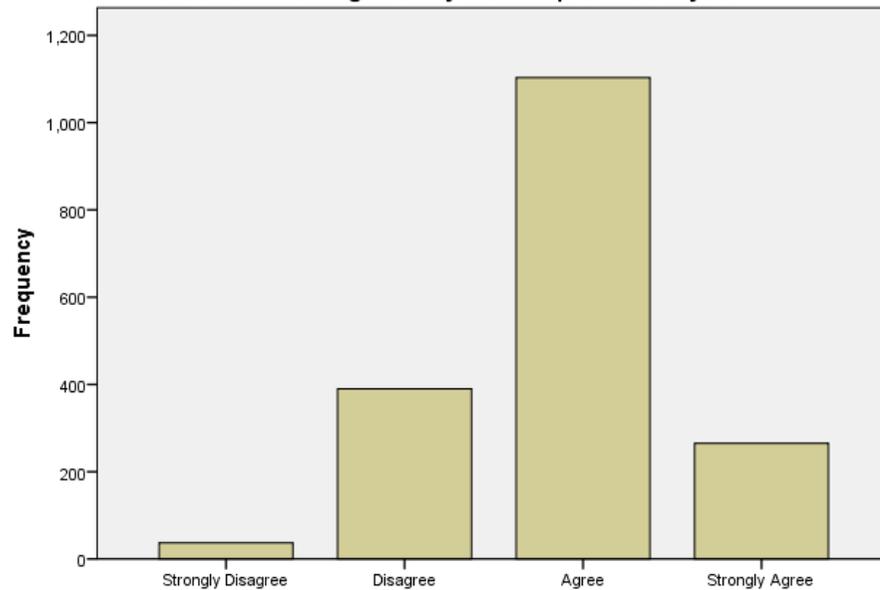
Interpretation: Assignments help learners to focus on the essential learning and a thoughtfully constructed assignment can take the learner to a journey of learning and each successfully completed assignment contributes immensely to learner's knowledge and confidence. On the other hand assignments also provide an opportunity to the assessors to provide feedback to the learners. Hence assignments become important in bridging the communication gap in the teaching and learning process.

In UOU also, assignments are given due weightage and is considered to be an important component of ODL system. University expects that the evaluator will offer valuable feedback to the learner. Before that learners are also given proper guidance as how to prepare assignments, and how to identify suitable resources for preparing the assignments. This helps the learner to know what his shortcomings are and how to improve on that. The assignment is a compulsory component and also helps the learner to prepare for the final exam. In the case of UOU nearly 20% of the Learners feel that the assignments are well structured and are helpful in grasping the content given the study material. Around 60% of the learners felt assignments were instrumental in the learning process and helped them to understand and navigate through the SLM. Only few of the learners i.e. 20% felt that either the assignments were not useful or were unstructured.

4. The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to you.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	37	2.1	2.1	2.1
Disagree	390	21.7	21.7	23.8
Agree	1103	61.4	61.4	85.2
Strongly Agree	265	14.8	14.8	100.0
Total	1795	100.0	100.0	

4.The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to you



4.The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to you

Interpretation: ODL mode of learning has now become a very powerful, sophisticated and rich medium imparting education, knowledge and skills supplementing the mainstream teaching learning process.

Distance learning students Different in terms of the age and maturity level as compared to regular students. Hence, they encounter more psycho-social problems affecting their academic progress. Hence it becomes more important to provide counselling in order to make it sure that the learners pursue their studies without hindrance.

Learners in ODL mode also face scarcity to pay attention to the details of assignments. Therefore, instructors should provide them with clear directions and it could only be possible with the help of well structured counselling sessions conducted at LSCs.

Academic Counselling in UOU include both counselling and tutoring to the learners. Counselling is widely used for giving advice, both academic and non-academic, to learners. Learners in general experience both kind of i.e academic and non-academic difficulties of some kind while taking

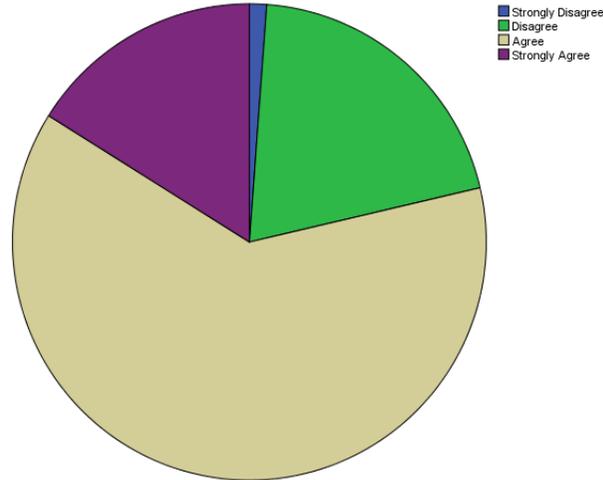
on their studies. Academic counselling provided to learners in UOU is learner-centric. It also includes non-academic areas, i.e. specific difficulties pertaining to pursuing the course. The Academic Counsellor, therefore, is expected to perform an important role of tutor and an advisor.

Around 15% of the learners are highly satisfied with the counselling carried out at various LSC. Around 62 percent of the learners rated it satisfactory. They stated that the counselling provided at the LSC's were in sync with the SLM and were also helpful in understanding the SLM. 23% learners were either not satisfied with the kind of counselling given to them LSC's.

5. The academic counsellors are qualified and werewell prepared for conducting the counseling sessions scheduled at the Learner Support Centre.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	21	1.2	1.2	1.2
Disagree	362	20.2	20.2	21.3
Valid Agree	1123	62.6	62.6	83.9
Strongly Agree	289	16.1	16.1	100.0
Total	1795	100.0	100.0	

5. The academic counsellors are qualified and were well prepared for conducting the counseling sessions scheduled at the Learner Support Centre



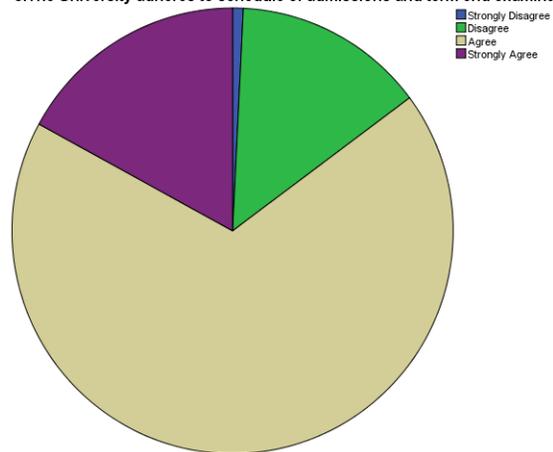
Interpretation: Academic counsellors or tutors are a link between learners and ODL institutions. They are required to perform various roles such as facilitating learning of subject matter/content, evaluation of assignments, motivating and encouraging learners etc. In fact the role of an academic counsellor is multifarious and requires both tutoring and counseling. Each of these roles requires specific competencies to enable them to perform satisfactorily.

18% of the learners rated their experience with the academic counsellors highly satisfactory. Around 60% of the learners rated it as satisfactory. Such learners stated that the counsellors were instrumental in guiding them with respect to their domain. Learners were of the opinion that the counsellors were well qualified and also appreciated their efforts /readiness for conducting counselling sessions. Around 20% of the learners were dissatisfied, 2% highly dissatisfied and were concerned about the quality of counselling.

6. The University adheres to schedule of admissions and term end examinations.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	14	.8	.8	.8
Disagree	252	14.0	14.0	14.8
Valid Agree	1223	68.1	68.1	83.0
Strongly Agree	306	17.0	17.0	100.0
Total	1795	100.0	100.0	

6.The University adheres to schedule of admissions and term end examinations.



Interpretation:

University admission is the process through which students enter universities and colleges. Systems vary widely from country to country, and sometimes from institution to institution. In UOU we have a set admission schedule. Admission schedule is the laid down procedure in conformance with the UGC guidelines. Admissions are taken twice a year i.e. in July-Aug (Summer Session) and in Jan-Feb (Winter Session). University takes admissions through both -online and offline modes.

Exams are yet another important dimension of academic activity. Exams enable us to assess the knowledge of the learners can know and evaluates learner's skills and enables them to overcome their nerves. It is an efficient way to measure how much they have learned. It also promotes healthy competition among learners. It helps in developing one's personality and confidence. Exams have a pivotal role to play in imparting necessary qualities such as hard work, patience, creativeness and leadership. This makes them able to overcome their weakness in order to be successful in life. It not only helps to polish the writing skills, but also helps one to improve their analytic skills and expand the outlook they have on the world. Hence an exam should be a tool for improving one's career.

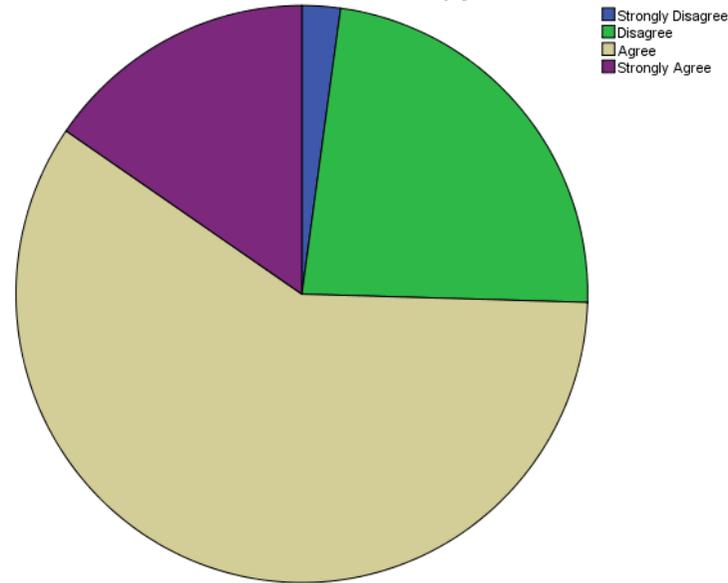
It is also important to have a proper and regular schedule for the exams and admissions. Moreover adhering to the schedule is equally important. UOU also understands the importance of exams and their schedule and hence its exam cell is continuously working on this dimension so that regular and fair exams can be conducted. In UOU exams are conducted twice a year i.e in June and December.

With reference to this around 20% of the learners are quite satisfied with the admissions and examination schedule and they stated that the University adheres to the schedule. Majority i.e around 60% were satisfied and stated that the University is consistent with reference to the admission and examination schedule. Around 20% of the learners are not satisfied regarding the same.

7. The counselling sessions organized at the Learner Support Centre helped you to clear doubts and keep you on track.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	39	2.2	2.2	2.2
Disagree	418	23.3	23.3	25.5
Valid Agree	1061	59.1	59.1	84.6
Strongly Agree	277	15.4	15.4	100.0
Total	1795	100.0	100.0	

7.The counselling sessions organized at the Learner Support Centre helped you to clear doubts and keep you on track



Interpretation: Providing good student support services to a distance learner is an issue of great concern in order to prevent attrition and encourage retention. Counseling is one of the important learner support services provided to the learners. At times learners tend to drop out and feel that they are incapable of completing the programme and here it becomes important that the counselling sessions are conducted to motivate and guide the learners and bring them back on track. Counselling brings in the human element in the ODL system. Counselling sessions helps the learner to overcome obstacles, both of academic and non-academic nature.

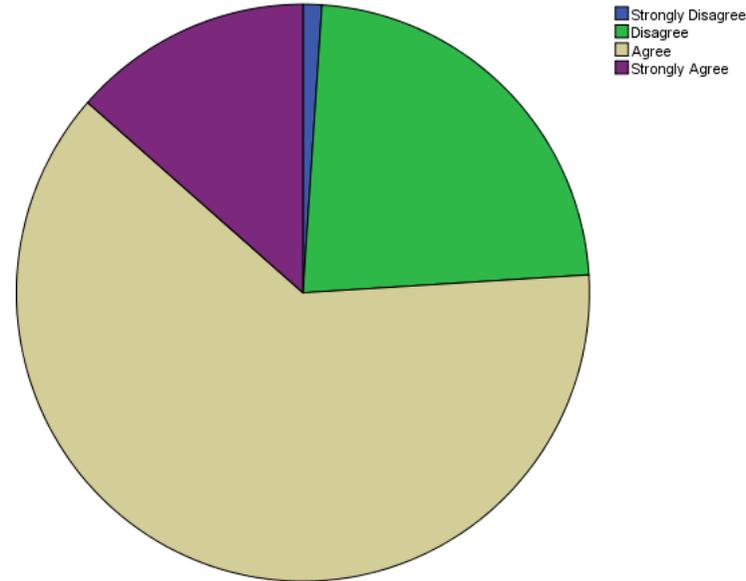
Academic Counselling in UOU include both counselling and tutoring to the learners. Counselling is widely used for giving advice, both academic and non-academic, to learners. Learners in general experience both kind of i.e academic and non-academic difficulties of some kind while taking on their studies. Academic counselling provided to learners in UOU is learner-centric. It also includes non-academic areas, i.e. specific difficulties pertaining to pursuing the course. The Academic Counsellor, therefore, is expected to perform an important role of tutor and an advisor.

Majority of the learners find that the counselling sessions organized at various LSC's were quite useful in clearing the doubts of the learners. 16 % among satisfied learners appreciated the efforts of the counsellors whereas around 55% stated that counselling was instrumental in gaining interest in the curriculum. Around 25% were dissatisfied and 4% were highly dissatisfied.

8. The learner centric methods used by the institution to promote learning, enhanced your problem solving skills, employability skills, life skills and made you ready for the world of work.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	19	1.1	1.1	1.1
Disagree	412	23.0	23.0	24.0
Valid Agree	1121	62.5	62.5	86.5
Strongly Agree	243	13.5	13.5	100.0
Total	1795	100.0	100.0	

8. The learner centric methods used by the institution to promote learning, enhanced your problem solving skills, employability skills, life skills and made you ready for the world of work



Interpretation:

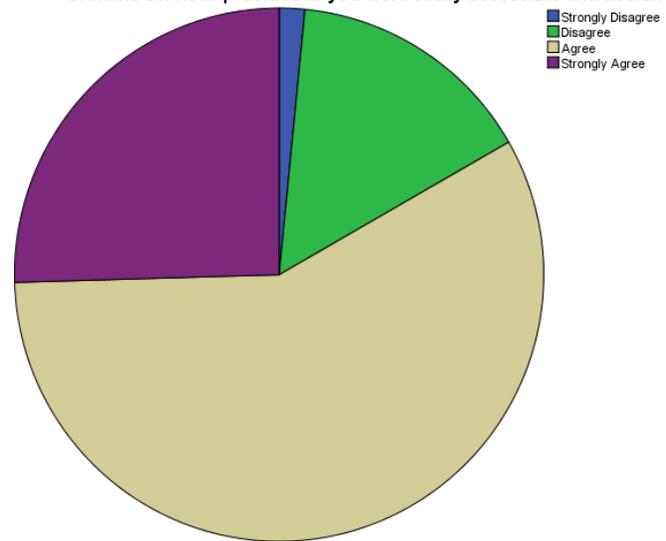
Learner-Centered Teaching Techniques are defined by a shift from a teacher or lecturer focused classroom environment to one that is focused on the needs of the students. Learning is an active search for meaning by the learner and constructed rather than passively received. At UOU we focus on such an approach and we actively take learners' interest into account. Different activities such as counselling, tutoring, workshops, seminars etc are planned from the learner's point of view.

With reference to the above around 72% of the learners appreciated the learner centric approach of the institution. Out of the satisfied learners around 15% admired the university's approach towards teaching and learning. Such learners opined that such approach has been helpful in enhancing problem solving skills, employability skills etc and making them industry ready. Around 28% were dissatisfied with the same.

9. Online services provided to you were easily accessible and useful.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	28	1.6	1.6	1.6
Disagree	272	15.2	15.2	16.7
Valid Agree	1038	57.8	57.8	74.5
Strongly Agree	457	25.5	25.5	100.0
Total	1795	100.0	100.0	

9. Online services provided to you were easily accessible and useful.

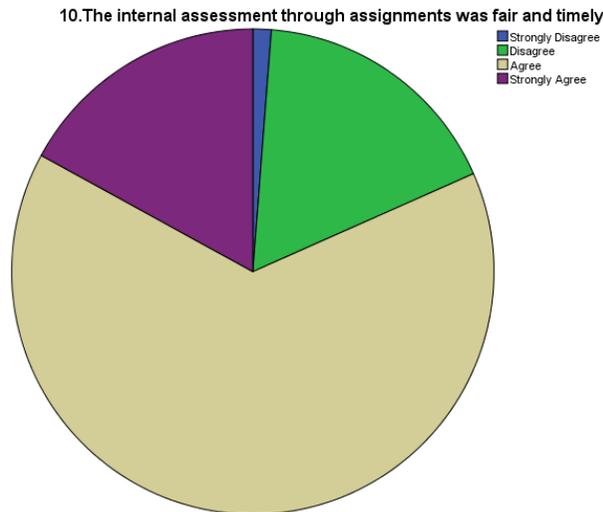


Interpretation: The essence of ODL is that one can learn from anywhere and internet/online services has only complemented this thing. Everyone can access education no matter the location. No need to move to another city or town or leave your home. Availability of services online helps to eliminate borders and barriers, both social and physical. UOU also understands the fact that providing online and speedy services to the learners is needed for the hour. University has opened various channels through which learners can register their quarries and get them resolved. Such methods include mail, ticketing system, phone, toll free calls, sms etc

Majority of the learners are quite happy and satisfied by the online services by the University. 20% were highly satisfied, 60% satisfied. Few learners don't find the online services useful reason being internet accessibility still remains a challenge in remote areas of the state.

10. The internal assessment through assignments was fair and timely.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	22	1.2	1.2	1.2
Disagree	308	17.2	17.2	18.4
Valid Agree	1159	64.6	64.6	83.0
Strongly Agree	306	17.0	17.0	100.0
Total	1795	100.0	100.0	



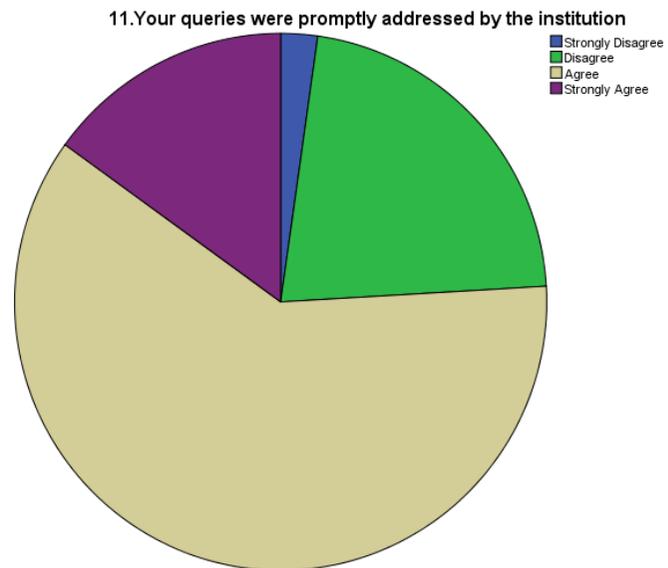
Interpretation: Assignments help learners to focus on the essential learning and a thoughtfully constructed assignment can take the learner to a journey of learning and each successfully completed assignment contributes immensely to learner's knowledge and confidence. On the other hand assignments also provide an opportunity to the assessors to provide feedback to the learners. Hence assignments become important in bridging the communication gap in the teaching and learning process. To realize the objective behind giving the assignments and to maintain the sanctity of evaluation it is must that assessment of assignments should be done with full academic flair. Then only one can justify the efforts of the learners that they have put while making the assignments. The marks awarded should reflect those efforts and it will motivate the learners to earn those valuable marks/grades.

Keeping in mind the same spirit UOU has an assignment evaluation policy. Checks are there to ensure that justice is done to those assignments and ignorance of the assessors don't harm the learners.

With reference to the above Majority of the learners opined the assessment of assignment is fair and timely. 80% of the learners were satisfied with their grades and 20% were dissatisfied.

11. Your queries were promptly addressed by the institution.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	40	2.2	2.2	2.2
Disagree	392	21.8	21.8	24.1
Valid Agree	1093	60.9	60.9	85.0
Strongly Agree	270	15.0	15.0	100.0
Total	1795	100.0	100.0	



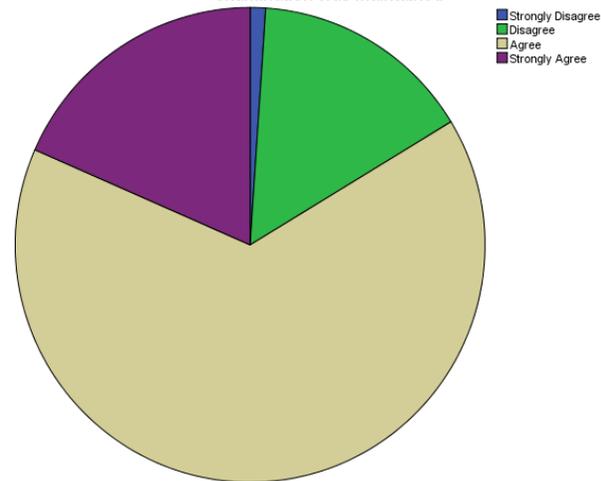
Interpretation: ODL is the form of learning in which the main elements include physical separation of teachers and students. Because of this at times learners face a number of problems and challenges right from getting enrolled in a course till the time they complete it. To make teaching and learning satisfying institutions need to be very fast in solving the queries of the learners.

UOU has also developed a very strong mechanism to address such issues. In UOU several online and offline methods are used to do so. In fact 75% of the learners are quite satisfied with the query handling mechanism of the institution. Among these 20% are highly satisfied. Around 25% of the learners are dissatisfied with the same.

12. The term end examination was conducted fairly and the sanctity of the examination was maintained.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	19	1.1	1.1	1.1
Disagree	274	15.3	15.3	16.3
Valid Agree	1171	65.2	65.2	81.6
Strongly Agree	331	18.4	18.4	100.0
Total	1795	100.0	100.0	

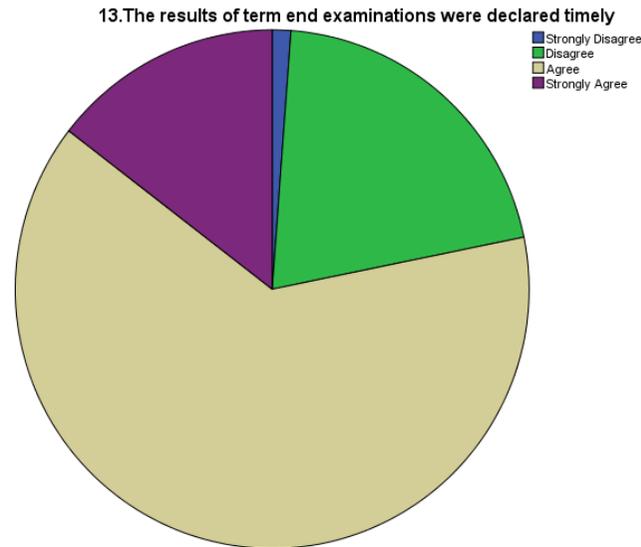
12.The term end examination was conducted fairly and the sanctity of the examination was maintained



Interpretation: Amongst the four dimensions of distance education exams has an important role to play. Apart from conducting timely examinations, the most important thing is to conduct them fairly so that the sanctity of process is maintained. In the survey conducted 60% of the learners found that the examinations are conducted fairly and the sanctity of the exams were maintained during the process. 20% of the learners are highly satisfied with the process of exams. Around 17% disagree with the same.

13. The results of term end examinations were declared timely.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	21	1.2	1.2	1.2
Disagree	370	20.6	20.6	21.8
Valid Agree	1143	63.7	63.7	85.5
Strongly Agree	261	14.5	14.5	100.0
Total	1795	100.0	100.0	



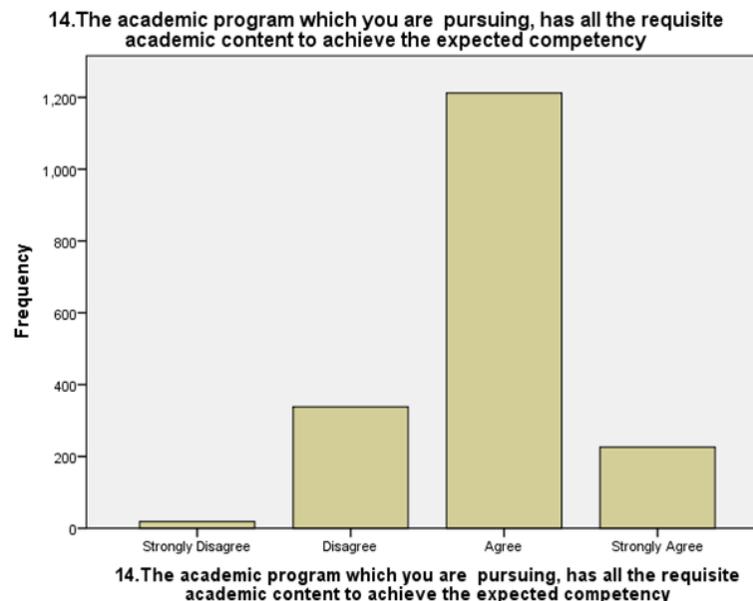
Interpretation: Exams have a pivotal role to play in imparting necessary qualities such as hard work, patience, creativeness and leadership. This makes them able to overcome their weakness in order to be successful in life. It not only helps to polish the writing skills, but also helps one to improve their analytic skills and expand the outlook they have on the world. Hence an exam should be a tool for improving one's career.

It is also important to have a proper and regular schedule for the exams and admissions. Moreover adhering to the schedule is equally important. UOU also understands the importance of exams and their schedule and hence its exam cell is continuously working on this dimension so that regular and fair exams can be conducted. In UOU exams are conducted twice a year i.e in June and December. In the same context UOU also declares timely results so that learners don't face any problem in progressing or getting promoted to the next level. It is practice in UOU to declare timely results.

Moreover it is evident from the response of the learners and majority of the learners feel that the University is quite regular and consistent in declaring timely results. Around 20% are highly satisfied and agree to the fact that UOU declares timely results. Around 55% agree and 20% disagree.

14. The academic program which you are pursuing has all the requisite academic content to achieve the expected competency.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	19	1.1	1.1	1.1
Disagree	338	18.8	18.8	19.9
Agree	1212	67.5	67.5	87.4
Strongly Agree	226	12.6	12.6	100.0
Total	1795	100.0	100.0	



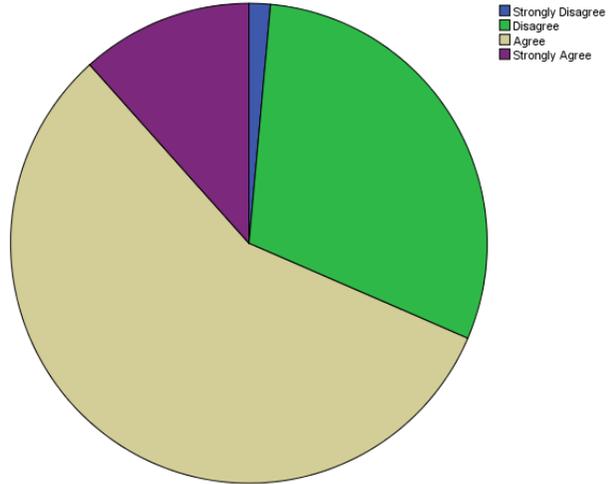
Interpretation: Distance education has an important place in the terms of education & educational services. Educating a person is one of the greatest work and ODL is the future of education. Now people are understanding that distance education has also the similar impact as of regular institutions. People have started opting out for distance education courses. Distance learning comprises various features which you will not be able to find in regular institutions. Some of them are flexibility while learning, reduction in costs as compared to regular institutions, study materials and digital learning environment so on so forth. Most of the learners are opting for this mode of education to sharpen their skills and to make them a better fit for industry or to make them a better professional. Because of all these goals attached to ODL it is important to deliver quality content so that it can help people to achieve desired competency levels.

In case of UOU, majority of the learners appreciated the academic content of the program that they were pursuing and also confirmed that it has helped them to achieve the expected competency. 20% learners are highly satisfied with the content, around 57% feel that it is good and helped them in sharpening their skill set.

15. Electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	26	1.4	1.4	1.4
Disagree	539	30.0	30.0	31.5
Valid Agree	1021	56.9	56.9	88.4
Strongly Agree	209	11.6	11.6	100.0
Total	1795	100.0	100.0	

15. Electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling.

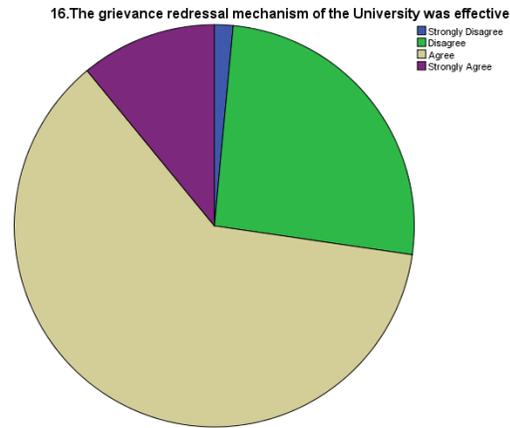


Interpretation: Educational technology plays an important role in distance education system. By adapting new communication educational technologies in distance educational programmes their quality could be ensured. Instructions conducted through the use of technologies which significantly or completely eliminate the traditional face to face communication between teacher and students lead to distance education. In this various new methods such as Audio lectures, Video lectures using web, virtual lectures, radio programmes have evolved over a period of time and can be used to compliment teaching and learning. In the last few years UOU has also adopted such methods with the help of ICT to facilitate learning. Hello Haldwani 91.2 MHz is a Community Radio Station in Haldwani is a major step taken by UOU in this direction. It was established in the year 2012 at UOU Campus, Haldwani. UOU is also conducting

Appreciating the efforts of UOU Nearly 62% of the learners said that Audio Video and radio interactions are supplementing learning. However, 35% of the respondents disagreed that audio-video contents are making learning effective. Further, 3% of the respondents highly disagreed with the statement that electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling.

16. The grievance redressal mechanism of the University was effective.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	27	1.5	1.5	1.5
Disagree	463	25.8	25.8	27.3
Valid Agree	1108	61.7	61.7	89.0
Strongly Agree	197	11.0	11.0	100.0
Total	1795	100.0	100.0	



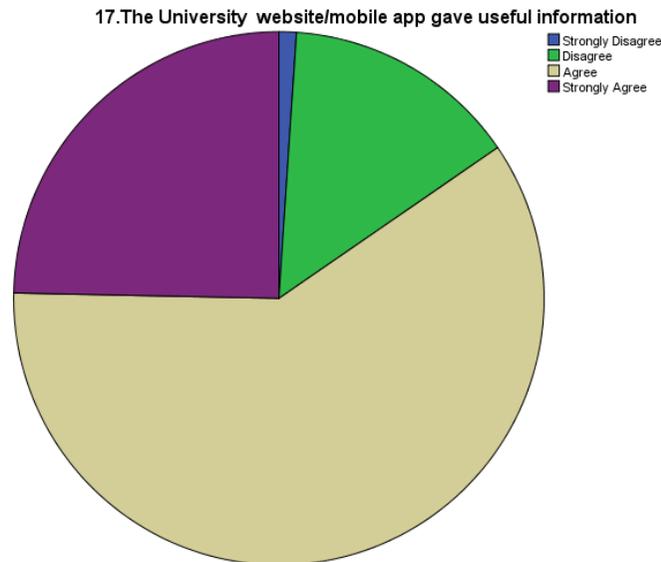
Interpretation: A Student's Grievance Redressal cell has been functioning in the University to deal with the issues of the learners. The complaints/problems of the learners community are dealt with in a timely manner. The objective of this cell is to address the grievances of the learners, to find ways for the speedy disposal of grievances, to inform the students the solutions to the grievances addressed by them. Generally the grievances relate to admission, violation of reservation, gender based discrimination, examination related matters, sexual harassment etc.

Majority of the learners appreciated the grievance redressal mechanism of the University and they also found it effective while redressing the learner's grievances. Around 70% of the learners either are highly satisfied or satisfied with the mechanism or find it effective. Around 30% disagree with the fact and don't find it effective.

17. The University website/mobile app gave useful information.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	19	1.1	1.1	1.1
Disagree	258	14.4	14.4	15.4
Agree	1075	59.9	59.9	75.3

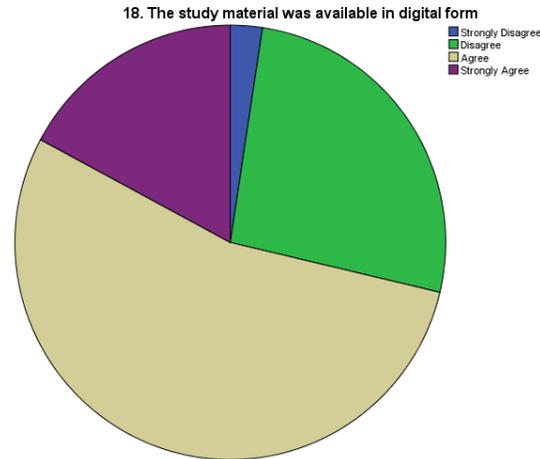
Strongly Agree	443	24.7	24.7	100.0
Total	1795	100.0	100.0	



Interpretation: Living in the digital world, a website is now a necessity for an Institution, big or small. Increasing visibility is one major factor that makes having a website important. Websites are also available and accessible 24 hours a day, every day of the year. In Fact in distance education learners seek information using the website of the institution. More than 80% of the admissions are coming online and hence it is important to have a user friendly website. Website provides detailed information about the academic activities and can help in bridging the gap between the learner and the institution. UOU understands the importance of the digital content and maintains a user-friendly website with the help of its efficient ICT cell. In the survey majority of the learners are quite happy with the University website. They appreciated the user friendliness and comprehensiveness of the website. More than 80% of the users has rated it good and said that it provides useful information to the users. Around 18% don't find the information useful.

18. The study material was available in digital form.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	43	2.4	2.4	2.4
Disagree	472	26.3	26.3	28.7
Agree	972	54.2	54.2	82.8
Strongly Agree	308	17.2	17.2	100.0
Total	1795	100.0	100.0	



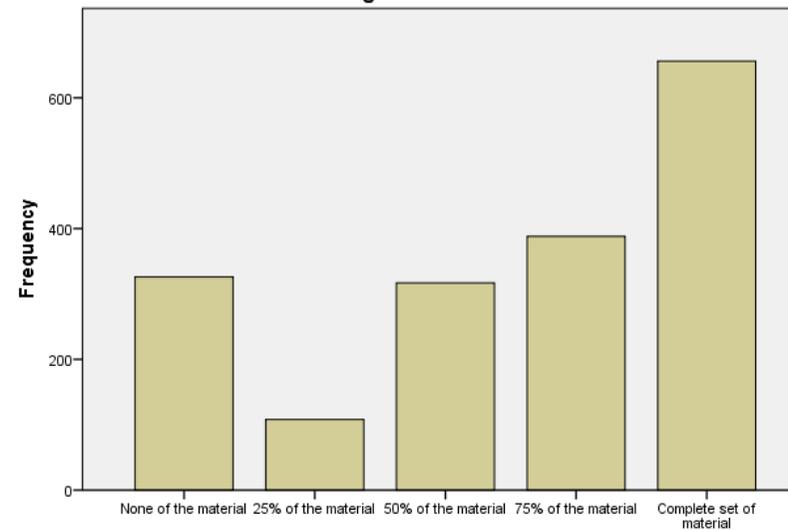
Interpretation: Majority of the learners confirmed that the learning material was made available to them in digital format. Around 71% confirmed that the SLM was available in digital format. 29% don't agree to the fact.

19. You are receiving the Self Learning Materials(Printed blocks/modules) on a regular basis.

	Frequency	Percent	Valid Percent	Cumulative Percent
None of the Material	326	18.2	18.2	18.2
25% of the Material	108	6.0	6.0	24.2
Valid 50% of the Material	317	17.7	17.7	41.8
75% of the Material	388	21.6	21.6	63.5

Complete set of Material	656	36.5	36.5	100
Total	1795	100.0	100.0	

19. You are receiving the Self Learning Materials(Printed blocks/modules) on regular basis



19. You are receiving the Self Learning Materials(Printed blocks/modules) on regular basis

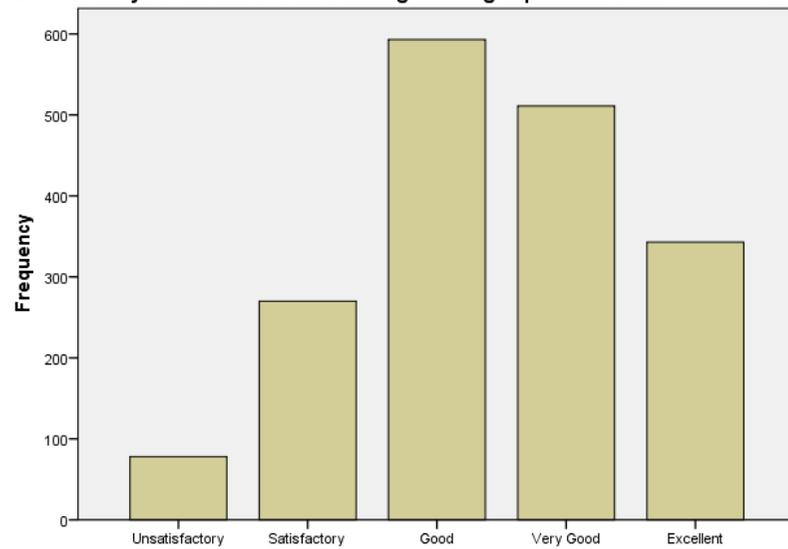
Interpretation:

Majority of the respondents accepted that they are receiving a complete set of Self learning Material 22% respondents mentioned that they are receiving 75% of the SLM and 18% respondents communicated that they are receiving 50% of the Material. Further, merely 6% respondents conveyed that they are receiving 25% of the Self Learning Material and 18% respondents conveyed that they are not receiving the self learning material at all.

20. How will you rate the overall teaching-learning experience in the institution?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Unsatisfactory	78	4.3	4.3	4.3
Satisfactory	270	15.0	15.0	19.4
Good	593	33.0	33.0	52.4
Very Good	511	28.5	28.5	80.9
Excellent	343	19.1	19.1	100.0
Total	1795	100.0	100.0	

20.How will you rate the overall teaching-learning experience in the institution?



20.How will you rate the overall teaching-learning experience in the institution?

Interpretation: Overall the learners of the different programs are satisfied with reference to teaching and learning experience. In most of the instances learners rated it excellent or very good. Merely 5% of the learners were not satisfied and rated the teaching learning experience poorly.

21. a) Please give your honest opinion on the university in terms of its strengths and weaknesses

Some of the strengths and weaknesses as identified by the learners who attempted the Survey are presented as under;

Strengths	Weaknesses
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1. Good and appropriate student support system
2. qualified academic staff
3. Extensive list of programs offered
4. excellent online support
5. Conduction of Examinations and declaration of results on time
6. Good learning material
7. Quality education in Low cost/ Lesser opportunity cost
8. Flexibility in terms of Course duration and exams
9. Wide reach
10. Curriculum as per industry requirements
11. Timely and easy admissions

1. Study material not available in English
2. Delay in delivery of books
3. Lacks Digital access in remote areas
4. More practical orientation required

b) Please give suggestions for the improvement of the University

Suggestions

1. More counselling sessions should be conducted.
2. Study material should be delivered well on time.
3. Content in some of the programs need improvement.
4. More digitalization is required..
5. Lectures can also be delivered using web conferencing and other digital methods.