PGDLAN

PROGRAMME GUIDE

For

Post Graduate Diploma in Library Automation and Networking

(PGDLAN)

Faculty of Library and Information Science

School of Social Sciences

Indira Gandhi National Open University

MaidanGarhi, New Delhi - 110 068

July, 2022

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ABOUT THE UNIVERSITY

Indira Gandhi National Open University was established in 1985 by an Act of Parliament toachieve the following objectives:

- democratise higher education by taking it to the door-steps of the students;
- provide access (irrespective of age, gender, religion, etc.) to high quality education to all especially to those disadvantaged groups and individuals by offering opportunities to upgrade their knowledge and skills;
- prepare and offer need-based academic programmes comprising innovative professional as well as vocational courses and promote distance education through a process of rich and varied technology adoption; and
- set, maintain and further the standards of distance education in the country as an apex" body created for the purpose.

Significant Features of IGNOU:

- relaxed entry rules;
- flexibility in choosing a combination of courses from across a whole range of disciplines;and
- use of modem computer and communications technologies in the pursuit and promotion ofdistance education.

POST GRADUATE DIPLOMA IN LIBRARY AUTOMATION AND NETWORKING (PGDLAN)

Information plays an all-pervasive role in the society today. Its importance in decision making need not be overemphasised. Libraries have been catering to the information needs of the society since time immemorial. They have been changing themselves with the changing trends in information production and information needs of the public. Information and Communication Technology (lCT) has brought in paradigmatic changes in the information lifecycle, right from production to use.

Libraries have responded to this change and implemented ICT in their operations and services. Their services have changed to the extent that they are available outside the confines of their physical locales. Libraries make available their products and services through the Internet. They provide connectivity through their websites. Their Online Public Access Catalogues (OPACs) provide access to their collections at a distance. Individualized and personalised services are provided in the nick of time.

Library and Information Science (LIS) education has responded to the changing needs of the society and libraries. There is a demand on the educational institutions to produce work force capable of working in these changed conditions. LIS professionals should be adept at ICT. They should be able to handle technology in designing and providing innovative services.

The curriculum for LIS education at different levels has a component of ICT. IGNOU has introduced a course on ICT at BUS level. It has a practical component also enabling the learners to have hands on exposure to software. MUS Programme has a major portion of ICT in different courses. There are two courses fully devoted to ICT. A specialised course on ICT applications is the need of the day. These developments led to the launch of PGDLAN Programme from IGNOU in 2004.

OBJECTIVES AND SCOPE

PGDLAN Programme was introduced to impart education in the basics of ICT and its implementation in libraries/ information centres. Its purpose is to prepare LIS professionals who have the knowledge, skills and attitude to design and provide ICT based services and products. Anyone who undergoes this Programme would be able to handle independently an automated library and information centre.

The Programme aims to impart to the learners knowledge and skills:

- of computer technology;
- of library automation and services provided by an automated library;
- of designing and developing an information system;
- of networking and Internet technology in general and library and information networks in particular;
- to use Internet; and search, evaluate and ethically use information available on the Internet;
- of web-based content development;
- to write programmes in C++ or Java or Visual Basic to design and develop information products; services and systems; and
- to undertake a project work based on the curriculum, and design and develop a prototype of an information product/service.

TARGET PARTICIPANTS AND ADMISSION CRITERIA

The PGDLAN is a post-graduate professional Programme. In other words, the basic admission requirement is that a candidate must possess a professional degree in Library and Information Science from any recognised university. It is a post graduate degree in Library and Information Science **after a Professional Degree** in that subject, and is **of one-year duration** (this is mostly so even in the conventional system).

The Programme is open to candidates with Bachelor's Degree in Library and Information Science (BLlS). The admitted students will be attached to the identified PGDLAN Tele Learning Centres (TLCs)/Study Centres to attend counselling and practical sessions.

The minimum duration of the Programme is one year. However, maximum period allowed for completion of the Programme is **three year** from the date of registration.

The medium of instruction of PGDLAN Programme is **English** only.

PROGRAMME STRUCTURE

The Programme is essentially a judicious mix of theory and practical components to develop technology based knowledge, skills and aptitude of library and information professionals. The Programme consists of the following eight courses:

Course Code	Course Title	Credits
MLI-001 MLIL-001	Introduction to Computers Practical	4
MLI-002 MLIL-002	Library Automation Practical	4
MLI-003 MLIL-003	Information Systems Practical	4
MLI-004 MLIL-004	Networking and Internet Technology Practical	4
MLI-005 MLIL-005	Internet Resources Practical	4
MLI-006 MLIL-006	Content Development Practical	4
MLI-007 MLIL-007	Programming Practical	4
MLIP-008	Project	4

Note: The learners would be provided a Lab Manual for practical courses (MLIL-001 to MLIL-007) along with the course material for theory courses, and a Project Guide.

STUDY AND TEACHING METHODOLOGY

Structure of the Courses

The PGDLAN Programme becomes complete with seven (7) courses and a project work/ dissertation (total 8 courses). A course is structured in the following way:

```
Programme
    ↓
 Courses
    ↓
 Blocks
    ↓
  Units
```
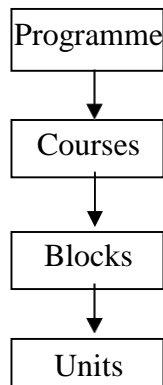
The entire Programme comprising seven courses has been divided into 22 blocks and each block has certain number 'of units ranging from 3 to 5. The Unit constitutes the lowest self-contained material of the course material. The details regarding the Unit format are shown below:

- Unit number; the topic/ theme of the Unit
- Objectives
- Introduction
- The topic/theme divided into sections and sub-sections
- Sections containing Self Check Exercises to measure your own progress in understanding of the Unit.
- Summary of the Unit
- Answers to Self Check Exercises
- Keywords
- References and Further Reading

It is a credit-based Programme and as such, has the weightage of 32 credits for 8 courses. As the weightage is uniformly distributed, each such course, therefore, is of 4 credits.

One credit refers to 30 hours of study on the part of a student to be devoted to study of the print material, to watch the audio-video programmes as well as to attend and spend time in

teleconferencing, interactive radio counselling and class room counselling and the practical sessions.

Study Methodology

You must have a definite study programme in order to take maximum advantage of the facilities provided to you by the University. You are advised to read the Units carefully and make note of important points in the margins of the Units itself, for easy-reference. These noted points will help you in answering the Self Check Exercises. Before you attempt to answer Self Check Exercises and write them in the space given or in separate note book, you should ascertain that: (i) you have understood the relevant text, and (ii) you are trying to locate thereafter the pertinent portions of the text which forms the answer to the question being attempted. The Self Check Exercises are incorporated with a view to help you develop skills and assess your own progress in the learning process. You do not have to send the answers to Self Check Exercises anywhere for evaluation. Check your answers with the answers given at the end of the Unit as a separate section and evaluate your performance.

TELE LEARNING CENTRES (TLCs) / STUDY CENTRES

Each student admitted to PGDLAN Programme will be attached to a Tele Learning Centre/Study Centre. There are TLCs/Study Centres located at different places of the country. Students may opt themselves for enrolment in the nearest Tele Learning Centres/Study Centre (visit IGNOU website http:www.ignou.ac.in for the information on TLCs/Study Centres) convenient to them. Every TLC/Study Centre is managed by a Coordinator or a Programme Specific In charge (PIC). Particulars relating to counselling sessions, seminars and practicals are to be gathered by every student from the Coordinator of the respective TLCs/Study Centre or from the Programme-in-Charge. For their own benefit, candidates are advised to attend majority of the counselling sessions. This will facilitate their preparation 'for the Term End Examinations. The students are advised to be in regular contact with their respective TLCs/ Study Centres and interact with the Coordinator and Programme Specific Incharge as frequently as possible. The facilities provided at the study centres normally include the following:

- Counselling sessions in different courses relating to PGDLAN Programme.
- Library facility with basic reading materials related to various aspects of the discipline suggested for further reading.
- Compulsory Computer Practical sessions for PGDLAN Programme.

The concept of work centre has been promoted specially for implementing the PGDLAN Programme keeping in view the practical exposure that each candidate should have in Information Technology and the necessary equipment required for the purpose.

In an Open University, education is not imparted through class room lectures, it is usually done through what is known as distance education mode. This mode of learning is different

from the conventional system you are used to. There will be no regular lectures relating to any subject. On the other hand, there will be counsellors for different courses included in the curriculum. Your counsellor is available to you at the TLC/Study Centre which organizes counselling sessions for different topics. The counsellor will' 'guide' you through the material, as 'interpreter' and as 'facilitator' to enable you to understand different problem areas. To get the best out of the 'Counsellor' you must carefully read your course material in advance and identify your problems and seek clarifications regarding them from the Counsellor. It is essential for an open learning student to attend the counselling sessions and be an active participant. If you go well prepared to the counselling session with your own questions, the discussion will be purposeful and you will become faithfully involved in the learning process.

Counselling sessions are held according to a schedule drawn beforehand by the TLC/Study Centre Coordinator. They are usually held on weekends, that is to say, Saturday and Sunday of a week. If necessary, counselling may be held on gazetted holidays also.

There will be a minimum of 15 counselling sessions of 2 hours duration each for each of the seven courses (30 hours for each course on an average) of the Programme devoted to theoretical aspects (except the Project).

There will be compulsory computer practical in all the courses besides counselling sessions. The assignments for these courses carry 50 marks each. A student has to secure minimum pass marks (40%) in practicals for clearing the course.

The practical component of this Programme involves hands-on experience of the candidate to the use of modern Information Communication Technologies consisting of the following aspects:

i)   Provision of hands-on-experience of a software packages such as WINISIS for creationof databases, formatting, retrieval and printing of information.
ii)   Preparation of online search strategies, and searches.
iii)   Search of CD-ROM bibliographic databases.
iv)   Internet based searching and generation of services.
v)   Hands on practice of library automation package.

The duration of practical sessions for the courses [in particulars block (s)] are as follows:

S.No.	Course Code	Time	Block No.
1.	MLIL-001	40 hrs.	Block 2
2.	MLIL-002	40 hrs.	Blocks 2, 3 and 4
3.	MLIL-003	40 hrs.	Blocks 3 and 4
4.	MLIL-004	60 hrs.	Blocks 2 and 3
5.	MLIL-005	60 hrs.	Blocks 1 and 2
6.	MLIL- 006	80 hrs.	Blocks 1 and 2
7.	MLIL- 007	60 hours	Block 2

Teleconference and Interactive Radio Counselling (IRC) Sessions

The University with the support of ISRO is making use of the satellite communication for educational purposes. Teleconferencing sessions are organised regularly. At the moment teleconferences are held in interactive mode (one way video and two way audio). A two way interactive audio/video teleconference through EDUSAT is under development and expected to be available shortly. A dedicated television channel. - GyanDarshan has been launched by the Govt. of India. Different aspects of the Programme are telecast regularly through Gyan Darshan. In addition to teleconference, interactive radio counselling (IR sessions are also organised from time to time through the dedicated channel of Akashvani - GyanVani. Time slots are allotted every month for Library and Information Science programmes. These facilities are being utilised to bring together the students, counsellors and faculty members at IGNOU in an interactive mode of discussion. These facilities are being used mainly for providing additional inputs to the students relating to the PGDLAN Programme. Advanced notification is sent to all the Regional Centres and to the Programme-in-Charges of PGDLAN Programme indicating the date and time on which specific topics pertaining to PGDLAN Programme are discussed. Students are advised to collect in large numbers at the premises of Regional Centres and use these facilities to a maximum extent for learning process. They have an opportunity to directly interact with the faculty members and get clarifications to some of the problems they encounter in going through the study material. In case, special expositions or lectures need to be organised on specific topics, students are advised to communicate their problems in advance to the faculty at Headquarters.

EXAMINATION AND EVALUATION

The examination relating to PGDLAN Programme has two components:

i)   Continuous evaluation 20% (Theory and Practical)

ii)   Term-end examination 80% (Theory and Practical)

Continuous evaluation is related to the assignments that each student has to submit including participation in practical assignments for exposure to Information Technology, which a student has to successfully complete. Every student has to complete and submit assignments for all the courses except MLIP-008 (Project Work/Dissertation). The Tutor Marked Assignments (TMAs and Practi¢al) are to be submitted to the Coordinator of the concerned TLCs/Study Centres. The evaluation of the performance of the students in Tutor Marked Assignments and Practical Assignments will be done by the counsellors and marks/ grades will .be awarded to each student. Submission of all the assignments is compulsory. Term-end examinations *for* all the eight courses constitute the second part of the examination. Answer scripts relating to the term end examination will also be evaluated as per the system of marks. For project work/dissertation, there is no continuous evaluation.

On the basis of the aggregate marks obtained in all the courses (Theory, practicals and project work) the division will be awarded as under:

Division	Aggregate
I	60% and above
II	50% and above
III	40% and above

To fulfill the requirements of PGDLAN Programme, a candidate has to score an average of 40% marks in both continuous evaluation as well as at the final Term End Examination. Those candidates scoring less than 40% will be considered as having failed in the examination and will not be entitled to receive a Degree from the University. For the project work/dissertation (Course MLIP-008), a candidate has to secure a minimum of 40% to pass the term-end examination. Candidates who obtain a failure aggregate or who miss to attend the terminal examination may appear at the subsequent term end examination and complete the Programme. *A learner should not apply for appearing at the term-end examination of any course without getting registered for the same and that if s/he does so, her/ his result would not be declared and the onus shall be on her/ him.* The maximum period provided for a student to complete the PGDLAN Programme is **three year** from the date of her/ his registration into the Programme.

Online Submission of Examination Form

It is an essential pre-requisite for you to submit the Examination Form for taking examination in any course. Examination Form is available online at IGNOU website. Only one form is to be submitted for all the courses in one term-end examination. **You need to pay separate fee for the examinations.**

A fee of ` 150/- per course is charged as examination fee. If result of the previous examination is not declared the fee for that course can be exempted while filling the form for the next exam. The detailed guidelines are available at ignou website www.ignou.ac.in. There is a separate late fee if forms are submitted after due date.

Keeping the interest of the students, the University has approved the acceptance of the examination forms from the students through **online mode only**.

SOME USEFUL ADDRESSES

1)	Examinations, examination centres, Division) results, and other exam related 110 068matters.	Registrar (Student Evaluation IGNOU, Maidan Garhi, New Delhi-
2)	Non-receipt of study material,	Registrar, MPDD, IGNOU, New Delhi
3)	Change of course/programme, youradmissions, fees, scholarships and Change of Address	Regional Director of respective region.
4)	Counselling and other problems relating Affairs),to Study Centres	Assistant Director (Student Regional Services Division, IGNOU, Maidan Garhi,New Delhi – 110 068
5)	Purchasing of Audio/Video Tapes	Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi-110 068
6)	Academic Matters	Dr. Archna Shukla, Reader, Faculty of LISSchool of Social Sciences, Block-F, IGNOU,Maidan Garhi, New Delhi-110068 archna@ignou.ac.in

CURRICULUM STRUCTURE

MLI-001:   INTRODUCTION TO COMPUTERS

Block 1:   Basics of Computers and Communication (Hardware)
Unit I :   Computers and their Components
Unit 2:   Elements of Data Communication
Unit 3:   Storage Media
Unit 4:   Need for Computerization of Library

Block 2:   Software
Unit 5:   Introduction to Operating Systems (DOS, Windows, Unix and Linux)
Unit 6:   Application Softwares

Block 3:   Computers and Society
Unit 7:   Information Society
Unit 8:   National Information Infrastructure (NIl)

Note: This Course has 40 hours of Practical Work in Block 2 only.

MLI-002:   LIBRARY AUTOMATION

Block 1:   Introduction to Library Automation
Unit I: Historical Perspective, Need and Purpose
Unit 2:   Approaches to Library Automation

Block 2:   Management of Library Automation
Unit 3:   Planning
Unit 4:   Formats and Standards
Unit 5:   Retrospective Conversion
Unit 6:   Implementation and Evaluation

Block 3:   Automated Housekeeping Operations
Unit 7:   Automation of Acquisition
Unit 8:   Automation of Serials Control
Unit 9:   Automation of Cataloguing
Unit 10:   Automation of Circulation

Block 4:   Computerised Information Services
Unit 11:   Alerting Services
Unit 12:   Bibliographic Services
Unit 13:   Document Delivery Services
Unit 14:   Reference Services

Note: This Course has 40 hours of Practical Work in Blocks 2, 3 and 4.

MLI-003:   INFORMATION SYSTEMS

Block 1:   Systems Analysis and Design
Unit 1:   General Systems Theory
Unit 2:   Information System Design,and Development

Block 2:   Types of Information Systems
Unit 3:   Information Retrieval Systems
Unit 4:   Database Management Systems (DBMS)
Unit 5:   Management Information Systems and Support Systems
Unit 6:   Knowledge Based Retrieval Systems
Unit 7:   Digital Libraries

Block 3:   Data Models and Database Design
Unit 8:   Data Structures and File Organisation
Unit 9:   Data Models
Unit 10:   Database Architecture
Unit 11:   Database Systems

Block 4:   Query Language and Query Processing
Unit 12:   Query Language
Unit 13:   Structured Query Formulation
Unit 14:   Boolean Logic

Note: This Course has 40 hours of Practical Work in Blocks 3 and 4.

MLI-004:   NETWORKING AND INTERNET TECHNOLOGY

Block 1:   Introduction to Networks
Unit 1:   Types of Networks
Unit 2:   Network Technology
Unit 3:   Data Networks
Unit 4:   Network Software

Block 2:   Library and Information Networks
Unit 5:   Resource Sharing
Unit 6:   Resource Sharing Technology
Unit 7:   Overview of Library and Information Networks
Unit 8:   Management of Library and Information Networks
Unit 9:   Network-based Information Services

Block 3:   Internet Technology
Unit 10:   What is Internet?
Unit 11:   Internet Technology
Unit 12:   Internet Services
Unit 13:   Internet, Extranet and Internet

Note: This Course has 60 hours of Practical Work in Blocks 3 and 4.

MLI-005: INTERNET RESOURCES

Block 1: Types of Resources (by Form)
Unit 1:   Meta Resources
Unit 2:   Internet Information Resources
Unit 3:   Evaluation of Internet Information Resources
Unit 4:   Digital Library: An Overview

Block 2: Types of Resources (by Subject)
Unit 5:   Science and Technology
Unit 6:   Social Sciences
Unit 7:   Humanities

Note: This Course has 40 hours of Practical Work in Blocks 3 and 4.

MLI-006: CONTENT DEVELOPMENT

Block 1: Content Analysis
Unit 1:   Concept and Scope
Unit 2:   Content Analysis: Quantitative and Qualitative Aspects
Unit 3:   Content Organisation
Unit 4:   Content Analysis: Applications (Generation of Information Services andProducts)
Unit 5:   An Introduction to Knowledge Management

Block 2: Content Development
Unit 6:   Content Development: Context Setting
Unit 7:   Norms and Guidelines for Content Development
Unit 8:   Introduction to HTML and XML
Unit 9:   Web-based Content Development
Unit 10:

Note: Intellectual Property Rights: Legal and Ethical Issues

This Course has 80 hours of Practical Work in Blocks 1 and 2.

MLI-007: PROGRAMMING

Block 1: Theoretical Aspects of Programming
Unit 1:   Systems Analysis
Unit 2:   Algorithm and Flow Charting
Unit 3:   Introduction to Programming and Programming Languages

Block 2: **Programming in Specific Languages: JAVA**
Unit 4:   Introduction to Java
Unit 5:   Data Types, Operators and Arrays
Unit 6:   Classes and Objects in Java
Unit 7:   Exception Handling
Unit 8:   Packages and Interfaces

Block 3: **Programming in Specific Languages: C++**
Unit 9:   Overview of C++
Unit 10:   Classes and Objects
Unit II: Operator Overloading
Unit 12:   Inheritance Extending Classes
Unit 13:   Streams and Templates

Block 4: **Programming in Specific Languages: Visual Basic**
Unit 14:   Visual Basic: Introduction
Unit 15:   Variables and Functions
Unit 16:   Building a Project and Customising Forms
Unit 17:   Visual Basic Controls
Unit 18:   Functions and Procedures
Unit 19:   Accessing Database
Unit 20:   Creating Form with Data Controls
Unit 21:   Object Linking and Embedding
Unit 22:   Introduction to Windows Programming using Visual Basic 6.0
Unit 23:   Advanced Features of Visual Basic 6.0
Unit 24:   Activex and Windows API

Note: This Course has 60 hours of Practical Work in Block 2.

LIST OF SOME USEFUL VIDEO PROGRAMMES FOR PGDLAN STUDENTS

Four video programmes have been developed by the Faculty to supplement the course materialof PGDLAN students. The titles of these programmes are:

1) Digital Library

2) Content Development in Electronic Environment

3) Library and Information Networking

4) National Information Infrastructure

GUIDELINES FOR PROJECT WORK DISSERTATION (MLIP-008)

In addition to theoretical and practical components of seven courses, a student has to submit Project Work/Dissertation (MUP-008) which is considered as a full course of 4 credits. The purpose of Project Work/Dissertation is to provide an opportunity to the students to develop skills in the areas which they have studied in the various courses of this Programme. A student has to secure a minimum of 40% pass marks in Project Work/Dissertation Course. For the purpose of Project Work/Dissertation, a student has to work in an area related to any area of her/his courses of study. Students are advised to select a topic for work in consultation with a guide and send the proposal/synopsis to the Programme Coordinator, PGDLAN for approval. A student may choose her/his guide according to her/his choice. The proposal / synopsis should be accompanied by a bio-data of the guide, duly signed by her/him. The minimum qualification of the guide is as follows:

Eligibility Criteria for Project Guide/Supervisor

A person who is willing to supervise for PGDLAN Project Work/Dissertation (MLIP - 008) should have either:

1) Ph.D./M.Tech. in Library and Information Science/Computer Science and working in Assistant Professor Scale or Pay Level 10 as per the 7th CPC.

OR

2) Master's Degree in Library and Information Science with working experience in a library or information centre/Teaching LIS in Assistant Professor Scale or Pay Level 10 as per the 7th CPC.

OR

3) B.E./B.Tech (Computer Science), MCA, M.Sc. (Computer Science) or equivalent with minimum 2 years IT experience in an established and reputed organisation or teaching.

Note: A Supervisor can guide a maximum of 6 candidates at a time.Submission of

Project Work

The Project Report should be typed in double space in A4 size paper and submitted in a bound form. This should include a certificate from the guide stating the fact that the work has been carried out under her/ his supervision/guidance. Generally, the report should be in the following format:

As report is an outcome of a project, due care should be taken while organizing the contents of the project report for which the following structure is recommended:

1)   Title of the Project
2)   Original Proforma of Approval of Project Proposal/Synospsis and Proposal/ Synospsis duly approved by the PGDLAN Programme Coordinators.
3)   Certificate of Originality
4)   Acknowledgements

5) Contents
6) Introduction
7) Objectives and Scope
8) Methodology
9) Limitations
10) Data Analysis
11) Conclusion
12) Bibliography
13) Index
14) Appendices, if any

Submission of Proposal and final Project

On receipt of the approval, the work may be carried out and final report may be sent to Registrar (SED), IGNOU. The schedule for submission of Proposal/Synopsis and final report isas follows:

Submission of Synopsis

Programme Coordinator (PGDLAN)
Faculty of Library and Information Science
School of Social Sciences
Indira Gandhi National Open University
Maidan Garhi, New Delhi-110068

Submission of the Project Work/ Dissertation(one copy) to:

At the Regional Centre where learner is enrolled

Project work is a compulsory evaluation component of this Programme. Please remember that in this course we are not asking you to take up a major research project. In fact, what we are attempting is to take you a few steps further on what you must have done earlier in Library Automation and Networking courses and so on. The aim here is to sharpen your research skills, provide a practical understanding of the Project Work. This will help you develop professional capabilities or develop yourself If as a researcher, Of course, this will depend on the topic of your project Work/Dissertation.

Please go through the Project Guide carefully for more details about Project work. The Project Guide not only acquaints you with the procedures and rules to be followed for completing the project work but also provides you an understanding of how to go about it, and perspective topics, etc.

Indira Gandhi National Open University
Student Satisfaction Survey

ignou
THE PEOPLE'S UNIVERSITY

Kind Attention: All Past and Present Students of IGNOU!
Now you rank our Performance...

Dear Student,

As the largest distance education institution in the world. We have always endeavoured to imbibe values and skills for the development of knowledge and competencies. And it is our belief that you as the former or present student are the best person to judge how far we have succeeded in our efforts. To gain your invaluable impression, we present here a short questionnaire. All you have to do is fill it and maill it back to us. You can also fill this questionnaire online by logging on to www.ignou.ac.in. Your invaluable inputs shall guide us towards a direction where we shall imporve our services and evolve more student-friendly study programmes.

Vice-Chancellor, IGNOU.

Enrolment No. .... Name ....

Gender : ☐ M ☐ F   Age Group : ☐ Below 30 ☐ 31-40 ☐ 41-50 ☐ Above 51

Programme of Study ....

Year of Enrolment .... Year of Completion ....

Regional Centre .... State .... Study Centre ....

Please Indicate your satisfaction level by putting a tick mark on your choice.

Serial No.	Questions	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
1.	Concepts are clearly explained in the printed learning material	☐	☐	☐	☐	☐
2.	The learning materials were received in time	☐	☐	☐	☐	☐
3.	Supplementary study material (like video/audio) available	☐	☐	☐	☐	☐
4.	Academic counsellors explain the concepts clearly	☐	☐	☐	☐	☐
5.	The counselling sessions were interactive	☐	☐	☐	☐	☐
6.	Changes in the counselling schedule were communicated to you on time	☐	☐	☐	☐	☐
7.	Examination procedures were clearly given to you	☐	☐	☐	☐	☐
8.	Personnel in the study centres are helpful	☐	☐	☐	☐	☐
9.	Academic counselling sessions are well organised	☐	☐	☐	☐	☐
10.	Guidance from the Programme Coordinators and Teachers from the School0	☐	☐	☐	☐	☐
11.	Assignments are returned in time	☐	☐	☐	☐	☐
12.	Feedback on the assignments helped in clarifying the concepts	☐	☐	☐	☐	☐
13.	Project proposals are clearly marked and discussed	☐	☐	☐	☐	☐
14.	Studying in this programme provided the knowledge of the subject	☐	☐	☐	☐	☐
15.	Results and grade card of the examination were provided on time	☐	☐	☐	☐	☐
16.	Overall, I am satisfied with the programme	☐	☐	☐	☐	☐

After filling cut out this questionnaire and mail it to:
STRIDE, Block-14, IGNOU, Maidan Garhi, New Delhi-110068