Report of the Feedback Survey for Coordinators of Study Centres of KKHSOU

Centre for Internal

Quality Assurance (CIQA)

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Analysis & Interpretation

A study was conducted by the Centre for Internal Quality Assurance (CIQA), KKHSOU to obtain the feedback from the Co-ordinators of various study centres on 5 (five) main categories viz; Self-learning Material (SLM-Print & Digital), Academic Counselling, Assignment Evaluation, Term-end Examination and Management respectively through a well-structured questionnaire. Each of the categories consisted of relevant statements to which the co-ordinators had to provide their opinions by selecting the appropriate option from among the 5-point Likert's Scale ranging from Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree indicated against each statement. After collecting the information, the responses were analysed using SPSS Version 26.0 and the results are indicated below through tabular and diagrammatic representation:

1.1   Profile of the respondents

Table 1: Gender*Age Crosstabulation of respondents

Gender * Age Crosstabulation						
		Age				Total
		25-35 Years	36-45 Years	46-55 Years	56 Years and above	
Gender	Male	1	5	4	1	11
	Female	0	3	1	0	4
Total		1	8	5	1	15

From the above Table 1, it is seen that out of the total number of 15 respondents, 11 were Male and 4 were Female. Also, the out of the 11 number of Male respondents, 1 belonged to the age group of 25-35 years, 5 belonged to the age group of 36-45 years, 4 belonged to the age group of 46-55 years, and 1 belonged to the age group of 56 years and above while out of the 4 number of Female respondents, 3 belonged to the age group of 36-45 years, and 1 belonged to the age group of 46-55 years. The same has been represented through a diagrammatic representation in Figure 1 as indicated below:
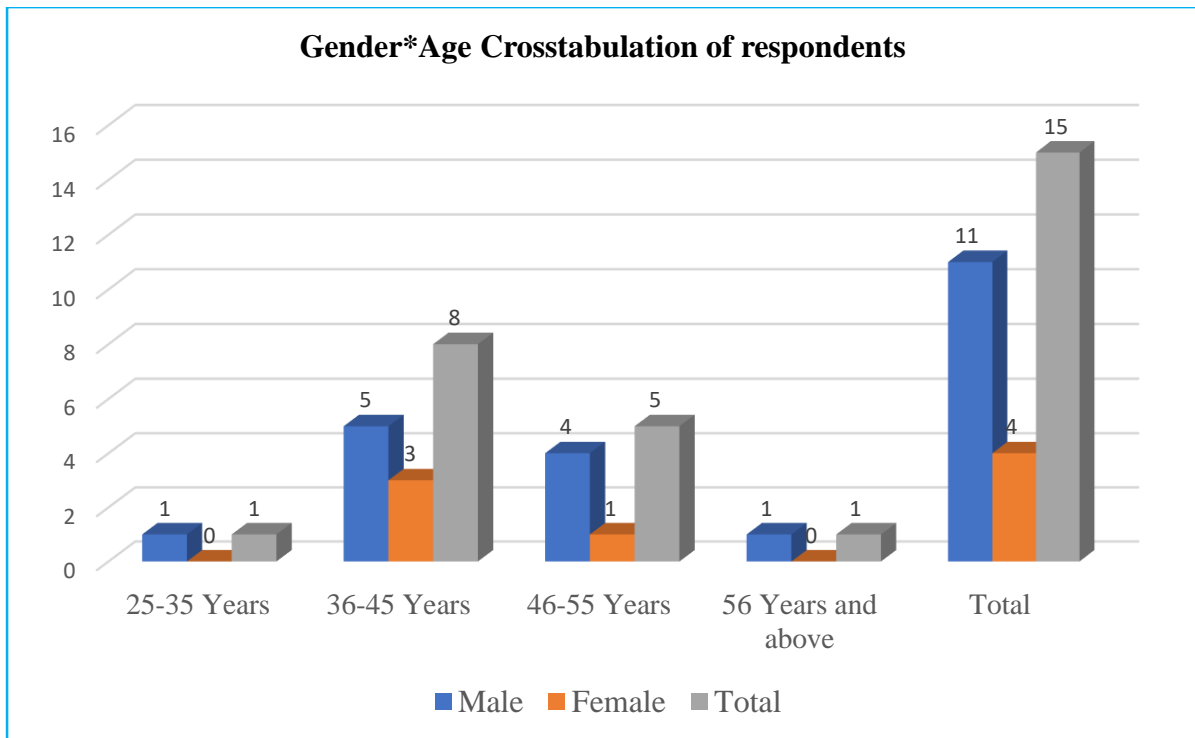
Gender*Age Crosstabulation of respondents

Figure 1: Bar Chart representing the Gender*Age Crosstabulation of respondents

1.2 Gender, Age and Statement-wise analysis under the category: Self-learning Material (SLM-Print & Digital)

1.2.1 The first statement under the above-mentioned category is **Coverage of the Content in the SLM is adequate**

			Strongly Agree	Agree	Neutral	Total
Table 2: Gender* Coverage of the Content in the SLM is adequate Crosstabulation of respondents						
	Gender	Male	9	1	1	11
		Female	1	3	0	4
		Total	10	4	1	15

From the above Table 2, it is seen that out of 11 Male members, 9 had Strongly Agreed, 1 Agreed and 1 remained Neutral to the statement on whether the Coverage of the Content in the SLM is adequate and out of 4 Female respondents, 1 had Strongly Agreed, and 3 had Agreed

to the statement. The same has been represented through a diagrammatic representation in Figure 2 as indicated below:
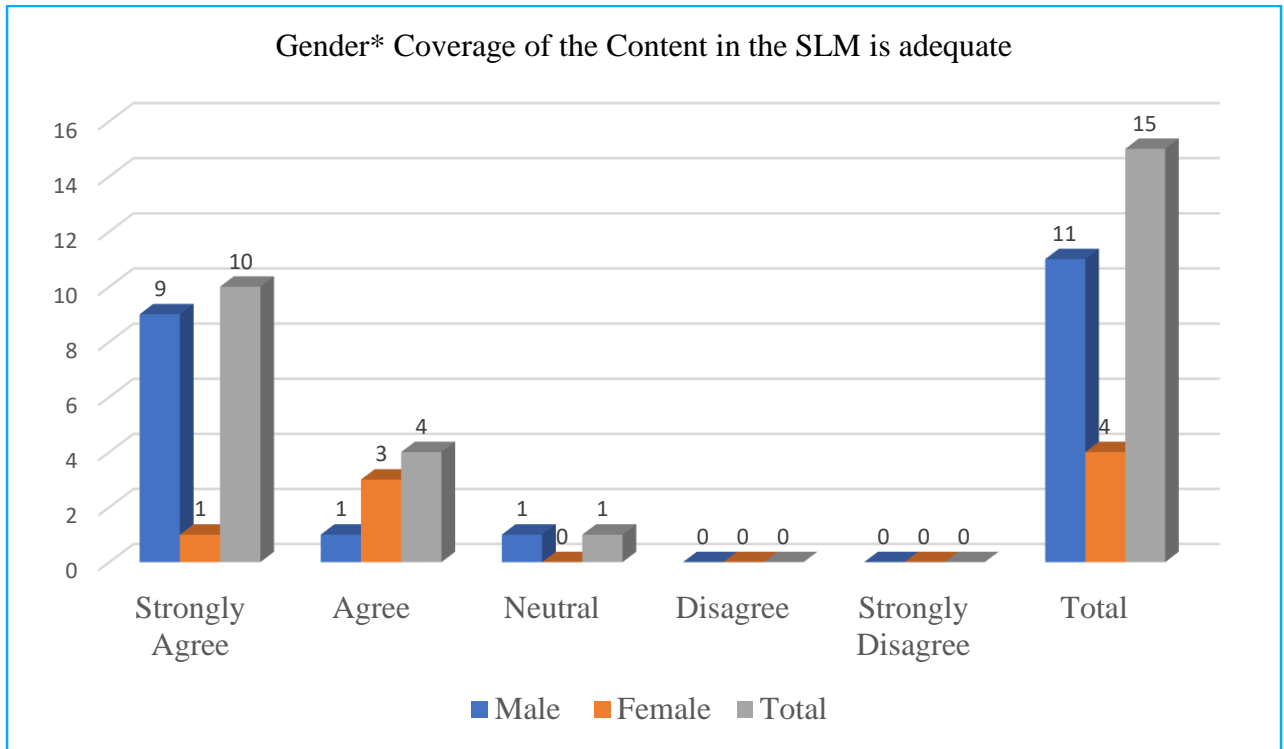

Gender* Coverage of the Content in the SLM is adequate

Figure 2: Gender*Coverage of the Content in the SLM is adequate Crosstabulation of respondents

Table 3: Age * Coverage of the Content in the SLM is adequate Crosstabulation

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	1	0	0	1
	36-45 Years	4	3	1	8
	46-55 Years	4	1	0	5
	56 Years and above	1	0	0	1
Total		10	4	1	15

In regard to the statement on the adequacy of the coverage of the content in the SLM, it is seen from the Table 3, 1 respondent in the age group of 25-35 years, 4 each in the age group of 36-45 years and 46-55 years, and 1 in the age group of 56 years and above had strongly agreed, 3 in the age group of 36-45 years and 1 in the age group of 46-55 years had agreed while 1 in the age group of 36-45 years was neutral to the above mentioned statement. The same has been indicated in Figure 3 below:
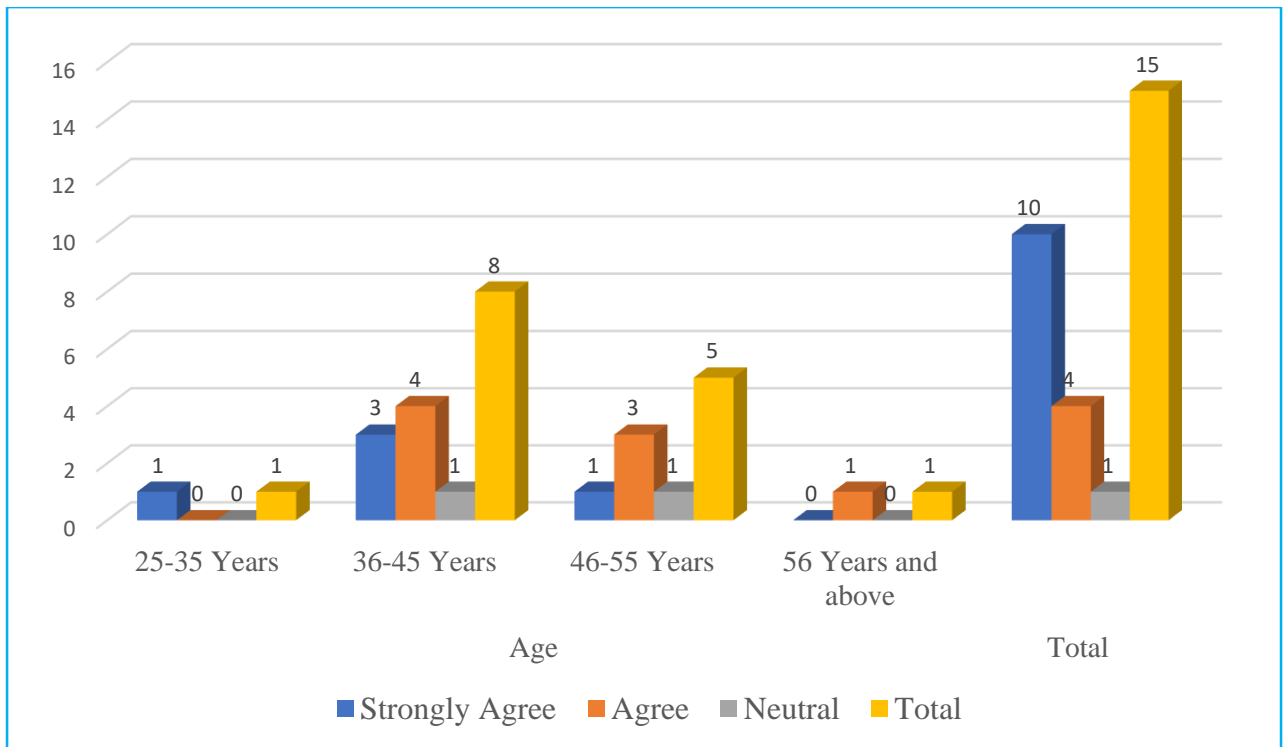
Figure 3: Bar Chart representing the Age * Coverage of the Content in the SLM is adequate

1.2.2   The second statement under the above-mentioned category is Self-learning Material (SLM-Print & Digital) is **the content is well presented with illustrations**

Table 4: Gender*Statement 2: Crosstabulation of respondents

Gender* The content is well presented with illustrations Crosstabulation of respondents						
			Strongly Agree	Agree	Neutral	Total
	Gender	Male	3	7	1	11
		Female	2	1	1	4
		Total	5	8	2	15

From the above Table 4, it is seen that out of 11 Male members, 3 had Strongly Agreed, 7 Agreed and 1 remained Neutral to the statement on whether the content is well presented with illustrations and out of 4 Female respondents, 2 had Strongly Agreed, 1 had Agreed and 1 remained Neutral to the statement. The same has been represented through a diagrammatic representation in Figure 4 as indicated below:
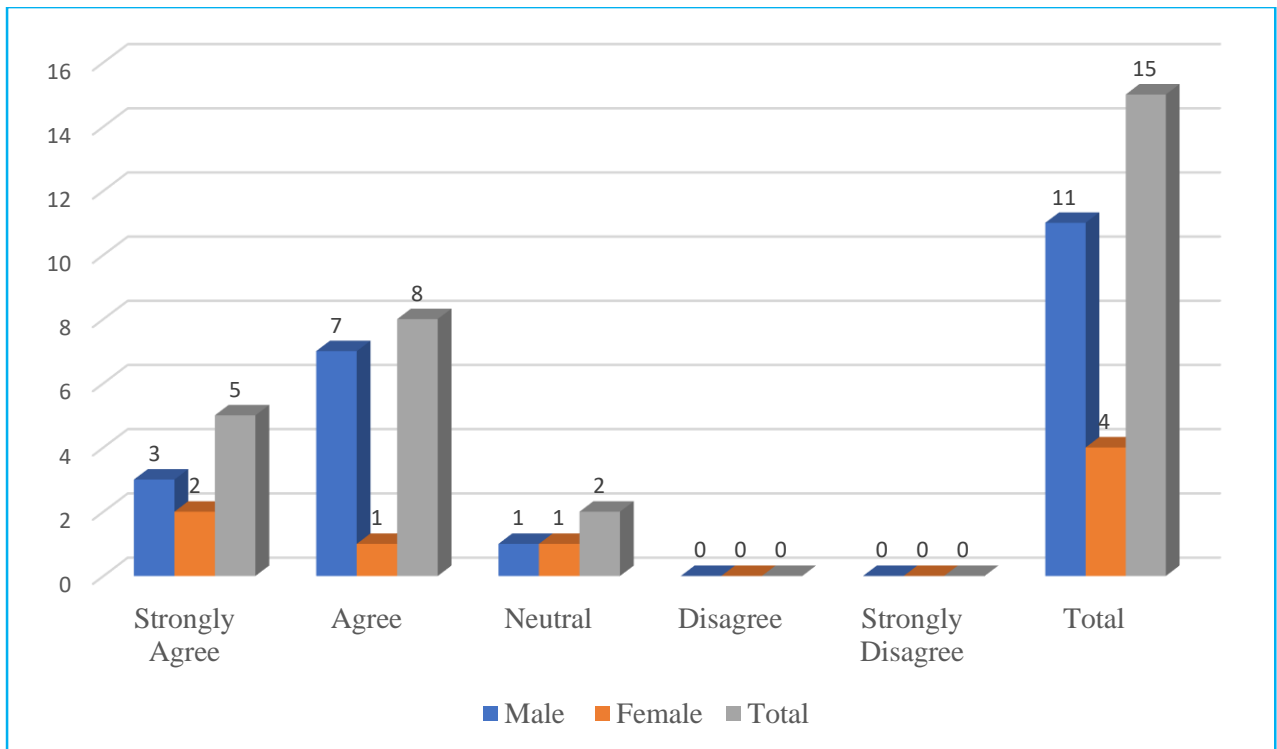
Figure 4: Bar Chart representing the Gender*the content is well presented with illustrations

Table 5: Age * The content is well presented with illustrations Crosstabulation

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	1	0	0	1
	36-45 Years	3	4	1	8
	46-55 Years	1	3	1	5
	56 Years and above	0	1	0	1
Total		5	8	2	15

In regard to the statement on the presentation of the content with illustrations, it is seen from the above Table 5 that 1 respondent in the age group of 25-35 years, 3 in the age group of 36-45 years and 1 in the age group of 46-55 years had strongly agreed, 4 in the age group of 36-45 years, 3 in the age group of 46-55 years and 1 in the age group of 56 years and above, while 1 in the age group of 36-45 years and 1 in the age group of 46-55 years were neutral to the above statement. The same has been indicated in Figure 5 below:
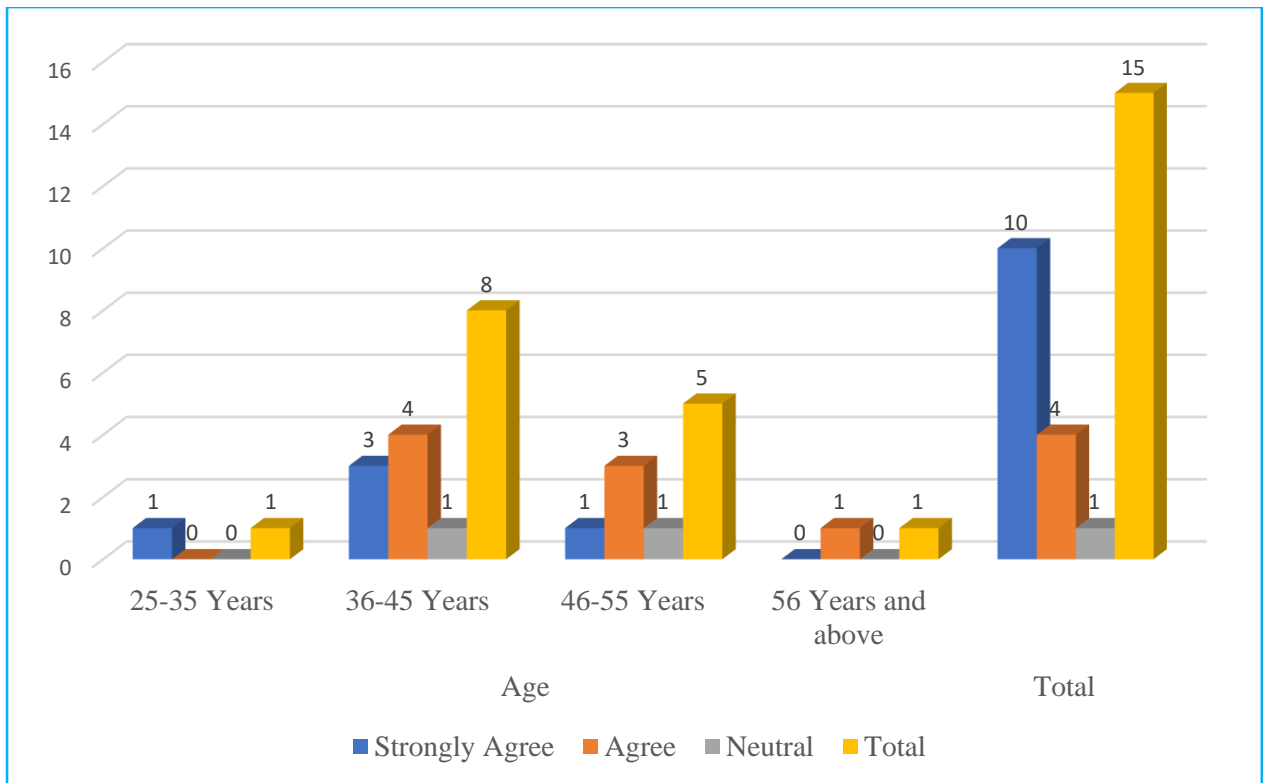
Figure 5: Bar Chart representing the Age * The content is well presented with illustrations

1.2.3 The third statement under the above-mentioned category is Self-learning Material (SLM-Print & Digital) is **the level of the language used in the SLM is appropriate**

Table 6: Gender*Statement 3: Crosstabulation of respondents

			Gender* The level of the language used in the SLM is appropriate Crosstabulation of respondents			
			Strongly Agree	Agree	Neutral	Total
	Gender	Male	5	5	1	11
		Female	1	3	0	4
		Total	6	8	1	15

From the above Table 6, it is seen that out of 11 Male members, 5 had Strongly Agreed, 5 Agreed and 1 remained Neutral to the statement on the appropriateness of the level of language used in the SLMs and out of 4 Female respondents, 1 had Strongly Agreed and 3 had Agreed

to the statement. The same has been represented through a diagrammatic representation in Figure 4 as indicated below:
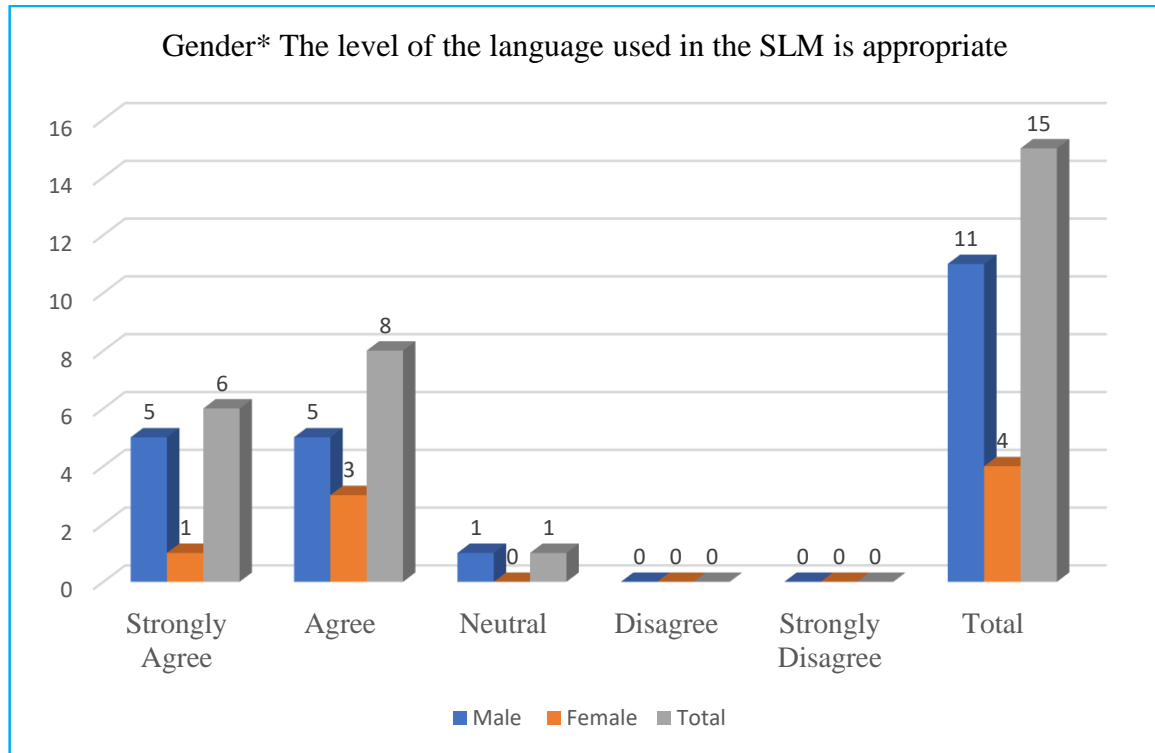

Figure 6: Bar Chart representing the Gender* The level of the language used in the SLM is appropriate

Table 7: Age * The level of the language used in the SLM is appropriate Crosstabulation

		Strongly Agree	Agree	Disagree	Total
Age	25-35 Years	1	0	0	1
	36-45 Years	3	5	0	8
	46-55 Years	2	2	1	5
	56 Years and above	0	1	0	1
Total		6	8	1	15

In regard to the statement on the appropriateness of the level of the language used in the SLMs, it is seen from the above Table 7 that 1 number of respondent in the age group of 25-35 years, 3 numbers in the age group of 36-45 years, 2 numbers in the age group of 46-55 years had

strongly agreed to the statement, 5 numbers in the age group of 36-45 years, 2 numbers in the age group of 46-55 years and 1 number in the age group of 56 years and above had agreed, while only 1 respondent in the age group of 46-55 years had disagreed to the statement. The same has been represented through a diagrammatic representation in Figure 7 as indicated below:
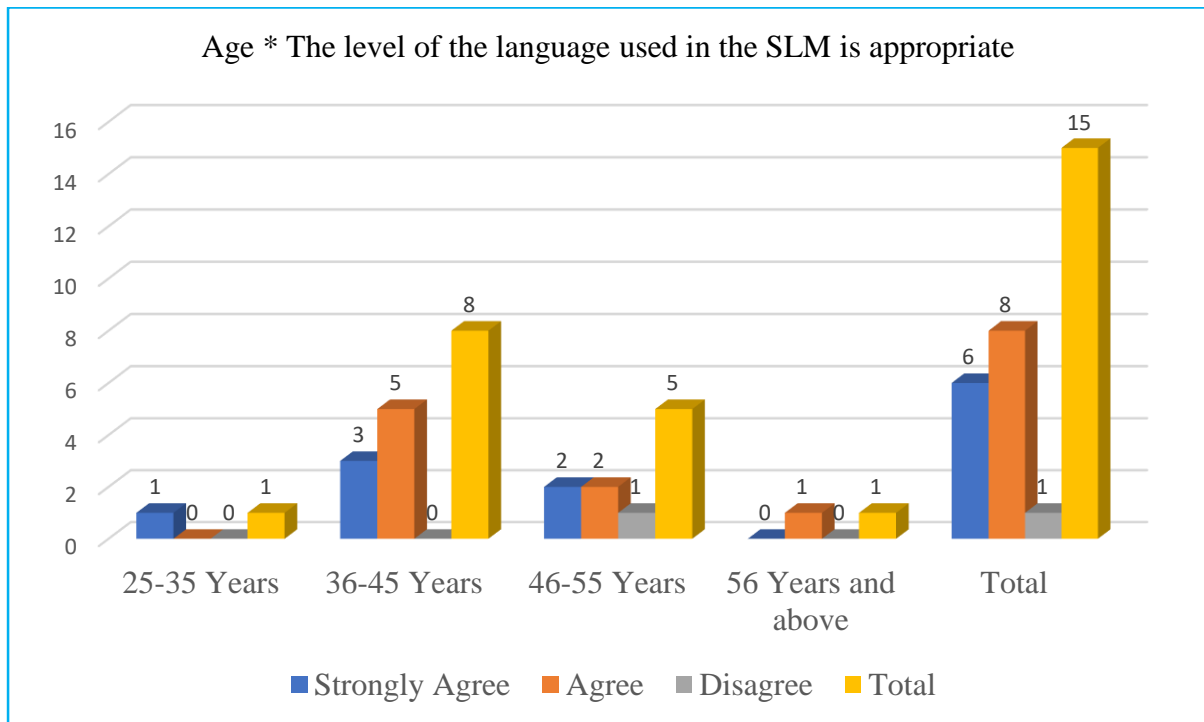

Figure 7: Bar Chart representing the Age * The level of the language used in the SLM is appropriate

1.2.4 The fourth statement under the above-mentioned category is Self-learning Material (SLM-Print & Digital) is **Learners should receive the SLM before coming to the session**

Table 8: Gender*Statement 4: Crosstabulation of respondents

Gender* Learners should receive the SLM before coming to the session Crosstabulation of respondents						
			Strongly Agree	Agree	Neutral	Total
	Gender	Male	6	3	2	11
		Female	1	3	0	4
		Total	7	6	2	15

From the above Table 8, it is seen that out of 11 Male members, 6 had Strongly Agreed, 3 Agreed and 2 remained Neutral to the statement whether learners should receive the SLM before coming to the session and out of 4 Female respondents, 1 had Strongly Agreed and 3 had Agreed to the statement. The same has been represented through a diagrammatic representation in Figure 8 as indicated below:
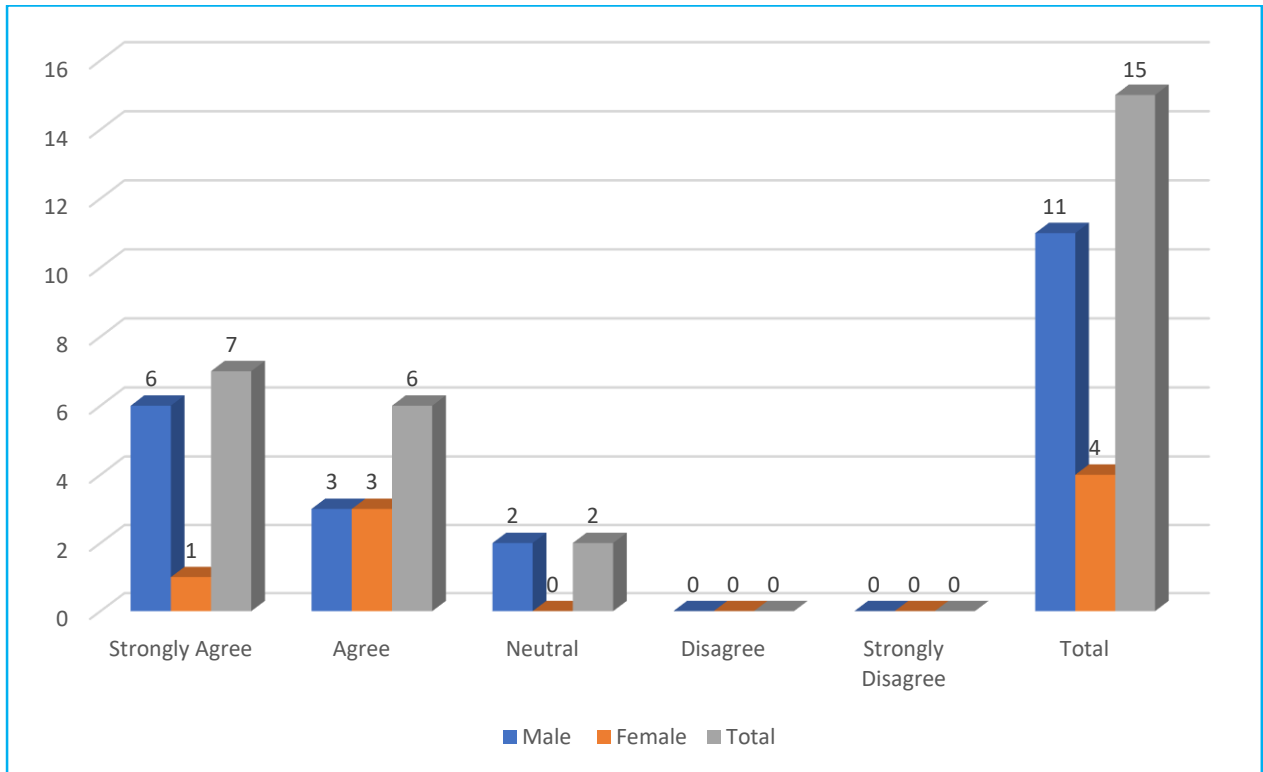

Figure 8: Bar Chart representing the Gender* Learners should receive the SLM before coming to the session

Table 9: Age * Learners should receive the SLM before coming to the session Crosstabulation

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	1	0	0	1
	36-45 Years	4	3	1	8
	46-55 Years	1	3	1	5
	56 Years and above	1	0	0	1
Total		7	6	2	15

In regard to the statement on the delivery of SLMs to the learners before the start of the session, it is seen from the above Table 9 that 1 number of respondents each in the age groups of 25-35 years, 46-55 years and 56 years and above and 4 numbers in the age group of 36-45 years, had Strongly Agreed, 3 numbers each in the age group of 36-45 years, and 1 each in the age groups of 36-45 years and 46-55 years were Neutral to the statement. The same has been represented through a diagrammatic representation in Figure 9 as indicated below:
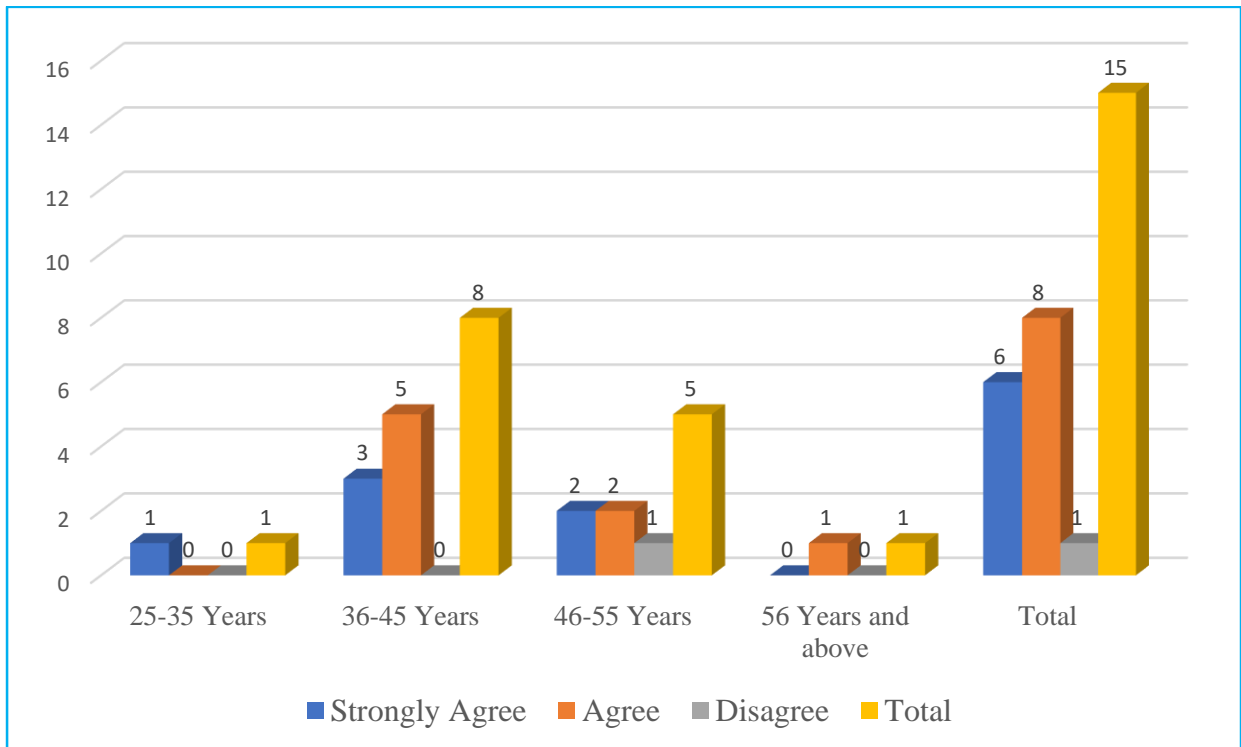

Figure 9: Bar Chart representing the Age * Learners should receive the SLM before coming to the session

1.2.5 The fifth statement under the above-mentioned category is **the learners' preference for e-SLM is growing**

Table 10: Gender*Statement 5: Crosstabulation of respondents

Gender* The learners' preference for e-SLM is growing Crosstabulation of respondents							
			Strongly Agree	Agree	Neutral	Disagree	Total
	Gender	Male	1	6	2	2	11

		Female	1	2	0	1	4
		Total	2	8	2	3	15

From the above Table 10, it is seen that out of 11 Male members, 1 had Strongly Agreed, 6 Agreed, 2 remained Neutral and 2 had disagreed to the statement on the growing preference of SLMs amongst the learners and out of 4 Female respondents, 1 had Strongly Agreed, 2 had Agreed and 1 had disagreed to the statement. The same has been represented through a diagrammatic representation in Figure 10 as indicated below:
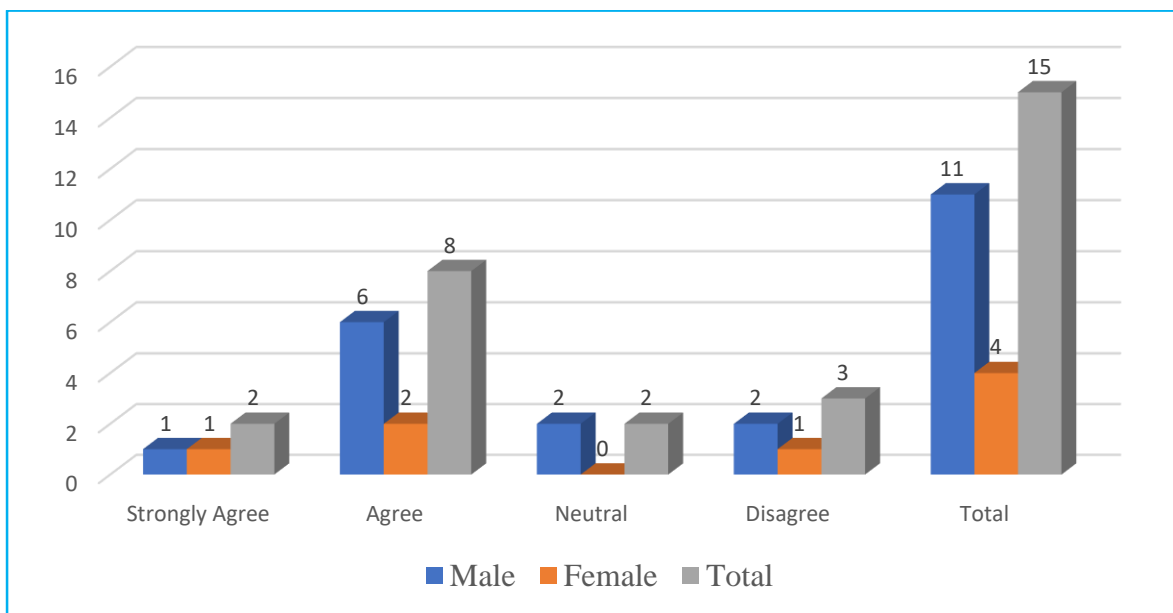

Figure 10: Bar Chart representing the Gender* The learners' preference for e-SLM is growing

Table 11: Age * the learners' preference for e-SLM is growing

Crosstabulation

		Strongly Agree	Agree	Neutral	Disagree	Total
Age	25-35 Years	0	1	0	0	1
	36-45 Years	2	5	1	0	8
	46-55 Years	0	1	1	3	5
	56 Years and above	0	1	0	0	1
Total		2	8	2	3	15

In regard to the statement on the learners' preference for e-SLM is growing, 2 numbers of respondents in the age group of 36-45 years had Strongly Agreed, 1 number of respondents each in the age group of 25-25 years, 46-55 years, 56 years and above and 5 number of respondents in the age group of 36-45 years had agreed, 1 number of respondents each in the age groups of 36-45 years and 46-55 years were Neutral, and 3 number of respondents in the age group 46-55 years Disagreed to the above statement. The same has been represented through a diagrammatic representation in Figure 11 as indicated below:
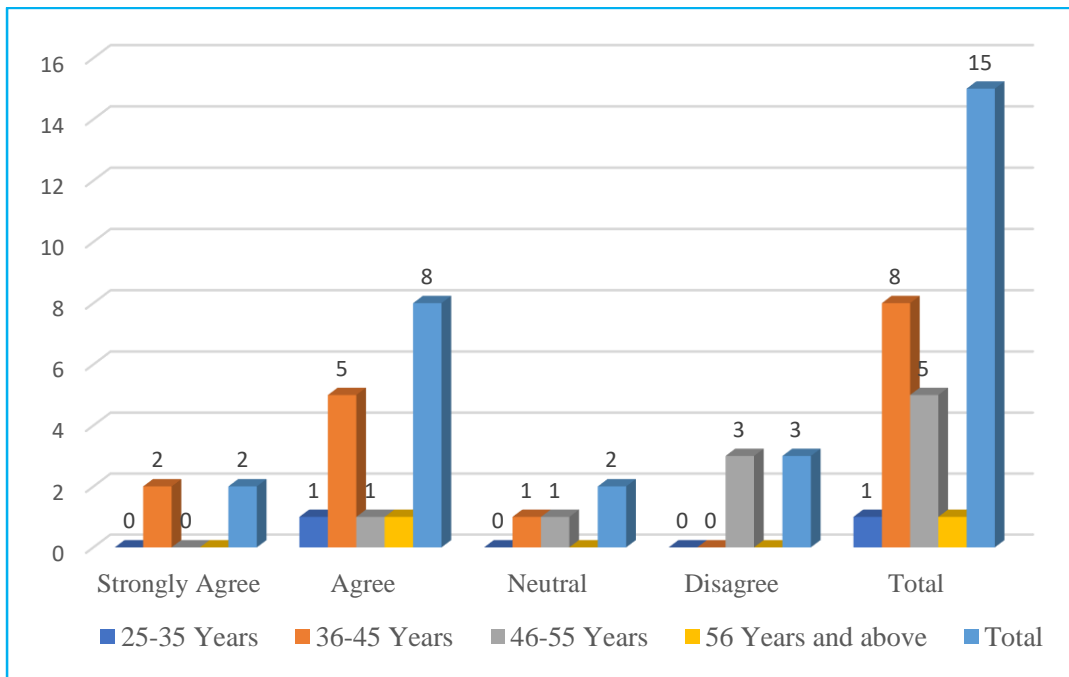

Figure 11: Bar Chart representing the Age * the learners' preference for e-SLM is growing

1.3   Gender, Age and Statement-wise analysis under the category: Academic Counselling

1.3.1   The first statement under the above-mentioned category is: **The Study centre use social media adequately for disseminating information to the learners.**

Table 12: Gender*The Study centre use social media adequately for disseminating information to the learners.

Crosstabulation of respondents

			Strongly Agree	Agree	Neutral	Total
	Gender	Male	3	6	2	11
		Female	2	2	0	4
		Total	5	8	2	15

From the above Table 12, it is seen that out of 11 number of Male respondents, 3 had strongly agreed, 6 had agreed and 2 were Neutral on the statement that the study centres use social media adequately for disseminating information to the learners. Also, out of 4 number of Female respondents, 2 had Strongly Agreed and 2 had Agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 12 as indicated below:
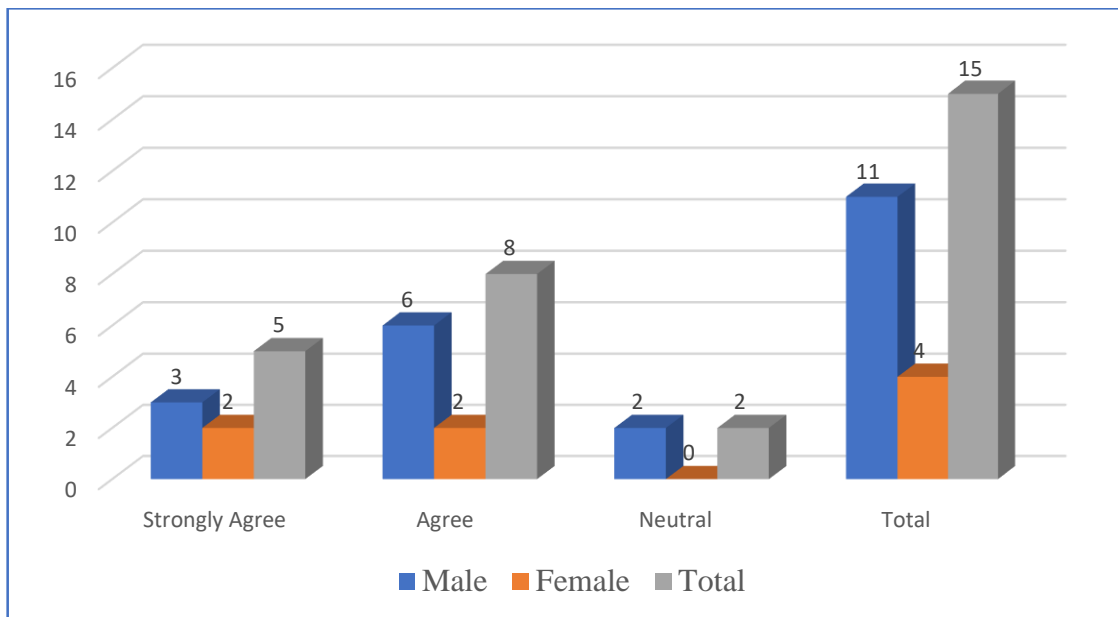

Figure 12: Bar Chart representing the Gender* the study centres use social media adequately for disseminating information to the learners

Table 13: Age* the study centres use social media adequately for disseminating information to the learners

Crosstabulation

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	3	4	1	8
	46-55 Years	2	2	1	5
	56 Years and above	0	1	0	1
Total		5	8	2	15

In regard to the statement on the adequacy of the content coverage of the SLMs, the above Table 13 indicates that 3 numbers of respondents in the age group of 36-45 years and 2 number of respondents in the age group of 46-55 years had Strongly Agreed, 1 number of respondents each in the age group of 25-25 years and 56 years and above, 4 number of respondents in the age group of 36-45 years had agreed, and 2 number of respondents in the age groups of 46-55 years had Agreed, 1 number of respondents each in the age groups of 36-45 years and 46-55 years were Neutral to the above statement. The same has been represented through a diagrammatic representation in Figure 13 as indicated below:
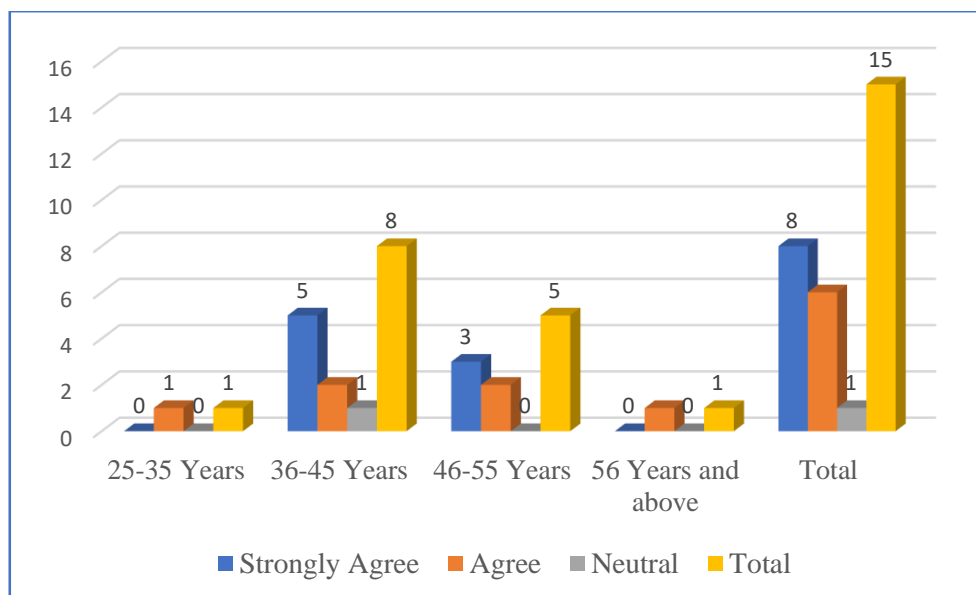

Figure 13: Bar Chart representing the Age* Coverage of the Content in the SLM is adequate

1.3.2 The second statement under the above-mentioned category is: **There should be one integrated programme-wise schedule for face-to-face and online counselling.**

Table 14: Gender*Integrated programme-wise schedule for face-to-face and online counselling

Crosstabulation of respondents

		Strongly Agree	Agree	Total
Gender	Male	2	9	11
	Female	0	4	4
	Total	2	13	15

From the above Table 14, it is seen that out of 11 number of Male respondents, 2 had strongly agreed and 9 had agreed on the necessity of one integrated programme-wise schedule for face-to-face and online counselling. Also, out of 4 number of Female respondents, all of them had Agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 14 as indicated below:
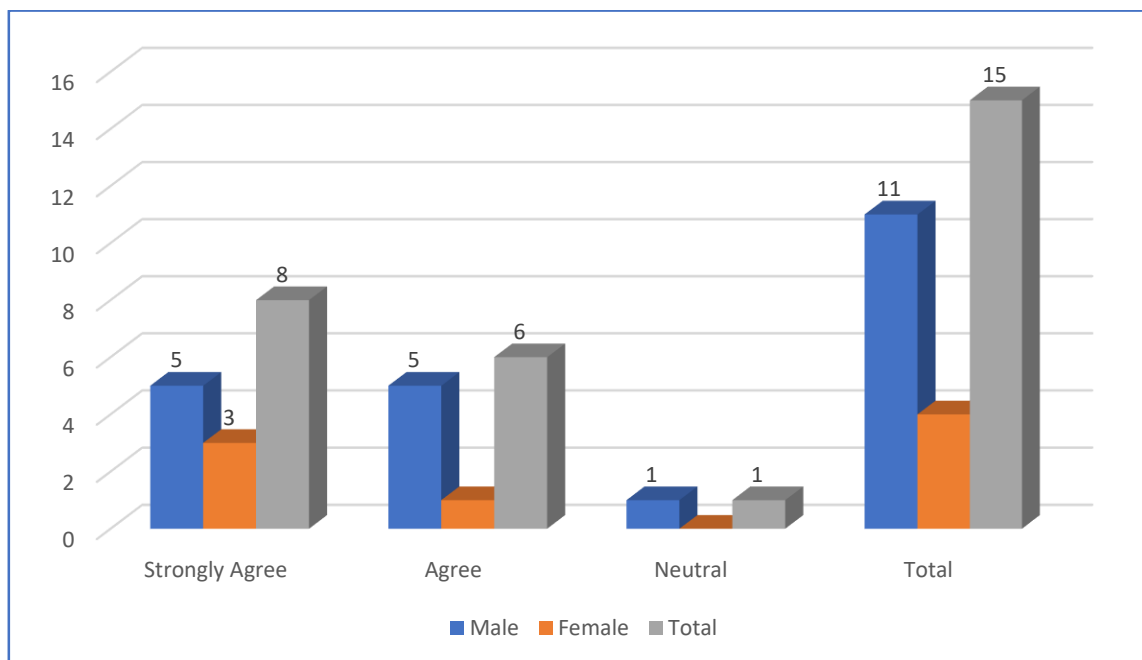

Figure 14: Bar Chart representing Gender*Integrated programme-wise schedule for face-to-face and online counselling

Table 15: Age* Integrated programme-wise schedule for face-to-face and online counselling

		Strongly Agree	Agree	Total
Age	25-35 Years	0	1	1
	36-45 Years	1	6	7
	46-55 Years	0	5	5
	56 Years and above	1	1	2
	Total	2	13	15

From the above Table 15, it is seen that 1 number of respondents each in the age groups of 36-45 years and 56 years and above have agreed to the statement on integrated program wise schedule for face-to-face and online counselling while 6 respondents in the age group of 36-45 years, 5 in the age groups of 46-55 years and 1 each in the age groups of 25-35 years and 56 years and ab0ve respectively had agreed to the statement. The same has been diagrammatically represented in the Figure 15 as indicated below:
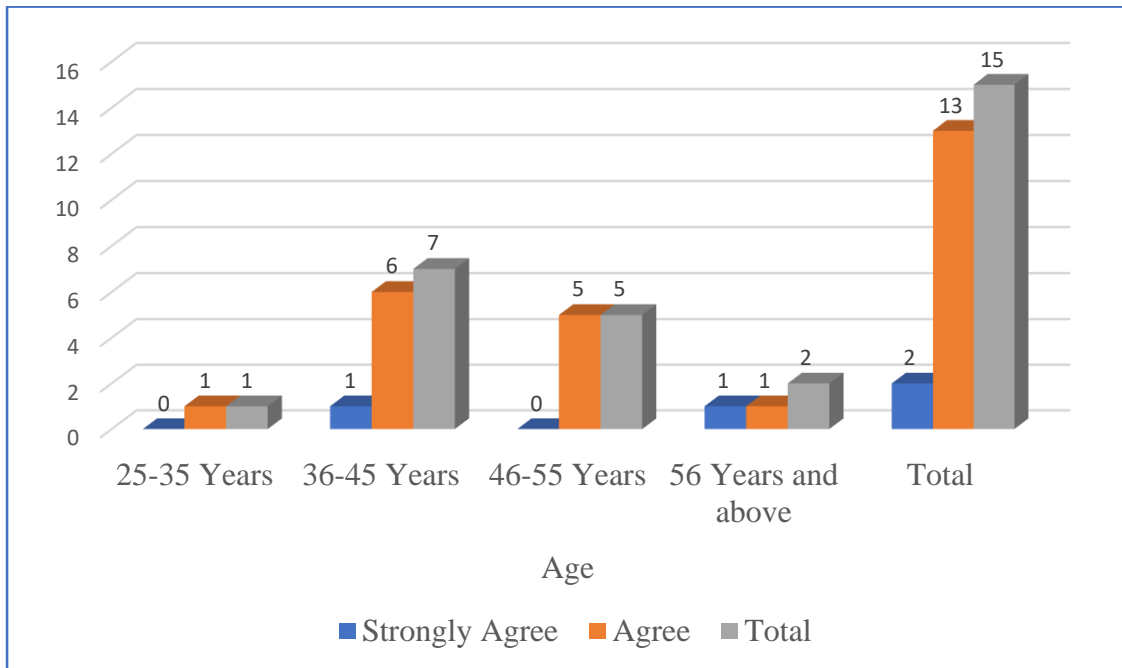

Figure 15: Age* Integrated programme-wise schedule for face-to-face and online counselling

1.3.3   The third statement under the above-mentioned category is: **Faculty from the School of Study should prepare the online academic counselling schedule in coordination with Study centre**

Table 16: Gender* Faculty from the School of Study should prepare the online academic counselling schedule in coordination with Study centre

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	5	5	1	11
	Female	3	1	0	4
	Total	8	6	1	15

From the above Table 16, it is seen that out of 11 number of Male respondents, 5 had strongly agreed, 5 had agreed and 1 remained neutral to the statement on preparing the online academic counselling schedule by the concerned Faculty from the School in coordination with the study centre. Also, out of 4 number of Female respondents, 3 of them had strongly agreed while 1 had agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 16 as indicated below:
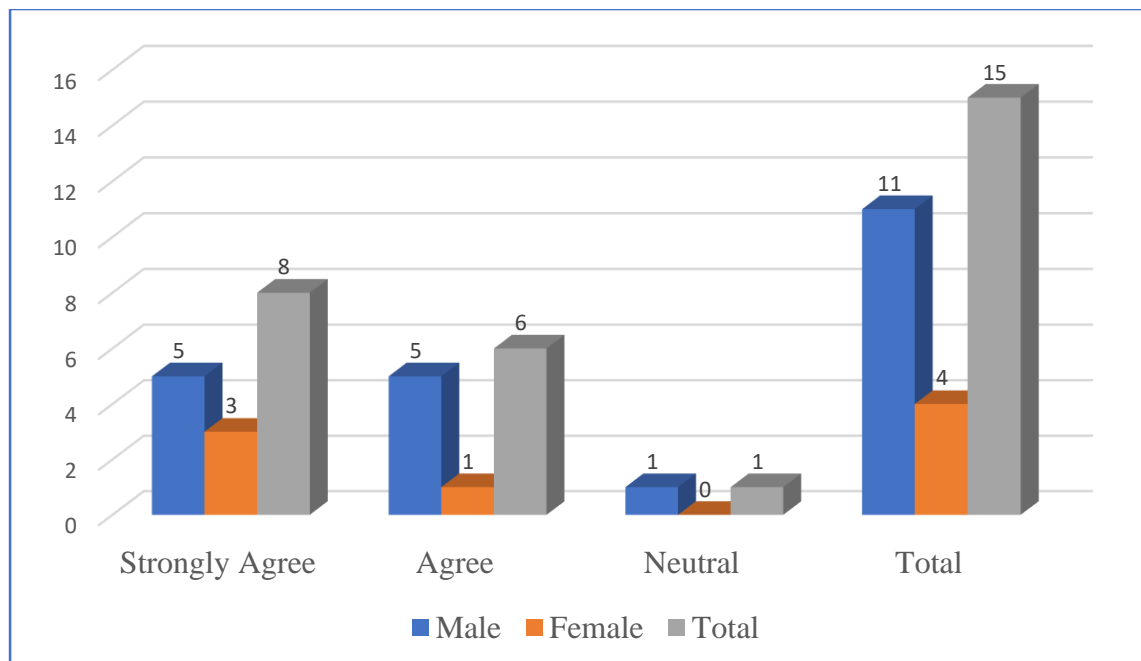

Figure 16: Gender* Faculty from the School of Study should prepare the online academic counselling schedule in coordination with Study centre

Table 17: Age*Faculty from the School of Study should prepare the online academic counselling schedule in coordination with Study centre

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	5	2	1	8
	46-55 Years	3	2	0	5
	56 Years and above	0	1	0	1
	Total	8	6	1	15

From the above Table 17, it is seen that 5 number of respondents in the age group of 36-45 years and 3 belonging to the age group of 46-55 Years have strongly agreed to the statement on preparing the online academic counselling schedule by the concerned Faculty from the School in coordination with the study centre. Also, it is seen that 1 number of respondents each in the age group 25-35 years and 56 years and above have agreed, 2 number of respondents each in the age groups of 36-45 years and 46-55 years respectively while 1 respondent in the age group of 36-45 years remained neutral to the above statement. The same have been diagrammatically represented through a bar chart in Figure 17 as indicated below:
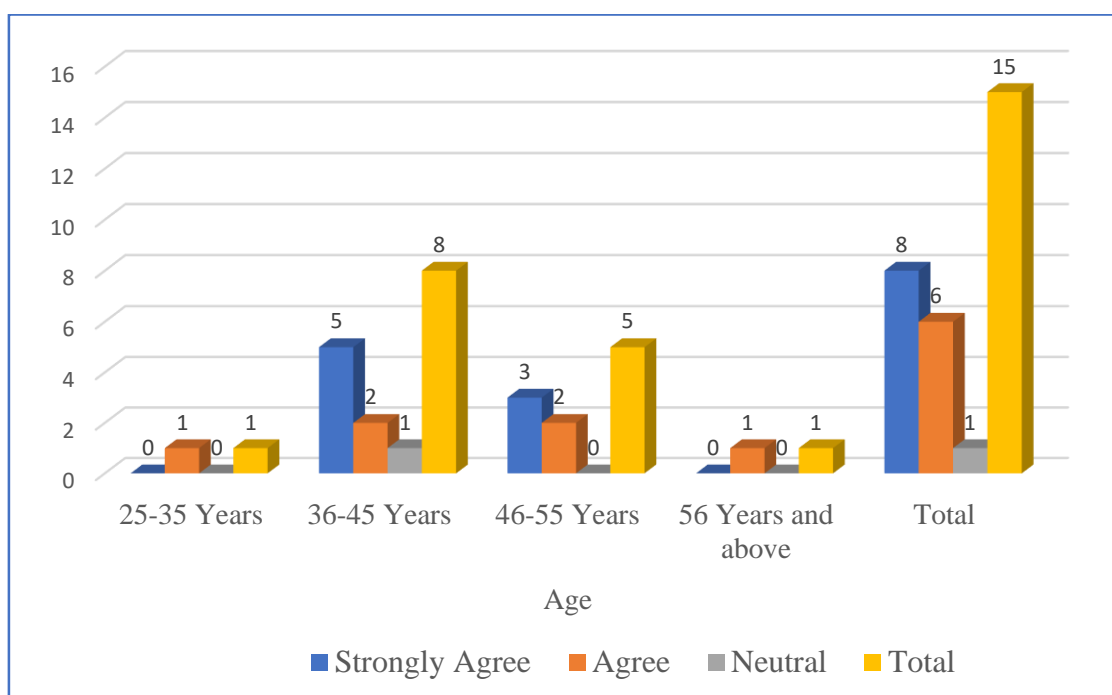

Figure 17: Age*Faculty from the School of Study should prepare the online academic counselling schedule in coordination with Study centre

1.3.4 The fourth statement under the above-mentioned category is: **The information regarding academic counselling is disseminated to the learners well in advance.**

Table 18: Gender*The information regarding academic counselling is disseminated to the learners well in advance

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	5	5	1	11
	Female	1	3	0	4
	Total	6	8	1	15

From the above Table 18, it is seen that out of 11 number of Male respondents, 5 had strongly agreed, 5 had agreed and 1 remained neutral to the statement on advance dissemination of information to the learners regarding academic counselling. Also, out of 4 number of Female respondents, 1 of them had strongly agreed while 3 had agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 18 as indicated below:
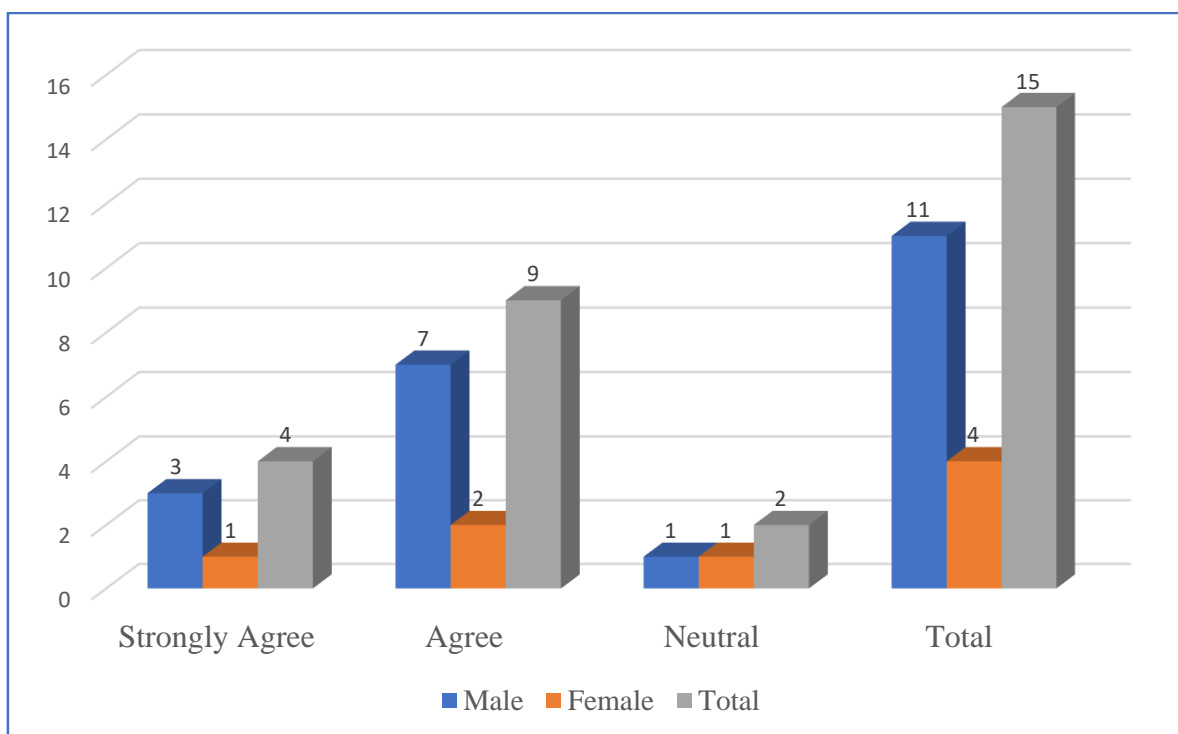

Figure 18: Gender*The information regarding academic counselling is disseminated to the learners well in advance

Table 19: Age* The information regarding academic counselling is disseminated to the learners well in advance

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	2	5	1	8
	46-55 Years	4	1	0	5
	56 Years and above	0	1	0	1
	Total	6	8	1	15

From the above Table 19, it is seen that 2 number of respondents in the age group of 36-45 years and 4 belonging to the age group of 46-55 years have strongly agreed to the statement on advance dissemination of information to the learners regarding academic counselling. Also, it is seen that 1 number of respondents each in the age group 25-35 years 46-55 years and 56 years and above, while 5 in the age group of 36-45 years have agreed and 1 number of respondents each in the age groups of 36-45 years remained neutral to the above statement. The same have been diagrammatically represented through a bar chart in Figure 19 as indicated below:
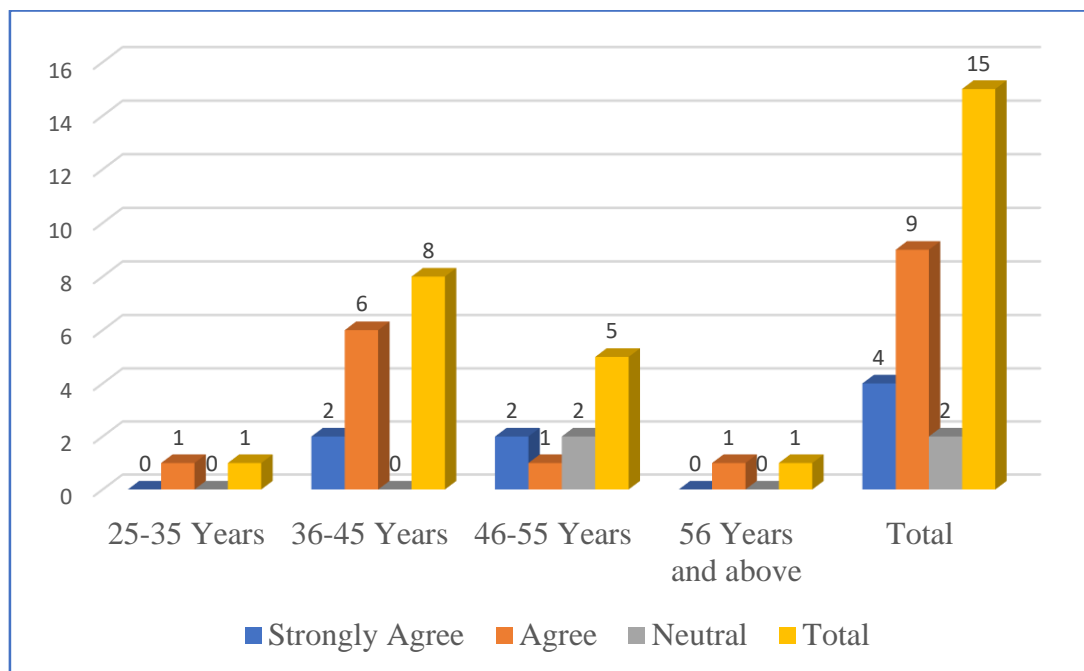

Figure 19: Age* The information regarding academic counselling is disseminated to the learners well in advance

1.3.5 The fifth statement under the above-mentioned category is: **The learners appreciate the use of Facebook, Google Meet, Zoom and other digital platforms for academic counselling purposes.**

Table 20: Gender* The learners appreciate the use of Facebook, Google Meet, Zoom and other digital platforms for academic counselling purposes.

<div align="center">Crosstabulation of respondents</div>

		Strongly Agree	Agree	Neutral	Total
Gender	Male	3	7	1	11
	Female	1	2	1	4
	Total	4	9	2	15

From the above Table 20, it is seen that out of 11 number of Male respondents, 5 had strongly agreed, 5 had agreed and 1 remained neutral to the statement on the attitude of learners over the use of Facebook, Google Meet, Zoom and other digital platforms for academic counselling purposes. Also, out of 4 number of Female respondents, 1 of them had strongly agreed while 3 had agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 20 as indicated below:
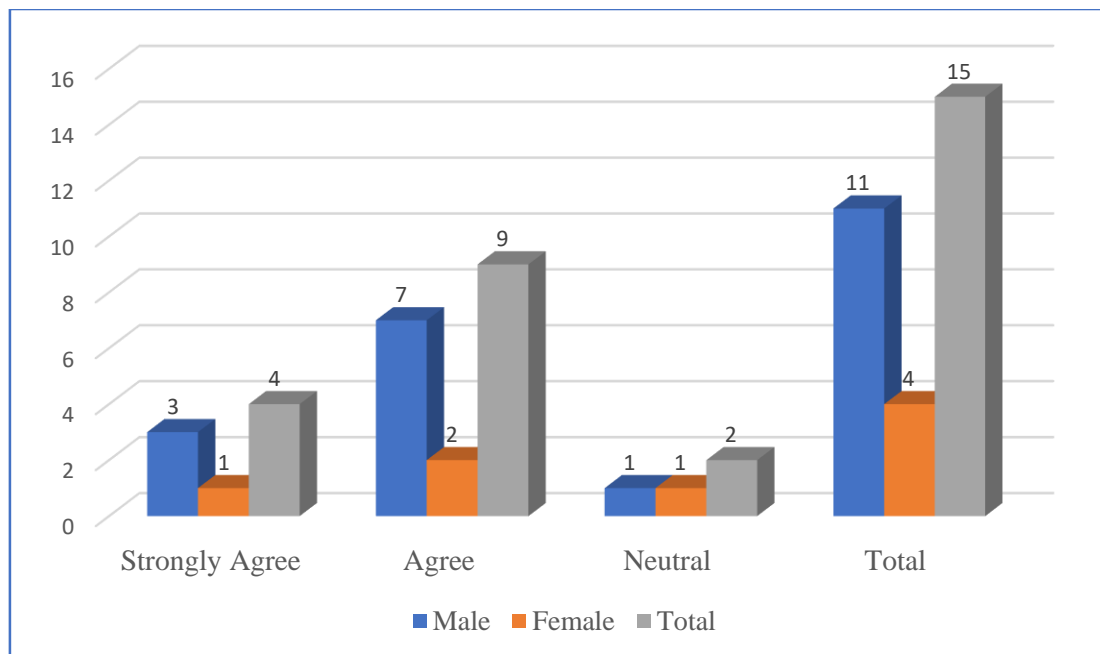

Figure 20: Gender* The learners appreciate the use of Facebook, Google Meet, Zoom and other digital platforms for academic counselling purposes

Table 21: Age* The learners appreciate the use of Facebook, Google Meet, Zoom and other digital platforms for academic counselling purposes

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	2	6	0	8
	46-55 Years	1	2	2	5
	56 Years and above	1	0	0	1
	Total	4	9	2	15

From the above Table 21, it is seen that 2 number of respondents in the age group of 36-45 years and 1 each in the age groups 46-55 years and 56 years and above respectively have strongly agreed to the statement on the attitude of learners over the use of Facebook, Google Meet, Zoom and other digital platforms for academic counselling purposes. Also, it is seen that 1 number of respondents each in the age group 25-35 years, 6 in the age group of 36-45 years and 2 in the age group of 46-55 years have agreed to the statement while and 2 number of respondents each in the age groups of 46-56 years remained neutral to the above statement. The same have been diagrammatically represented through a bar chart in Figure 21 as indicated below:
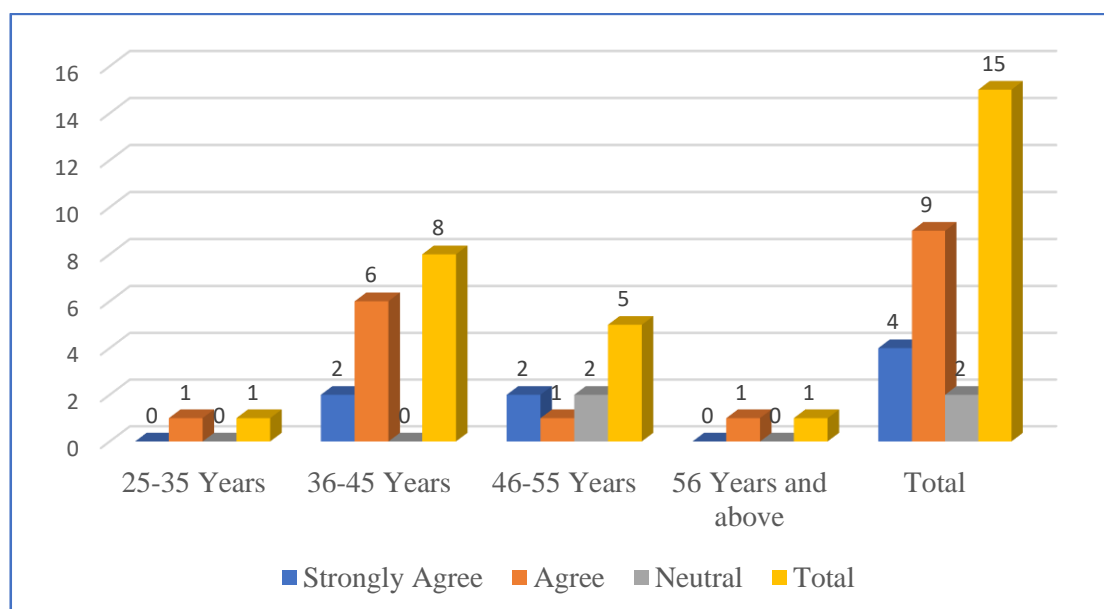

Figure 21: Age* The learners appreciate the use of Facebook, Google Meet, Zoom and other digital platforms for academic counselling purposes

1.3.6   The sixth statement under the above-mentioned category is: **With increased access to technology, greater reliance on online mode of counselling should be considered**

Table 22: Gender* With increased access to technology, greater reliance on online mode of counselling should be considered

<div align="center">Crosstabulation of respondents</div>

		Strongly Agree	Agree	Neutral	Total
Gender	Male	3	7	1	11
	Female	3	1	0	4
	Total	6	8	1	15

From the above Table 22, it is seen that out of 11 number of Male respondents, 3 had strongly agreed, 7 had agreed and 1 remained neutral to the statement on the consideration of greater reliance on online mode of counselling with increased access to technology. Also, out of 4 number of Female respondents, 3 of them had strongly agreed while 1 had agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 22 as indicated below:
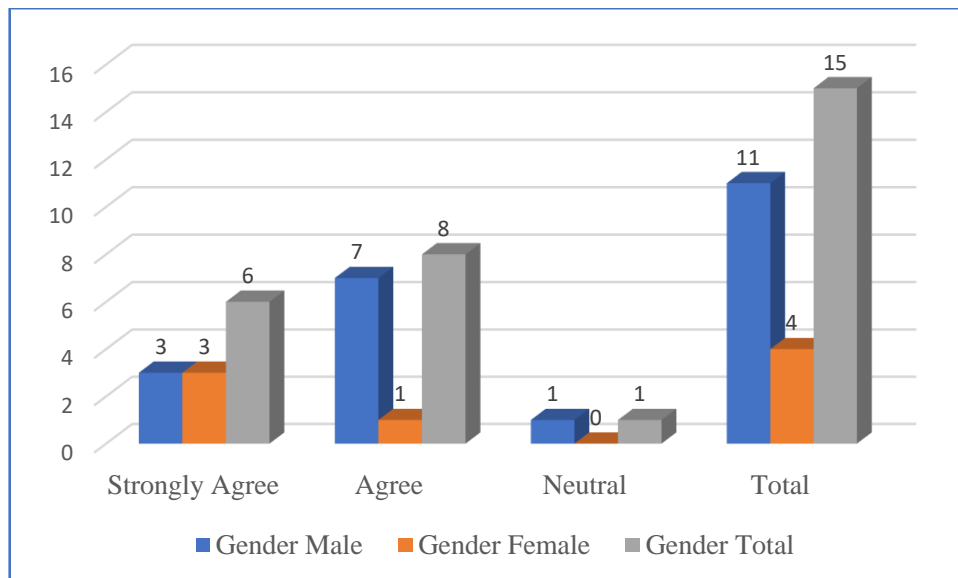

Figure 22: Gender* With increased access to technology, greater reliance on online mode of counselling should be considered

Table 23: Age* With increased access to technology, greater reliance on online mode of counselling should be considered

		Strongly Agree	Agree	Neutral	Total
	25-35 Years	0	1	0	1
	36-45 Years	4	4	0	8
Age	46-55 Years	2	2	1	5
	56 Years and above	0	1	0	1
	Total	6	8	1	15

From the above Table 23, it is seen that 4 number of respondents in the age group of 36-45 years and 2 in the age groups 46-55 years have strongly agreed to the statement on the consideration of greater reliance on online mode of counselling with increased access to technology. Also, it is seen that 1 number of respondents each in the age group 25-35 years, 4 in the age group of 36-45 year, 2 in the age group of 46-55 years have agreed and 1 in the age group of 56 years and above, agreed while and 1 number of respondents each in the age groups of 46-56 years remained neutral to the above statement. The same have been diagrammatically represented through a bar chart in Figure 23 as indicated below:
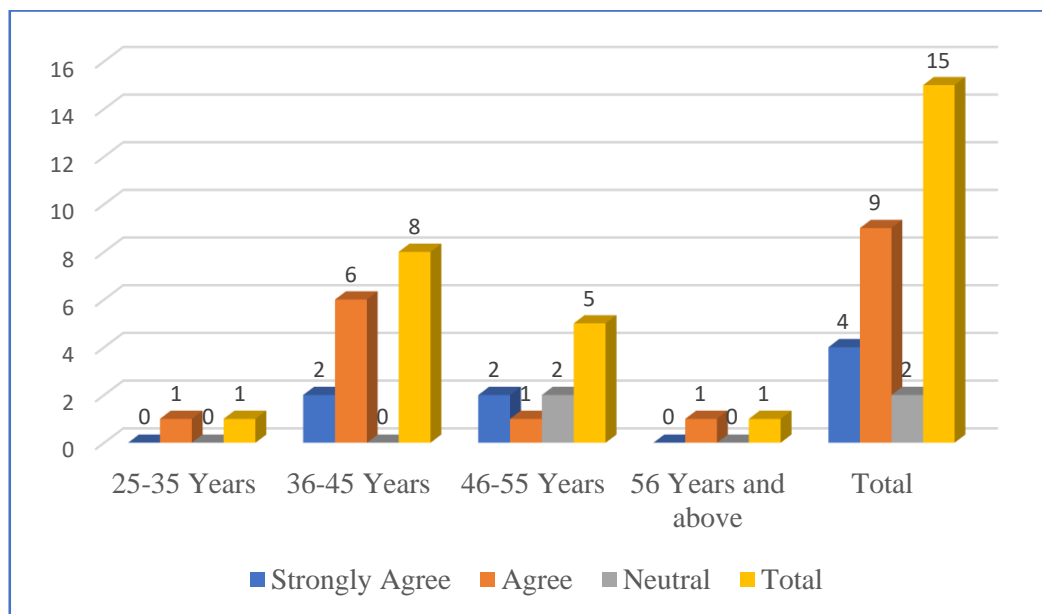

Figure 23: Age* With increased access to technology, greater reliance on online mode of counselling should be considered

1.3.7 The seventh statement under the above-mentioned category is: **Online Counselling Sessions being provided in your Study Centre**

Table 24: Gender* Online Counselling Sessions being provided in your Study Centre

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	6	4	1	11
	Female	2	1	1	4
	Total	8	5	2	15

From the above Table 24, it is seen that out of 11 number of Male respondents, 6 had strongly agreed, 4 had agreed and 1 remained neutral to the statement on the requirement of online counselling sessions in the Study Centre. Also, out of 4 number of Female respondents 2 had strongly agreed while 1 had agreed and 1 remained neutral to the above statement. The same has been represented through a diagrammatic representation in Figure 24 as indicated below:
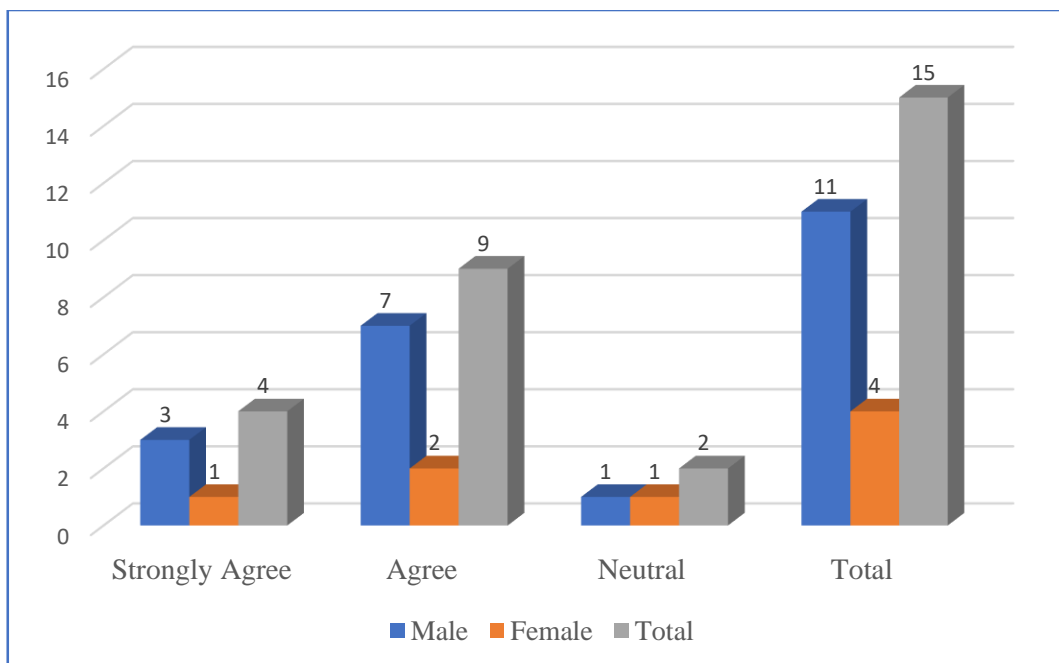

Figure 24: Gender* Online Counselling Sessions being provided in your Study Centre

Table 25: Age* Online Counselling Sessions being provided in your Study Centre

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	1	0	0	1
	36-45 Years	5	2	1	8
	46-55 Years	1	3	1	5
	56 Years and above	1	0	0	1
	Total	8	5	2	15

From the above Table 25, it is seen that 1 each in the age groups of 25-25 years, 46-55 years and 56 years and above while 5 number of respondents in the age group of 36-45 years, have strongly agreed to the statement on the requirement of online counselling sessions in the Study Centre. Also, it is seen that 2 respondents in the age group of 36-45 years, and 3 in the age group of 46-55 years have agreed while 1 each in the age group of 36-45 years and 56 years and above, remained neutral to the above statement. The same have been diagrammatically represented through a bar chart in Figure 25 as indicated below:
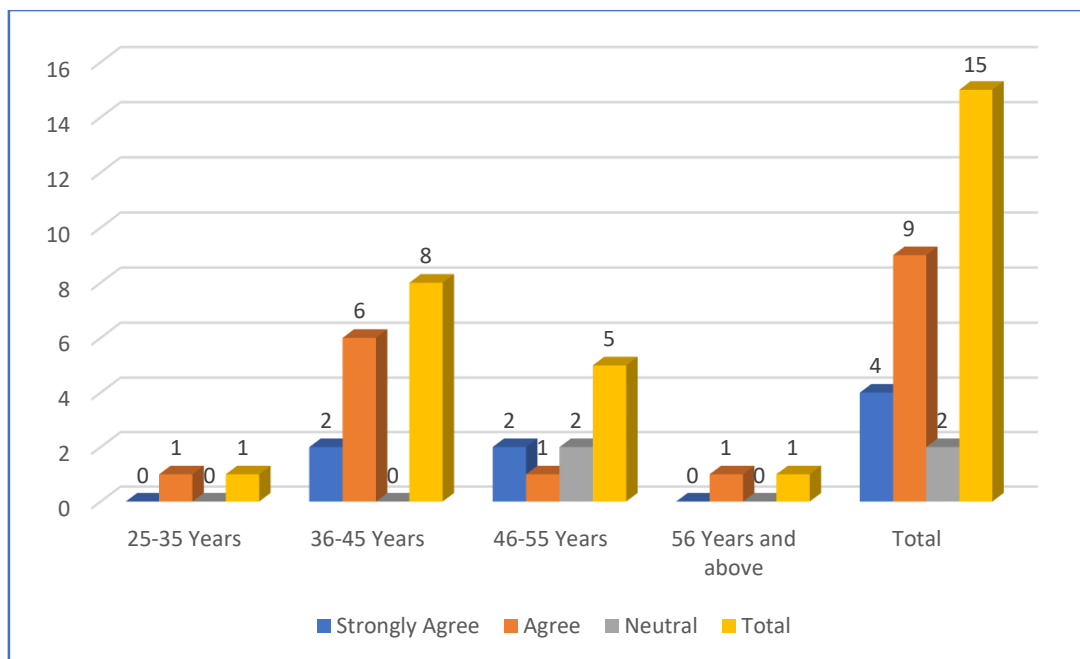

Figure 25: Age* Online Counselling Sessions being provided in your Study Centre

1.3.8 The eighth statement under the above-mentioned category is: Participation of learners in the online counselling sessions is encouraging

Table 26: Gender* Participation of learners in the online counselling sessions is encouraging

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	3	7	1	11
	Female	1	2	1	4
	Total	4	9	2	15

From the above Table 26, it is seen that out of 11 number of Male respondents, 3 had strongly agreed, 7 had agreed and 1 remained neutral to the statement on the Participation of learners in the online counselling sessions is encouraging. Also, out of 4 number of Female respondents, 1 had strongly agreed while 2 had agreed and 1 remained neutral to the above statement. The same has been represented through a diagrammatic representation in Figure 26 as indicated below:
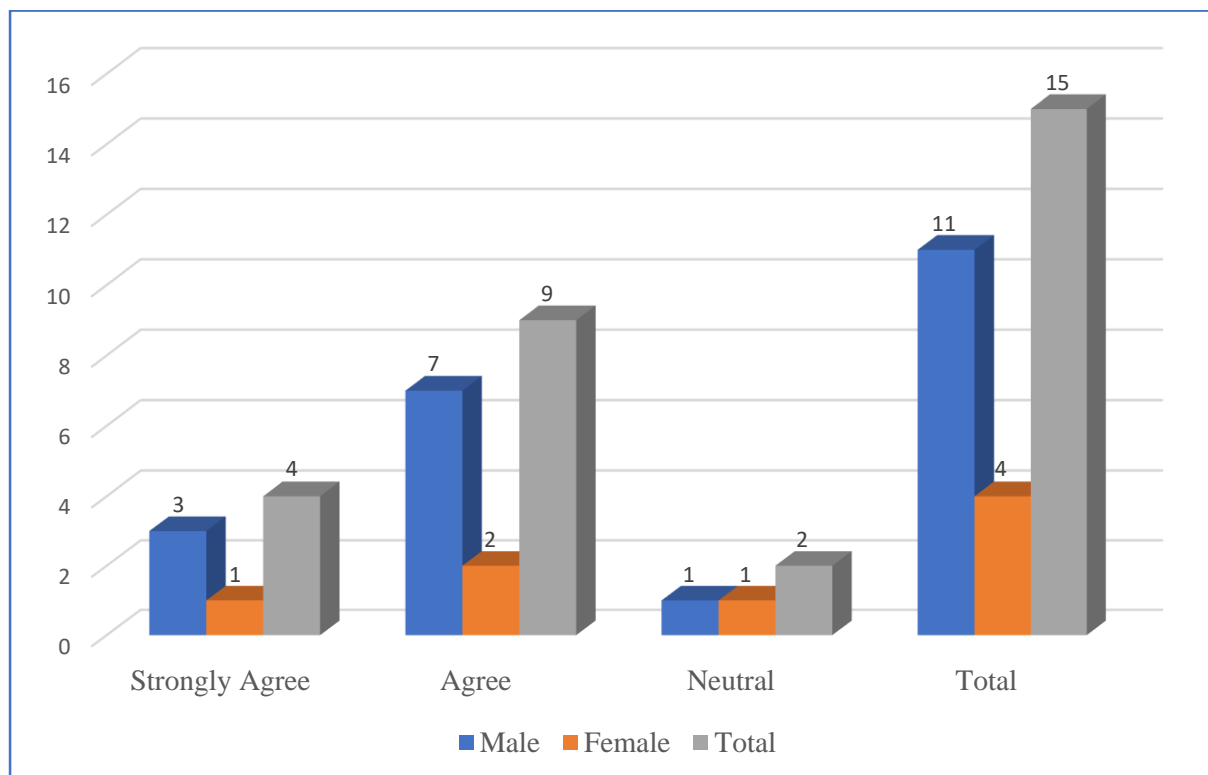

Figure 26: Gender* Participation of learners in the online counselling sessions is encouraging

Table 27: Age* Participation of learners in the online counselling sessions is encouraging

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	2	6	0	8
	46-55 Years	2	1	2	5
	56 Years and above	0	1	0	1
	Total	4	9	2	15

From the above Table 27, it is seen that 2 respondents in the age groups 36-34 years and 46-55 years have strongly agreed to the statement on the Participation of learners in the online counselling sessions is encouraging, while 1 each in the age groups of 25-25 years, 46-55 years and 56 years and 6 in the age group of 36-45 years have agreed while 2 respondents in the age group of 46-55 years were neutral. The same have been diagrammatically represented through a bar chart in Figure 27 as indicated below:
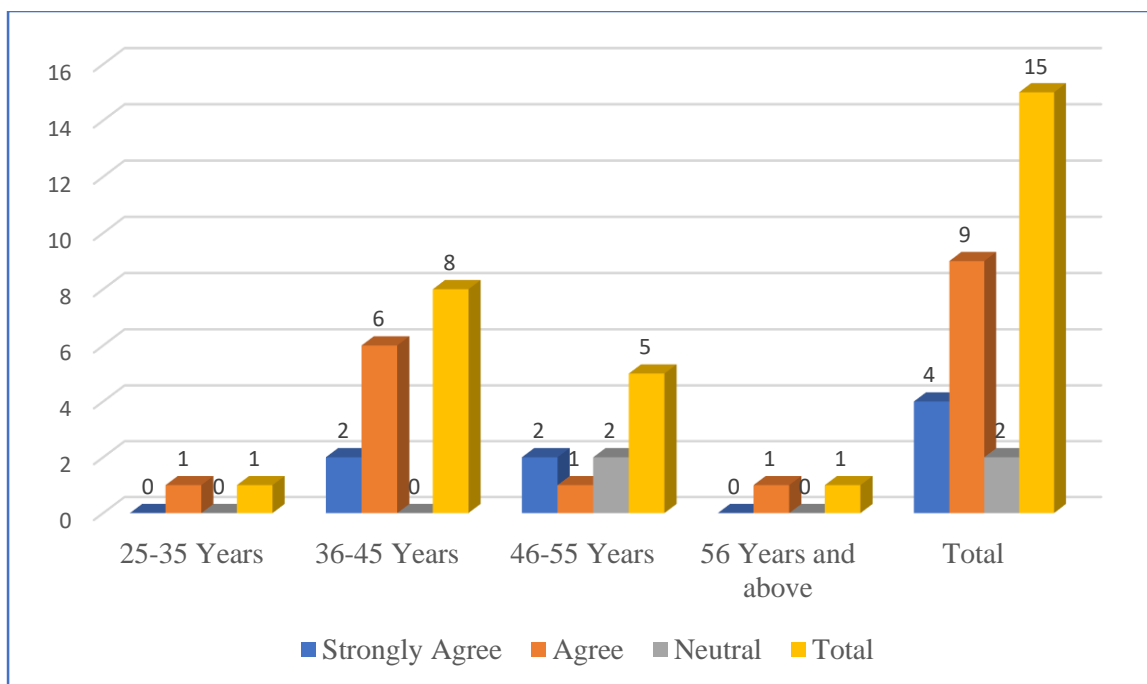

Figure 27: Age* Participation of learners in the online counselling sessions is encouraging

1.4 Gender, Age and Statement-wise analysis under the category: Assignment Evaluation

1.4.1 The first statement under the above-mentioned category is: **The learners are able to find their relevant assignments on the KKHSOU website.**

Table 28: Gender*learners are able to find their relevant assignments on the KKHSOU website.

Crosstabulation of respondents

		Strongly Agree	Agree	Total
Gender	Male	10	1	11
	Female	2	2	4
	Total	12	3	15

From the above Table 28, it is seen that out of 11 number of Male respondents, 10 had strongly agreed and 1 had agreed to the statement that the learners are able to find their relevant assignments on the KKHSOU website. Also, out of 4 number of Female respondents, 2 had Strongly Agreed and 2 had Agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 28 as indicated below:
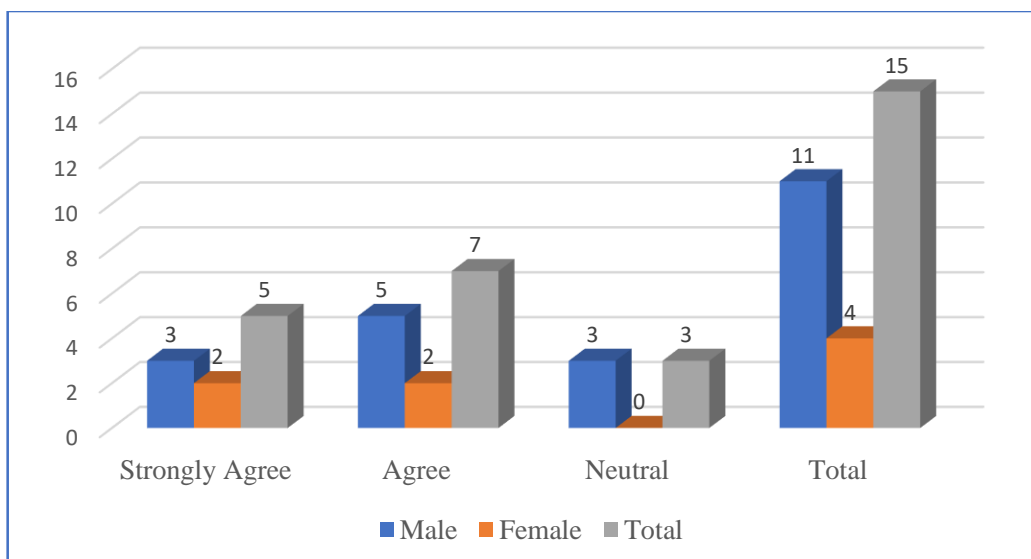

Figure 28: Gender*Learners are able to find their relevant assignments on the KKHSOU website.

Table 29: Age* Learners are able to find their relevant assignments on the KKHSOU website.

		Strongly Agree	Agree	Total
Age	25-35 Years	1	0	1
	36-45 Years	7	1	8
	46-55 Years	3	2	5
	56 Years and above	1	0	1
	Total	12	3	15

From the above Table 29, it is seen that 2 respondents in the age groups 36-34 years and 46-55 years have strongly agreed to the statement on the Participation of learners in the online counselling sessions is encouraging, while 1 each in the age groups of 25-25 years, 46-55 years and 56 years and 6 in the age group of 36-45 years have agreed while 2 respondents in the age group of 46-55 years were neutral. The same have been diagrammatically represented through a bar chart in Figure 29 as indicated below:
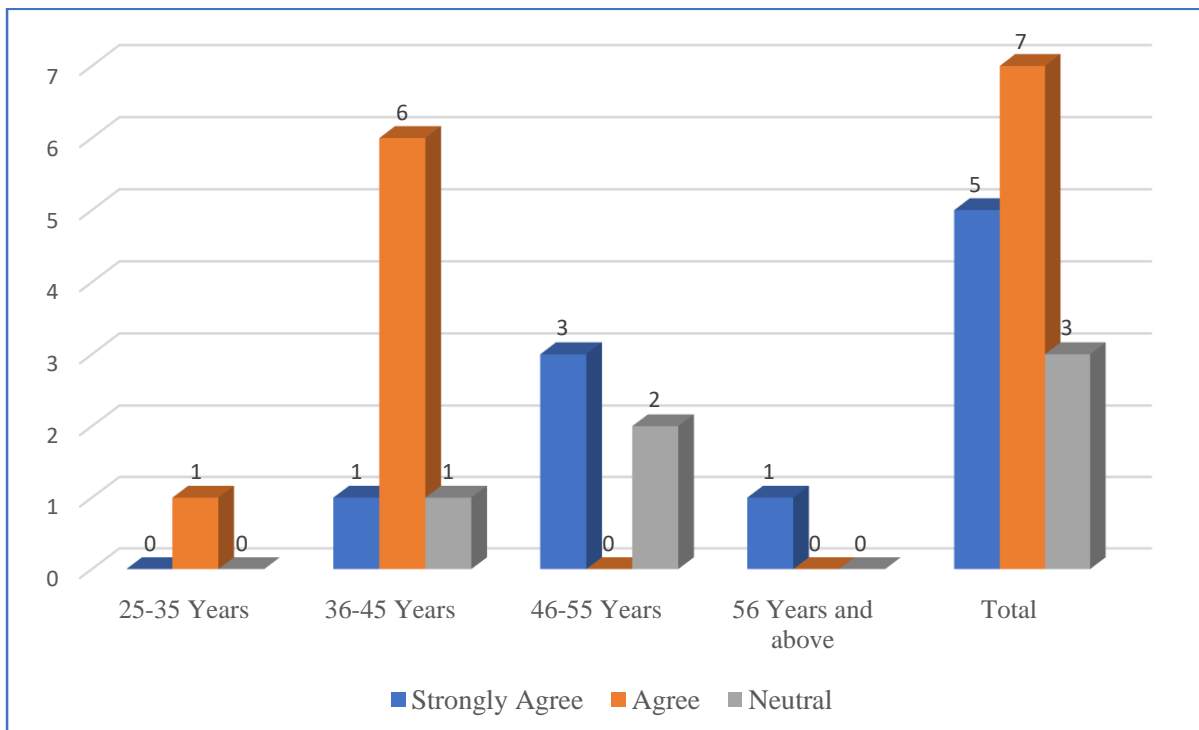

Figure 29: Age*Learners are able to find their relevant assignments on the KKHSOU website.

1.4.2 The second statement under the above-mentioned category is: **The learners are appreciative of the facility to submit their assignments and project online.**

Table 30: Gender* The learners are appreciative of the facility to submit their assignments and project online.

<div align="center">Crosstabulation of respondents</div>

		Strongly Agree	Agree	Neutral	Total
Gender	Male	4	5	2	11
	Female	0	2	2	4
	Total	4	7	4	15

From the above Table 30, it is seen that out of 11 number of Male respondents, 4 had strongly agreed, 5 had agreed and 2 were neutral to the statement that the learners appreciate the facility to submit their assignments and project online. Also, out of 4 number of Female respondents, 2 had agreed and 2 were neutral to the above statement. The same has been represented through a diagrammatic representation in Figure 30 as indicated below:
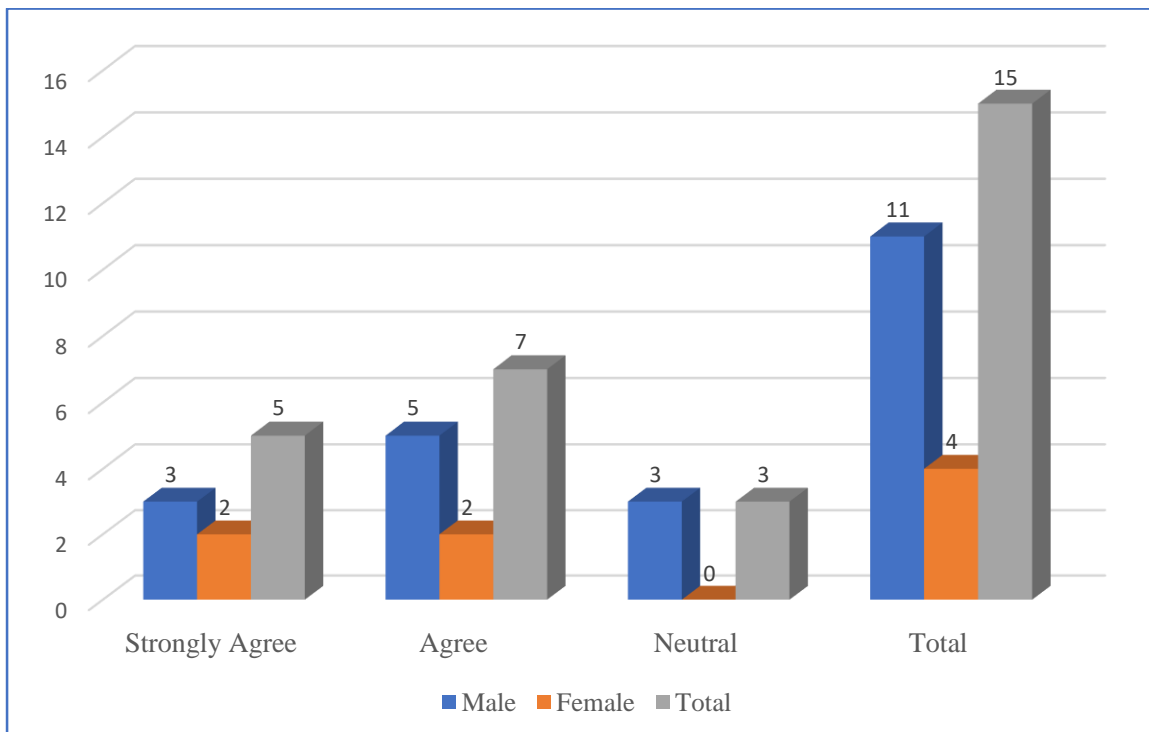

Figure 30: Gender* The learners are appreciative of the facility to submit their assignments and project online.

Table 31: Age* The learners are appreciative of the facility to submit their assignments and project online.

		Strongly Agree	Agree	Neutral	Total
	25-35 Years	0	0	1	1
	36-45 Years	3	2	3	8
Age	46-55 Years	0	5	0	5
	56 Years and above	1	0	0	1
	Total	4	7	4	15

From the above Table 31, it is seen that 3 respondents in the age group of 36-45 years and 1 in the age group of 56 years and above had strongly agreed to the statement that the learners are appreciative of the facility to submit their assignments and project online. Moreover, 2 number of respondents in the age group 36-45 years and 5 numbers in the age group of 46-55 years had agreed while 1 in the age groups of 25-35 years and 3 numbers in the age group of 36-45 years were neutral. The same have been diagrammatically represented through a bar chart in Figure 31 as indicated below:
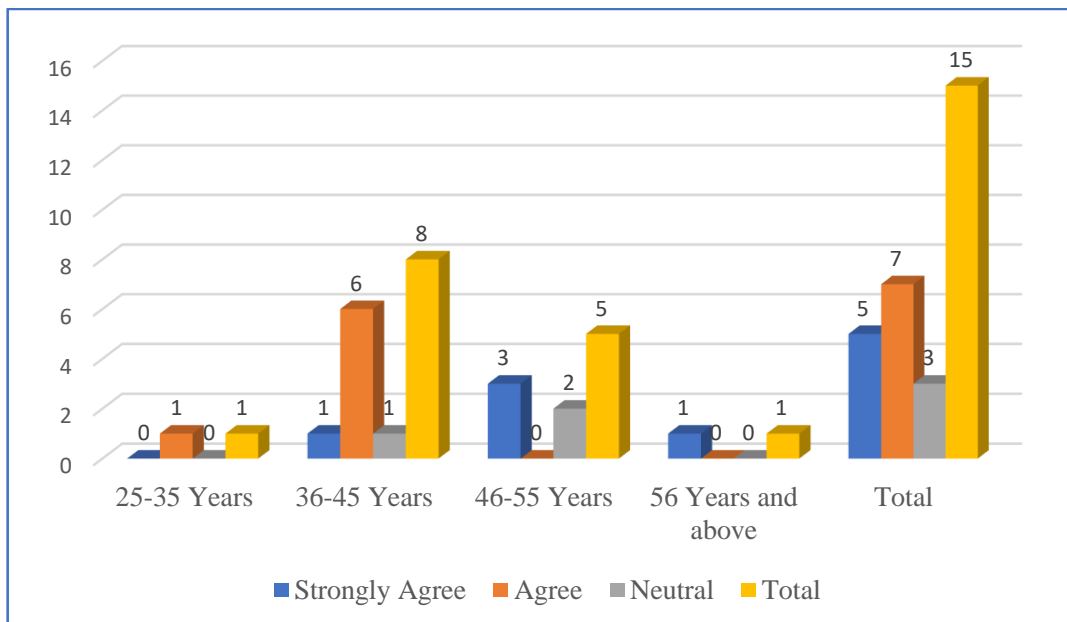

Figure 31: Age* The learners are appreciative of the facility to submit their assignments and project online.

1.4.3 The third statement under the above-mentioned category is: **The online assignment and project submission mechanism has been a successful initiative.**

Table 32: Gender*Online assignment and project submission mechanism has been a successful initiative.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	6	4	1	11
	Female	2	1	1	4
	Total	8	5	2	15

From the above Table 32, it is seen that out of 11 number of Male respondents, 6 had strongly agreed, 4 had agreed and 1 were neutral to the statement that the Online assignment and project submission mechanism has been a successful initiative. Also, out of 4 number of Female respondents, 2 had strongly agreed while 1 each of the respondents were neutral to the above statement. The same has been represented through a diagrammatic representation in Figure 32 as indicated below:
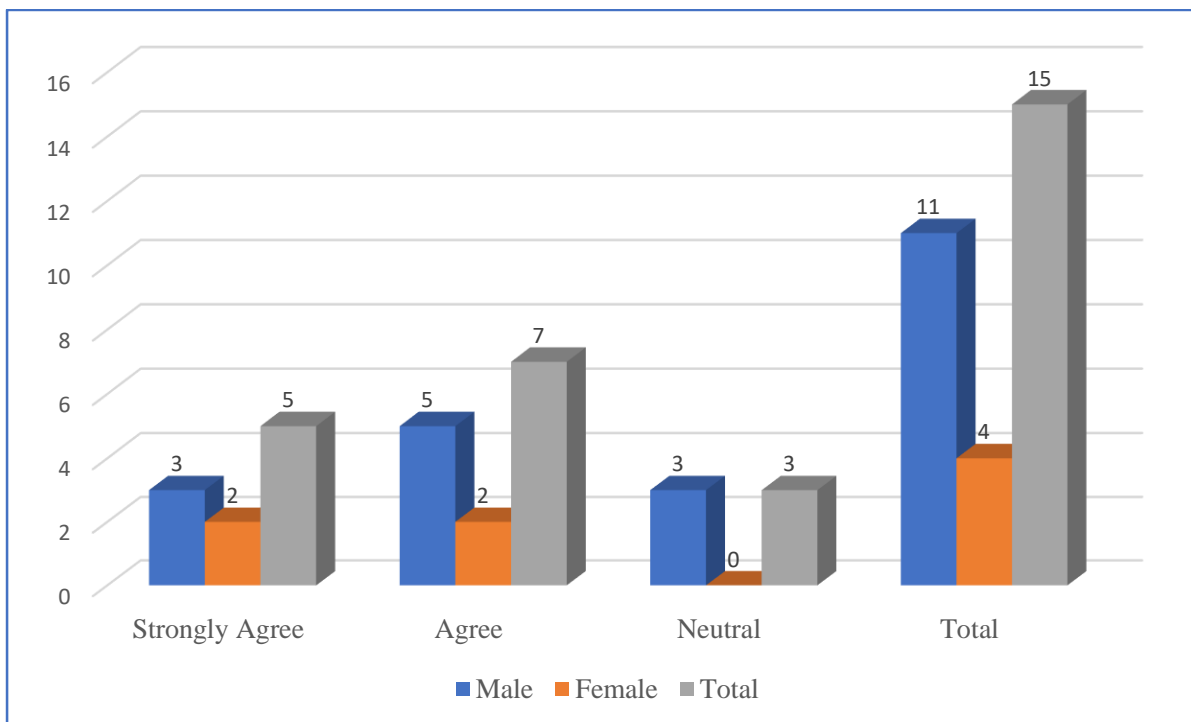

Figure 32: Gender*Online assignment and project submission mechanism has been a successful initiative.

Table 33: Age* Online assignment and project submission mechanism has been a successful initiative.

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	5	2	1	8
	46-55 Years	2	2	1	5
	56 Years and above	1	0	0	1
	Total	8	5	2	15

From the above Table 33, it is seen that 5 respondents in the age group of 36-45 years, 2 in the age groups od 46-55 years and 1 in the age group of 56 years and above had strongly agreed to the statement that Online assignment and project submission mechanism has been a successful initiative. Moreover, I respondent in the age group of 25-35 years, 2 number of respondents each in the age group 36-45 years and 46-55 years had agreed to the statement while 1 number of respondents each in the age groups of 36-45 years and 46-55 years respectively were neutral to the statement. The same have been diagrammatically represented through a bar chart in Figure 33 as indicated below:
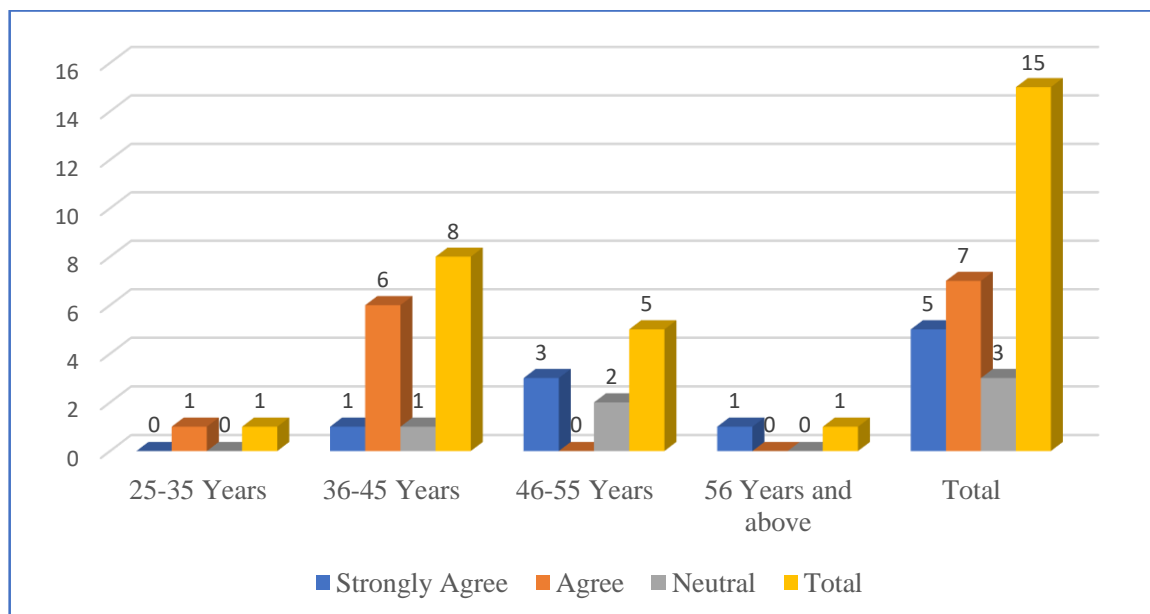

Figure 33: Age* Online assignment and project submission mechanism has been a successful initiative.

1.5 Gender, Age and Statement-wise analysis under the category:

Term-end Examination

1.5.1 The first statement under the above-mentioned category is: Online and on-demand term-end should also be considered in addition to pen and paper-based examinations.

Table 34: Gender* Online and on-demand term-end should also be considered in addition to pen and paper-based examinations.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	3	5	3	11
	Female	2	2	0	4
	Total	5	7	3	15

From the above Table 34, it is seen that out of 11 number of Male respondents, 3 had strongly agreed, 5 had agreed and 3 were neutral to the to the statement on Online and on-demand term-end should also be considered in addition to pen and paper-based examinations. Also, out of 4 number of Female respondents, 2 had Strongly Agreed and 2 had Agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 34 as indicated below:
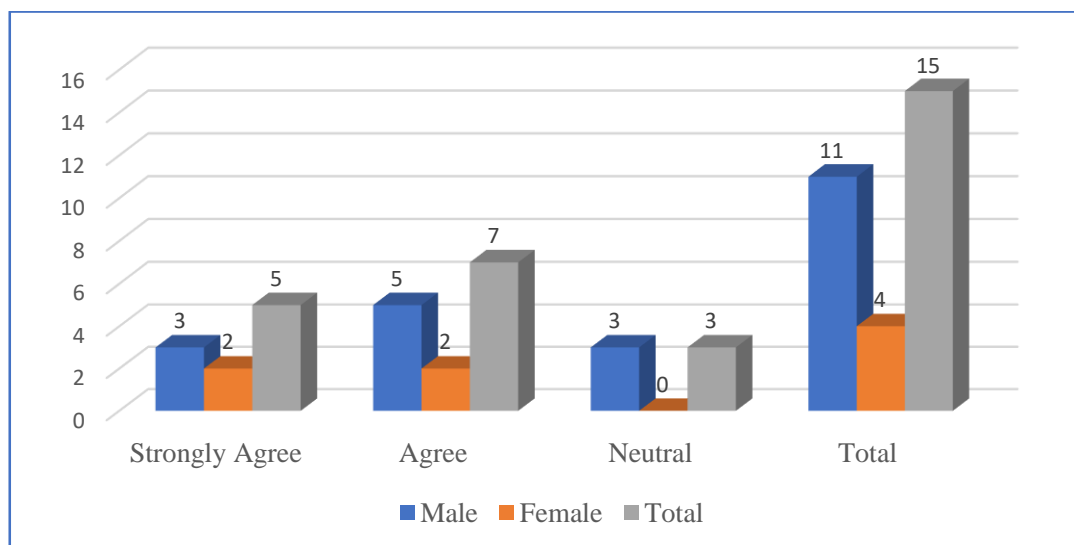

Figure 34: Gender* Online and on-demand term-end should also be considered in addition to pen and paper-based examinations

Table 35: Age* Online and on-demand term-end should also be considered in addition to pen and paper-based examinations

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	1	6	1	8
	46-55 Years	3	0	2	5
	56 Years and above	1	0	0	1
	Total	5	7	3	15

From the above Table 35, it is seen that 1 respondent each in the age group of 36-45 years, and 56 years and above and 3 in the age group of 46-55 years had strongly agreed to the statement that Online and on-demand term-end should also be considered in addition to pen and paper-based examinations. Moreover, 1 respondent in the age group of 25-35 years and 6 number of respondents each in the age group 36-45 years had agreed to the statement while 1 number of respondents each in the age groups of 36-45 years and 2 numbers in the age group of 46-55 years respectively were neutral to the statement. The same have been diagrammatically represented through a bar chart in Figure 35 as indicated below:
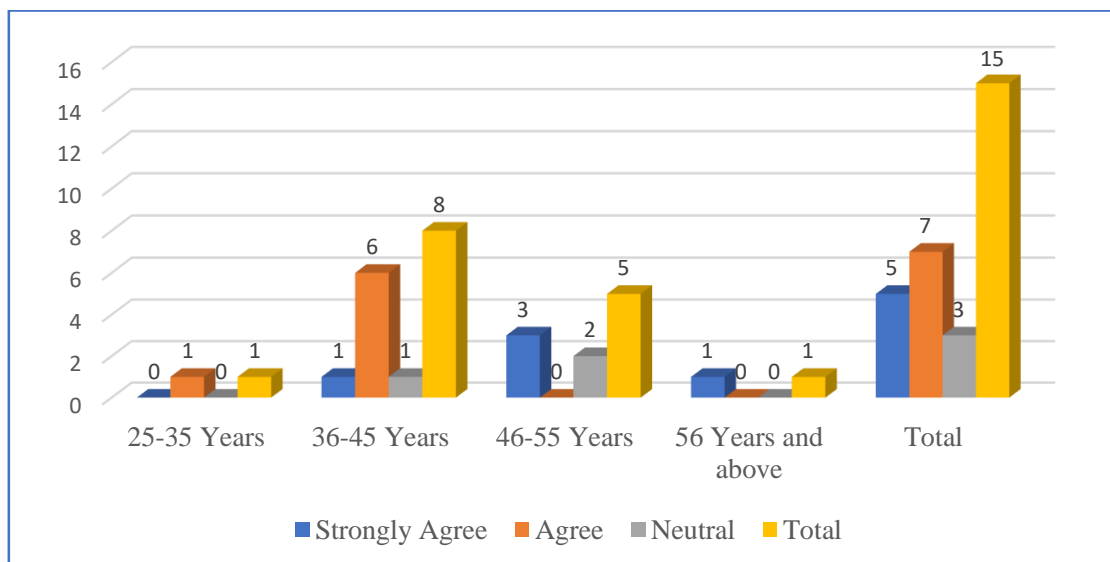

Figure 35: Age* Online and on-demand term-end should also be considered in addition to pen and paper-based examinations

1.5.2   The second statement under the above-mentioned category is: Questions for term-end examination should be completely MCQ based.

Table 36: Gender* Questions for term-end examination should be completely MCQ based.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Gender	Male	1	4	2	3	1	11
	Female	3	0	1	0	0	4
	Total	4	4	3	3	1	15

From the above Table 36, it is seen that out of 11 number of Male respondents, 1 respondent had strongly agreed, 4 had agreed, 2 were neutral, 3 had disagreed and 1 had strongly disagreed to the to the statement on their view over the questions for term-end examination should be completely MCQ based. Also, out of 4 number of Female respondents, 3 had Strongly Agreed and 1 was neutral to the above statement. The same has been represented through a diagrammatic representation in Figure 36 as indicated below:
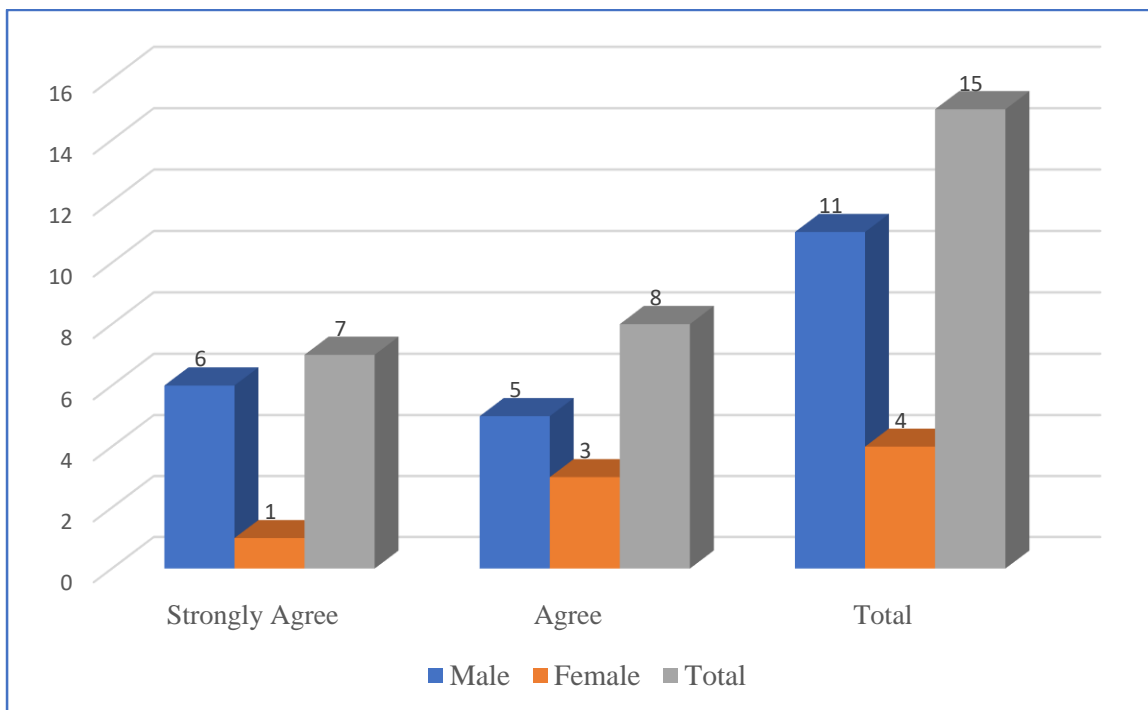

Figure 36: Gender* Questions for term-end examination should be completely MCQ based

Table 37: Age* Questions for term-end examination should be completely MCQ based.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Age	25-35 Years	0	1	0	0	0	1
	36-45 Years	3	3	2	0	0	8
	46-55 Years	1	0	1	2	1	5
	56 Years and above	0	0	0	1	0	1
	Total	4	4	3	3	1	15

From the above Table 37, it is seen that 3 number of respondents in the age group of 36-45 years and 1 respondent in the ag group of 46-55 years had strongly agreed to the statement on the view over the questions for term-end examination should be completely MCQ based. Further, it is seen that 1 respondent in the age group of 25-35 years and 3 in the age group of 36-45 years had agreed, 2 in the age groups of 36-45 years and 1 in the age group of 46-55 years remained neutral over their views while 2 respondents in the age groups of 46-55 years and 1 in the age groups of 56 years and above had disagreed and 1 respondent in the age group of 46-55 years had strongly disagreed to the statement. The same have been diagrammatically represented through a bar chart in Figure 37 as indicated below:
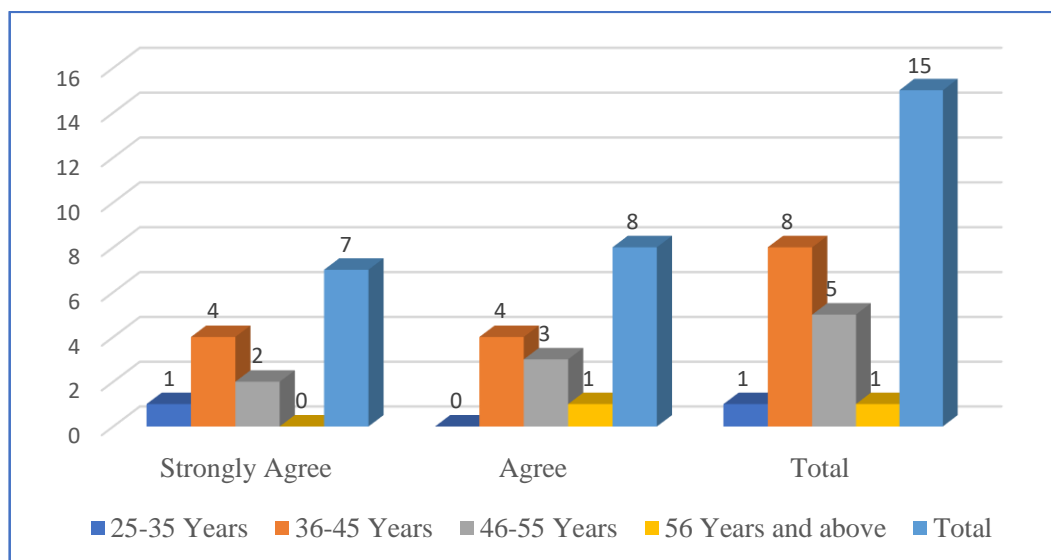

Figure 37: Age* Questions for term-end examination should be completely MCQ based.

1.5.3 The third statement under the above-mentioned category is: The weightage of internal assessment should be increased

Table 38: Gender* The weightage of internal assessment should be increased

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Gender	Male	2	6	1	1	1	11
	Female	0	2	1	0	1	4
	Total	2	8	2	1	2	15

From the above Table 38, it is seen that out of 11 number of Male respondents, 2 respondent had strongly agreed, 6 had agreed, 1 was neutral, 1 had disagreed and 1 had strongly disagreed to the to the statement on the increase in the weightage of internal assessment. Also, out of 4 number of Female respondents, 2 had agreed, 1 was neutral while 1 had strongly agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 38 as indicated below:
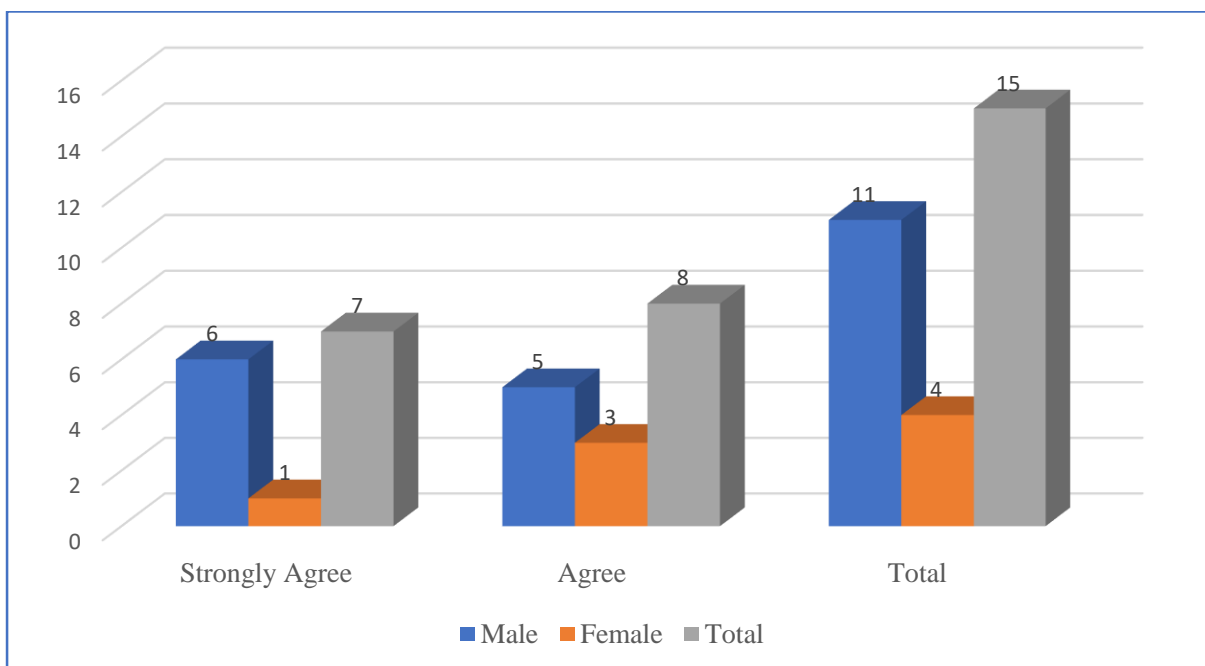

Figure 38: Gender* The weightage of internal assessment should be increased

Table 39: Age* The weightage of internal assessment should be increased.

Age		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
	25-35 Years	0	1	0	0	0	1
	36-45 Years	2	5	1	0	0	8
	46-55 Years	0	1	1	1	2	5
	56 Years and above	0	1	0	0	0	1
	Total	2	8	2	1	2	15

From the above Table 39, it is seen that 2 number of respondents in the age group of 36-45 years had strongly agreed to the statement on the increase in the weightage of internal assessment. Also, it is seen that 1 respondent each in the age groups of 25-35 years, 46-55 years and 56 years and above and 5 respondents in the age group of 36-45 years, had agreed while 1 number of respondents each in the age groups 36-45 years and 46-55 years were neutral to their views, 1 respondent in the age group of 46-55 years disagreed and 2 number of respondents in the age groups 46-55 years had strongly disagreed to the statement. The same has been represented through a diagrammatic representation in Figure 39 as indicated below
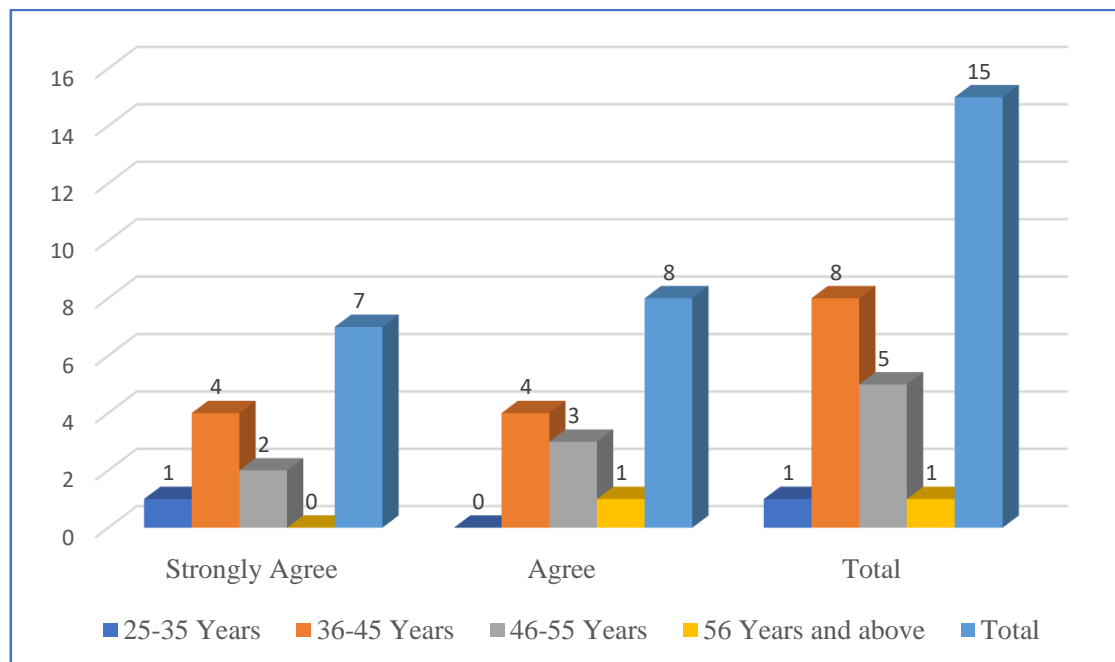

Figure 39: Age* The weightage of internal assessment should be increased

1.5.4 The fourth statement under the above-mentioned category is: Questions for term-end examination should be a mix of MCQ and subjective type questions.

Table 40: Gender* Questions for term-end examination should be a mix of MCQ and subjective type questions.

		Strongly Agree	Agree	Total
Gender	Male	8	3	11
	Female	0	4	4
	Total	8	7	15

From the above Table 40, it is seen that out of 11 number of Male respondents, 8 respondent had strongly agreed and 3 had agreed to the statement on the mix set of MCQ and subjective type questions in the term-end examinations. Also, out of 4 number of Female respondents, all of them had agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 40 as indicated below:
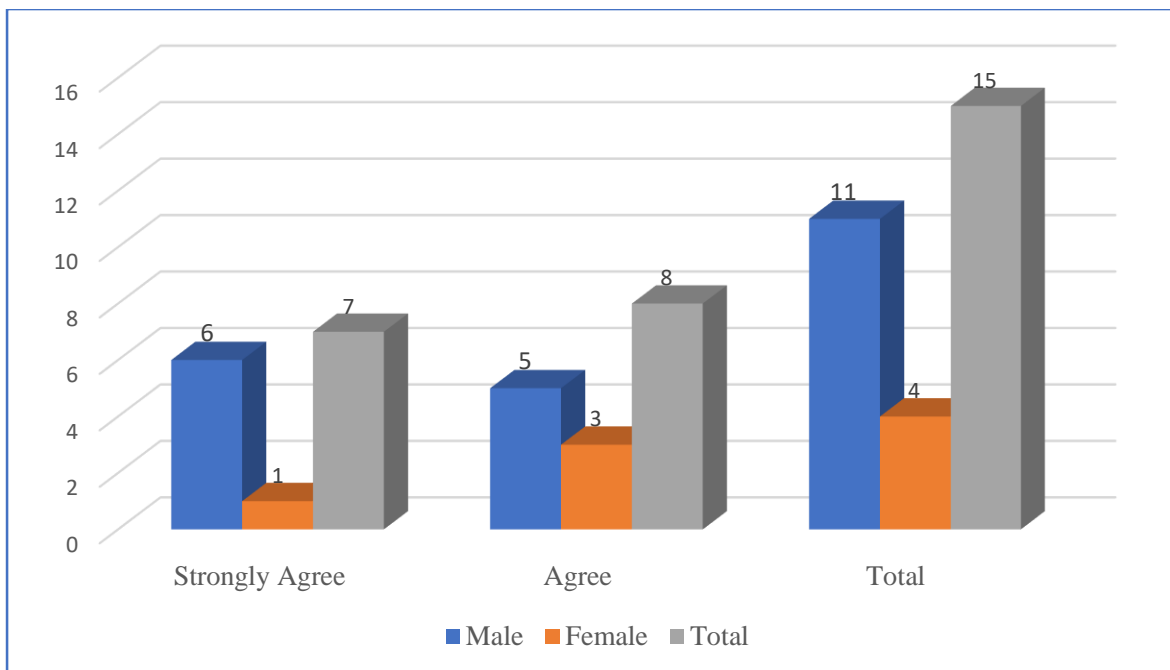

Figure 40: Gender* Questions for term-end examination should be a mix of MCQ and subjective type questions

Table 41: Age* Questions for term-end examination should be a mix of MCQ and subjective type questions

		Strongly Agree	Agree	Total
	25-35 Years	1	0	1
	36-45 Years	4	4	8
Age	46-55 Years	2	3	5
	56 Years and above	1	0	1
	Total	8	7	15

From the above Table 41, it is seen that 1 number of respondents each in the age group of 25-35 years and 56 years and above, 4 respondents in the age group of 36-45 years and 2 respondents in the age group of 46-55 years had strongly agreed to the statement on the mix set of MCQ and subjective type questions in the term-end examinations. Also, it is seen that 4 respondents each in the age groups 36-45 years and 3 in the age group of 46-55 years had agreed to the statement n the mix set of MCQ and subjective type questions in the term-end examinations. The same has been represented through a diagrammatic representation in Figure 41 as indicated below
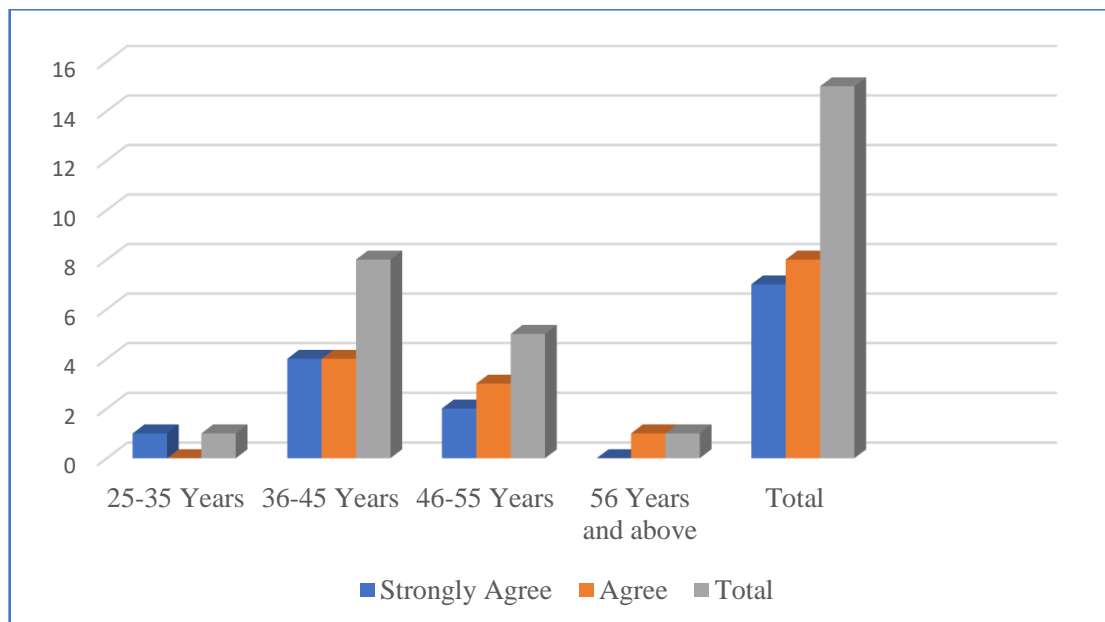

Figure 41: Age* Questions for term-end examination should be a mix of MCQ and subjective type questions

1.5.5 The fifth statement under the above-mentioned category is: The University provides adequate services in case of re-evaluation of answer script

Table 42: Gender* The University provides adequate services in case of re-evaluation of answer script

		Strongly Agree	Agree	Neutral	Total
Gender	Male	6	2	3	11
	Female	0	4	0	4
	Total	6	6	3	15

From the above Table 42, it is seen that out of 11 number of Male respondents, 6 respondent had strongly agreed, 2 had agreed while 3 chose to be neutral to the statement on the services provided by the University in case of re-evaluation of services. Also, out of 4 number of Female respondents, all of them had agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 42 as indicated below:
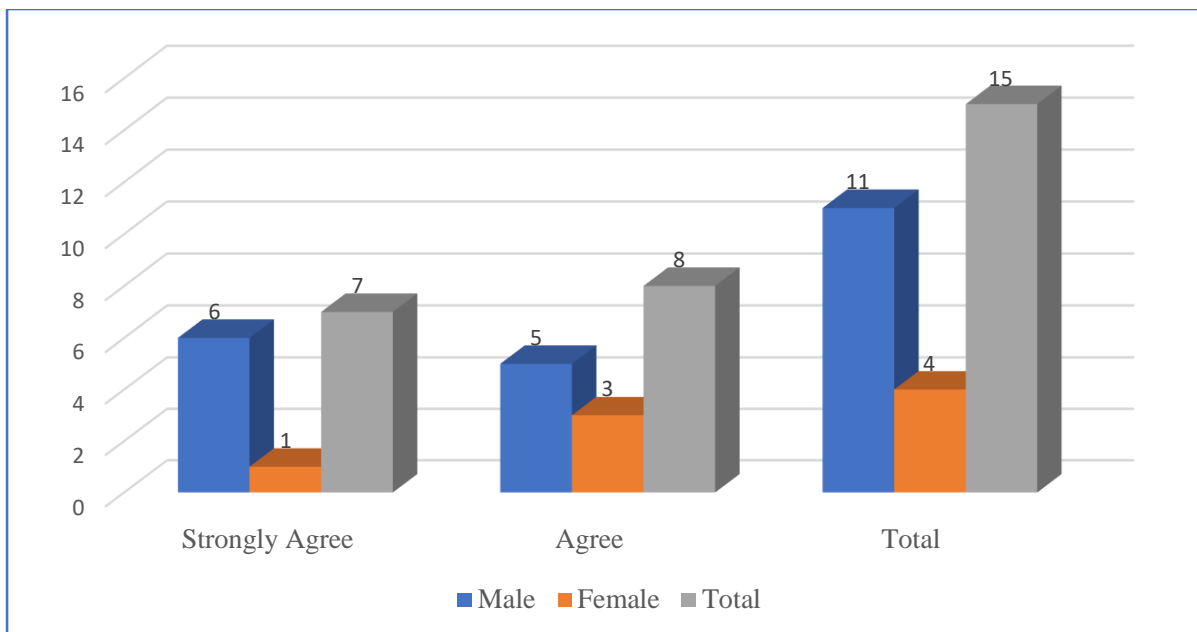

Figure 42: Gender* The University provides adequate services in case of re-evaluation of answer script

Table 43: Age* The University provides adequate services in case of re-evaluation of answer script

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	0	1	1
	36-45 Years	5	3	0	8
	46-55 Years	1	2	2	5
	56 Years and above	0	1	0	1
	Total	6	6	3	15

From the above Table 43, it is seen that 5 number of respondents 36-45 years and 1 respondent in the age group of 46-55 years had strongly agreed to the statement on the services provided by the University in case of re-evaluation of services. Also, it is seen that 3 number of respondents in in the age group of 36-45 years, 2 in the age group of 46-55 years and 1 in the age group of 56 years and above had agreed to the statement while 1 respondent in the age group of 25-35 years and 2 in the age group of 46-55 years had remained neural to the above statement. The same has been represented through a diagrammatic representation in Figure 43 as indicated below:
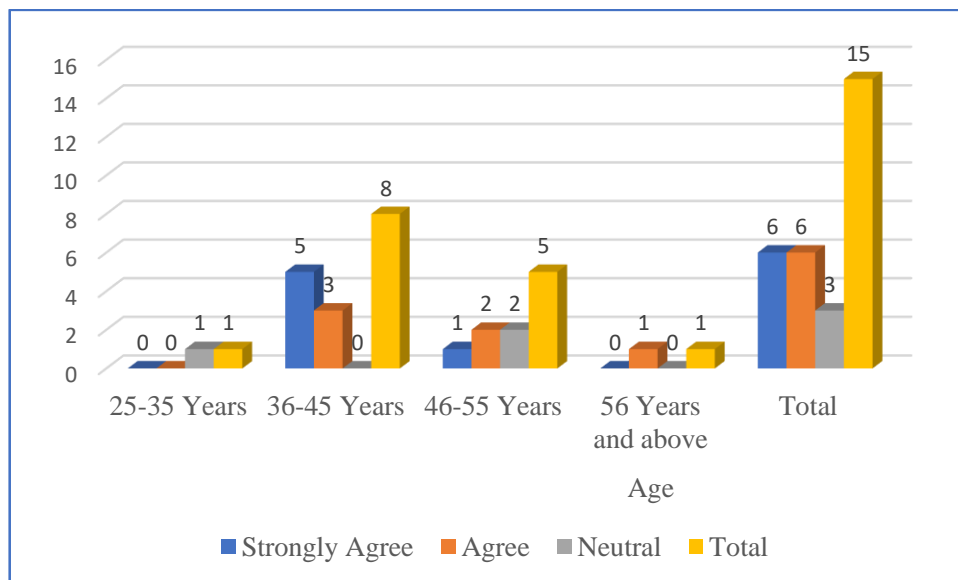

Figure 43: Age* The University provides adequate services in case of re-evaluation of answer script

1.5.6 The sixth statement under the above-mentioned category is: The University is responsive towards learner queries regarding issue of certificates

Table 44: Gender* The University is responsive towards learner queries regarding issue of certificates

		Strongly Agree	Agree	Total
Gender	Male	6	5	11
	Female	1	3	4
	Total	7	8	15

From the above Table 44, it is seen that out of 11 number of Male respondents, 6 respondent had strongly agreed and 5 had agreed to the statement on the responsiveness of the University towards learner queries regarding issue of certificates. Also, out of 4 number of Female respondents, 1 had strongly agreed and 3 had agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 44 as indicated below:
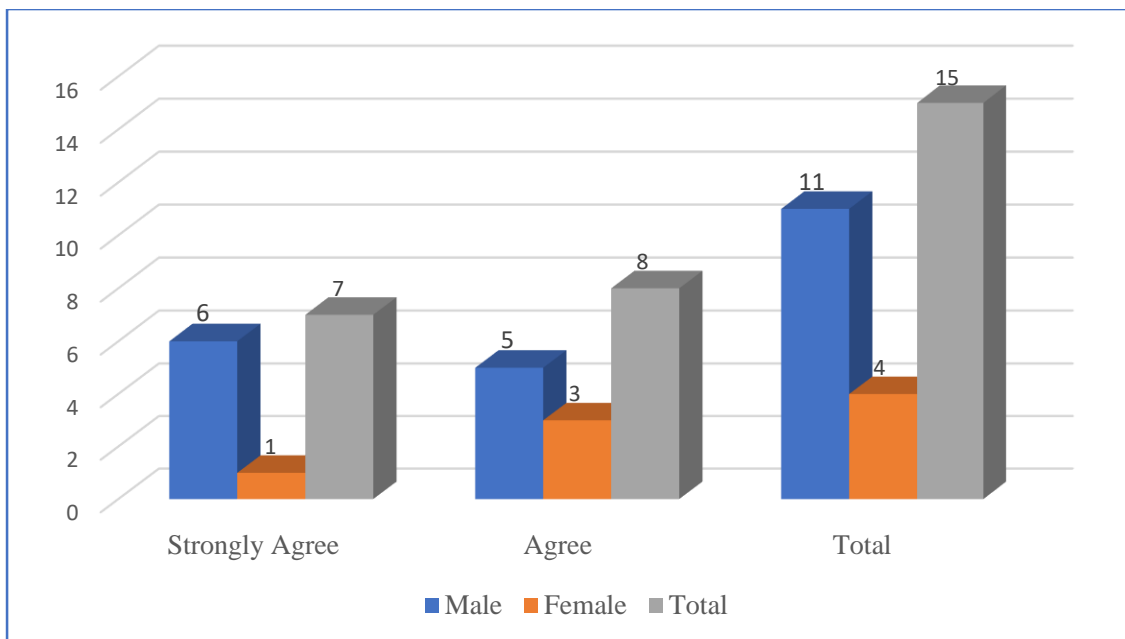

Figure 44: Gender* The University is responsive towards learner queries regarding issue of certificates

Table 45: Age* The University is responsive towards learner queries regarding issue of certificates

		Strongly Agree	Agree	Total
Age	25-35 Years	1	0	1
	36-45 Years	4	4	8
	46-55 Years	2	3	5
	56 Years and above	0	1	1
	Total	7	8	15

From the above Table 45, it is seen that 1 number of respondents in the age group of 25-35 years, 4 numbers in the age group of 36-45 years, 2 numbers in the age group of 46-55 years had strongly agreed to the statement on the responsiveness of the University towards learner queries regarding issue of certificates, while 4 number of respondents in the age group of 36-45 years, 3 numbers in the age group of 46-55 years and 1 in the age group of 56 years and above had agreed to the statement. The same has been represented through a diagrammatic representation in Figure 45 as indicated below
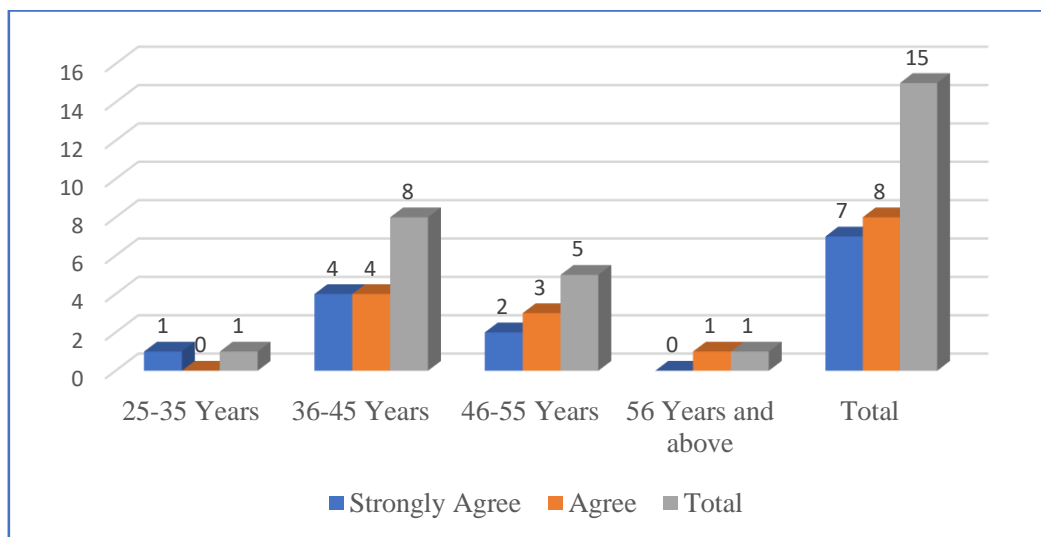

Figure 45: Age* The University is responsive towards learner queries regarding issue of certificates

1.6   Gender, Age and Statement-wise analysis under the category:

Management

1.6.1   The first statement under the above-mentioned category is: The University should organize Orientation Programmes for academic counsellors focusing on Online/digital counselling and evaluation methods

Table 46: Gender* University should organize Orientation Programmes for academic counsellors focusing on Online/digital counselling and evaluation methods

		Strongly Agree	Agree	Neutral	Total
Gender	Male	8	2	1	11
	Female	4	0	0	4
	Total	12	2	1	15

From the above Table 46, it is seen that out of 11 number of Male respondents, 8 had strongly agreed, 2 had agreed and 1 was neutral to the to the statement that the University should organize Orientation Programmes for academic counsellors focusing on Online/digital counselling and evaluation methods. Also, out of 4 number of Female respondents, all had strongly agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 46 as indicated below:
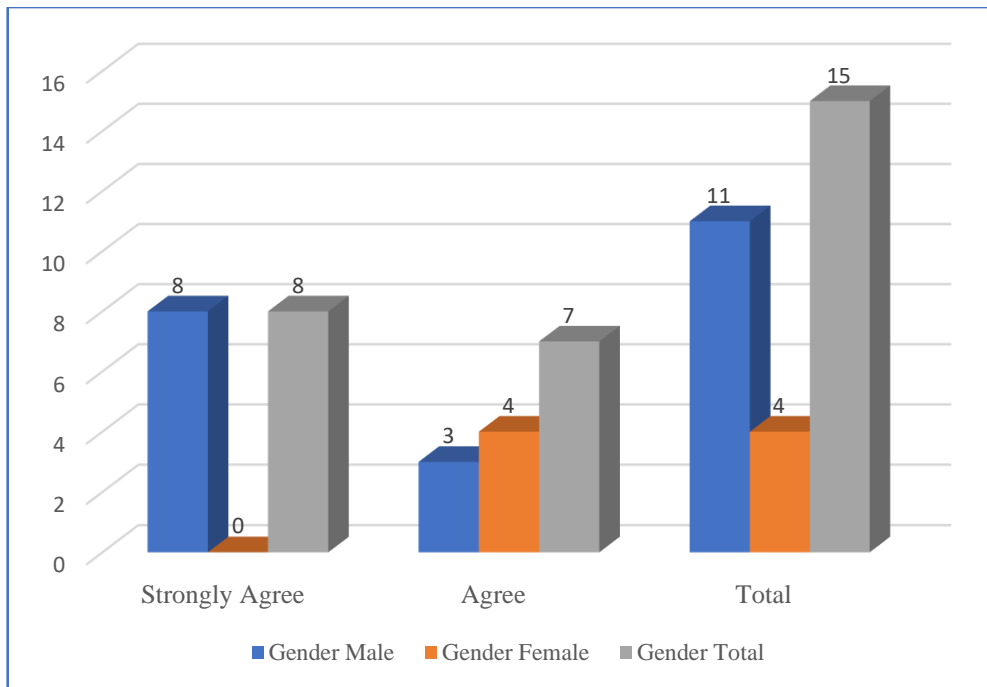
Figure 46: Gender* University should organize Orientation Programmes for academic counsellors focusing on Online/digital counselling and evaluation methods

Table 47: Age* University should organize Orientation Programmes for academic counsellors focusing on Online/digital counselling and evaluation methods

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	1	0	0	1
	36-45 Years	7	1	0	8
	46-55 Years	3	1	1	5
	56 Years and above	1	0	0	1
	Total	12	2	1	15

From the above Table 47, it is seen that 1 number of respondents each in the age group of 25-35 years and 56 years and above, 7 numbers in the age group of 36-45 years, 3 numbers in the age group of 46-55 years had strongly agreed to the statement that the University should organize Orientation Programmes for academic counsellors focusing on Online/digital counselling and evaluation methods, while 1 number of respondents each in the age group of 36-45 years and 46-55 years had agreed to the statement and 1 respondent in the age group of

46-55 years remained neutral. The same has been represented through a diagrammatic representation in Figure 47 as indicated below
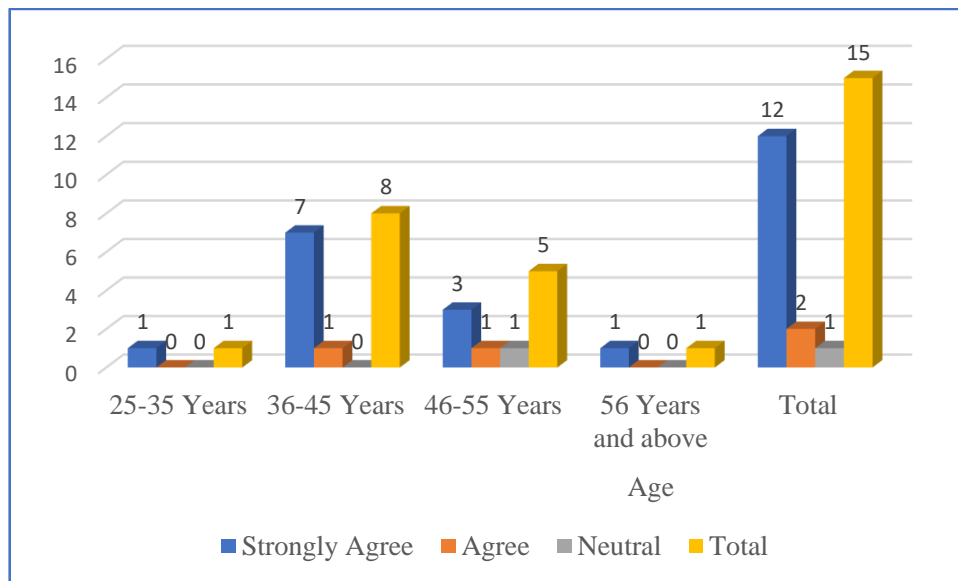

Figure 47: Age* University should organize Orientation Programmes for academic counsellors focusing on Online/digital counselling and evaluation methods

1.6.2 The second statement under the above-mentioned category is: Induction meetings are useful in familiarizing the newly enrolled students with the ODL system.

Table 48: Gender* Induction meetings are useful in familiarizing the newly enrolled students with the ODL system.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	3	7	1	11
	Female	1	3	0	4
	Total	4	10	1	15

From the above Table 48, it is seen that out of 11 number of Male respondents, 3 had strongly agreed, 7 had agreed and 1 was neutral to the to the statement on the requirement of conducting induction meetings for newly enrolled students in the ODL system. Also, out of 4 number of

Female respondents, 1 had strongly agreed and 3 had agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 48 as indicated below:
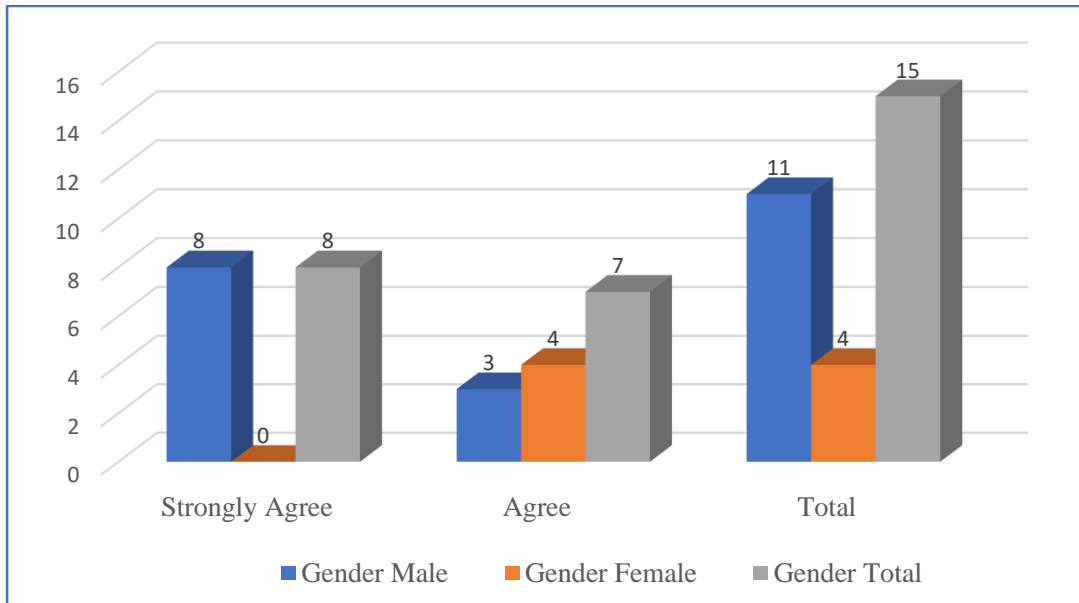

Figure 48: Gender* Induction meetings are useful in familiarizing the newly enrolled students with the ODL system.

Table 49: Age* Induction meetings are useful in familiarizing the newly enrolled students with the ODL system.

		Strongly Agree	Agree	Neutral	Total
	25-35 Years	0	1	0	1
	36-45 Years	1	7	0	8
Age	46-55 Years	3	1	1	5
	56 Years and above	0	1	0	1
	Total	4	10	1	15

From the above Table 49, it is seen that 1 number of respondents in the age group of 36-45 years and 3 numbers in the age group of 46-55 years had strongly agreed to the statement on the requirement of conducting induction meetings for newly enrolled students in the ODL system, while 1 number of respondents each in the age group of 25-35 years, 46-55 years and 56 years and above had agreed to the statement and 1 respondent in the age group of 46-55

years remained neutral. The same has been represented through a diagrammatic representation in Figure 49 as indicated below
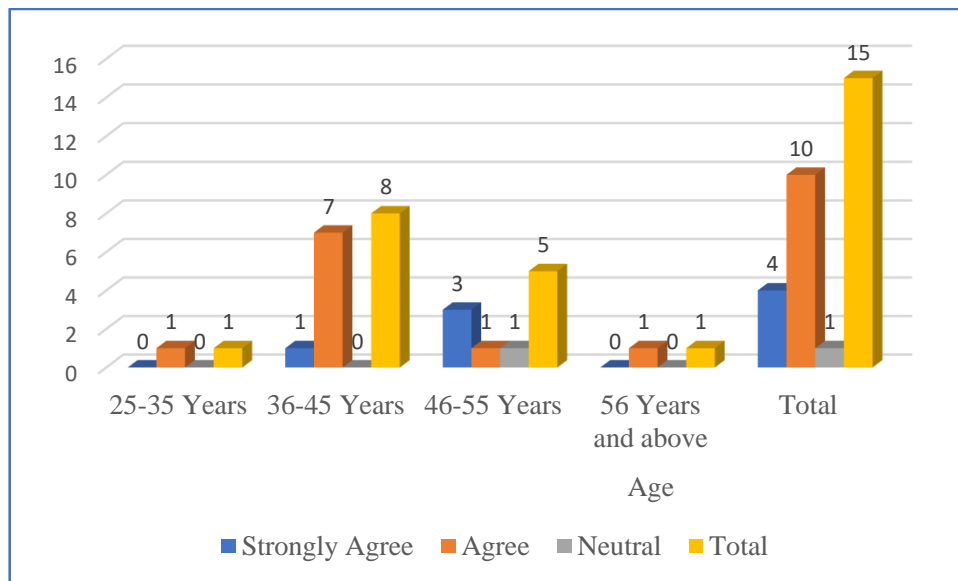

Figure 49: Age* Induction meetings are useful in familiarizing the newly enrolled students with the ODL system.

1.6.3 The third statement under the above-mentioned category is: The Study centre should keep in touch regularly with the learners through email/SMS to sustain their motivation.

Table 50: Gender* The Study centre should keep in touch regularly with the learners through email/SMS to sustain their motivation.

Crosstabulation of respondents

		Strongly Agree	Agree	Total
Gender	Male	8	3	11
	Female	0	4	4
	Total	8	7	15

From the above Table 50, it is seen that out of 11 number of Male respondents, 8 had strongly agreed and 3 had agreed on the requirement of conducting induction meetings for newly enrolled students in the ODL system. Also, out of 4 number of Female respondents, all of them have agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 50 as indicated below
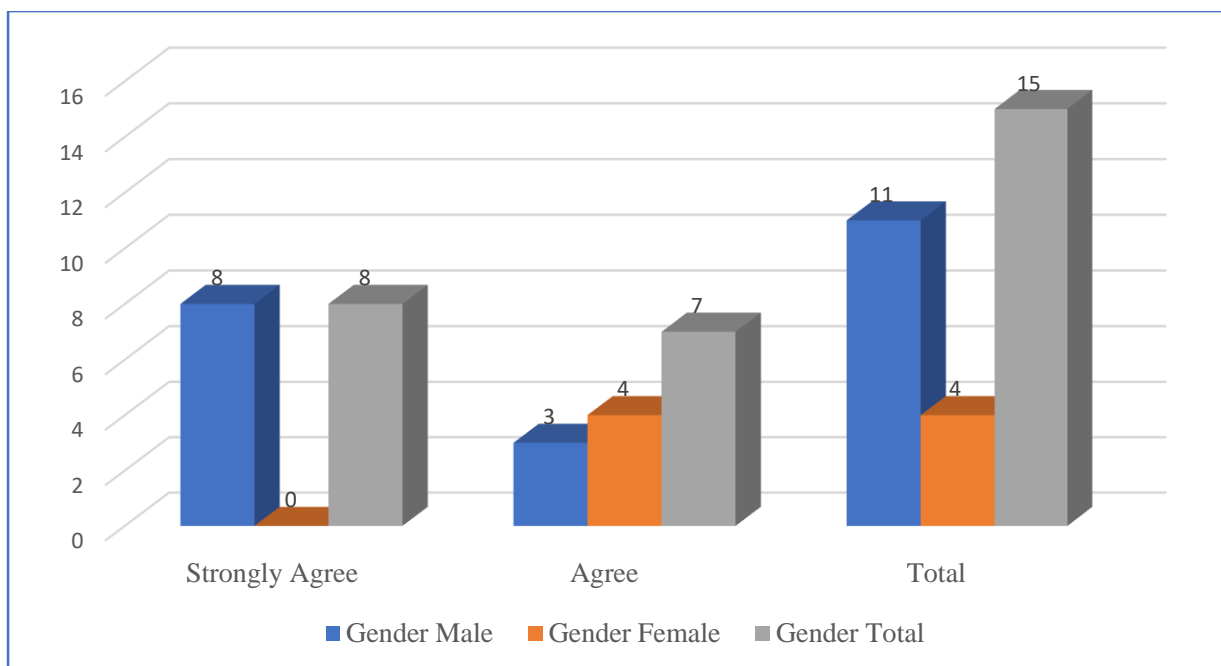
Figure 50: Gender* Induction meetings are useful in familiarizing the newly enrolled students with the ODL system.

Table 51: Age*The Study centre should keep in touch regularly with the learners through email/SMS to sustain their motivation.

		Strongly Agree	Agree	Total
	25-35 Years	1	0	1
	36-45 Years	3	5	8
Age	46-55 Years	3	2	5
	56 Years and above	1	0	1
	Total	8	7	15

From the above Table 51, it is seen that 1 number of respondents each in the age group of 25-35 years and 56 years and above years and 3 numbers each in the age group of 36-45 and 46-55 years had strongly agreed to the statement on the requirement of conducting induction meetings for newly enrolled students in the ODL system, while 5 number of respondents each in the age group of 36-45 years, and 2 number of respondents in the age groups of 46-55 years had agreed to the statement. The same has been represented through a diagrammatic representation in Figure 51 as indicated below
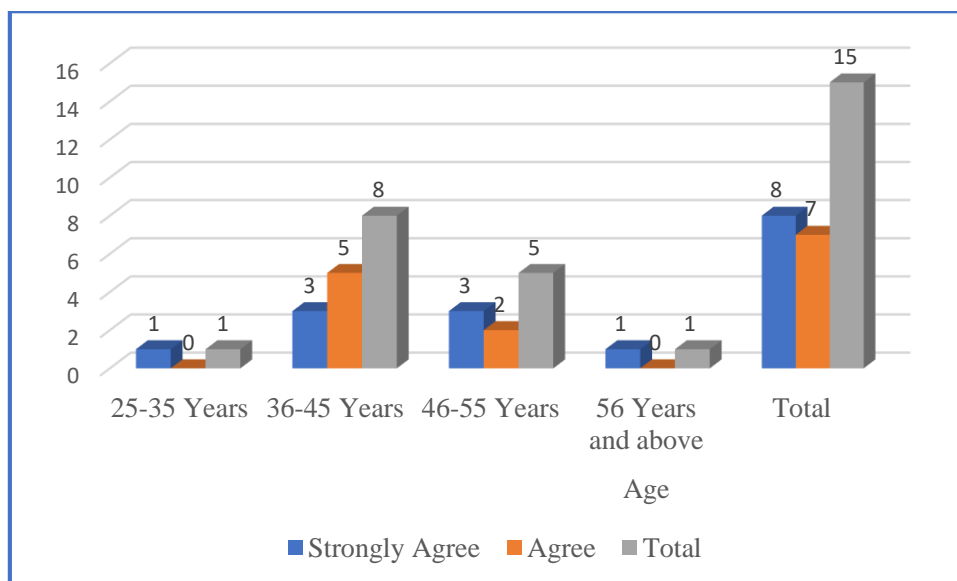
Figure 51: Age* Induction meetings are useful in familiarizing the newly enrolled students with the ODL system.

1.6.4 The fourth statement under the above-mentioned category is: The study centre is equipped with adequate physical and human resources for providing effective student support.

Table 52: Gender* The study centre is equipped with adequate physical and human resources for providing effective student support

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Strongly Disagree	Total
Gender	Male	4	5	1	1	11
	Female	2	2	0	0	4
	Total	6	7	1	1	15

From the above Table 52, it is seen that out of 11 number of Male respondents, 4 had strongly agree, 5 had agreed, 1 was neutral and 1 had strongly disagreed on the statement that the study centres are equipped with adequate physical and human resources for providing effective student support. Also, out of 4 number of Female respondents, 2 respondents each had strongly agreed and agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 52 as indicated below:
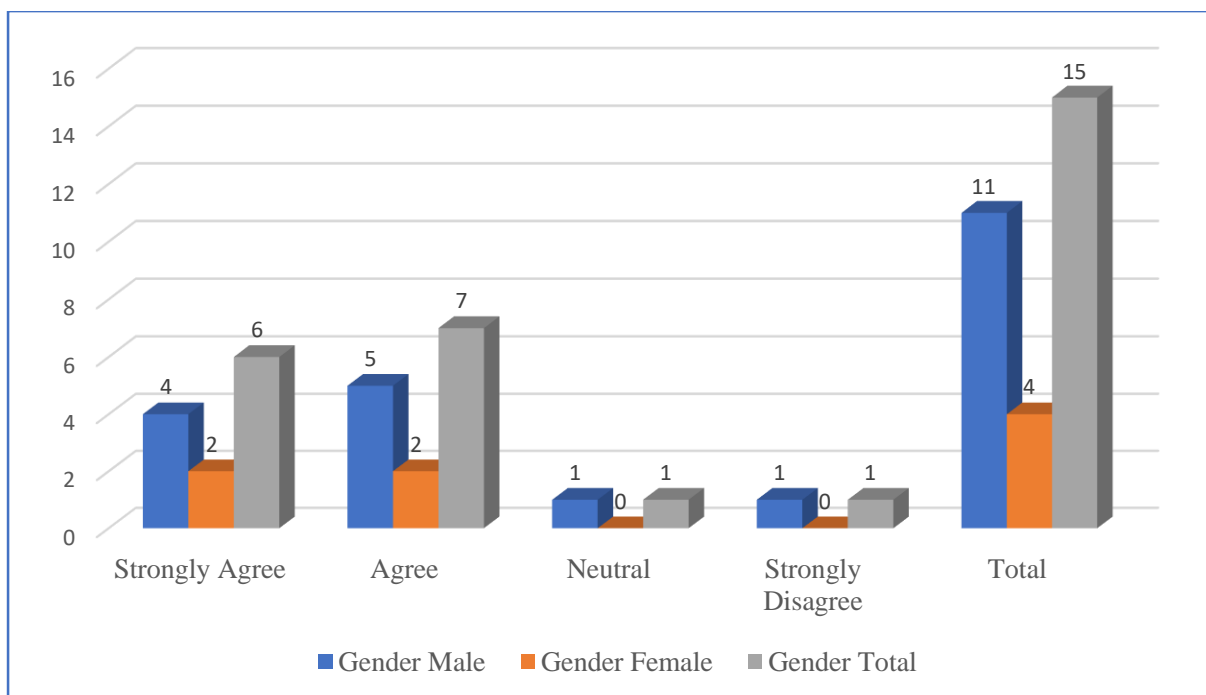
Figure 52: Gender* The study centre is equipped with adequate physical and human resources for providing effective student support

Table 53: Age* The study centre is equipped with adequate physical and human resources for providing effective student support

		Strongly Agree	Agree	Neutral	Strongly Disagree	Total
Age	25-35 Years	0	0	1	0	1
	36-45 Years	2	6	0	0	8
	46-55 Years	4	0	0	1	5
	56 Years and above	0	1	0	0	1
	Total	6	7	1	1	15

From the above Table 53, it is seen that 2 respondents each in the age group of 36-45 years and 4 in the age group 46-55 years had strongly agreed to the statement that the study centres are equipped with adequate physical and human resources for providing effective student support., while 6 number of respondents each in the age group of 36-45 years, and 1 in the age groups of 56 years and above years had agreed to the statement. Also, 1 in the age group of 25-35 years

was neutral and 1 in the age group of 46-55 years had strongly disagreed. The same has been represented through a diagrammatic representation in Figure 53 as indicated below
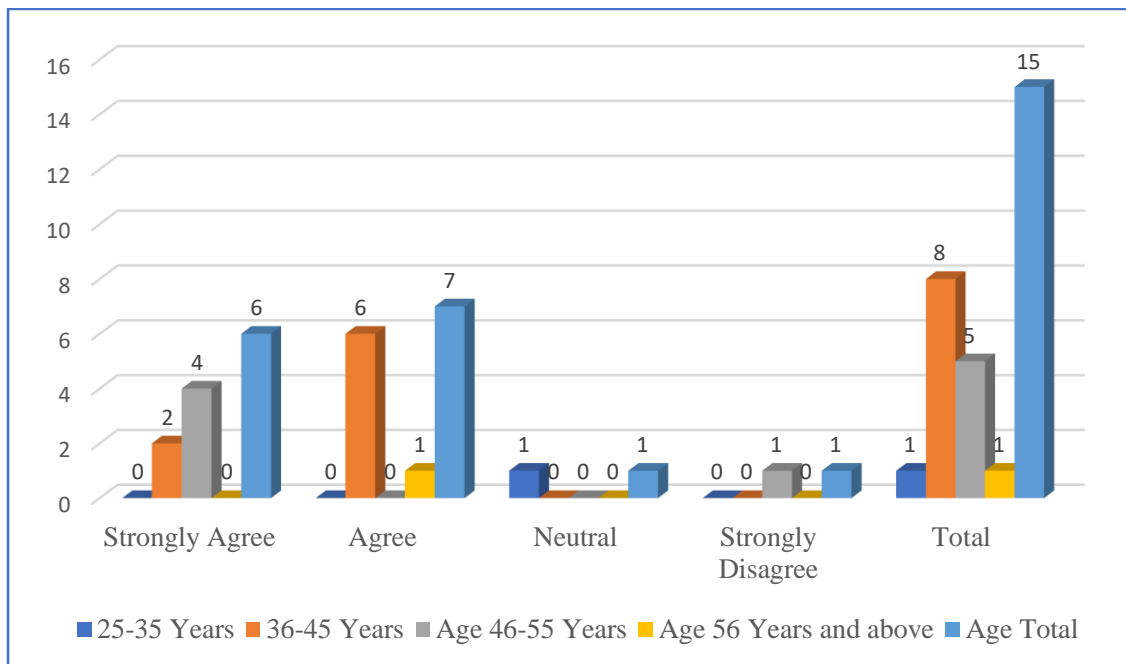

Figure 53: Age* The study centre is equipped with adequate physical and human resources for providing effective student support

1.6.5 The fifth statement under the above-mentioned category is: The University staff was always available and responsive when there was problem.

Table 54: Gender* The University staff was always available and responsive when there was problem.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	3	7	1	11
	Female	2	1	1	4
	Total	5	8	2	15

From the above Table 54, it is seen that out of 11 number of Male respondents, 3 had strongly agree, 7 had agreed, 1 was neutral to the statement on the availability and prompt response of the University staff to any problem faced by the learners. Also, out of 4 number of Female respondents, 2 respondents had strongly agreed 1 agreed while 1 remained neutral to the above

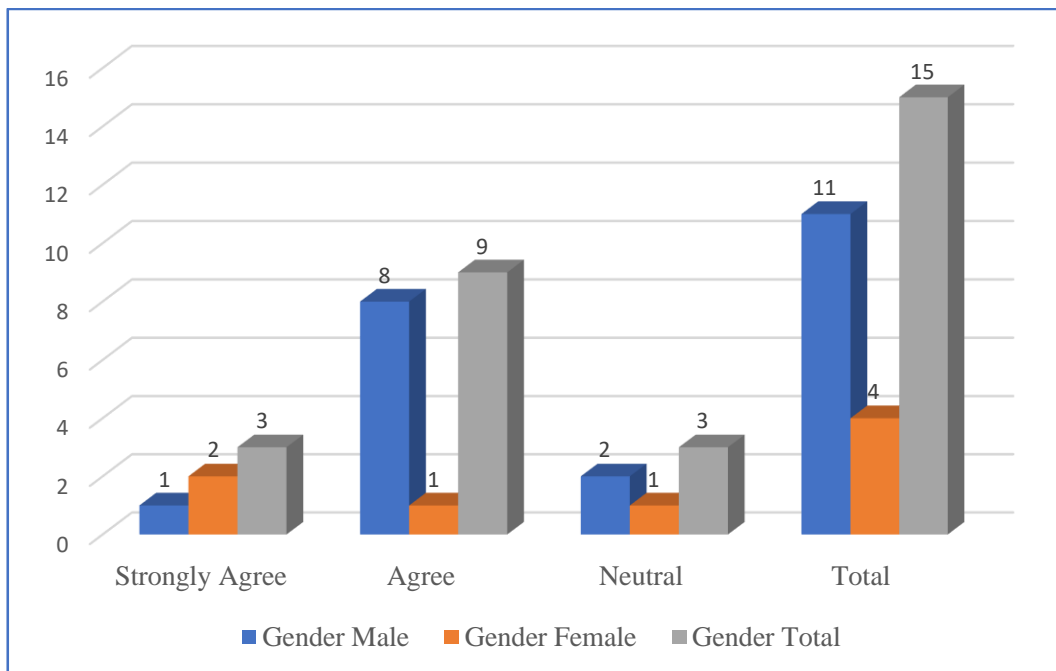statement. The same has been represented through a diagrammatic representation in Figure 54 as indicated below:

Figure 54: Gender* The University staff was always available and responsive when there was problem.

Table 55: Age* The University staff was always available and responsive when there was problem.

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	3	5	0	8
	46-55 Years	2	1	2	5
	56 Years and above	0	1	0	1
	Total	5	8	2	15

From the above Table 53, it is seen that 3 respondents each in the age group of 36-45 years and 2 in the age group 46-55 years had strongly agreed to the statement on the availability and prompt response of the University staff to any problem faced by the learners, while 1

respondent each in the age group of 25-35 years, 46-55 years, and 56 years and above years while 5 respondents in the age group of 36-45 years had agreed to the statement. However, 2 respondents in the age group of 46-55 years. The same has been represented through a diagrammatic representation in Figure 55 as indicated below:
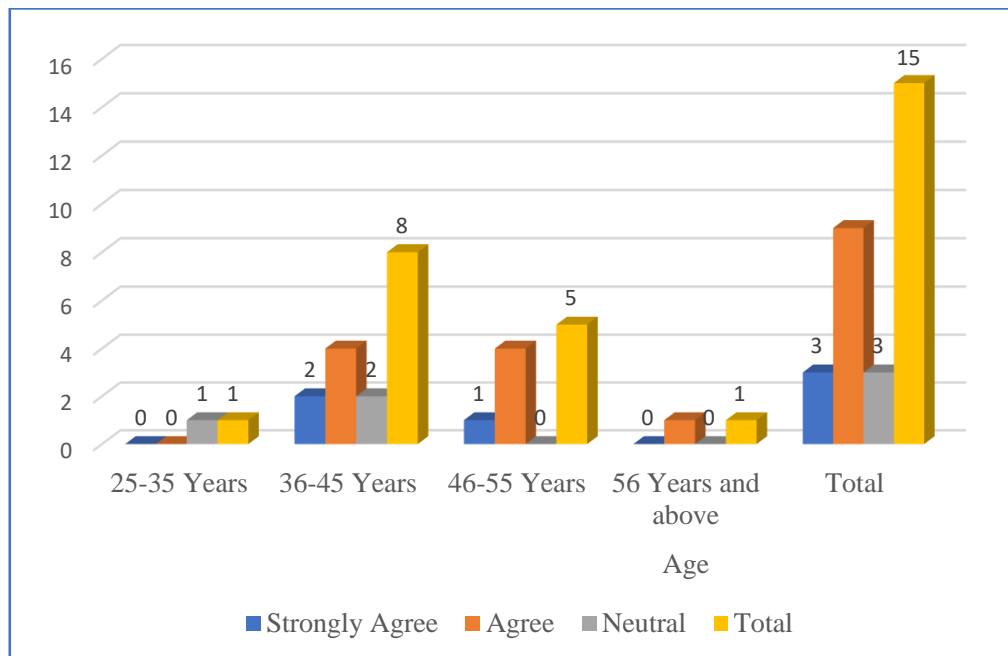

Figure 55: Age* The University staff was always available and responsive when there was problem.

1.6.6 The sixth statement under the above-mentioned category is: The programs were flexible responding to client needs.

Table 56: Gender* The programs were flexible responding to client needs.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	1	9	1	11
	Female	0	3	1	4
	Total	1	12	2	15

From the above Table 56, it is seen that out of 11 number of Male respondents, 1 had strongly agree, 9 had agreed, 1 was neutral to the statement on the flexibility of the programs to the client needs. Also, out of 4 number of Female respondents, 3 had agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 56 as indicated below:
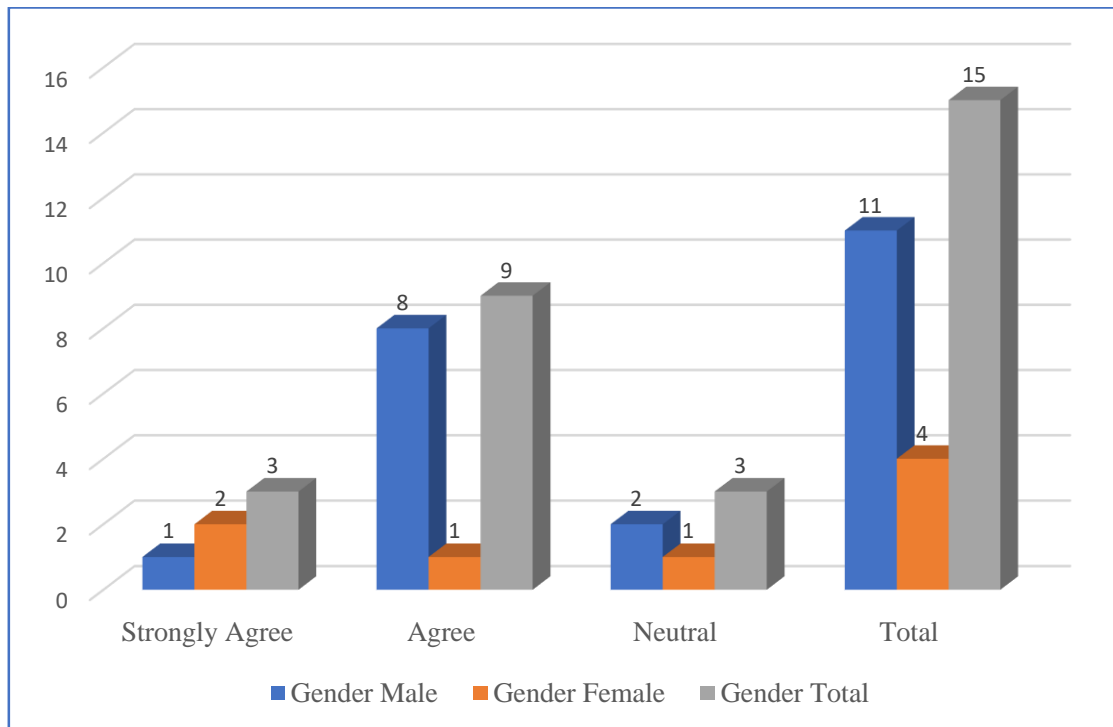

Figure: 56 Gender* The programs were flexible responding to client needs.

Table 57: Age* The programs were flexible responding to client needs

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	1	6	1	8
	46-55 Years	0	4	1	5
	56 Years and above	0	1	0	1
	Total	1	12	2	15

From the above Table 57, it is seen that 1 respondent in the age group o of 25-35 years had strongly agreed to the statement on the flexibility of the programs to the client needs, while 1 each in the age groups 25-35 years and 56 years and above, 6 in the age groups of 36-45 years and 4 in the age group of 46-55 years had agreed and 1 each in the age groups 36-45 years and 46-55 years remained neutral with their views over the statement. The same has been represented through a diagrammatic representation in Figure 57 as indicated below:
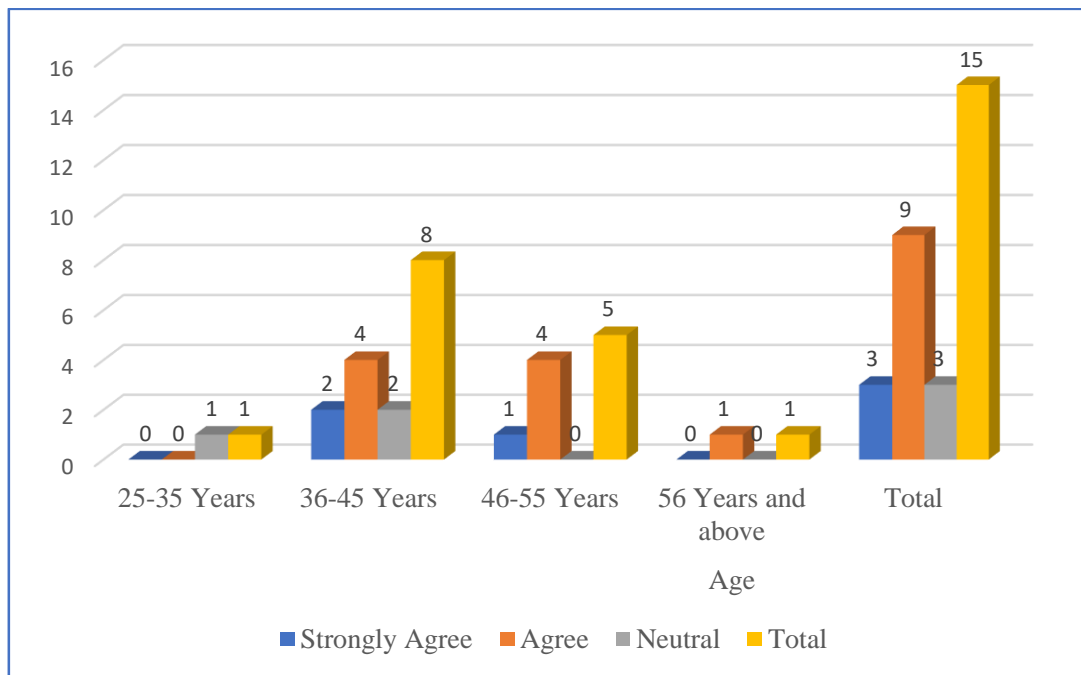

Figure 57: Age* The programs were flexible responding to client needs

1.6.7 The seventh statement under the above-mentioned category is: The University staff was receptive to comments and criticism.

Table 58: Gender* The University staff was receptive to comments and criticism.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	1	8	2	11
	Female	2	1	1	4
	Total	3	9	3	15

From the above Table 58, it is seen that out of 11 number of Male respondents, 1 had strongly agree, 8 had agreed, 2 was neutral to the statement on the openness of the University staff to comments and criticism. Also, out of 4 number of Female respondents, 2 had strongly agreed, 1 had agreed while 1 remained neutral to the above statement. The same has been represented through a diagrammatic representation in Figure 58 as indicated below:
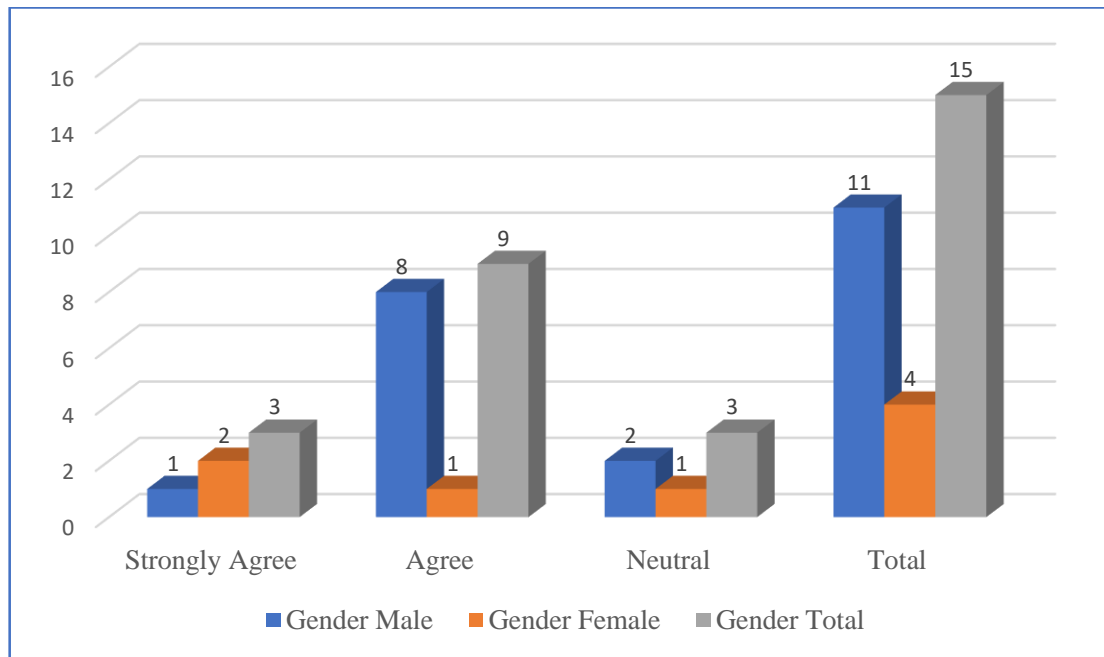

Figure 58: Gender* The University staff was receptive to comments and criticism.

Table 59: Age* The programs were flexible responding to client needs

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	0	1	1
	36-45 Years	2	4	2	8
	46-55 Years	1	4	0	5
	56 Years and above	0	1	0	1
	Total	3	9	3	15

From the above Table 59, it is seen that 2 respondents in the age group of 36-45 years and 1 in the age group of 46-55 years had strongly agreed to the statement on on the openness of the

University staff to comments and criticism, while 4each in the age groups 36-45 years and 46-55 years, and 1 in the age group 56 years and above had agreed. However, 1 in the age groups 25-35 years and 2 in the age group 36-45 years remained neutral with their views over the statement. The same has been represented through a diagrammatic representation in Figure 59 as indicated below:
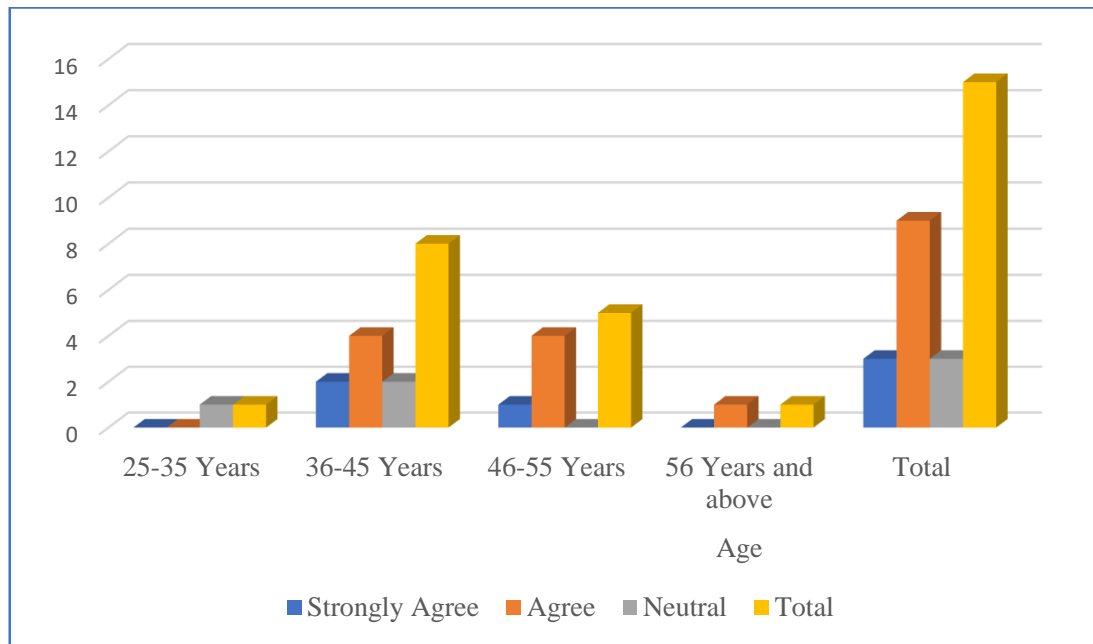

Figure 59: Age* The programs were flexible responding to client needs

1.6.8 The eight statement under the above-mentioned category is: The training program for new co-ordinators was very helpful.

Table 60: Gender* The training program for new co-ordinators was very helpful.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	3	8	0	11
	Female	2	0	2	4
	Total	5	8	2	15

From the above Table 60, it is seen that out of 11 number of Male respondents, 3 had strongly agree and 8 had agreed to the statement on the effectiveness of the training programmes for new co-ordinators. Also, out of 4 number of Female respondents, 2 had strongly agreed, while

2 remained neutral to the above statement. The same has been represented through a diagrammatic representation in Figure 60 as indicated below:
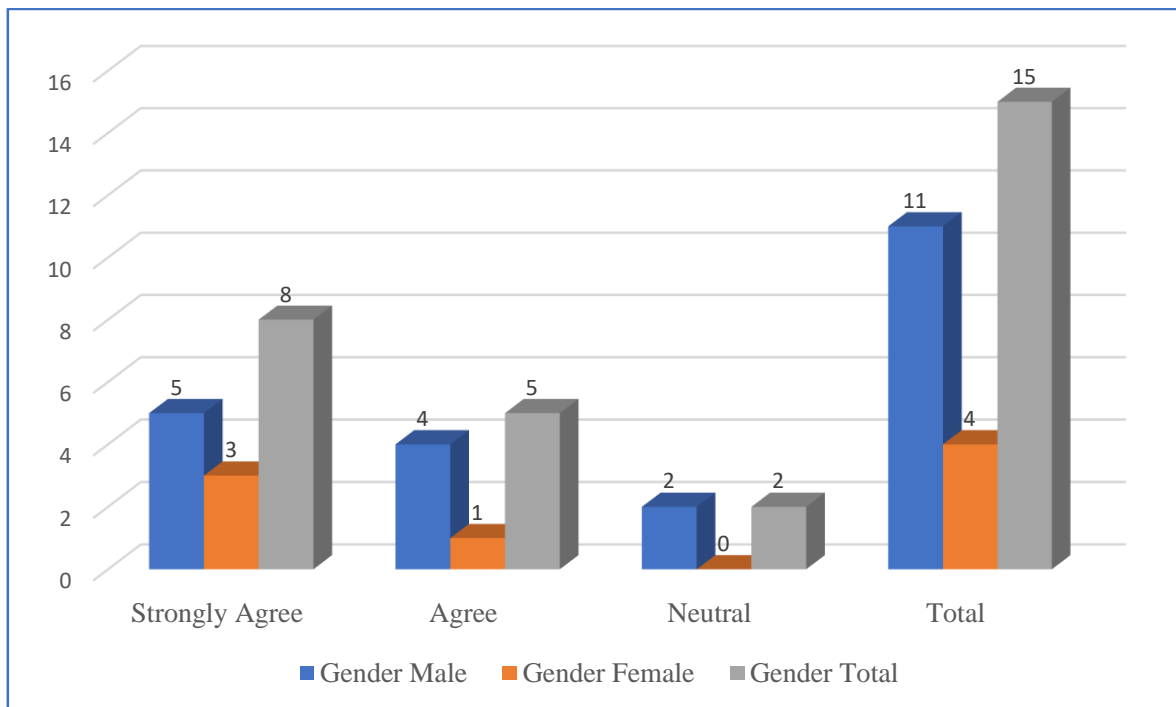

Figure 60: Gender* The training program for new co-ordinators was very helpful

Table 61: Age* The training program for new co-ordinators was very helpful

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	1	5	2	8
	46-55 Years	4	1	0	5
	56 Years and above	0	1	0	1
	Total	5	8	2	15

From the above Table 61, it is seen that 1 respondent in the age group of 36-45 years and 4 in the age group of 46-55 years have strongly agreed to the statement on the effectiveness of the training programmes for new co-ordinators. However, 1 respondent each in the age groups 25-35 years, 46-55 years and 56 years and above, and 5 respondents in the age group of 36-45

years have agreed to the statement. It is also observed that 2 respondents in the age group of 36-45 years have remained neutral. The same has been represented through a diagrammatic representation in Figure 61 as indicated below:
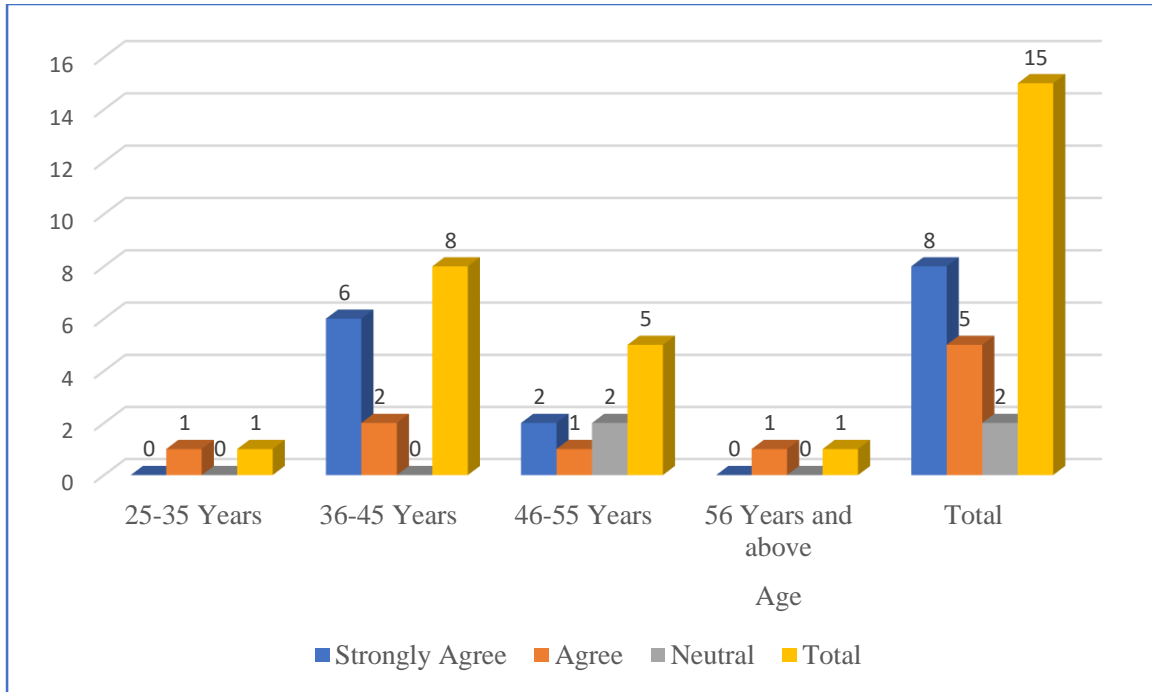

Figure 61: Age* The training program for new co-ordinators was very helpful

1.6.9 The nineth statement under the above-mentioned category is: The quality of the audio and video provided by KKHSOU was very good.

Table 62: Gender* The quality of the audio and video provided by KKHSOU was very good.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	5	4	2	11
	Female	3	1	0	4
	Total	8	5	2	15

From the above Table 62, it is seen that out of 11 number of Male respondents, 5 had strongly agreed, 4 had agreed and 2 were neutral to the statement on the quality of the audio and video provided by KKHSOU. Also, out of 4 number of Female respondents, 3 had strongly agreed,

while 1 agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 62 as indicated below:
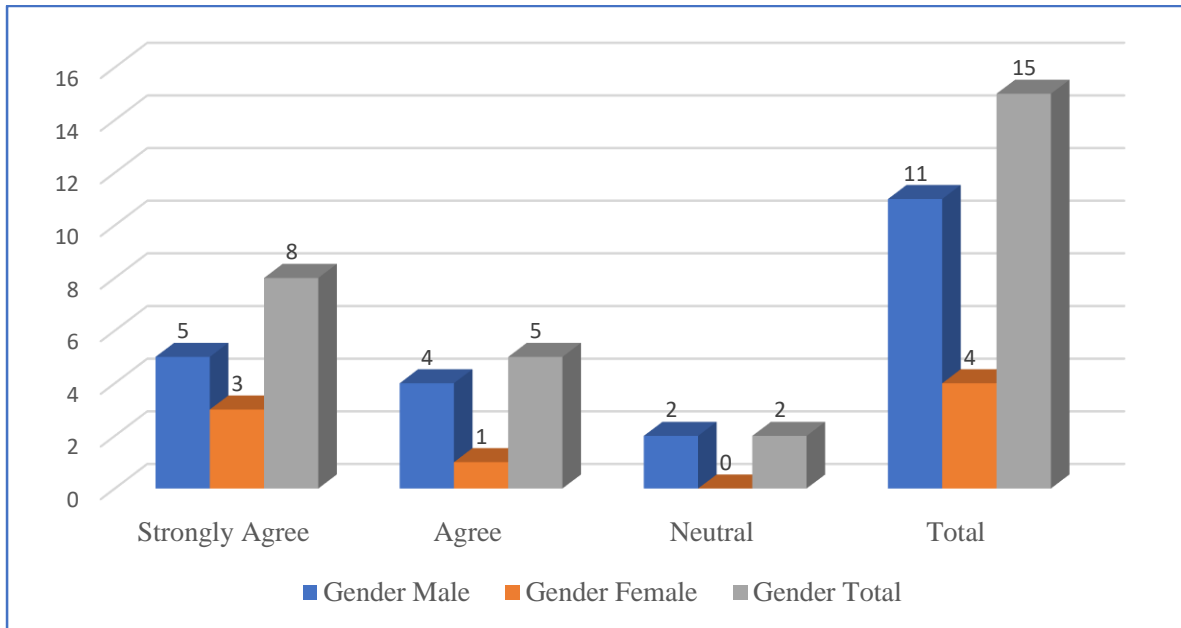

Figure 62: Gender* The quality of the audio and video provided by KKHSOU was very good.

Table 63: Age* The quality of the audio and video provided by KKHSOU was very good.

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	6	2	0	8
	46-55 Years	2	1	2	5
	56 Years and above	0	1	0	1
	Total	8	5	2	15

From the above Table 63, it is seen that 6 respondent in the age group of 36-45 years and 2 in the age group of 46-55 years have strongly agreed to the statement quality of the audio and video provided by KKHSOU. However, 1 respondent each in the age groups 25-35 years, 46-55 years and 56 years and above, have agreed to the statement. However, it is also observed that 2 respondents in the age group of 46-55 years have remained neutral. The same has been represented through a diagrammatic representation in Figure 63 as indicated below:
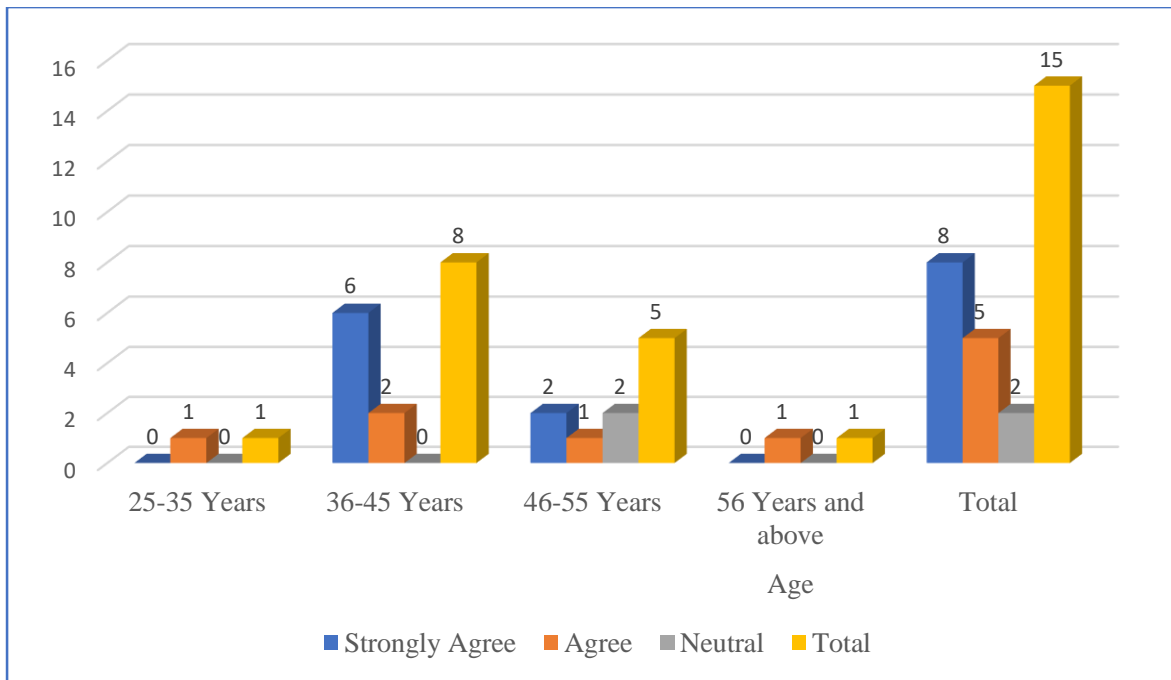
Figure 63: Age* The quality of the audio and video provided by KKHSOU was very good.

1.6.10 The tenth statement under the above-mentioned category is: The courier service deliveries and pickups were on time.

Table 64: Gender* The courier service deliveries and pickups were on time.

Crosstabulation of respondents

		Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Gender	Male	0	9	2	0	11
	Female	2	0	1	1	4
	Total	2	9	3	1	15

From the above Table 64, it is seen that out of 11 number of Male respondents, 9 had agreed, 2 had disagreed to the statement on the timely deliveries and pick ups of the courier service. Also, out of 4 number of Female respondents, 2 had strongly agreed, while 1 agreed and 1 strongly disagreed to the above statement. The same has been represented through a diagrammatic representation in Figure 64 as indicated below:
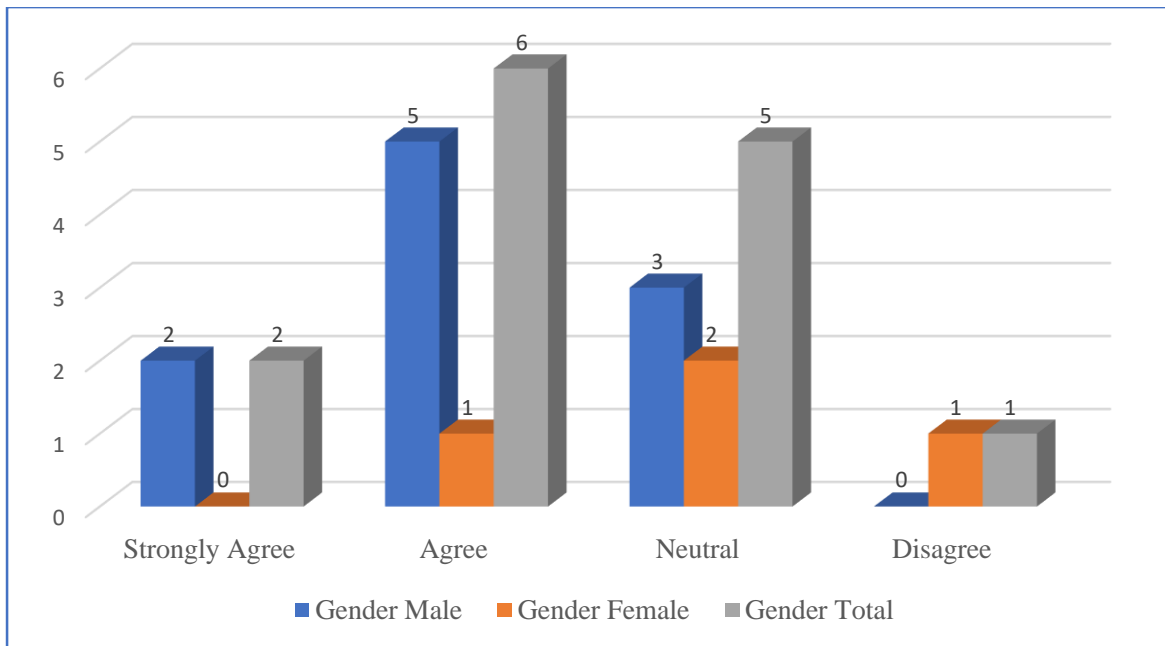
Figure 64: Gender* The courier service deliveries and pickups were on time.

Table 65: Age* The courier service deliveries and pickups were on time.

		Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Age	25-35 Years	0	1	0	0	1
	36-45 Years	2	4	1	1	8
	46-55 Years	0	3	2	0	5
	56 Years and above	0	1	0	0	1
	Total	2	9	3	1	15

From the above Table 65, it is seen that 2 respondents in the age group of 36-45 years have strongly agreed to the statement on the timely deliveries and pick ups of the courier service. However, 1 respondent each in the age groups 25-35 years, and 56 years and above, 4 in the age group of 36-45 years and 3 in the age group 46-55 years have agreed to the statement. However, it is also observed that 1 respondent in the age group of 36-45 years have remained neutral. The same has been represented through a diagrammatic representation in Figure 65 as indicated below:
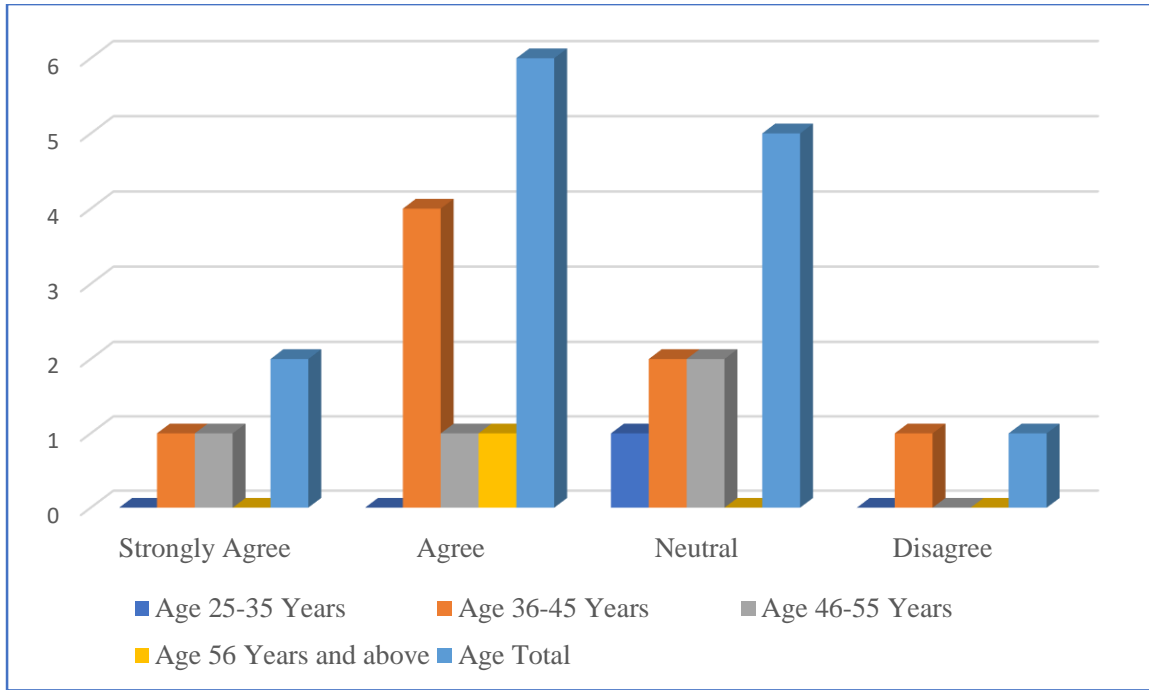
Figure 65: Age* The courier service deliveries and pickups were on time

1.6.11 The eleventh statement under the above-mentioned category is: Frequent meetings between client coordinators and program staff were helpful.

Table 66: Gender* Frequent meetings between client coordinators and program staff were helpful.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Total
Gender	Male	8	2	1	11
	Female	0	4	0	4
	Total	8	6	1	15

From the above Table 66, it is seen that out of 11 number of Male respondents, 8 had strongly agreed, 2 had agreed while 1 remained neutral to the statement on the effectiveness of the frequent meetings between client coordinators and program staff. Also, out of 4 number of Female respondents, all of them have agreed to the above statement. The same has been represented through a diagrammatic representation in Figure 66 as indicated below:
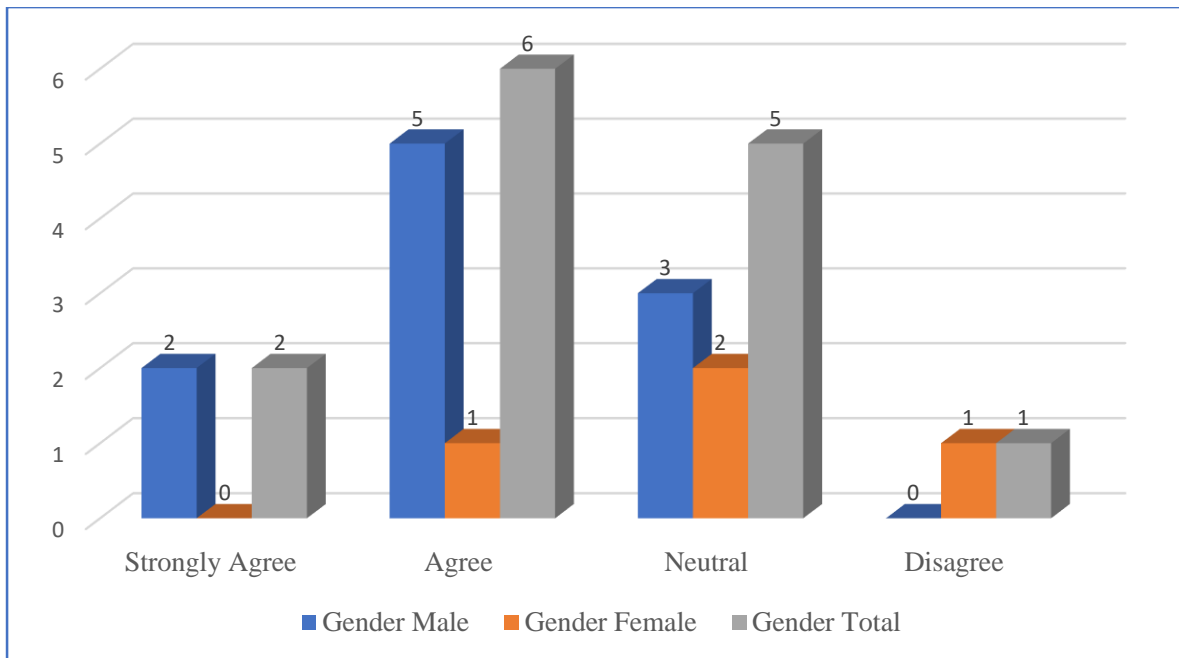
Figure 66: Gender* Frequent meetings between client coordinators and program staff were helpful.

Table 67: Age* Frequent meetings between client coordinators and program staff were helpful.

		Strongly Agree	Agree	Neutral	Total
Age	25-35 Years	0	1	0	1
	36-45 Years	3	4	1	8
	46-55 Years	4	1	0	5
	56 Years and above	1	0	0	1
	Total	8	6	1	15

From the above Table 67, it is seen that 3 respondents in the age group of 36-45 years, 4 in the age group of 46-55 years and 1 in the age group of 56 years and have strongly agreed to the statement on the effectiveness of the frequent meetings between client coordinators and program staff. However, 1 respondent each in the age groups 25-35 years, and 46-55 years and above, and 4 in the age group of 36-45 years have agreed to the statement. However, it is also observed that 1 respondent in the age group of 36-45 years have remained neutral. The same has been represented through a diagrammatic representation in Figure 67 as indicated below:
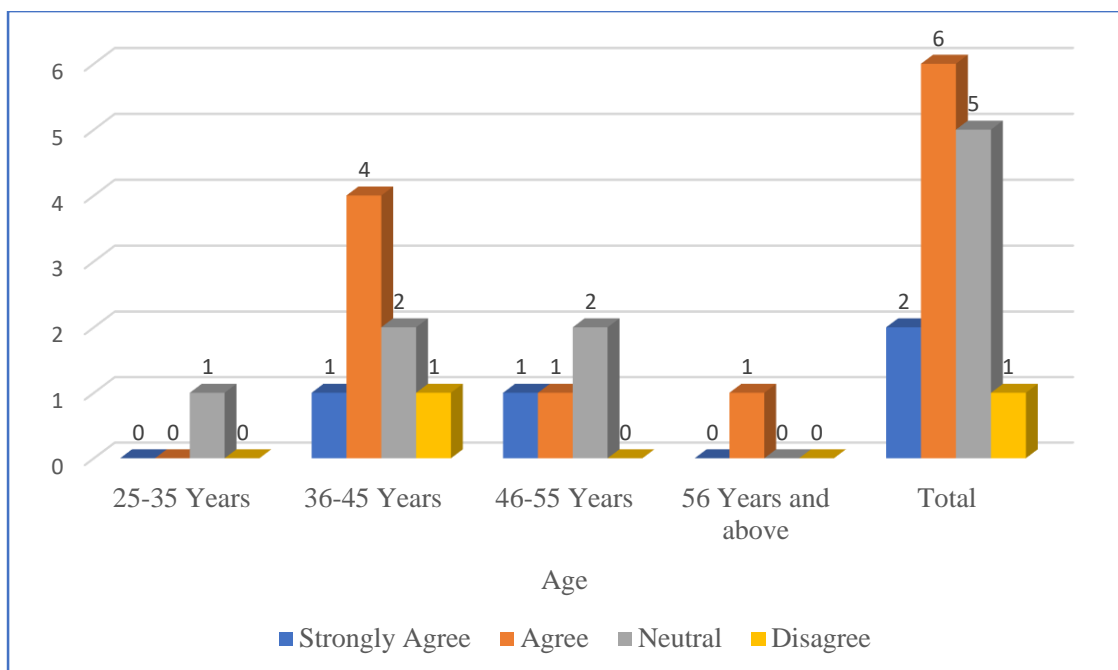
Figure 67: Age* Frequent meetings between client coordinators and program staff were helpful.

1.6.12 The twelfth statement under the above-mentioned category is: Your Study Centre is playing a meaningful role in developing an Alumni network in KKHSOU Learners.

Table 68: Gender* Your Study Centre is playing a meaningful role in developing an Alumni network in KKHSOU Learners.

Crosstabulation of respondents

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Gender	Male	2	5	3	0	1	11
	Female	0	1	2	1	0	4
	Total	2	6	5	1	1	15

From the above Table 68, it is seen that out of 11 number of Male respondents, 2 had strongly agreed, 5 had agreed, 3 were neutral and 1 have strongly agreed to the statement on the role played by the study centres towards developing the Alumni network of KKHSOU learners. Also, out of 4 number of Female respondents, 1 have agreed while 2 remained neutral to the above statement. The same has been represented through a diagrammatic representation in Figure 68 as indicated below:
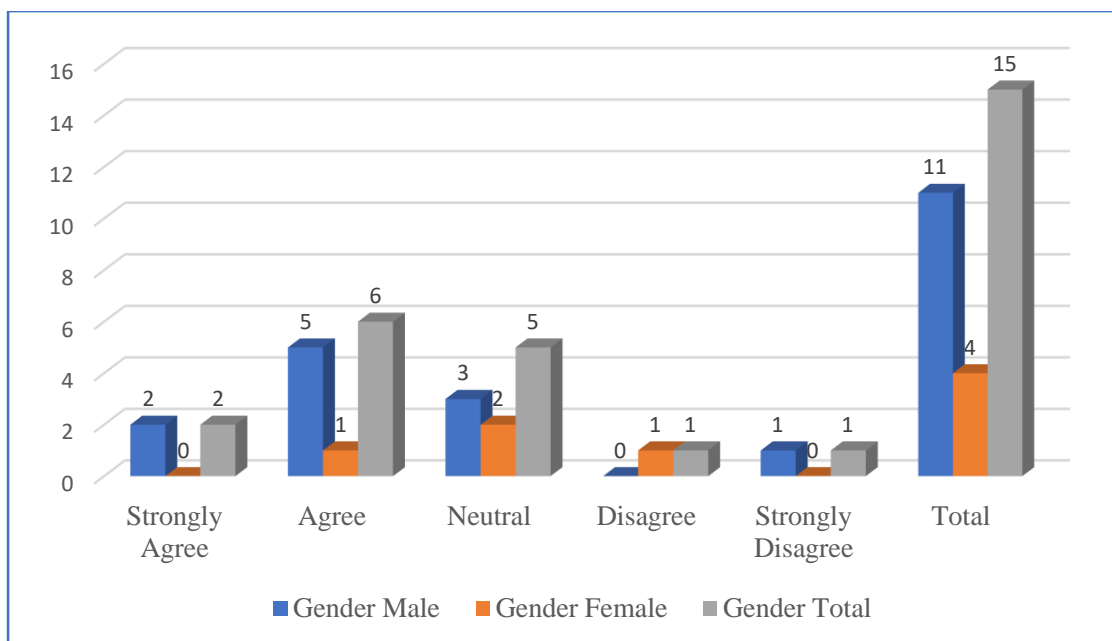
Figure 68: Gender* Your Study Centre is playing a meaningful role in developing an Alumni network in KKHSOU Learners.

Table 69: Age* Your Study Centre is playing a meaningful role in developing an Alumni network in KKHSOU Learners.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
	25-35 Years	0	0	1	0	0	1
	36-45 Years	1	4	2	1	0	8
	46-55 Years	1	1	2	0	1	5
Age	56 Years and above	0	1	0	0	0	1
	Total	2	6	5	1	1	15

From the above Table 69, it is seen that 1 respondent each in the age group of 36-45 years, and 46-55 years have strongly agreed to the statement on the role played by the study centres towards developing the Alumni network of KKHSOU learners. Also, 4 respondents in the age group of 36-45 years and 1 each in the age group of 46-55 years and 56 years and above agreed. However, 1 respondent each in the age groups of 25-35 years and 2 each on the age groups 36-45 years and 46-55 years remained neutral to the statement while 1 in the age group of 36-45 years have disagreed and 1 in the age group of 46-55 years have strongly disagreed. The same has been represented through a diagrammatic representation in Figure 69 as indicated below:
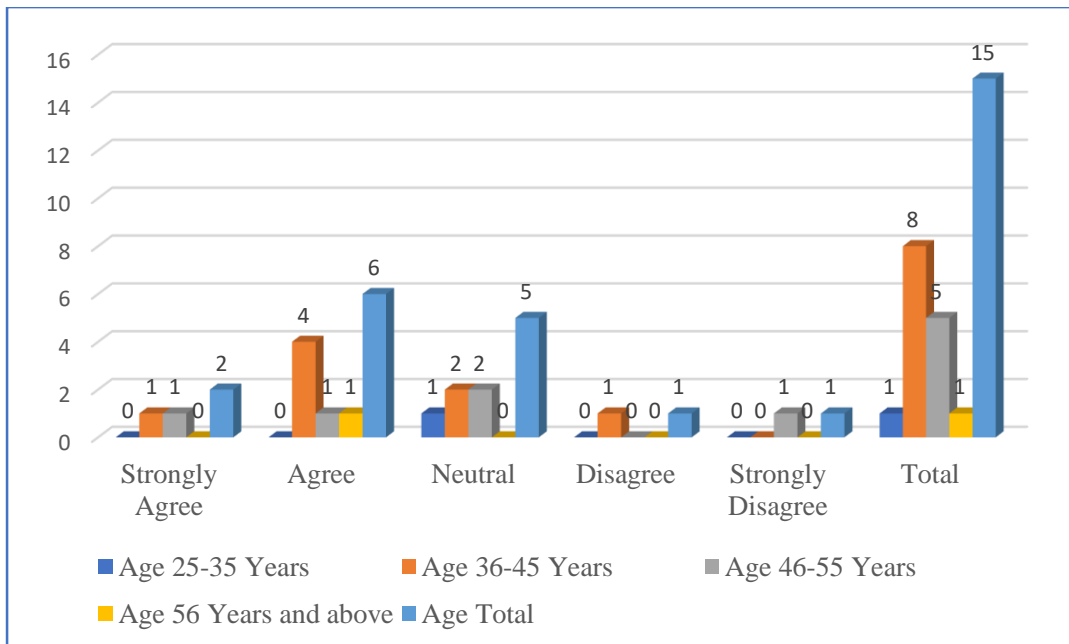
Figure 69: Age* Your Study Centre is playing a meaningful role in developing an Alumni network in KKHSOU Learners.

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