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**Report on Programme Expectation Survey newly admitted learners of KKHSOU**

**1. Introduction:**

1.1 For the learner who took admission in KKHSOU programme in the academic session 2018, a survey was administered to elicit responses regarding their expectation from the respective programme

1.2 The survey instrument was developed in three sections.

- a) In the first section, there were 7 statements aimed at eliciting response from the newly admitted learners of KKHSOU regarding reason of joining the academic programme in terms of a 3 point agreement scale from “highly applicable to me” to “least applicable to me” with “applicable to me” as the midpoint.
- b) In the second section, 10 statements were administered to extract response on the learners’ feelings regarding admission procedure; SLM etc. in terms of a five point scale from strongly disagree to strongly agree.
- c) In the third section two open ended questions were included

**2. The Response Rate:**

- a) The survey instrument in the form of a questionnaire was administered through online mode on 14<sup>th</sup> October, 2018 to the newly admitted learners of KKHSOU.
- b) The respondents submitted the filled in questionnaire in the Google form.
- c) 398 nos of responses were received as shown in the Data Sheet. In some items, responses were missing which was highly insignificant in terms of capturing the overall expectation on various aspects of joining the academic programme of KKHSOU

**3. The important findings and the possible scope of intervention are indicated below:**

3.1: *Factors which influences the learners joining the programme of the university:*

- a) Reputation of the University: (99.1% of the respondents feel that the reputation of the university is applicable for choosing the Institution for higher studies)
- b) Reputation of the programme that has been chosen: (98.4% feels that reputation of the programme is applicable for choosing the programme of our university)
- c) Recommendation of friends/relative: (93.7% respondents agreed that recommendation of friend/relative is relevant for joining the academic programme)

- d) Ability of the programme to impart specific job related skill: (It has been observed that 94.5% of the respondents comment ability of the programme to impart specific job related skill is highly applicable)
- e) Ability of the programme to enhance promotional prospect in my career: (95.4% of the respondents agreed that this programme has the ability to enhance promotional prospect in their career)
- f) Scope for enjoyment on learning: (95.1% respondents have joined the programme because they enjoy learning and studying)
- g) Ability to satisfy my personal interest and ambition: (It has been observed that 97.9% of the respondents feel the programme would be able to satisfy their personal interest and ambition)

3.2: *Statements wise key responses are stated below:*

3.2.1: Statement: Admission procedure is very easy and flexible

Response: A majority of the respondents agreed (more than 91%) that admission procedure is very easy and flexible

3.2.2: Statement: Received the Study Materials during admission

Response: 79.9% respondents received the study materials timely

3.2.3: Statement: Attitude of the Centre-in-charge and Coordinator and other staffs of the Study Centre are very friendly and approachable

Response: Satisfaction with the attitude of the Centre in Charge and Coordinator and other staff is a strong area (More than 81%)

3.2.4: Statement: Counsellor/Tutors of my programme will respond promptly to my questions and concerns.

Response: There is a strong feeling that the Counsellors/Tutors of the programme responded immediately to the learners queries.

3.2.5: Statement: This course will increase my opportunities for discussion and debate amongst other learners

Response: That the opportunities for discussion and debate amongst other learners will increase this programme (84.1% agreeability)

3.2.6: Statement: University will provide flexibility to learners in terms of their study needs

Response: A majority of the respondents (more than 85%) feels that the university will provide flexibility to the learners in terms of their study needs.

3.2.7: Statement: The study centre of the University will provide facilities and opportunities for individual learning

Response: Satisfaction with the encouragement to learners for individual learning is a strong area

3.2.8: Statement: There will be a close relationship between counsellors and students

Response: More than 74% respondents feel that there will be a close relationship between the learners and counsellors

3.2.9: Statement: The Study centre will be very supportive towards learners when they need

Response: It has been observed that 84% respondents hope for positive supportive responses from the part of study centre

3.2.10: Statement: Overall, a learner will receive enough support from all concerned to complete the programme

Response: Satisfaction with support from all concerned is a strong area (more than 82%)

3.3: *Additional comments:*

The responses to the open ended questions are generic and indicative (not explicit for categorisation).

**1. Implication of findings:**

4.1: The newly admitted learners are highly influenced by the reputation of the university, reputation of the chosen programme, recommendation of friends/ relatives. While deciding about admission they give high importance on the ability of the chosen programme to impart specific job related skill and facilitate their career progression.

4.2: From above, it can be inferred that the university should always be concerned about its brand building efforts and offer the programmes keeping the learners' expectation in view.

4.3: The learners have responded highly about the online admission process in 2018 and receipt of SLM. They have high expectation regarding counselling,

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