

FEEDBACK FORM FOR ACADEMIC COUNSELLORS

Dear Madam/Sir,

Academic Counselling is a crucial dimension of learner support in the Open and Distance Learning (ODL) system and your role is pivotal for its success. You provide the much-needed human interface to the distance learner by providing academic support and addressing queries and doubts during their academic pursuits. During the lockdown imposed due to the COVID-19 pandemic, the University adopted various online/digital and social media platforms to ensure continuance of the study. Academic counselling was organized using the online platforms such as Google meet, Zoom, Webex, YouTube, Facebook live, Twitter, Instagram of IGNOU. Hence the University seeks your valuable feedback in view of the transition from face-to-face to online/digital mode of academic counselling.

You are requested to kindly spare 10-15 minutes of your valuable time for filling up the feedback form given below. Your responses will be kept confidential.

Part I: Basic Information

1. Name of Academic Counsellor:
2. Gender: A. Male B. Female C. Transgender
3. Age Group (in years): A. 25 to 35 B. 36 to 45 C. 46 to 55 D. 56 and above
4. Category: A. SC B. ST C. OBC D. GEN
5. Mobile Number:
6. Email id:
7. Empanelment Id of Academic Counsellor:
8. Name of Regional Centre:
9. LSC Name (Code No.):
10. Programme(s) (separate with comma):
11. Course Code(s) (separate with comma):
12. Total experience as an Academic Counsellor in IGNOU (number of years): _____
13. Have you attended Orientation Programmes conducted by IGNOU:
 - a) Systemic (ODL): Yes/No?
 - b) Discipline specific: Yes/No?

Part II: Feedback of Academic Counsellor

Please rate each item on a five-point rating scale ranging from, Strongly Agree (SA), Agree(A), Neutral(N), Disagree(D) to Strongly Disagree (SD):

Curricular Components and Delivery						
		SA	A	N	D	SD
	Study Material (Print)					
1.	Content Coverage in the Self Learning Material (Blocks and Units) is adequate.					
2.	The content is well illustrated with examples, figures and diagrams/charts.					
3.	There is a conceptual clarity in the content of the course.					
4.	The language used in the course units is easy to understand.					
5.	The difficulty level of the course is as per programme level.					
6.	The self-check exercises provided in the Unit facilitate learning.					
	Study Material (Digital)					
7.	IGNOU provides digital content through e-Gyankosh and e-Content app which is useful for achieving learning outcomes.					
8.	IGNOU provides supplementary media support through Gyanvani/Gyandhara/Gyandarshan channels and web enabled academic support (WEAS)for reinforcing learning.					
9.	Social media platforms used by IGNOU like Face book, Twitter, YouTube, Insatgram, Zoom, WebEx, GoogleMeet etc. for teaching-learning and student support, enhance outreach of the programme.					
	Academic Counselling					
10.	The counselling schedule was made available to you well in time.					
11.	The counselling schedule links were easily accessible on the website of the Regional Centre.					
12.	The counselling sessions were held as per schedule.					
13.	You were familiar with online platform and found it easy to use.					
14.	The learners were motivated to participate in the online counselling sessions.					
15.	The attendance of learners during the online sessions was satisfactory.					
16.	The online counselling sessions were interactive.					
17.	You sometimes faced misdemeanor of learners during online counselling session.					
18.	During the pandemic time the University promptly provided counselling support using various digital and social media platforms such asFace book, Twitter, YouTube, Insatgram, Zoom, WebEx, GoogleMeet, etc.					

Assignment Evaluation						
19.	You were comfortable in using the digital platform for evaluation of assignments.					
20.	There is need for training of academic counsellors in digital evaluation strategies.					
21.	You found it convenient to transmit the assignment awards online to the University.					
Term End Evaluation						
22.	Online and on-demand term-end should replace pen and paper-based examinations.					
23.	The weightage of internal assessment be increased to more than 50% from the current 25-30%.					
24.	Questions for term-end examination should be completely MCQ based.					
25.	Questions for term-end examination should be a mix of MCQ and subjective type questions.					

Kindly give your suggestions on the following:

1. Alternative mode of evaluation for distance learners who do not have their own electronic device.

2. What are the tools you suggest for internal assessment of learners in case the Term end examination are MCQ based?

Thanks for providing your valuable feedback. Your responses will be kept confidential.
