



**Office of the Director, Centre for Internal Quality Assurance (CIQA)**  
**Krishna Kanta Handiqui State Open University**  
**City Office, Housefed Complex, Guwahati- 06**

**Report on Feedback Survey of Alumni of KKHSOU conducted on 30/09/18**

(Among the alumni members present in the first Alumni Meet organized by KKHSOU)

**1. Introduction:**

Krishna Kanta Handiqui State Open University organized the first Alumni Meet on 30<sup>th</sup> September, 2018 in Karmashree Hiteswar Saikia College, Six Mile, Guwahati. In the Meet, 96 nos of alumni members of different programmes from different parts of Assam participated.

2. The Centre for Internal Quality Assurance administered a Questionnaire among the alumni members present. The instrument on satisfaction level of learners on service received from KKHSOU was briefed at the time of registration and was collected before lunch on the same date. CIQA received filled in responses from 85 members. The data could not be processed in three response sheets for inadequacy of responses.
3. The data sheet from the responses to the survey instrument is presented in this report and the important findings are presented below.

**4. Findings:**

4.1 The Alumni members expressed high degree of satisfaction (more than 60%) in the following areas

- i) Admission Procedure (83% responses marked very good to excellent)
- ii) Fairness in the process of evaluation (68% responses marked very good to excellent)
- iii) Fee Structure (62% responses marked very good to excellent)
- iv) Quality of self learning material (62% responses marked very good to excellent)
- v) Services received by Counselors (60% responses marked very good to excellent)

4.2 There were mixed responses regarding degree of satisfaction (40% to 60%) in the following area

- i) Relevance of learning experience to real life application (56% responses marked very good to excellent)
- ii) University Administration (53% responses marked very good to excellent)

- iii) Ambience of the study centre (53% responses marked very good to excellent)
- iv) Infrastructure and lab facilities in the study centre (49% responses marked very good to excellent)
- v) Interaction with administration (49% responses marked very good to excellent)
- vi) Project and dissertation guidance (49% responses marked very good to excellent)
- vii) Relevance of learning experience to current job (47% responses marked very good to excellent)
- viii) Counselor and learner relationship (47% responses marked poor to good)
- ix) Usefulness of learner support services (44% responses marked poor to good)

4.3 The responses of the alumni members were not at all encouraging (below 40% responses marked very good to excellent expressed) as regards the following areas

- i) Handling of grievances (only 18.82% responses were marked as very good to excellent)
- ii) Library facility in the study centre (only 16.1% responses were marked as very good to excellent)
- iii) ICT facilities provided by the study centre (only 14% responses were marked as very good to excellent)
- iv) Alumni Association/Network with old friends (only 5% responses were marked as very good to excellent)

4.4 Overall rating of the university: The responses were marked as follows,

- Excellent: 20%
- Very good: 33%
- Good: 32%
- Average: 12%
- Poor: 0%

4.5 **Inferences** for the survey regarding satisfaction level of learners on services received from KKHSOU:

- i) The following are the strong areas of KKHSOU as perceived by the alumni members,
  - Admission Procedure
  - Fairness in the process of evaluation
  - Fee Structure
  - Quality of self learning material
  - Services received by Counselors
- ii) The Alumni have expressed their disagreement and indecisiveness which may be inferred as some kind of negative feedback. In this regard the management of this university needs to be more objective oriented and learner centric. The following are the areas which needs to be improved.
  - Handling of grievances'

- Library facility in the study centre
- ICT facility provided by the study centres
- Alumni Association/Network of old friends

It is expected that the survey findings would help in reflecting the existing managerial practices and making necessary intervention in the areas as may be deemed appropriate. The Alumni Association has already been formed. The University needs to strengthen library facilities and ICT facilities.

### Satisfaction level of Alumni on service received from KKHSOU

Attributes	Excellent	%	Very Good	%	Good	%	Average	%	Poor	%	Data not found	%
Admission Procedure	45	53.57	25	29.76	11	12.94	2	2.38	0	0	2	2.38
Fee Structure	32	37.65	21	24.70	26	30.59	4	4.70	0	0	2	2.38
Ambience of the study centre	24	28.23	20	23.53	29	34.12	9	10.59	0	0	3	3.53
Infrastructure & Lab facilities in the study centre	16	18.82	25	29.41	26	30.59	14	16.47	1	1.17	3	3.53
Counselors	26	30.59	25	29.41	22	25.88	8	9.41	0	0	3	3.53
Project and dissertation guidance	10	11.76	27	31.76	14	16.47	20	23.53	11	12.94	3	3.53
Quality of self learning materials	25	29.41	28	32.94	21	24.71	8	9.41	0	0	3	3.53
Usefulness of Learner Support Services	15	17.65	22	25.88	11	12.94	24	28.24	10	11.76	3	3.53
Library facilities in study centre	6	7.06	8	9.41	10	11.76	13	15.29	45	52.94	3	3.53
Fairness in the process of Evaluation	30	35.29	28	32.94	20	23.53	4	4.71	0	0	3	3.53
Counselor-Learner relationship	15	17.65	25	29.41	26	30.59	14	16.47	2	2.35	3	3.53
Interaction with administration	17	20	25	29.41	22	25.88	11	12.94	7	8.23	3	3.53
University Administration	18	21.18	27	31.76	21	24.71	9	10.59	7	8.23	3	3.53
Alumni Association/	0	0	4	4.71	8	9.41	13	15.29	57	67.06	3	3.53

Network of old friends												
How do you rate the learning experience in terms of their relevance to the real life application?	23	27.06	25	29.41	21	24.71	16	18.82	0	0	3	3.53
How do you rate the courses that you have learnt in relation to your current job?	11	12.94	29	34.12	21	24.71	17	20	4	4.71	3	3.53
How do you rate the way your grievances were handled by the University?	5	5.88	11	12.94	9	10.59	34	40	23	27.06	3	3.53
How satisfied you are with the ICT facilities provided by your study centre?	4	4.70	8	9.41	12	14.12	31	36.47	27	31.76	3	3.53
Overall rating of the University	17	20	28	32.94	27	31.76	10	11.76	0	0	3	3.53

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