



Krishna Kanta Handiqui State Open University

Education Beyond Barriers

Centre for Internal Quality Assurance

2021-22

Report of the **EXPECTATION SURVEY**

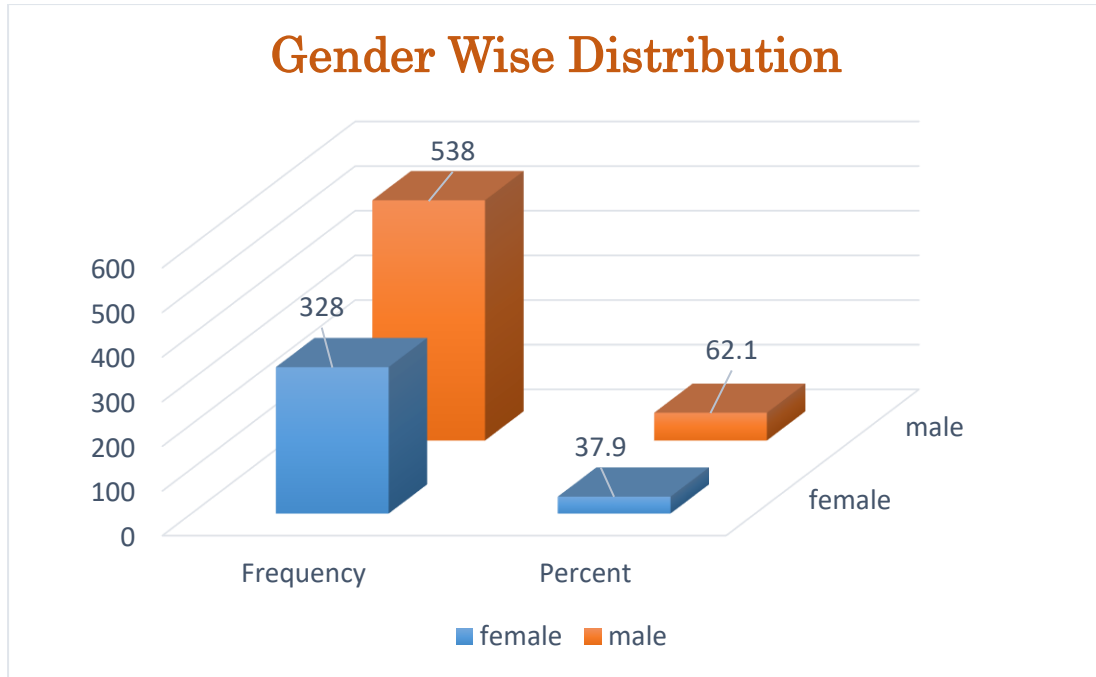


Figure 1: Gender wise distribution of respondents

It has been observed from the figure 1 that the percentage of male learners (62.1%) among the respondent is more compared to the female learners (37.9%).

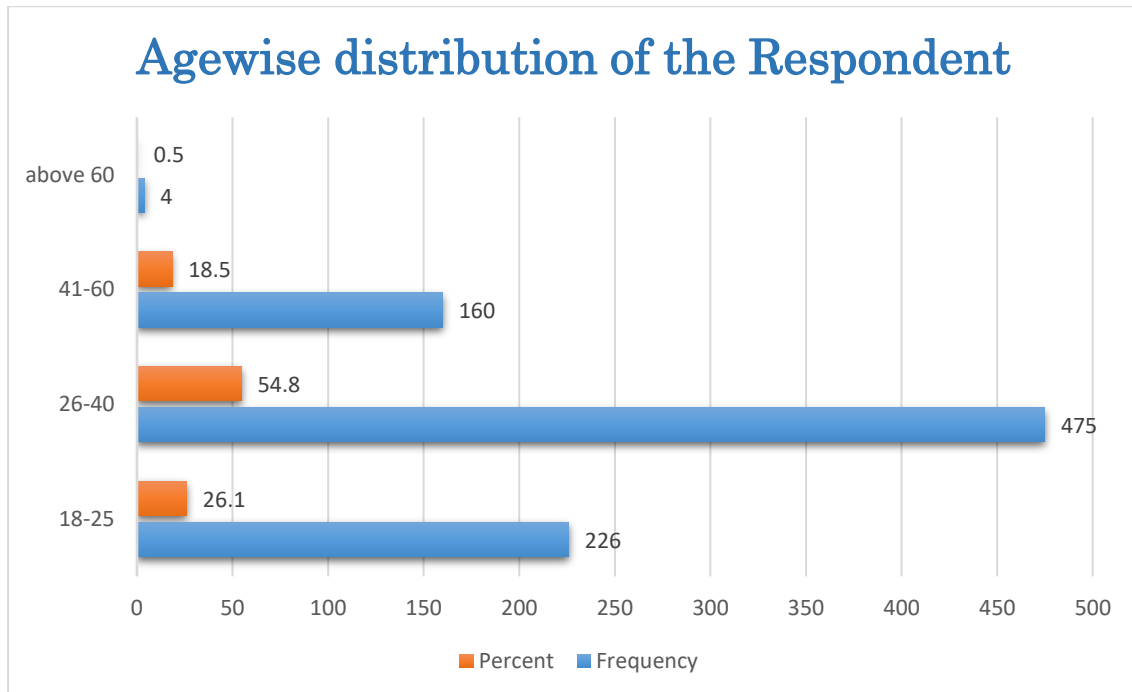


Figure 2: Age wise distribution of respondents

Figure 2 reflects the age wise distribution of respondents. Majority of the respondents belongs to the age group of 26 to 40 years (54.8%).

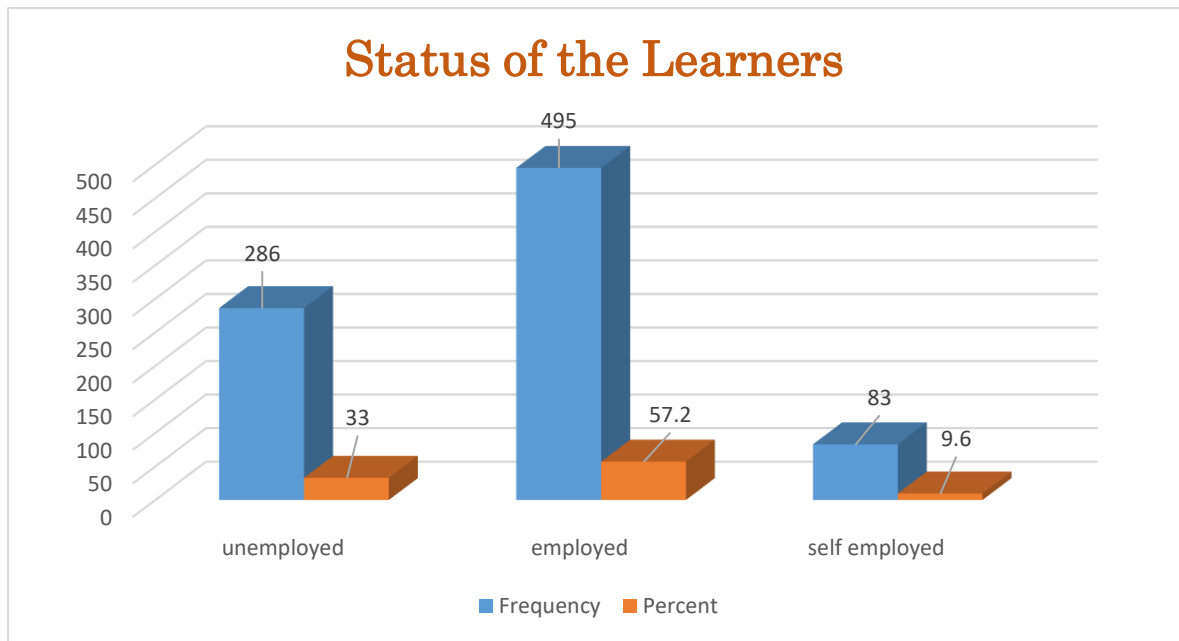


Figure 3: Employment status of respondents

It has been observed from the data that 57.2% of the respondents are employed either in private sector or government sector. 9.6% of the learners are self-employed and remaining 33% learners are unemployed.

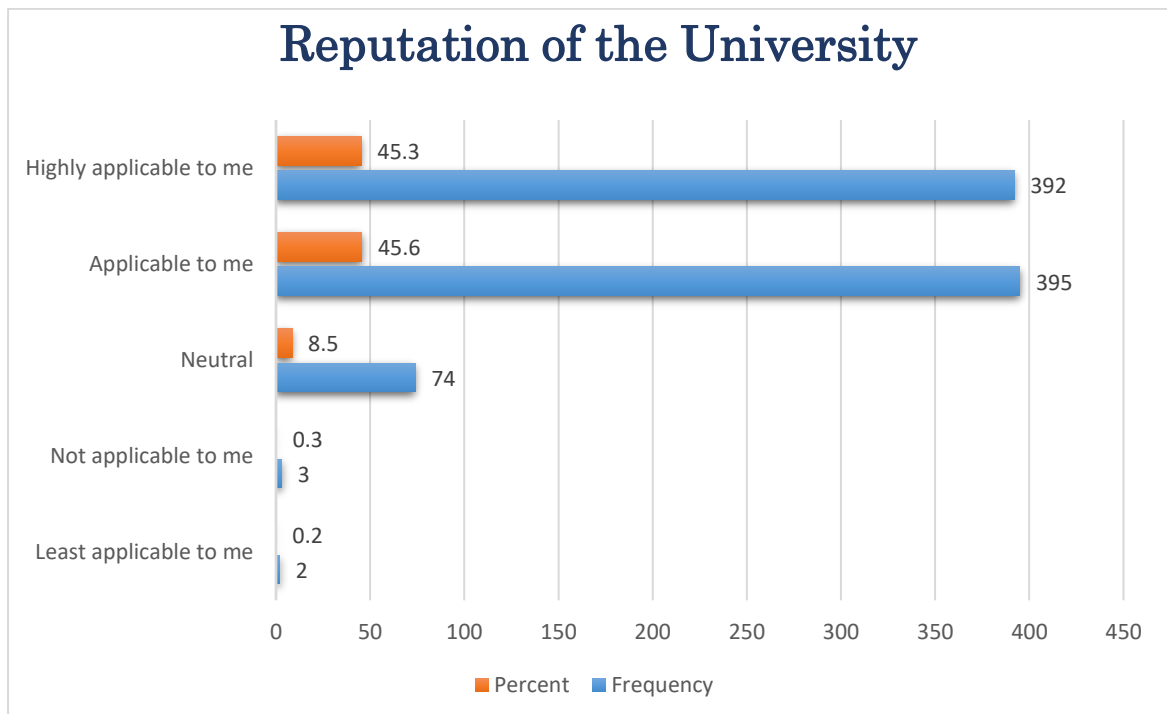


Figure 4: Response regarding reputation of the University

When asked the learners about their feelings on reputation of the University, they said they are highly associated with the reputation of the University.

Considered the programme useful for me

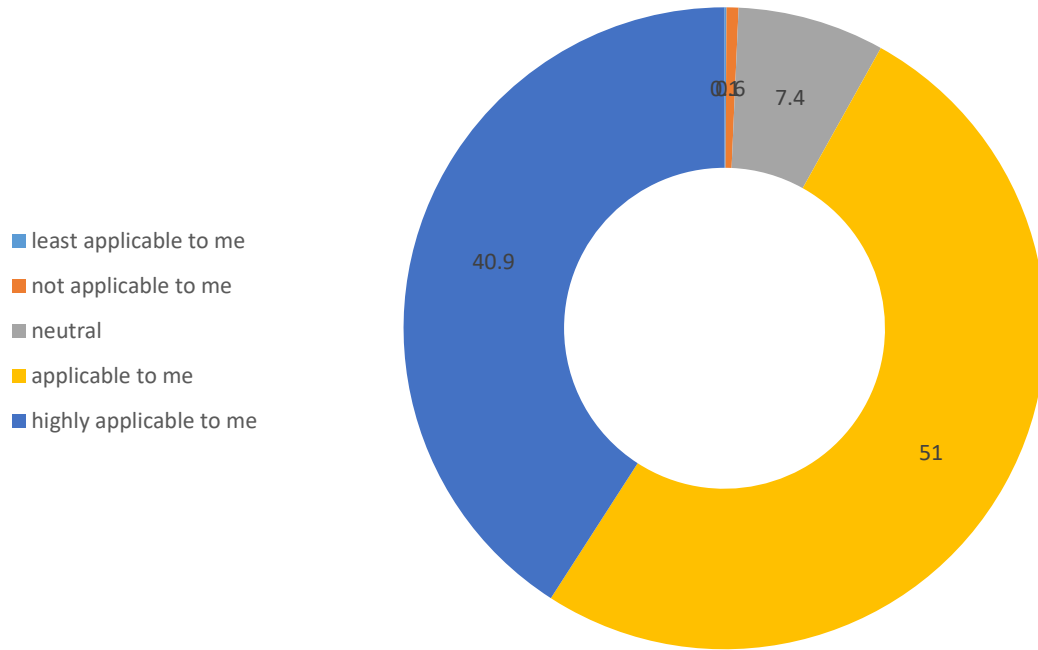


Figure 5: Response regarding usefulness of the program

When asked the learners whether they consider the programmes useful for them, most of the learners said they joined KKHSOU as they think the programme will be highly useful to them (91.9%).

Recommedation of friends and relatives

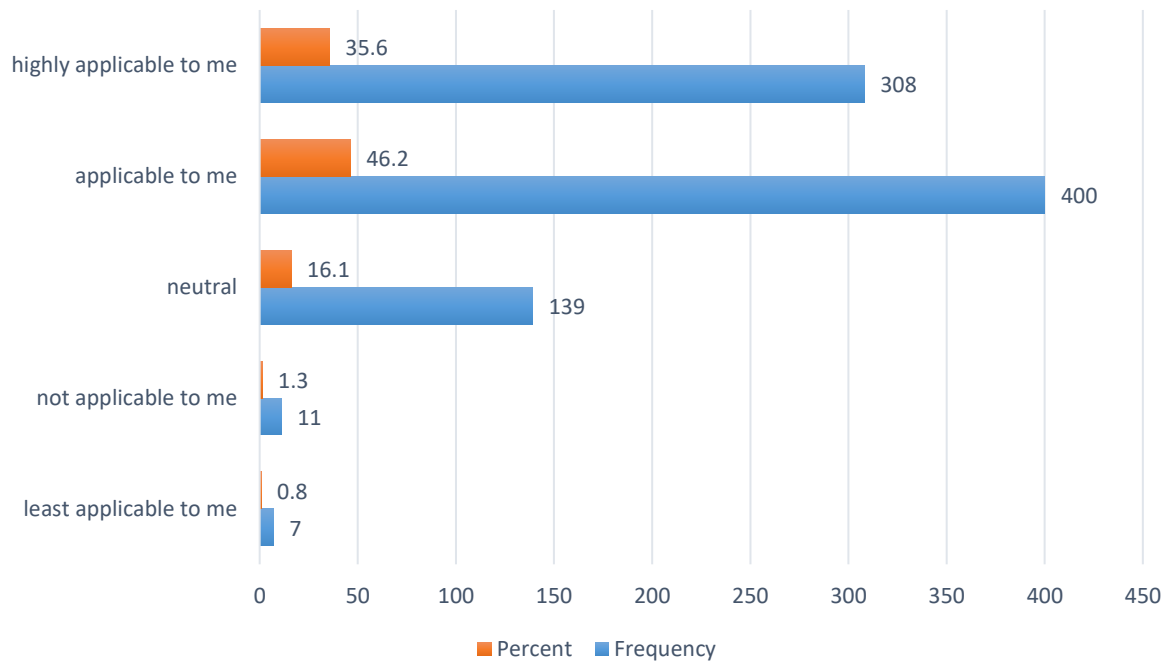


Figure 6: Response regarding Recommendation of friend/relative

When asked the learners about recommendation of friend/relatives in joining the programme, most of the learners says they are influenced by their friends and relatives for joining KKHSOU.

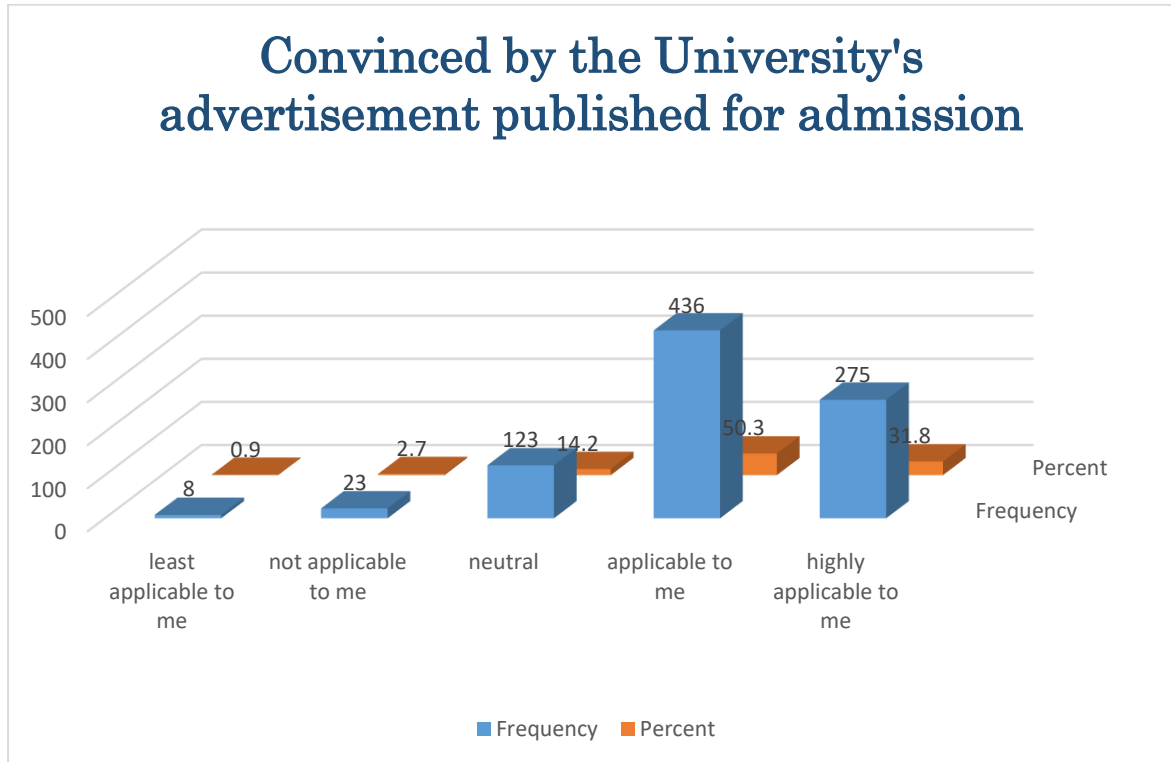


Figure 7: Response regarding University's advertisements published for admission

When asked the learners about University's advertisements published for admission in joining the programme, most of the learners says they are influenced by the advertisements given by the University for joining KKHSOU.

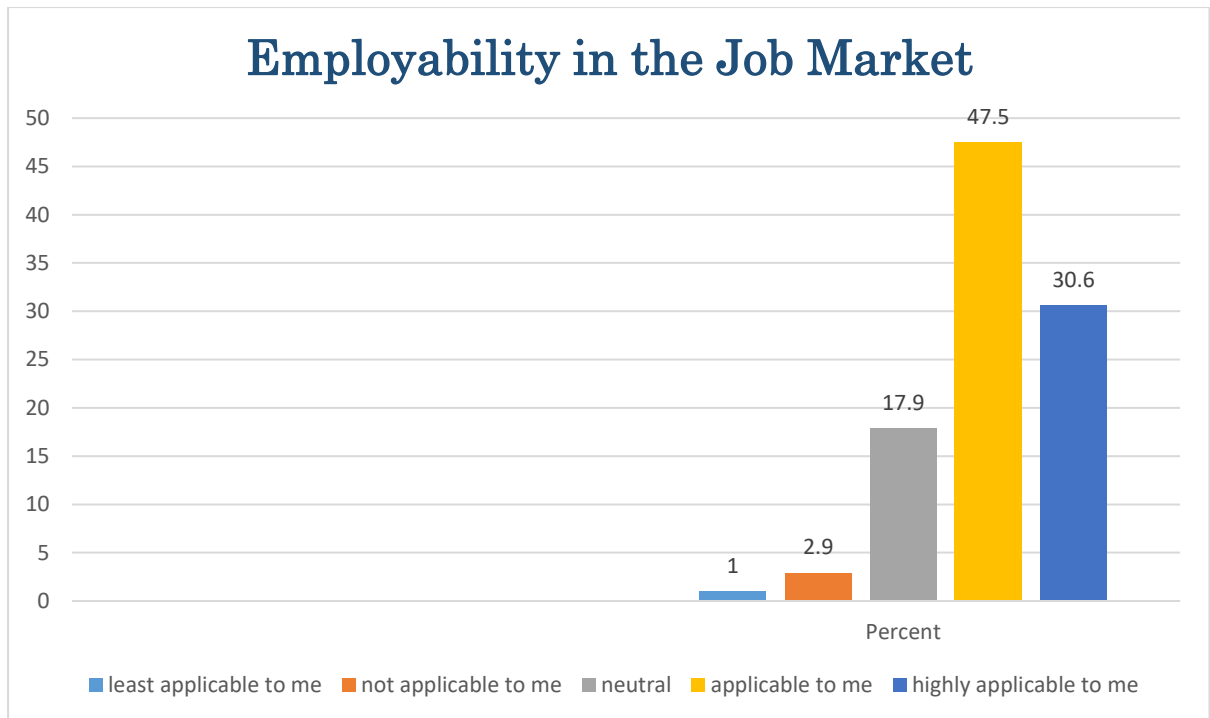


Figure 8: Response regarding enhancement of employability in the job market

When asked the learners whether they consider enhancement of employability in the job market is one of the reason for joining the programme, most of the learners says the programme will help them in improving their employability in job market.

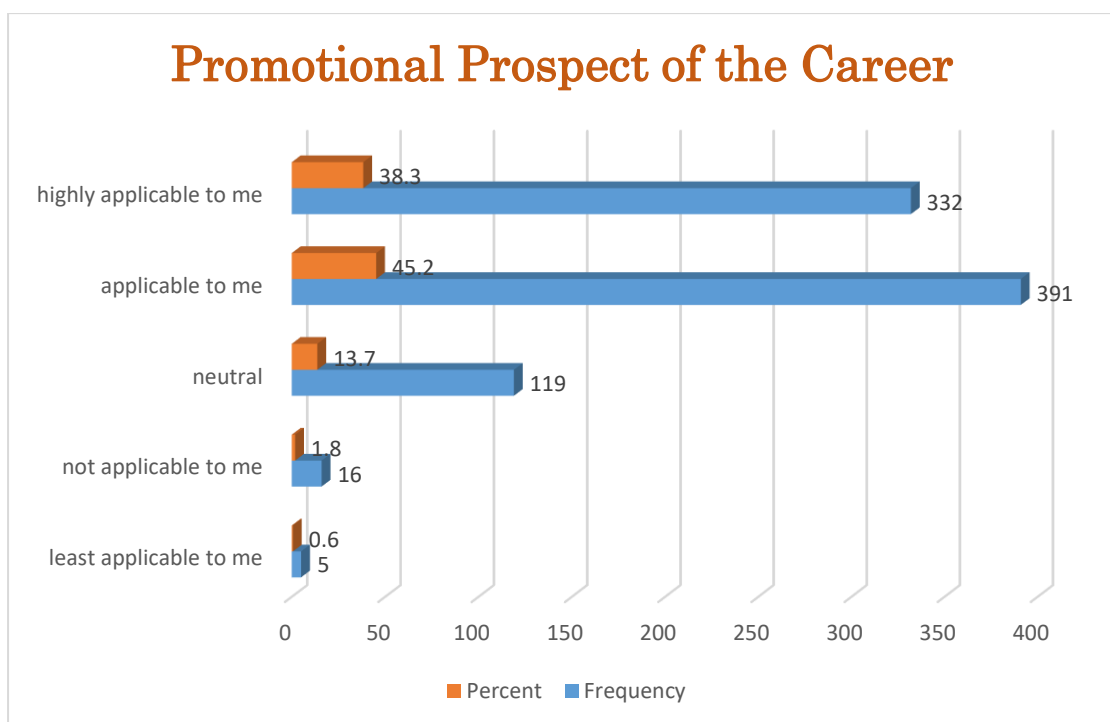


Figure 9: Response regarding promotional prospect in career

When asked the learners about whether by joining this programme, the promotional prospect in their career will enhance, most of the learners (83.5%) says that there is a high chance of getting promotion in their job after completion of the programme in KKHSOU.

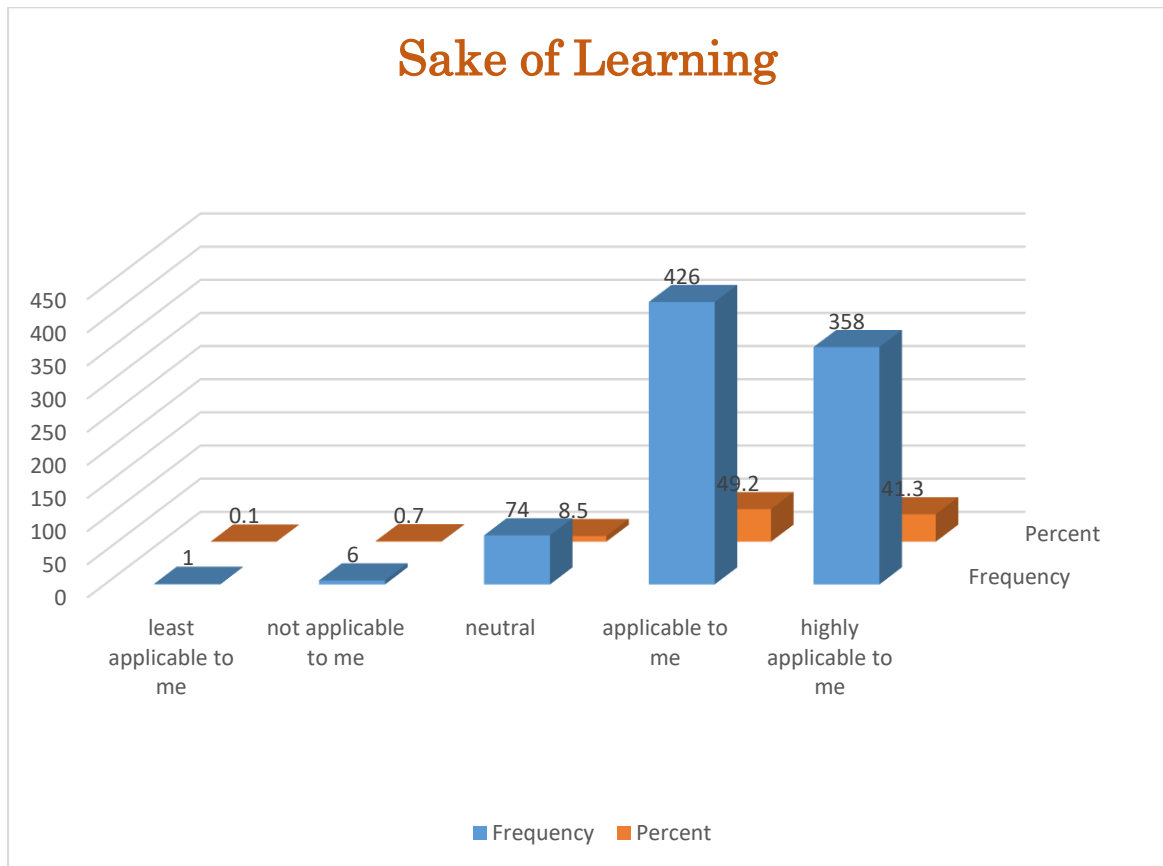


Figure 10: Response regarding joining for the sake of learning

When asked the learners whether they have taken admission just for the sake of learning, many respondents say that they have taken admission just for the sake of learning.

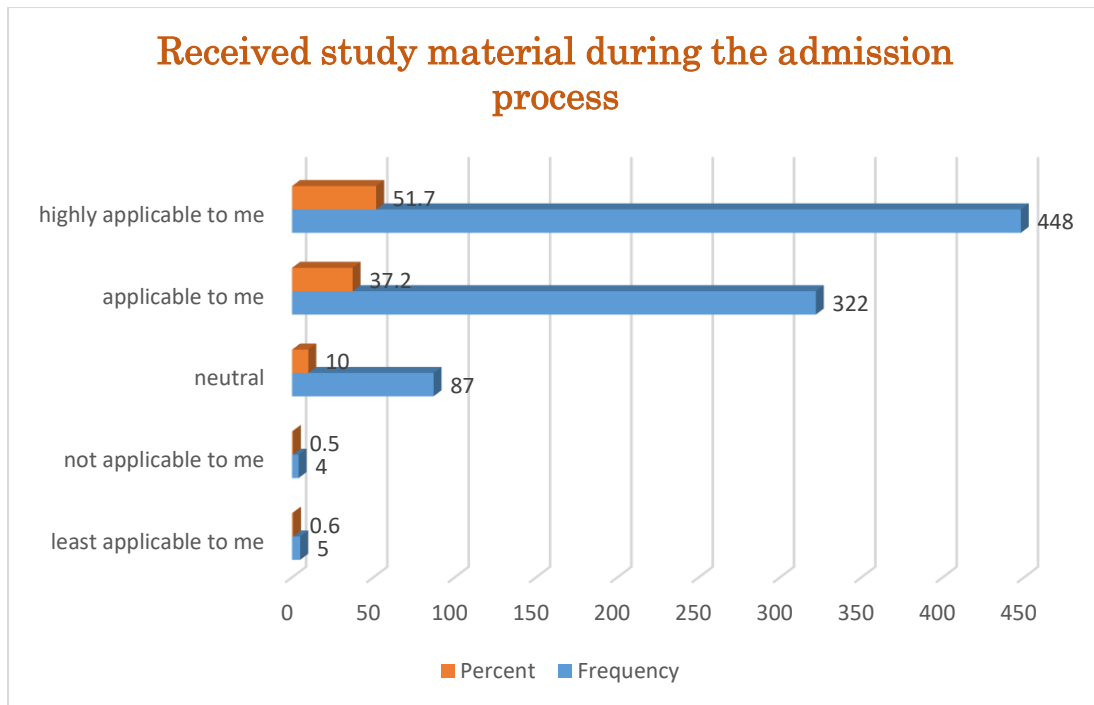


Figure 11: Response regarding Study Materials received

When asked the learners about receipt of Study Materials during the admission period, 89% learners say they have received the study material when they took admission in KKHSOU. 10% learners did not mention about it and rest one percent learners did not receive the study material on time.

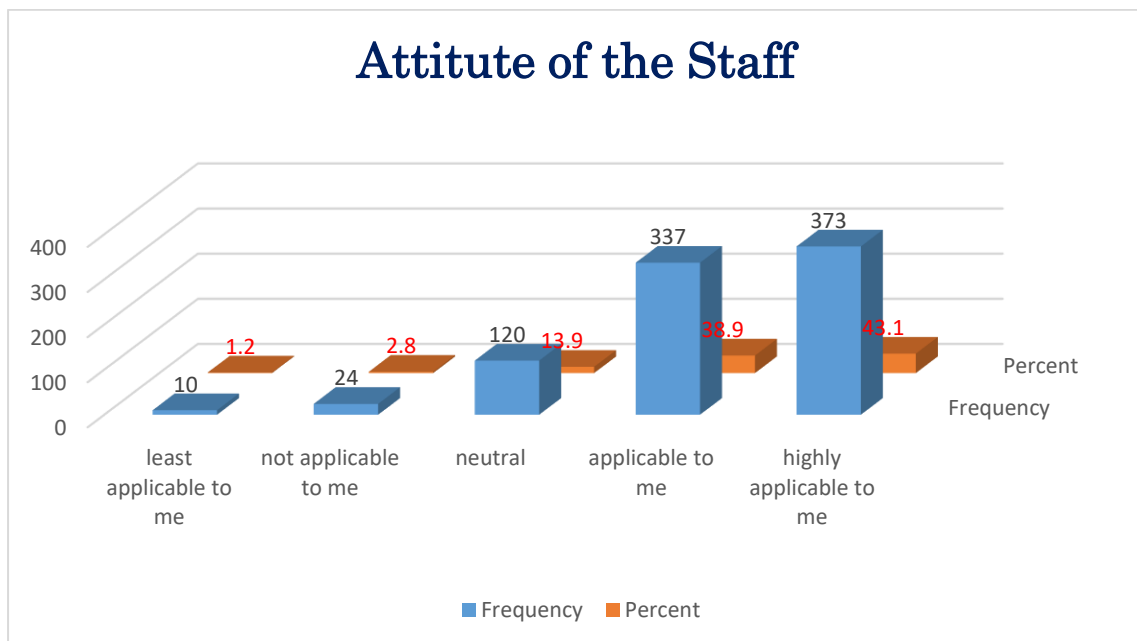


Figure 12: Response regarding Attitude of the staff of the Study Centres

When asked the learners whether attitude of the staff of the Study Centres towards learner was very friendly and approachable, 86% learners say they are friendly towards the learners, 14% did not comment and 4% learners are not satisfied with the attitude of the staff at the study centre.

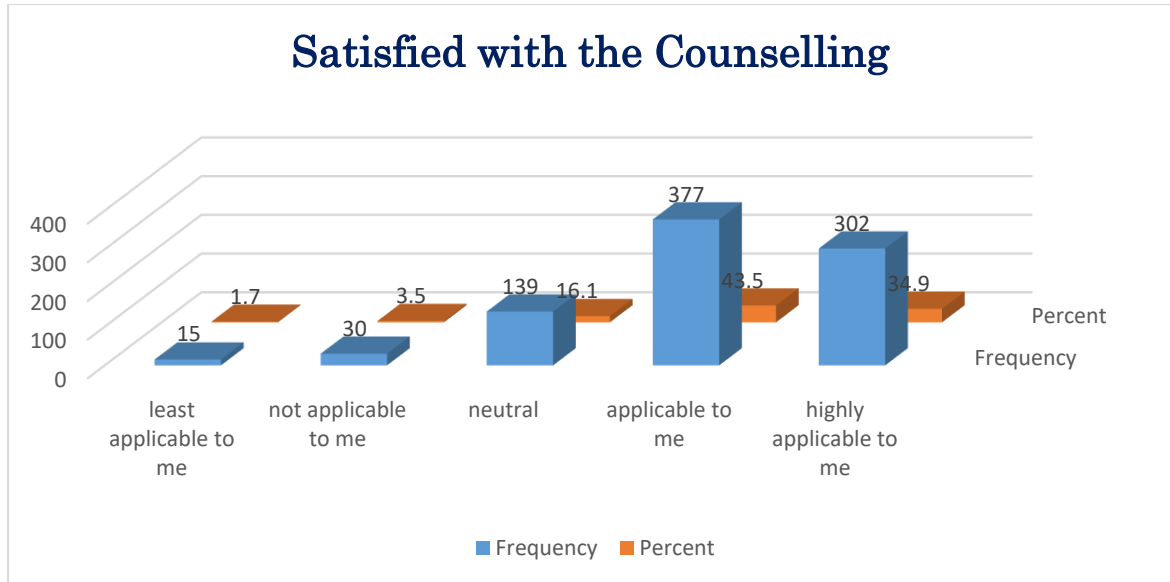


Figure 13: Response regarding satisfied with the counselling sessions arranged by the Study Centres

When asked the learners about whether they are satisfied with the counselling sessions arranged by the Study Centres. Most of the learners are satisfied (78.4%), 16.1 % are neutral and 5.2% learners are not satisfied with the counselling sessions arranged by the Study Centres.

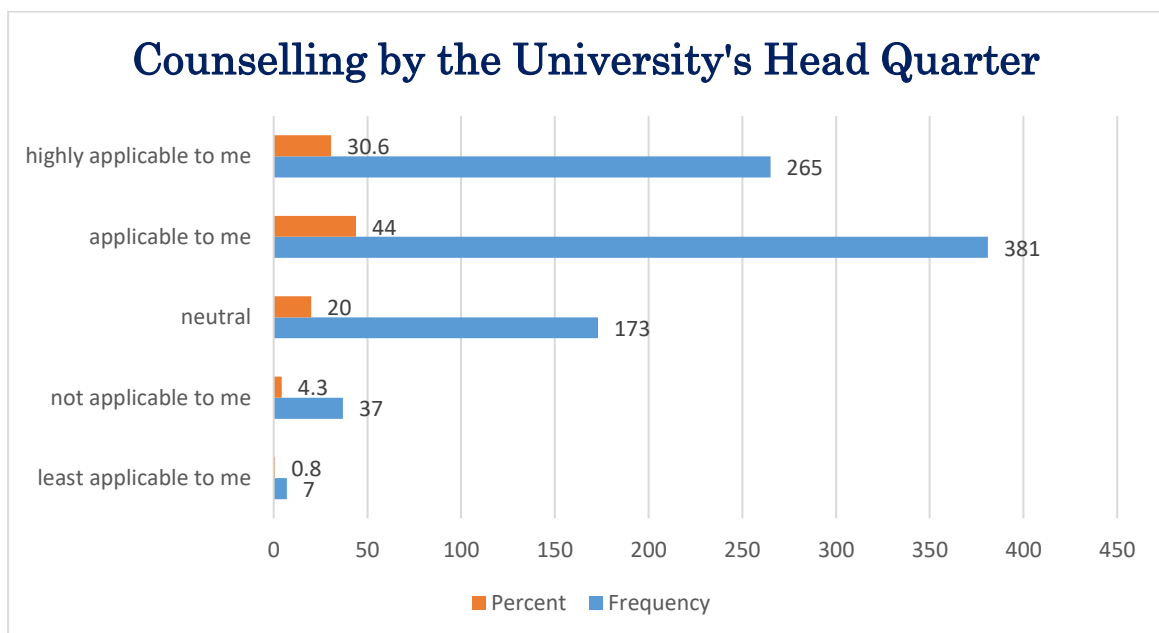


Figure 14: Response regarding counselling sessions arranged by the University Headquarters (Physical & Online)

When asked the learners about counselling sessions arranged by the University Headquarters (Physical & Online), 74.6% learners are satisfied with the counselling provided at University head quarter, 20% did not respond and 5% learners did not avail these facilities.

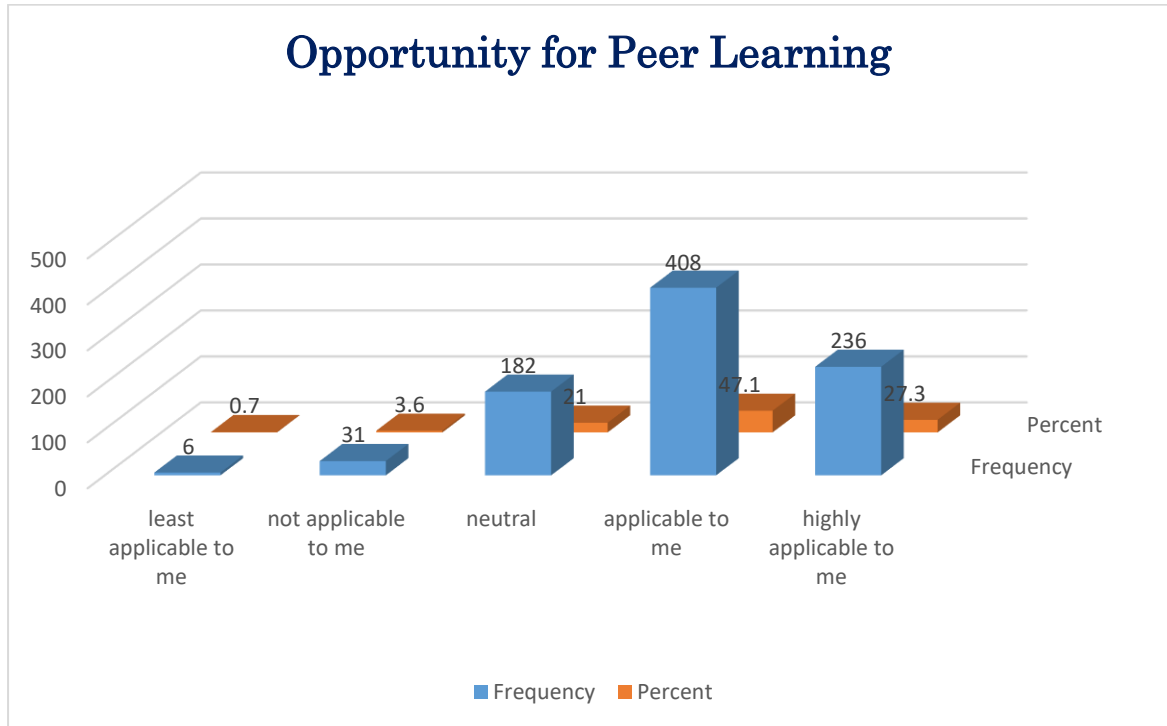


Figure 15: Response regarding opportunities for peer learning

When asked the learners about opportunities for peer learning during the programme, most of the learners (74.4%) says they have learnt from peer group discussion.

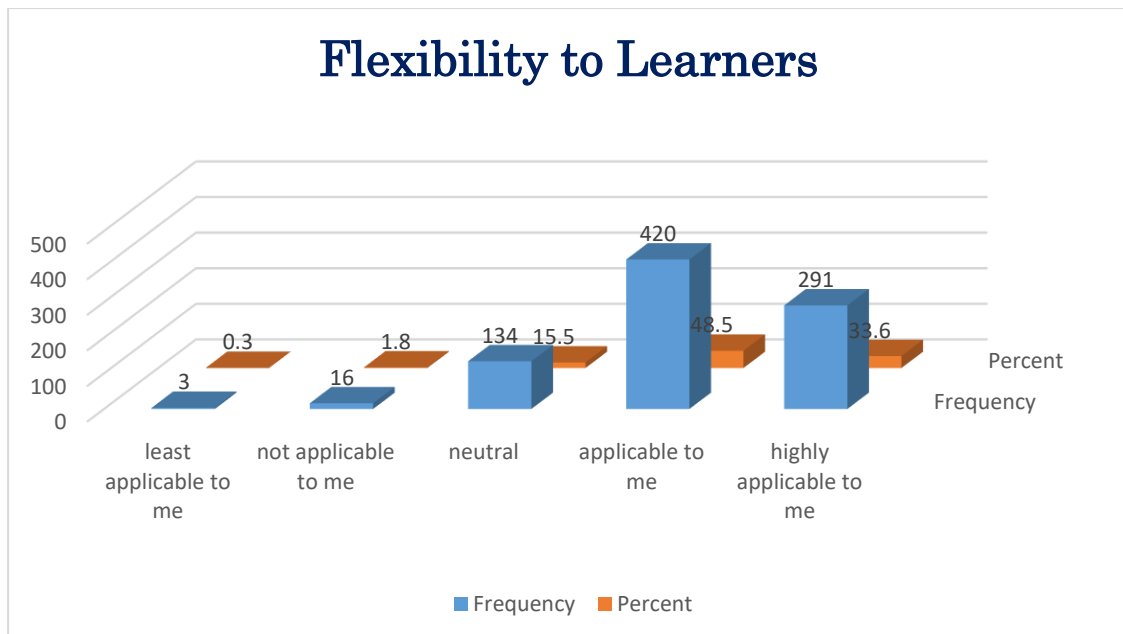


Figure 16: Response regarding flexibility to learners in terms of their various study needs

When asked the learners about flexibility to learners in terms of their various study needs, most of the learners agrees that the programmes are very much flexible in terms of various study needs. Almost 83% learners consider the programmes as flexible.

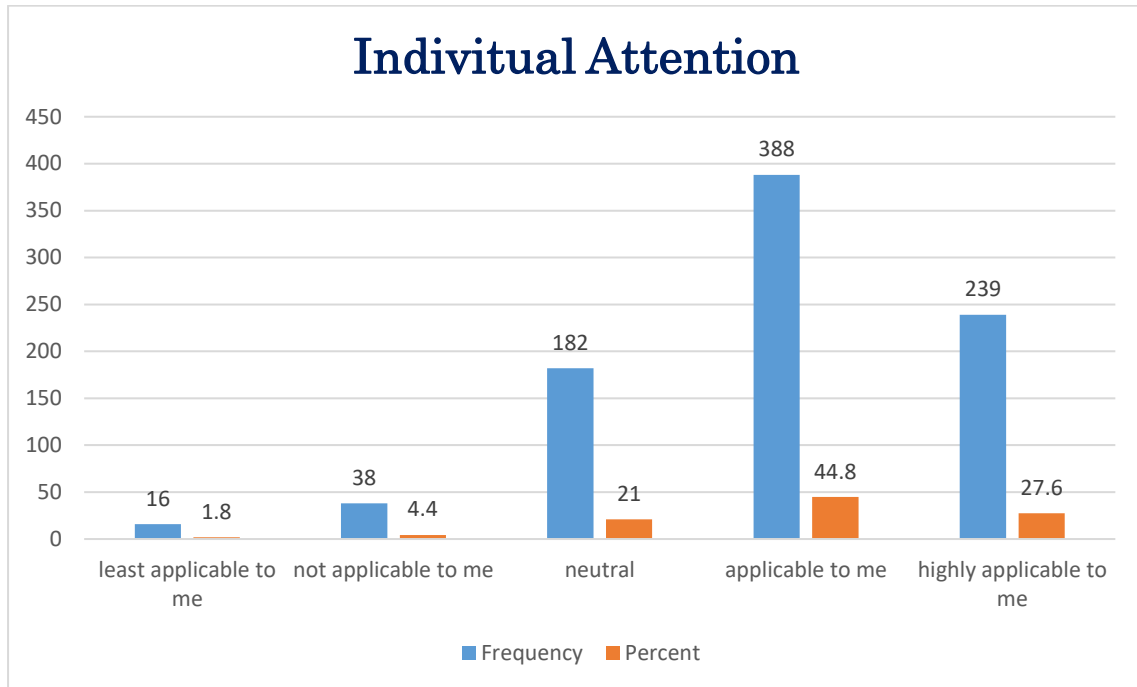


Figure 17: Response regarding individual attention to the learners in need.

When asked the learners about whether the study centre provides individual attention to the learners in need, most of them says they receive individual attention. 72% learners agree on that. Only 6.2% learners complain that they don't get any individual attention in study centre.

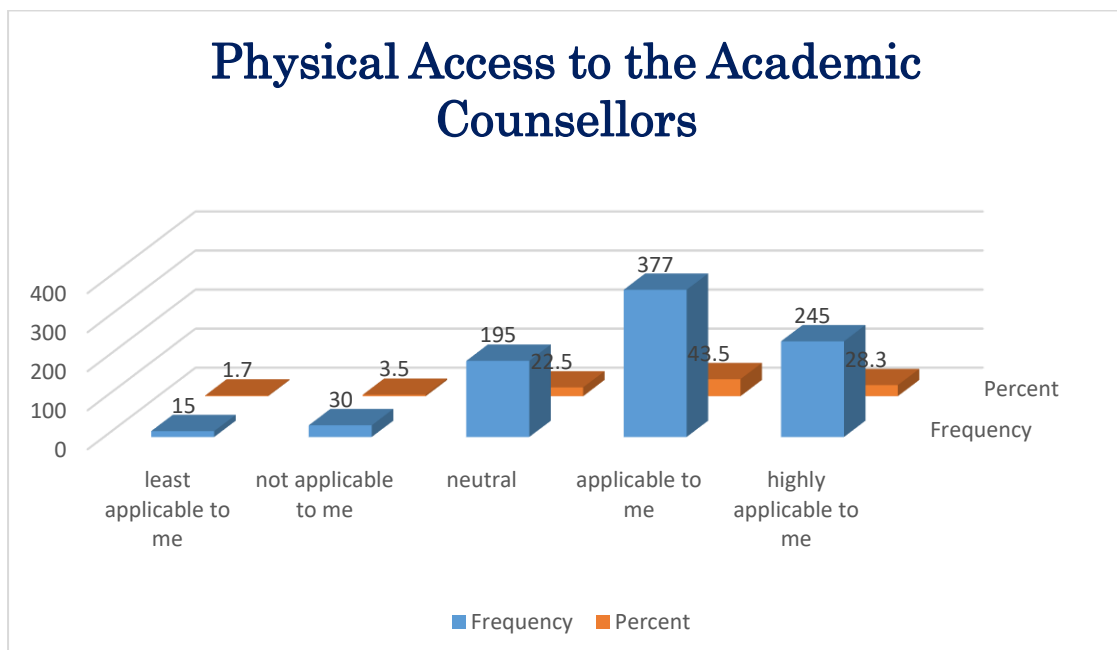


Figure 18: Response regarding Physical access to the academic counsellors in the Study Centre

When asked the learners about whether they have Physical access to the academic counsellors in the Study Centre, 71.8% learners say they can physically meet the academic counsellors to discuss their doubts, but 22.5 % learners remain neutral in this regard.

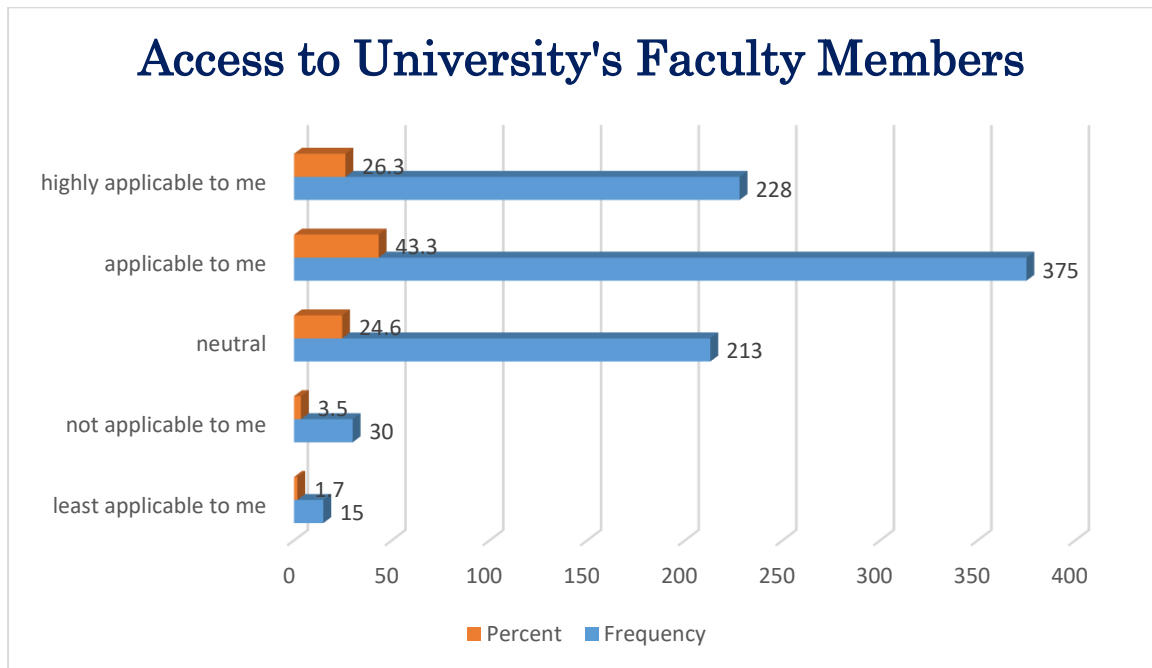


Figure 19: Response regarding access to the University Faculty Members

When asked the learners about access to the University Faculty Members are available through both Physically and Online mode, almost 70% learners have the access, 24.6% learners remain neutral and nearly 5% learners did not get the chance to meet university faculty members.

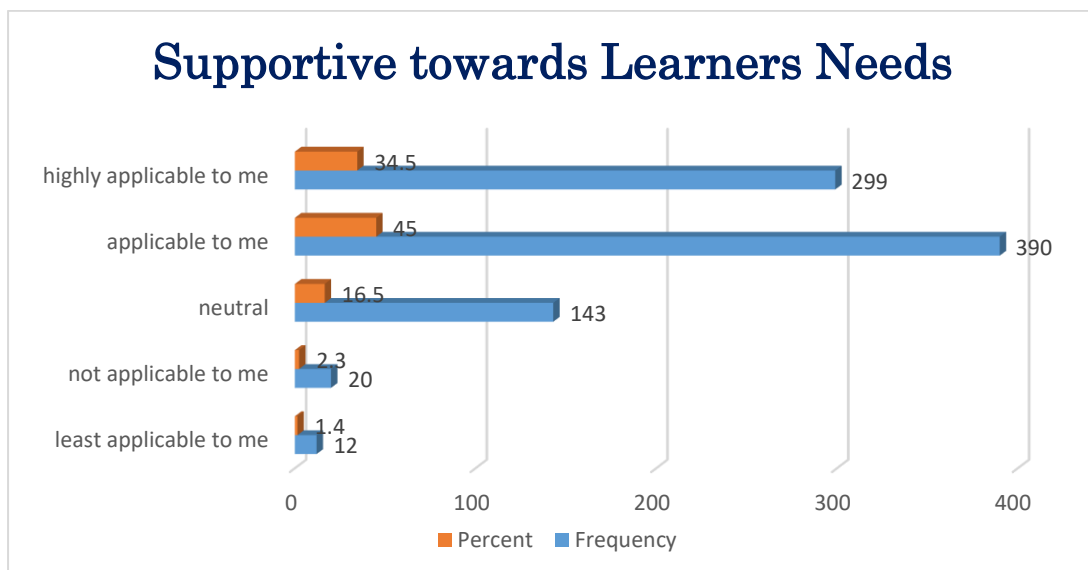


Figure 20: Response regarding supportiveness of the Study centre towards learner's needs and problems.

When asked the learners about supportiveness of the Study centre towards learner's needs and problems, nearly 80% of the learner say that the study centres are very supportive.

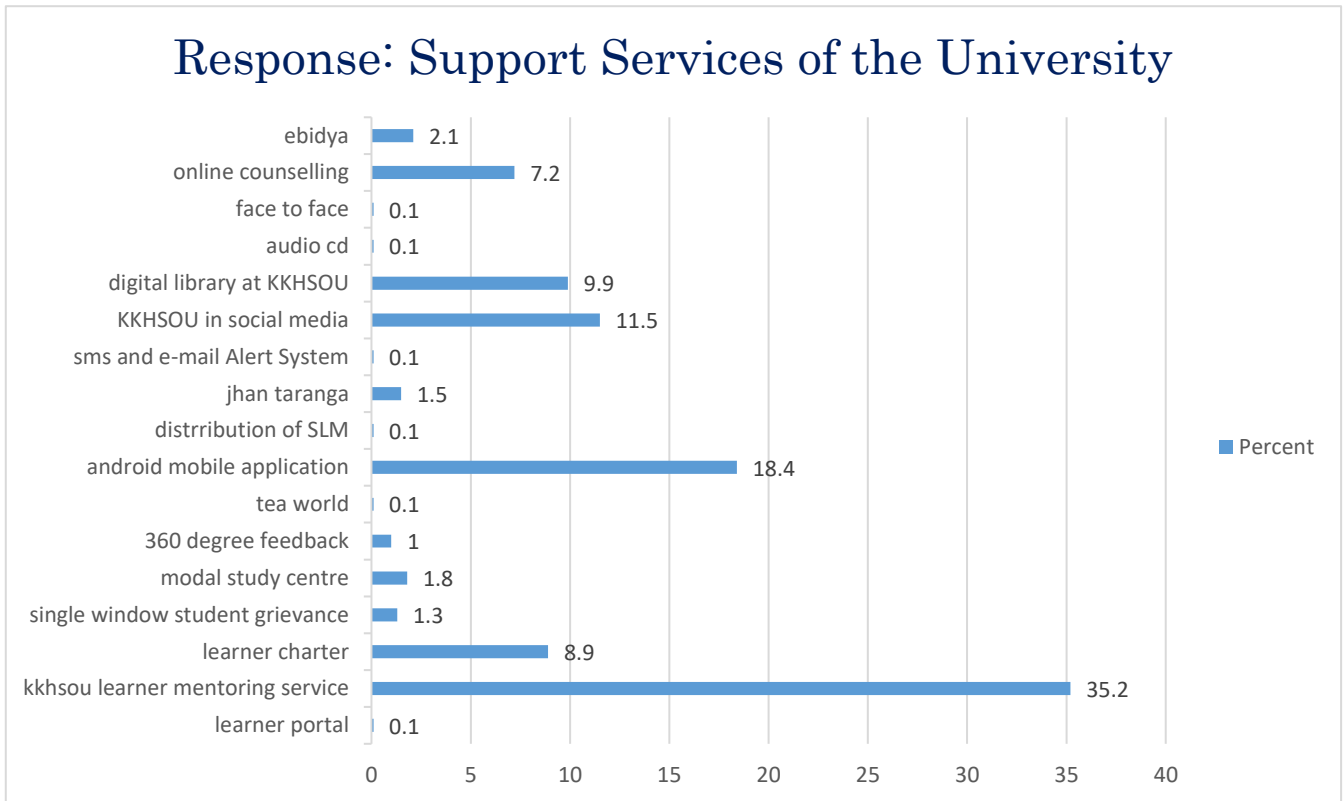


Figure 21: Response regarding support services of the University

When asked the learners about whether they are aware of the different support services of the University, learners responded positively and mentioned many support services. 35.2% learners are aware of the mentoring services of the university, 18.4% learners are aware about the android mobile application of the university, 11.5% knows about the KKHSOU in social media, 9.9% of the learners knows the digital library of the university and 8.9% learners are aware of the learner charter.

www.kkhsou.in

Headquarters Patgaon, Rani, Guwahati- 781017, Assam

City Campus NH 37, Resham Nagar, Khanapara, Guwahati-781022, Assam, India

Phone: 0361-2235642 (HQ) 0361-2235971 (City Campus)
8811016408, 8811016410 (RC)

Email: info@kkhsou.in, jrc@kkhsou.in