

2019
July

Report on Feedback Survey of Current Learners of KKHSOU

*(Responses of online Survey instrument
administered during the period 1st January, 2019
to 30th June, 2019)*



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Feedback Report on Current learners of KKHSOU

1. Introduction:

1.1 For the current learners of different programmes of KKHSOU, an online survey instrument was administered to elicit responses regarding their satisfaction to the services provided by KKHSOU and the challenges faced by the learners during the course of their study. The survey instrument was developed in two parts.

1.2 In the Part-I, there were two sections namely General and Specific. In the general section 3 questions were included and in specific section 4 questions are included to eliciting response from the learners of KKHSOU regarding counseling sessions and radio programme and the reason of joining the academic programme in terms of a 3 point agreement scale.

1.3 In the specific section, 6 statements were also administered to extract response on the learners' satisfaction level regarding SLM, Library facilities, Audio-Visual facilities, ICT facilities in the study centre etc. in terms of a four point scale from "highly satisfied" to "not satisfied".

1.4 In the Part-II, 6 questions were included regarding the problems faced by learners in addition to one open ended question seeking suggestions to improve the effectiveness of the programme.

1.5: The questionnaire is attached in ***Annexure-1***

2. The Response Rate:

2.1: The survey instrument in the form of a questionnaire was administered through online mode on learners of KKHSOU.

2.2: The respondents submitted the filled in questionnaire in the Google form.

2.3: 437nos of responses were received as shown in the Data Sheet in ***Annexure-2***. In some items, responses were missing which was highly insignificant in terms of capturing the overall responses on various aspects. Out of 437nos of respondents 257nos of respondents were male and 180nos of respondents were female, 198nos of respondents were employed.

3. Attribute-wise findings:

3.1: KKHSOU Programme meeting the expectations of the learners:

(53.2% of the respondents feel that the programmes of the university met the expectations of the learners to a great extent, 35.2% feel that the programmes met their expectation to some extent)

3.2: Attending Counseling Session:

(40.9% respondents attended the counseling sessions regularly, 39.3% respondents attended occasionally and 19.8% never attended the counseling sessions)

3.3: Usefulness of Counseling Session:

(74.5% of the respondents agreed that the counseling sessions were very useful for the learners)

3.4: Listen to 'Gyan Taranga'(Community Radio):

(Only 14.2% respondents have listened to our Community Radio regularly and 54.7% respondents never listen to 'Gyan Taranga')

3.5: Listen to 'Phone in programme' and 'Ekalabya' broadcast by All India radio Guwahati and Dibrugarh:

(Only 11.1% respondents have listened the programme and 58.6% have never listened the programme)

3.6: Timely dispatch of Self Learning materials(SLM):

(It has been observed that 59.6% of the respondents express satisfaction on timely dispatch of Self Learning materials (SLM))

3.7: Quality of Study Materials:

(A majority, more than 92%, of the respondents felt highly satisfied with the quality of study materials of our university)

3.8: Access to Library facilities in respective study centre:

(54% respondents agreed that the access to library facilities in their respective study centres was satisfying)

3.9: Use of Audio-Visual materials at Study Centre:

(A majority of the respondents commented that use of Audio-Visual materials at the respective study centres was not satisfying)

3.10: Help from Coordinator and staff regarding learner support services of the study centre:

(Respondents expressed high degree of satisfaction, 86% responses were marked highly satisfied to satisfied)

3.11: The ICT facilities provided by the study centre:

(There were mixed responses regarding degree of satisfaction in this area. However, 52.3% responses marked satisfied.

4. Findings from Part-II of the Questionnaire regarding challenges faced by the learners:

4.1: When asked about whether high distance from home to study centre is a challenge for them, 50.2 % agreed that statement, 28.7% respondents neither agreed nor disagreed the statement but 21.1% disagreed the statement.

4.2: When asked the learners, whether they faced acute financial problem to pursue the programme, 42.7% respondents stated that they faced financial problem to pursue the programme and 23.1% of the respondents disagreed the statement.

4.3: Only 29.1% of respondents agreed that unfavorable learning environment at home is a major challenge for them, but 39.7% of respondents disagreed the statement

4.4: When asked about whether the study materials are difficult to understand, 46.7% of the respondents have expressed that they have not found any difficulty in understanding the study materials.

4.5: The learners are very satisfied with their course materials as 52% of them says that the course materials are appropriate, for 19% it is not appropriate.

4.6: When asked the learners, whether they get the information circulation regarding programme related matters on time, only 36.9% indicated favorably and 33.1% stated that they did not received the information on time.

5. Additional comments:

The responses to the open ended question are generic and indicative (not explicit for categorisation). However some of them are stated below to make some indication.

- i) BA course content is very large, 2 blocks of each subject,15 units per subjects. I feel pressure whenever I prepare myself for exam.
- ii) Examination centres need to be allowed to learners in their own study centres
- iii) Till now for me it is very good.
- iv) SLM should have more examples.

6. Important Findings and possible scope for intervention:

6.1: The Learners expressed high degree of satisfaction (more than 60%) in the following areas

- i) Usefulness of Counselling Sessions (74.5% responses marked yes)
- ii) Timely dispatch of Self Learning Materials (81.9% responses marked satisfied to highly satisfied)
- iii) Quality of self learning material (92% responses marked satisfied to highly satisfied)
- iv) Help from Coordinator and staff regarding learner support services of the study centre (86.3% responses marked satisfied to highly satisfied)
- v) The ICT facilities provided by the study centre (62.1% responses marked satisfied to highly satisfied)

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

- i) KKHSOU Programme met the expectations of the learners (53.2% responses marked to great extent)
- ii) Attending Counseling Sessions (40.9% responses marked to great extent)

- iii) Access to Library facilities in the respective Study Centres (55% responses marked highly satisfied to satisfied)
- iv) Use of Audio-Visual facilities in the study centre (45% responses marked highly satisfied to satisfied)

6.3: The responses of the learners were not at all encouraging (below 40% responses expressed satisfaction) as regards the following areas

- i) Listen to our 'Gyan Taranga' (Community Radio) (only 14.2% responses were marked as regularly)
- ii) Listen to 'Phone in programme' and 'Ekalabya' broadcast by All India radio Guwahati and Dibrugarh (only 11.1% responses were marked as regularly)

7. Strong areas of the as indicated from the responses of the survey:

- i) Counselling Sessions
- ii) Dispatch of Self Learning Materials
- iii) Quality of self learning material
- iv) Help from Coordinator and staff regarding learner support services of the study centre
- v) The ICT facilities provided by the study centre

8. Weak areas of the as indicated from the responses of the survey:

The Learners have expressed their disagreement and indecisiveness which may be inferred as some kind of negative feedback. In this regard the University needs to consider seriously how to encourage the learners to listen to our Community Radio, Phone-in programmes and Ekalabya.

9. We hope that the survey findings would help in reflecting the existing managerial practices and making necessary intervention in the areas as may be deemed appropriate.

Annexure-1

Satisfaction level of Learners on service received from KKHSOU

Attributes	To great extent	%	To some extent	%	Uncertain	%	No, not at all	%
KKHSOU Programme met the expectations of the learners	233	53.2	154	35.2	14	3.20	33	7.6
	Regularly	%	Occasionally	%	Never	%		
Attending Counseling Session	179	40.9	172	39.3	87	19.8		
	Yes	%	No	%	No Comment	%		
Usefulness of Counseling Sessions	326	74.5	19	4.34	92	21.1		
	Regularly	%	Occasionally	%	Never	%		
Listen to our 'Gyan Taranga'(Community Radio)	62	14.2	136	31.1	239	54.7		
Listen to 'Phone in programme' and 'Ekalabya' broadcast by All India radio Guwahati and Dibrugarh	48	11.1	132	30.3	256	58.6		
	Highly Satisfied	%	Satisfied	%	Neither Satisfied nor Dissatisfied	%	Not Satisfied	%
Timely dispatch of Self Learning materials(SLM)	97	22.3	260	59.6	53	12.1	27	6
Quality of Study Materials	118	27.1	284	64.9	27	6.2	8	1.8
Access to Library facilities in your respective study centre	47	10.7	189	43.3	104	23.8	97	22.2
Use of audio-visual materials at study centre	41	9.4	155	35.6	120	27.5	120	27.5
Help from Coordinator and staff regarding learner support services of the study centre	133	30.5	244	55.8	49	11.3	11	2.4
The ICT facilities provided by the study centre	43	9.8	228	52.3	112	25.6	54	12.3
Challenges faced by the Learners	Agree	%	Neither Agree nor Disagree	%	Disagree	%		
High distance from home to study centre	219	50.2	125	28.7	92	21.1		
Acute financial problem to pursue the programme	186	42.7	150	34.3	100	23.1		

Unfavorable learning environment at home	127	29.1	136	31.1	173	39.7
Difficulties in understanding study material	101	23.1	132	30.3	204	46.7
Course materials not appropriate	83	19	127	29.1	227	52
Delay of important information circulation regarding programme related matters	144	33.1	131	30	161	36.9

Annex ure-2

F eedback

Questionnaire for Current learners of KKHSOU

(Please Tick ☒ in the relevant box)

Part-I

General:

1. Gender: Male ☐ Female ☐
2. Employment Status: Employed ☐ Unemployed ☐
3. Do you feel that the KKHSOU programme has met your expectations?
To great extent ☐ To some extent ☐ Uncertain ☐ No, not at all ☐

Specific:

4. How frequently did you attend Counseling Session?
Regularly (Almost all) ☐ Occasionally (Once in a Month) ☐ Never ☐
5. Whether the counseling sessions are useful?
Yes ☐ No ☐ No comment ☐
6. Do you listen to our 'Gyan Taranga'(Community Radio)?
Regularly (Almost all) ☐ Occasionally (Once in a Month) ☐ Never ☐
7. Do you listen to 'Phone in programme' and 'Ekalabya' broadcast by All India radio Guwahati and Dibrugarh?
Regularly (Almost all) ☐ Occasionally (Once in a Month) ☐ Never ☐
8. Please rate your satisfaction to the following services provided by KKHSOU:

Services	Highly Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Not Satisfied
a) Timely dispatch of Self Learning materials(SLM)				
b) Quality of Study Materials				
c) Access to Library facilities in your respective study centre				
d) Use of audio-visual materials at study centre				
e) Help from Coordinator and staff regarding learner support services of the study centre				

f) The ICT facilities provided by the study centre				
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Part-II

Challenges faced by Learners:

Statement	Agree	Neither Agree nor Disagree	Disagree
i) High distance from home to study centre			
ii) Acute financial problem to pursue the programme			
iii) Unfavorable learning environment at home			
iv) Difficulties in understanding study material			
v) Course materials not appropriate			
vi) Delay of important information circulation			

21. What measures will you suggest to improve the effectiveness of the programme in general?

Thanks for your Co-operation.

