

LEARNERS SATISFACTION FEEDBACK ANALYSIS

Session 2021-22



**PANDIT SUNDARLAL SHARMA (OPEN)
UNIVERSITY CHHATTISGARH (PSSOU)**

Koni-Birkona Marg, Po-Birkona,

Dist- Bilaspur-495009, Chhattisgarh

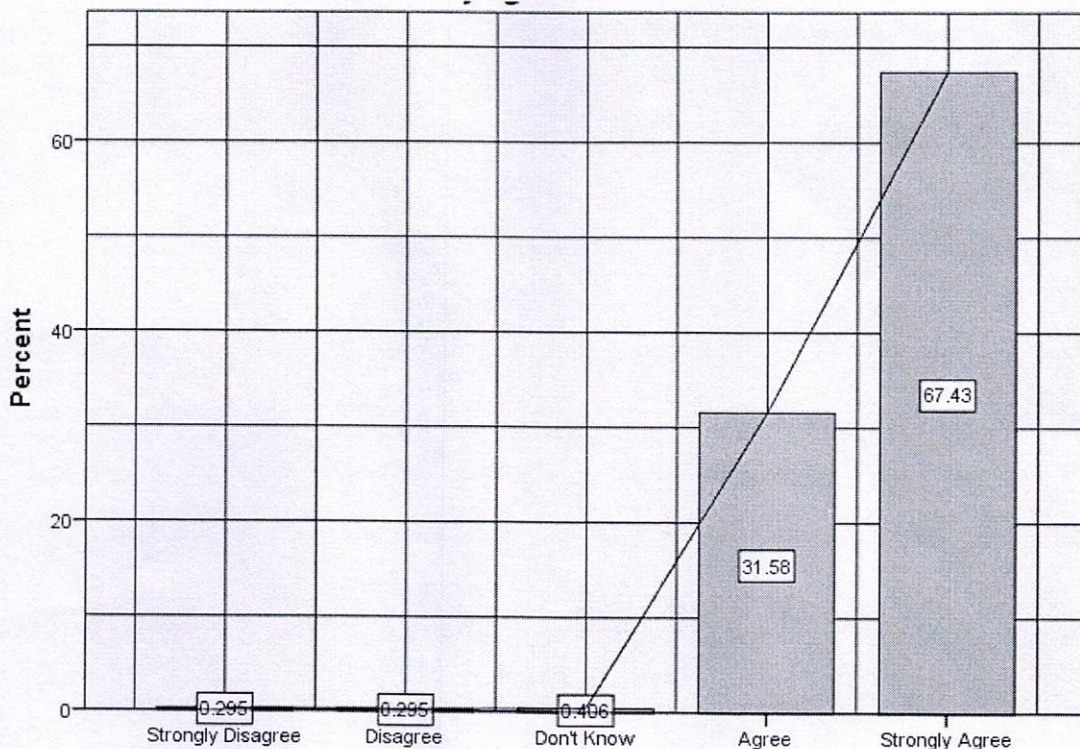
VERIFIED

REGISTRAR
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1. Induction program conducted by the Learner Support Centre, where you are studying was useful.

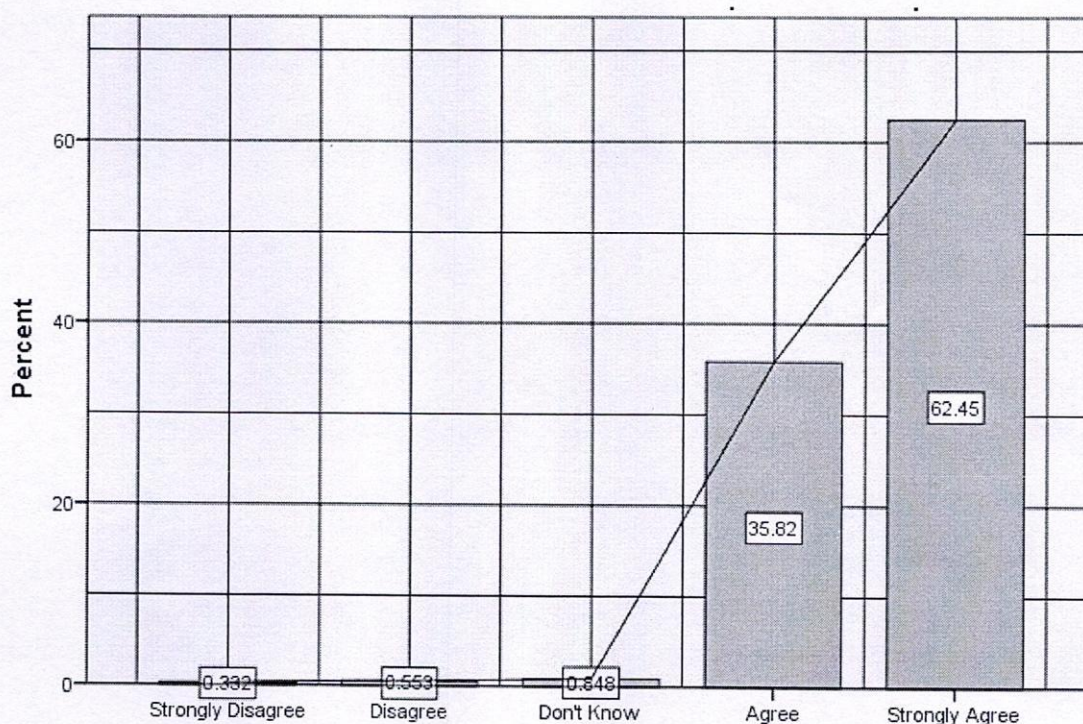
Response	Frequency	Percent	Valid Percent
Strongly Disagree	8	.295	.295
Disagree	8	.295	.295
Don't Know	11	.406	.406
Agree	856	31.58	31.58
Strongly Agree	1828	67.43	67.43
Total	2711	100.0	100.0



Analysis explains, based on the learners' responses of the statement "Induction program conducted by the Learner Support Centre, where you are studying was useful", that 67.43% were responded 'Strongly Agree' followed by 'Agree' (31.58%). However, only 0.40% learners stated 'Don't Know' followed by 0.29% responded 'Strongly Disagree' and 'Disagree' on the statement. Hence, it can be stated that learners are found to be positive on the statement. It means that the induction programmes conducted at various regional and study centers are highly appreciated by the learners.

2. The study material for the programme was comprehensive and easy to understand with useful illustrations of concepts and examples.

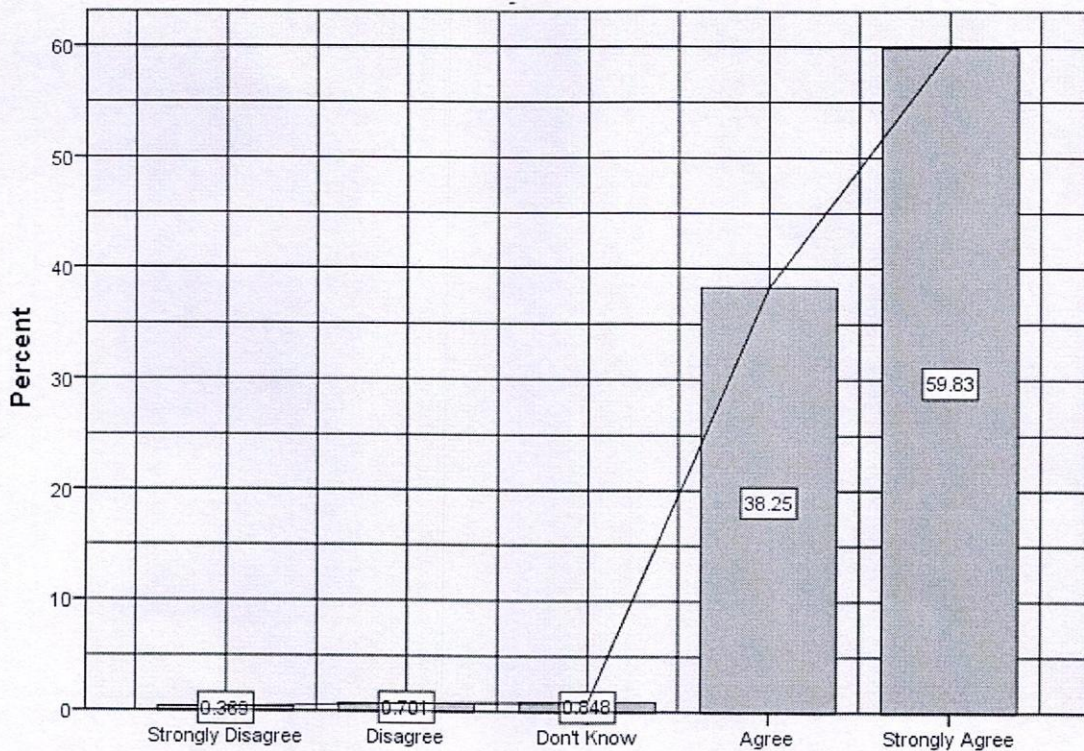
Response	Frequency	Percent	Valid Percent
Strongly Disagree	9	.392	.392
Disagree	15	.553	.553
Don't Know	23	.848	.848
Agree	971	35.82	35.82
Strongly Agree	1693	62.45	62.45
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The study material for the programme was comprehensive and easy to understand with useful illustrations of concepts and examples" that 62.45% learners responded 'Strongly Agree' followed by 'Agree' (35.82%). However, only 0.85% learners stated 'Don't Know' followed by 0.55% for 'Disagree' and 0.39% for 'Strongly Disagree' on the statement. Hence, it can be stated that learners are positive and highly satisfied with the study materials provided by the university as it clears their doubt with easy concepts and examples.

3. The assignments were very useful in grasping of the content given in the Study Material.

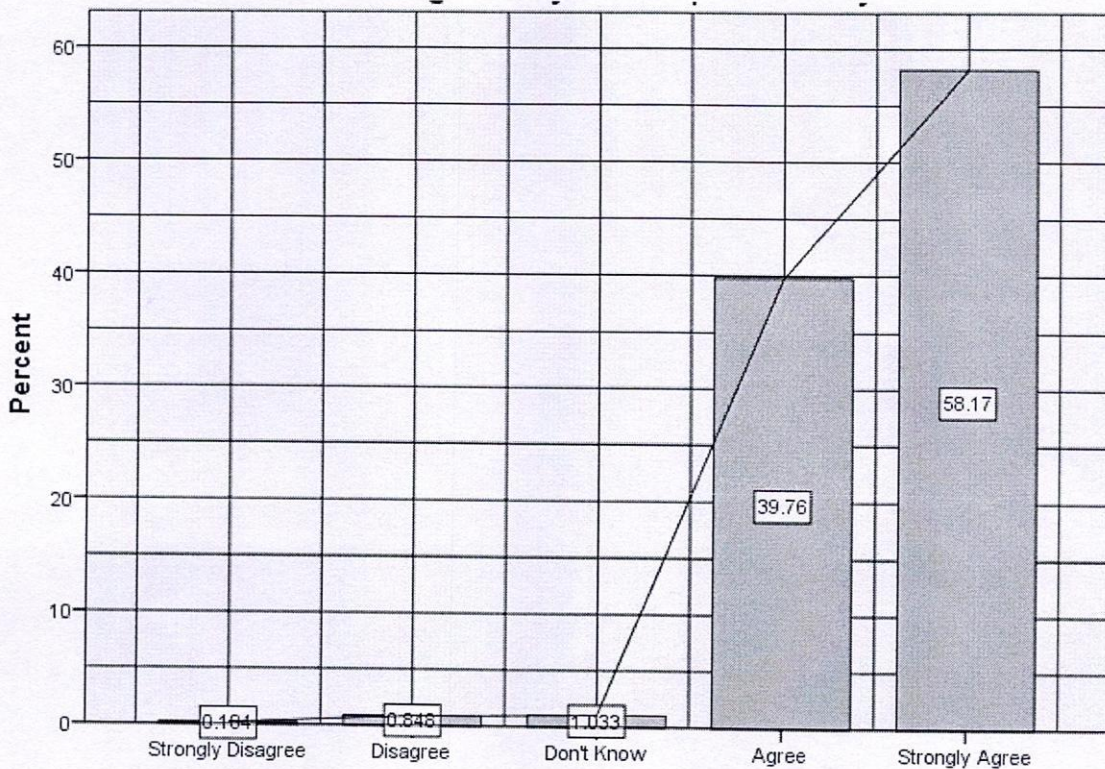
Response	Frequency	Percent	Valid Percent
Strongly Disagree	10	.369	.369
Disagree	19	.701	.701
Don't Know	23	.848	.848
Agree	1037	38.25	38.25
Strongly Agree	1622	59.83	59.83
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The assignments were very useful in grasping of the content given in the Study Material" that 59.83% learners responded 'Strongly Agree' followed by 'Agree' (38.25%). However, only 0.85% learners responded 'Don't Know' followed by 0.70% for 'Disagree' and 0.37% for 'Strongly Disagree'. Hence, it can be stated that learners perceive the university assessments very positive and seem highly satisfied as it is easy to understand and the overall design is less complex in nature.

4. The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to you.

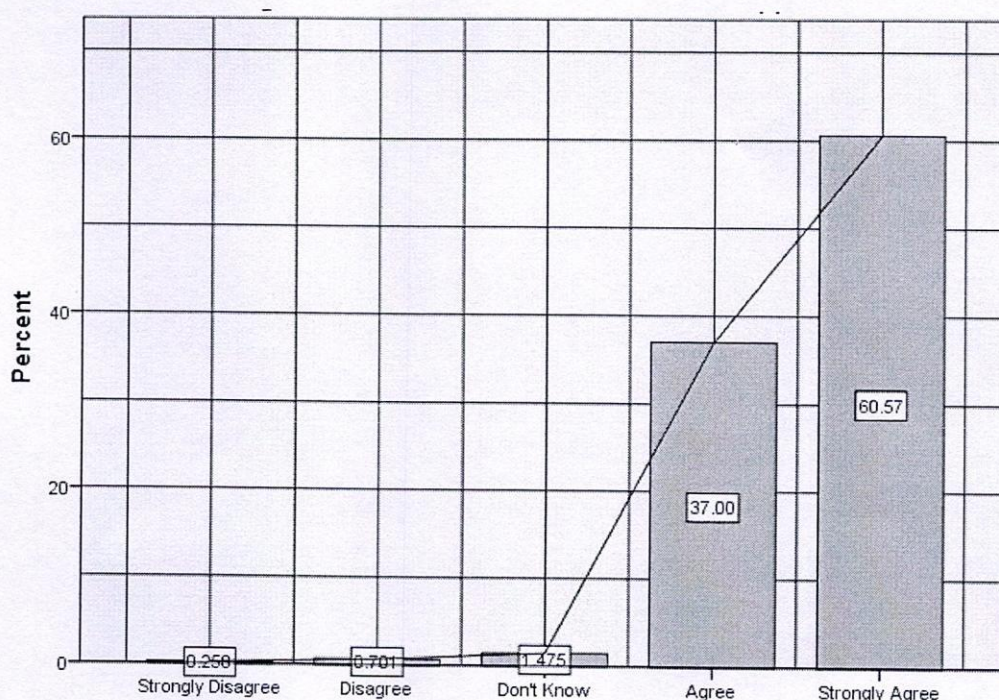
Response	Frequency	Percent	Valid Percent
Strongly Disagree	5	.184	.184
Disagree	23	.848	.848
Don't Know	28	1.03	1.03
Agree	1078	39.76	39.76
Strongly Agree	1577	58.17	58.17
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to you" that 58.17% learners responded 'Strongly Agree' followed by 39.76% for 'Agree' on the statement. However, only 1.03% learners responded 'Don't Know' followed by 0.85% for 'Disagree' and 0.18% for 'Strongly Disagree' on the statement. Hence, it can be understood that learners are highly satisfied with counselling sessions provided by the university in order to understand the programme structure and subject related knowledge.

5. The academic counsellors are qualified and were well prepared for conducting the counseling sessions scheduled at the Learner Support Centre.

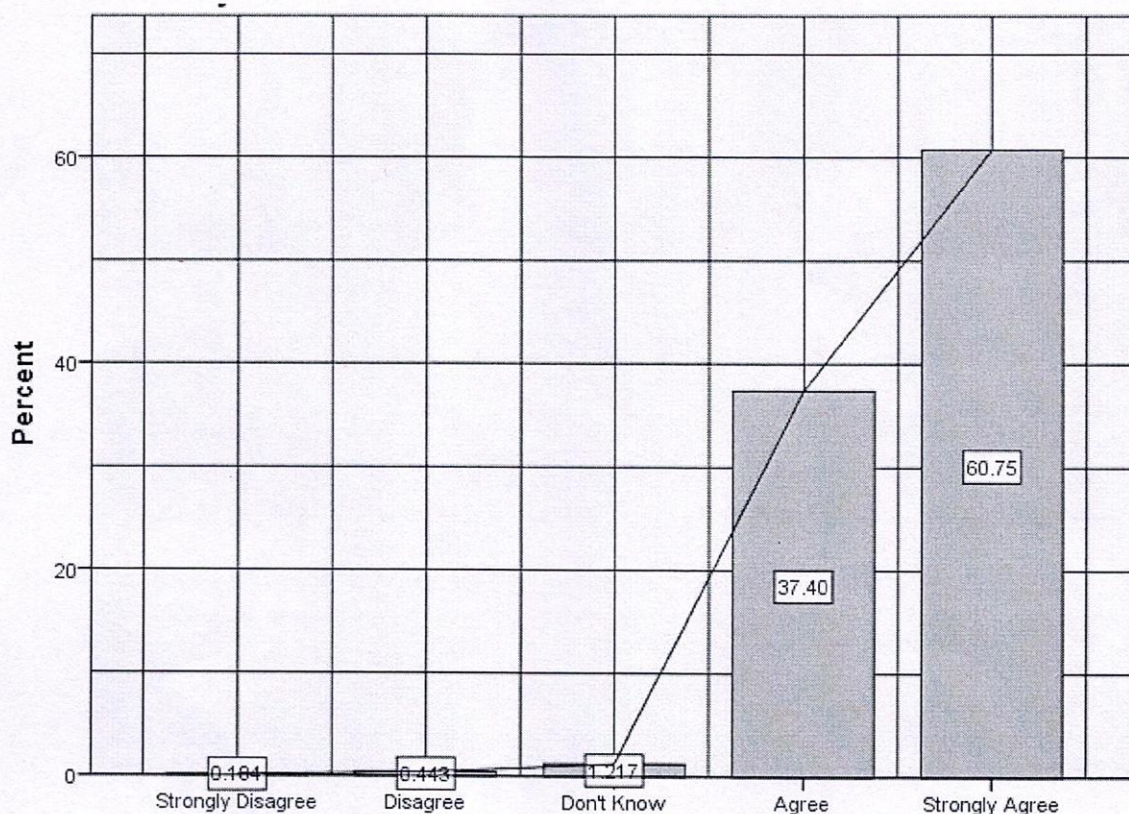
Response	Frequency	Percent	Valid Percent
Strongly Disagree	7	.250	.250
Disagree	19	.701	.701
Don't Know	40	1.475	1.475
Agree	1003	37.0	37.0
Strongly Agree	1642	60.57	60.57
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The academic counsellors are qualified and were well prepared for conducting the counseling sessions scheduled at the Learner Support Centre" that 60.57% learners responded 'Strongly Agree' followed by Agree (37%) on the statement. However, only 1.48% learners responded 'Don't Know', while 'Disagree' and 'Strongly Disagree' recorded 0.70% and 0.25%, respectively, on the statement. Hence, it can be concluded that learners are positive and highly satisfied with the services of academic counsellors in relation to addressing student related issues.

6. The University adheres to schedule of admissions and term end examinations.

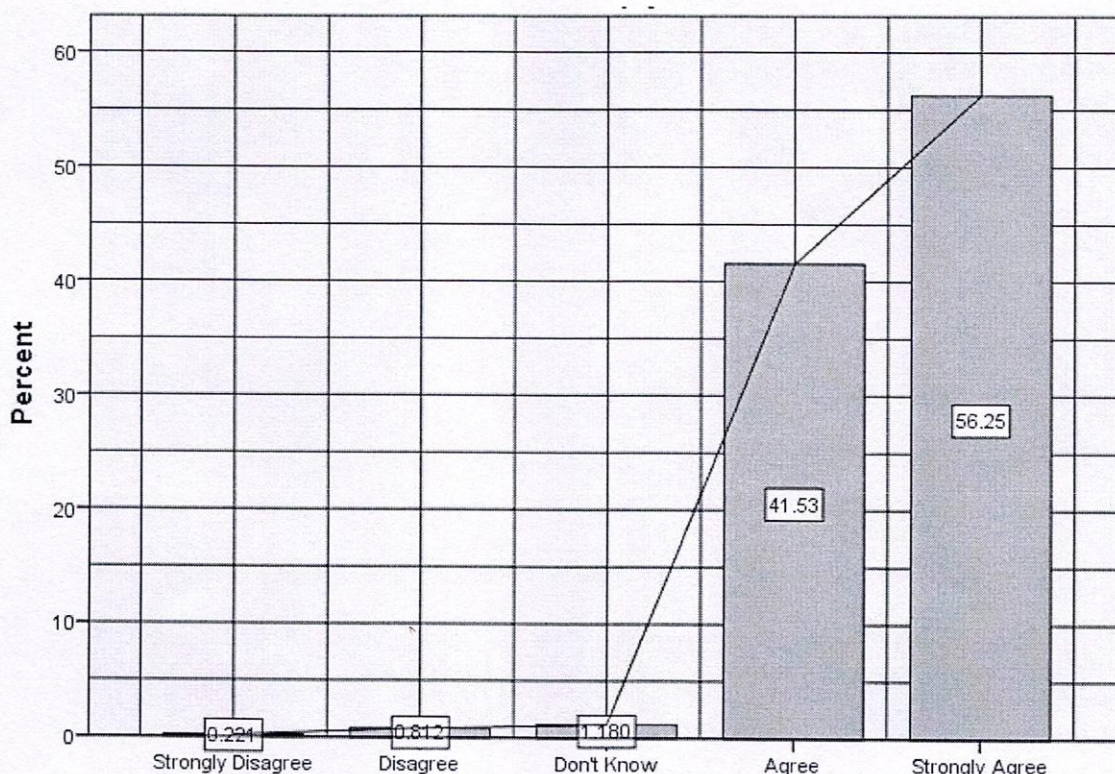
Response	Frequency	Percent	Valid Percent
Strongly Disagree	5	.184	.184
Disagree	12	.443	.443
Don't Know	33	1.217	1.217
Agree	1014	37.40	37.40
Strongly Agree	1647	60.75	60.75
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The University adheres to schedule of admissions and term end examinations" that 60.75% learners responded 'Strongly Agree' followed by 'Agree' (37.40%) on the statement. However, only 1.22% learners responded 'Don't Know' followed by 'Disagree' (0.44%) and 'Strongly Disagree' (0.18%) on the statement. Hence, it can be concluded that learners are highly satisfied with the strictly adherence to the university academic calendar as it assists to make every activity happen on time.

7. The counselling sessions organized at the Learner Support Centre helped you to clear doubts and keep you on track.

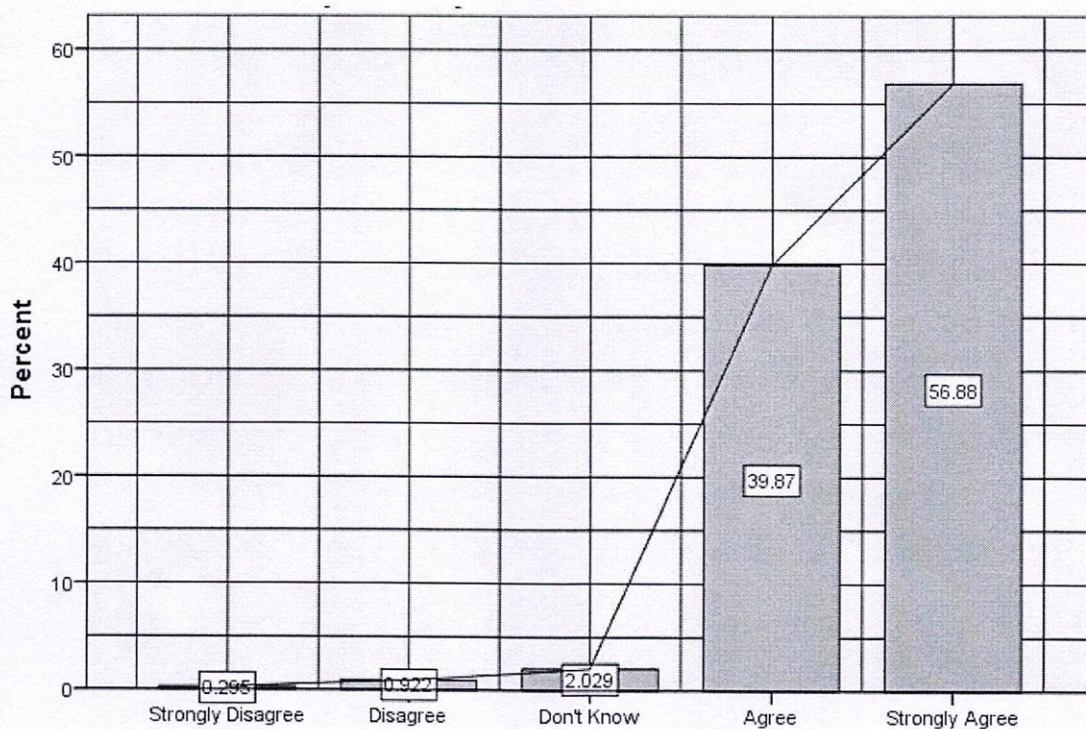
Response	Frequency	Percent	Valid Percent
Strongly Disagree	6	.221	.221
Disagree	22	.812	.812
Don't Know	32	1.18	1.18
Agree	1126	41.53	41.53
Strongly Agree	1525	56.25	56.25
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The counselling sessions organized at the Learner Support Centre helped you to clear doubts and keep you on track" that 56.25% learners responded 'Strongly Agree' followed by 'Agree' (41.53%) on the statement. However, only 1.18% learners responded 'Don't Know' followed by 'Disagree' (0.81%) and 'Strongly Disagree' (0.224%) on the statement. Hence, it can be concluded that learners are highly satisfied and positive with the counselling services provided by learner support centers (LSCs) as it effectively addresses their doubts and assists them when needed.

8. The learner centric methods used by the institution to promote learning, enhanced your problem-solving skills, employability skills, life skills and made you ready for the world of work.

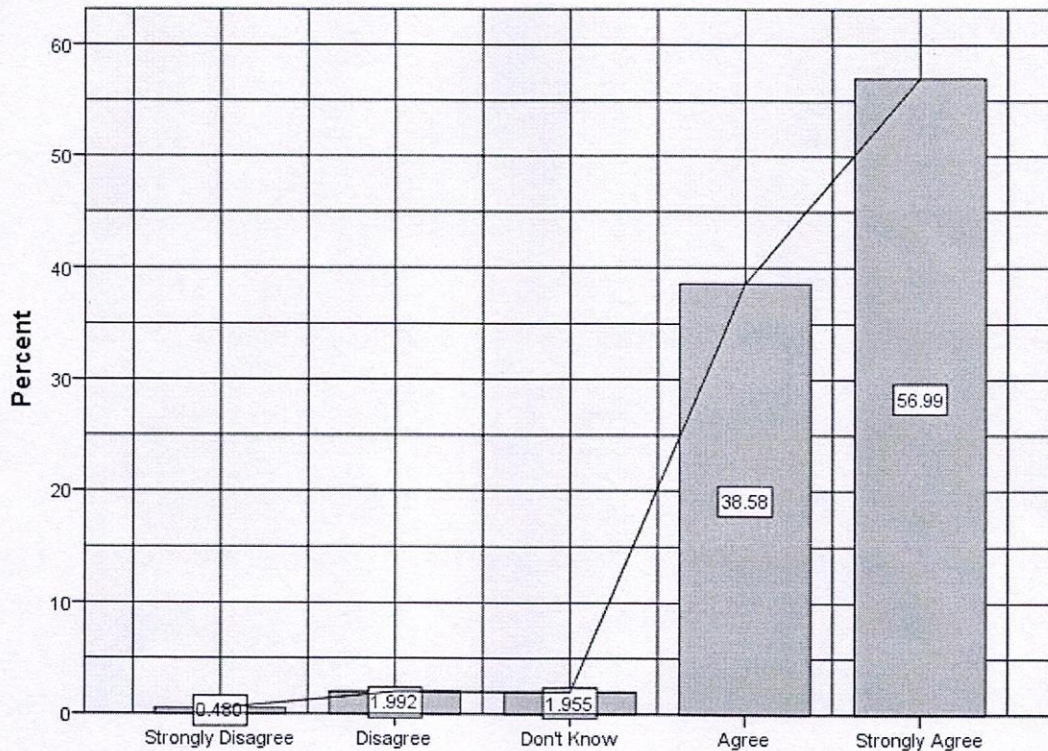
Response	Frequency	Percent	Valid Percent
Strongly Disagree	8	.295	.295
Disagree	25	.922	.922
Don't Know	55	2.029	2.029
Agree	1081	39.87	39.87
Strongly Agree	1542	56.88	56.88
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The learner centric methods used by the institution to promote learning, enhanced your problem-solving skills, employability skills, life skills and made you ready for the world of work" that 56.88% learners responded 'Strongly Agree' followed by 'Agree' (39.87%) on the statement. However, only 2.03% learners responded 'Don't Know' followed by 'Disagree' (0.92%) and 'Strongly Disagree' (0.30%) on the statement. Hence, it can be concluded that the university's initiative via different programmes to improve problem solving skills, employability skills, life skills and making them ready for job market are highly appreciated by university learners.

9. Online services provided to you were easily accessible and useful.

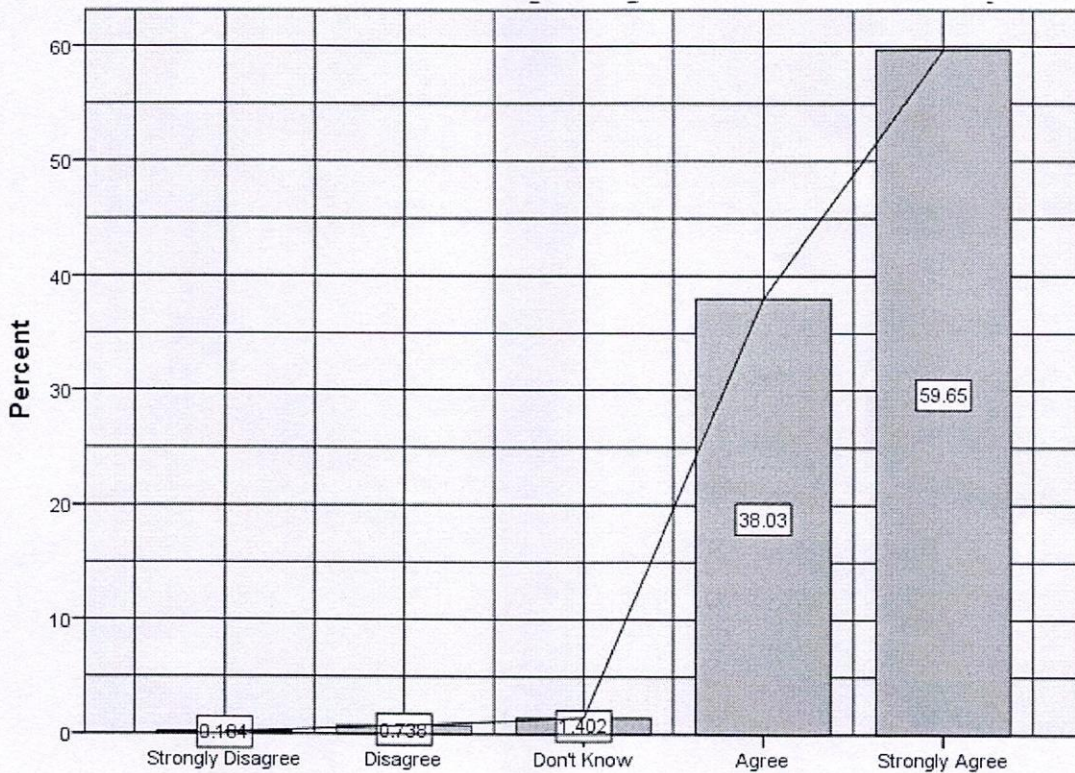
Response	Frequency	Percent	Valid Percent
Strongly Disagree	13	.480	.480
Disagree	54	1.992	1.992
Don't Know	53	1.955	1.955
Agree	1046	38.58	38.58
Strongly Agree	1545	56.99	56.99
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "Online services provided to you were easily accessible and useful" that 57% learners responded 'Strongly Agree' followed by 'Agree' (38.58%) on the statement. However, only 2% learners responded 'Disagree' followed by 'Don't Know' (1.96%) and 'Strongly Disagree' (0.48%) on the statement. Hence, it can be concluded that learners are satisfied with the online services provided by the university as it fulfills the learners' needs and clears their doubts effectively.

10. The internal assessment through assignments was fair and timely.

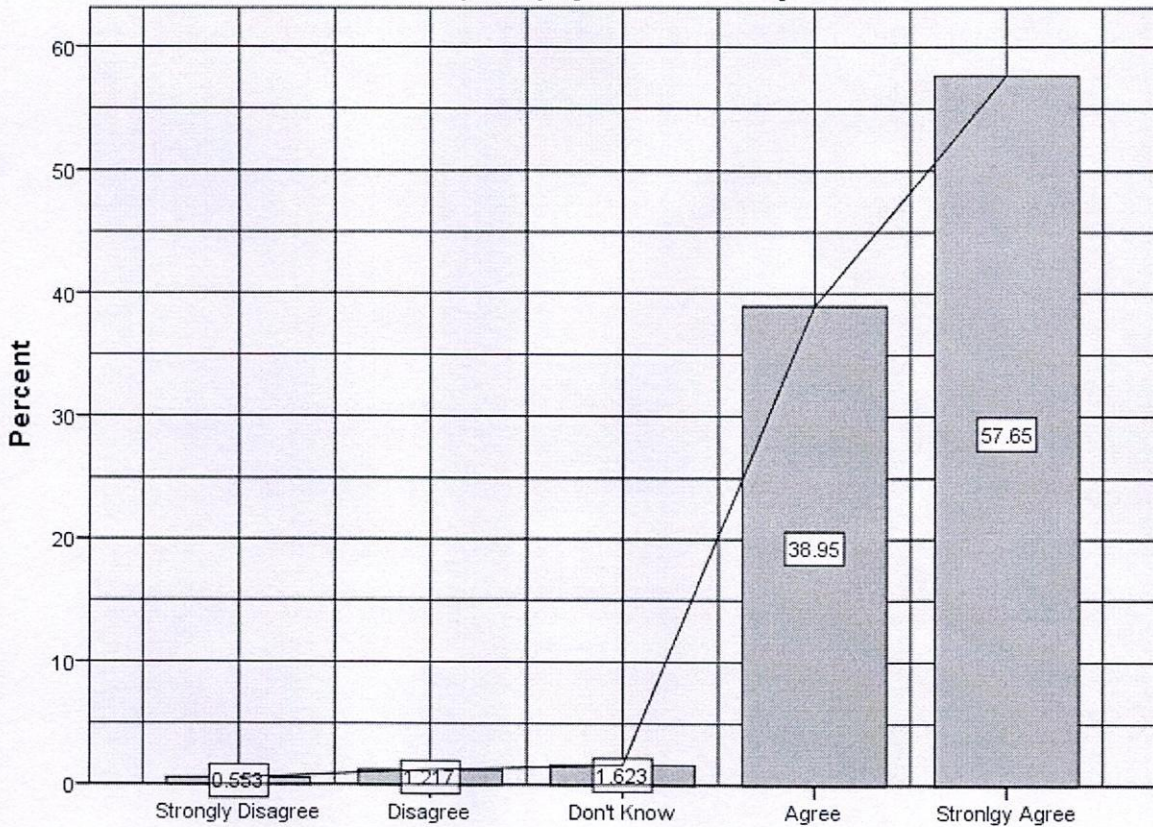
Response	Frequency	Percent	Valid Percent
Strongly Disagree	5	.184	.184
Disagree	20	.738	.738
Don't Know	38	1.402	1.402
Agree	1031	38.03	38.03
Strongly Agree	1617	59.65	59.65
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The internal assessment through assignments was fair and timely" that 59.65% learners responded 'Strongly Agree' followed by 'Agree' (38.03%) on the statement. However, only 1.40% learners responded 'Don't Know' followed by 'Disagree' (0.74%) and 'Strongly Disagree' (0.18%) on the statement. Hence, it can be concluded that learners are highly satisfied with the internal assessment process conducted by the university as it provides fairly and timely declaration of results.

11. Your queries were promptly addressed by the institution.

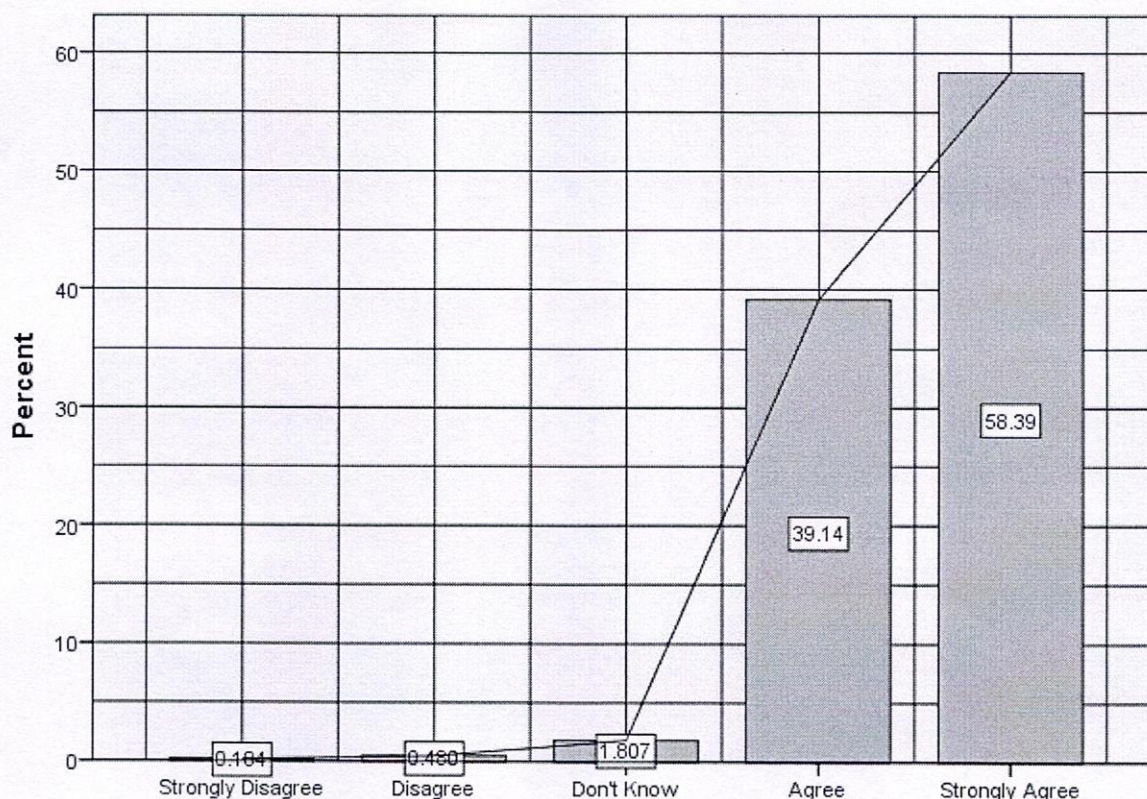
Response	Frequency	Percent	Valid Percent
Strongly Disagree	15	.6	.6
Disagree	33	1.2	1.2
Don't Know	44	1.6	1.6
Agree	1056	39.0	39.0
Strongly Agree	1563	57.7	57.7
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "Your queries were promptly addressed by the institution" that 57.65% learners responded 'Strongly Agree' followed by 'Agree' (38.95%) on the statement. However, only 1.62% learners responded 'Don't Know' followed by 'Disagree' (1.22%) and 'Strongly Disagree' (0.55%) on the statement. Hence, it can be concluded that learners positively look towards the university as because of the previous instances, the university solved different learners' issues promptly.

12. The term end examination was conducted fairly and the sanctity of the examination was maintained.

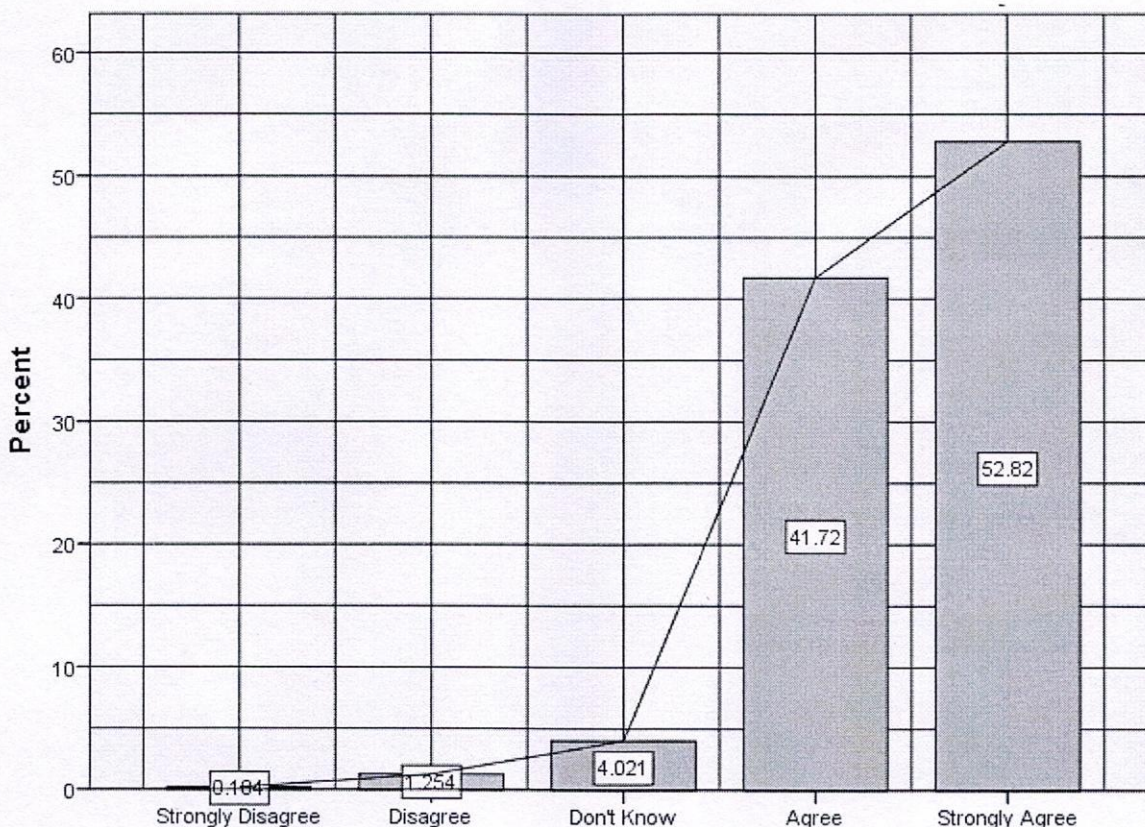
Response	Frequency	Percent	Valid Percent
Strongly Disagree	5	.184	.184
Disagree	13	.480	.480
Don't Know	49	1.807	1.807
Agree	1061	39.14	39.14
Strongly Agree	1583	58.39	58.39
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The term end examination was conducted fairly and the sanctity of the examination was maintained" that 58.39% learners responded 'Strongly Agree' followed by 'Agree' (39.14%) on the statement. However, only 1.81% learners responded 'Don't Know' followed by 'Disagree' (0.48%) and 'Strongly Disagree' (0.18%) on the statement. Hence, it can be said that the learners are highly satisfied with the exams conducted by the university as it maintains fairness and sanctity in the entire examination process.

13. The results of term end examinations were declared timely.

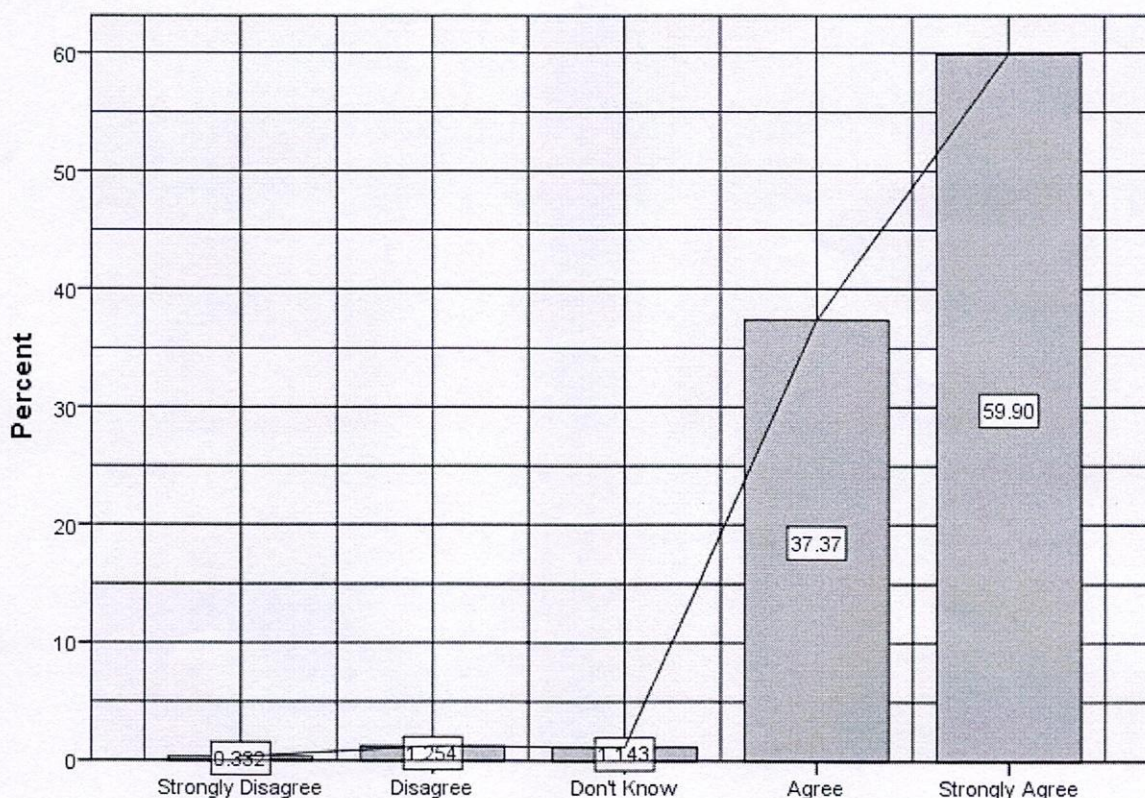
Response	Frequency	Percent	Valid Percent
Strongly Disagree	5	.184	.184
Disagree	34	1.254	1.254
Don't Know	109	4.021	4.021
Agree	1131	41.72	41.72
Strongly Agree	1432	52.82	52.82
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The results of term end examinations were declared timely" that 52.82% learners responded 'Strongly Agree' followed by 'Agree' (41.72%) on the statement. However, only 4.02% learners responded 'Don't Know' followed by 'Disagree' (1.25%) and 'Strongly Disagree' (0.18%) on the statement. Hence, it can be stated that learners are satisfied with the timely declaration of the examination results as the university were found to be strictly following the academic calendar.

14. The academic program which you are pursuing, has all the requisite academic content to achieve the expected competency.

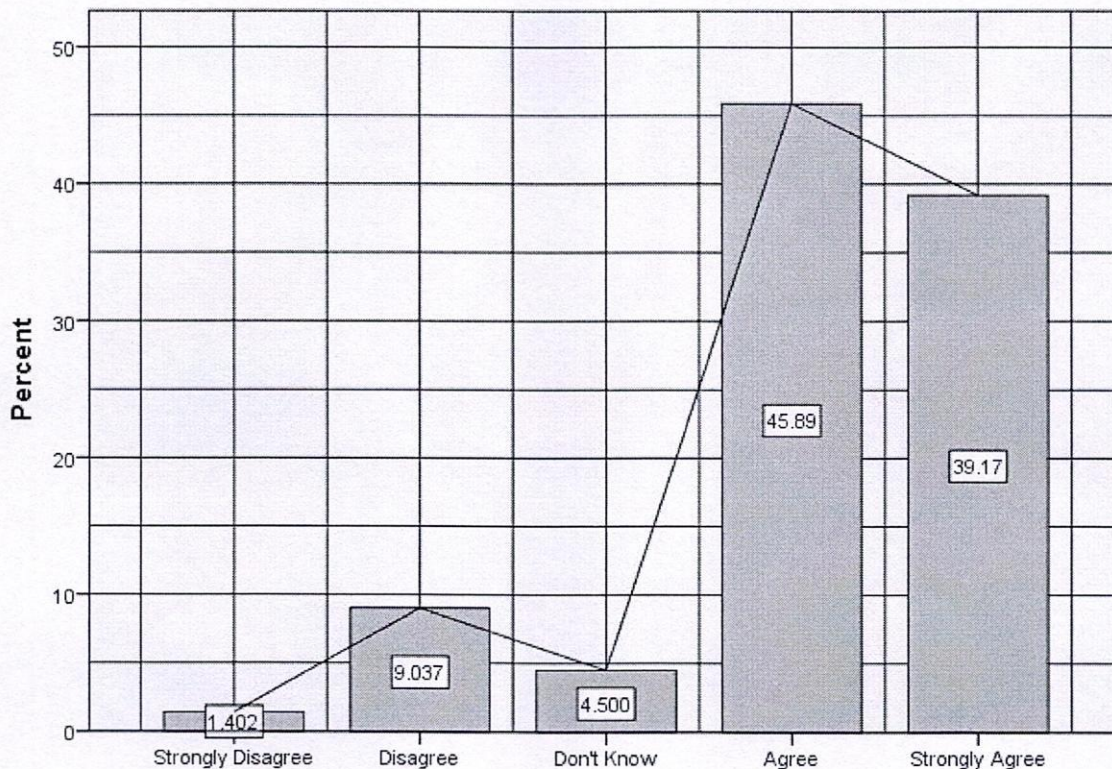
Response	Frequency	Percent	Valid Percent
Strongly Disagree	9	.382	.382
Disagree	34	1.254	1.254
Don't Know	31	1.143	1.143
Agree	1013	37.37	37.37
Strongly Agree	1624	59.90	59.90
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The academic program which you are pursuing, has all the requisite academic content to achieve the expected competency" that 59.90% learners responded 'Strongly Agree' followed by 'Agree' (37.37%) on the statement. However, only 1.14% learners responded 'Don't Know' followed by 'Disagree' (1.25%) and 'Strongly Disagree' (0.38%) on the statement. Hence, it can be concluded that learners are positive with the programme structure and content available in the syllabus as it offers all the necessary knowledge to achieve needed competency.

15. Electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling.

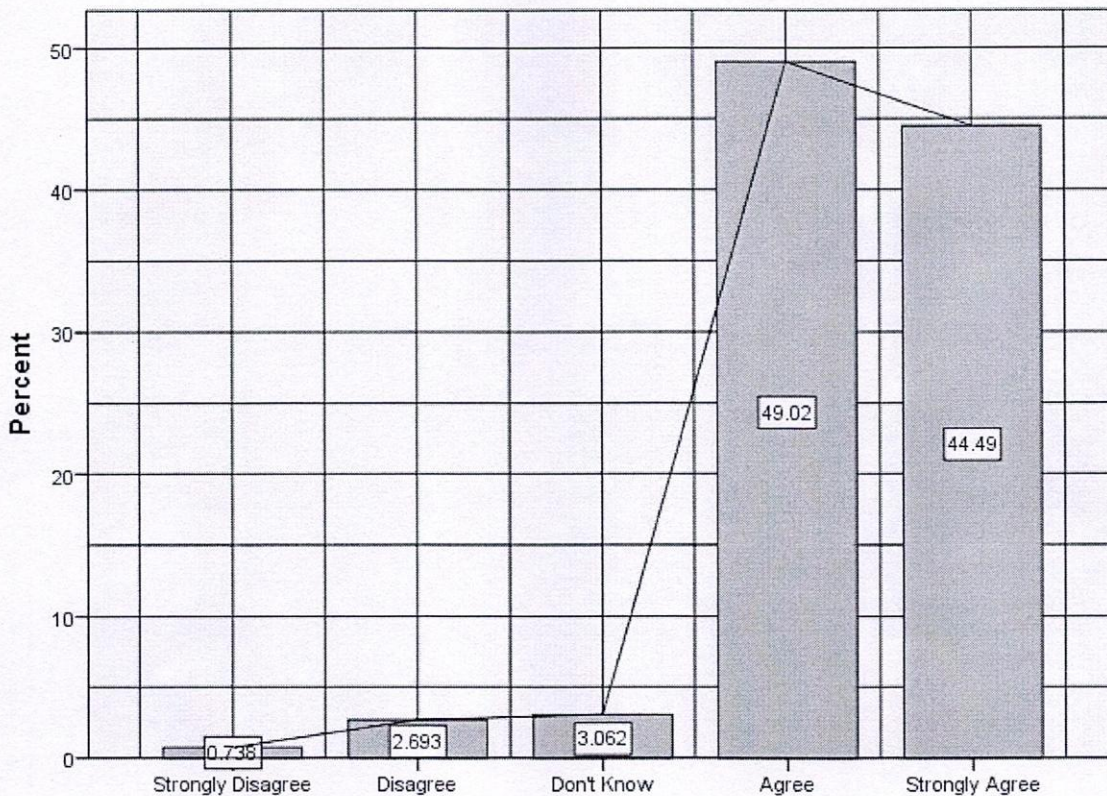
Response	Frequency	Percent	Valid Percent
Strongly Disagree	38	1.402	1.402
Disagree	245	9.037	9.037
Don't Know	122	4.50	4.50
Agree	1244	45.89	45.89
Strongly Agree	1062	39.17	39.17
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "Electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling" that 45.89% learners responded 'Agree' followed by 'Strongly Agree' (39.17%) on the statement. However, only 9.04% learners responded 'Disagree' followed by 'Don't Know' (4.50%) and 'Strongly Disagree' (1.40%) on the statement. Hence, it can be said that learners are happy with the university engagement to different learning technologies such as Information and Communication Technologies (ICT), Radio etc. in order to provide better services in terms of academic counselling, online classes etc.

16. The grievance redressal mechanism of the University was effective.

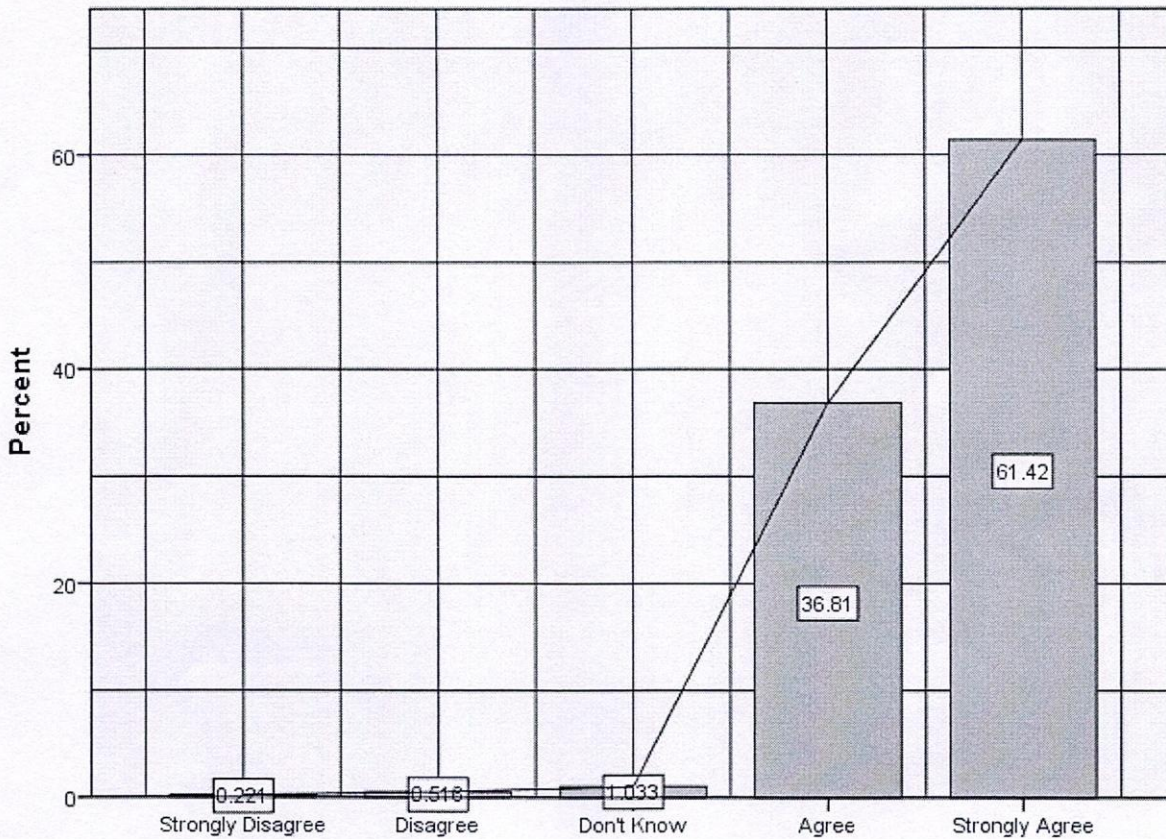
Response	Frequency	Percent	Valid Percent
Strongly Disagree	20	.738	.738
Disagree	73	2.693	2.693
Don't Know	83	3.062	3.062
Agree	1329	49.02	49.02
Strongly Agree	1206	44.49	44.49
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The grievance redressal mechanism of the University was effective" that 49.02% learners responded 'Agree' followed by 'Strongly Agree' (44.49%) on the statement. However, only 3.06% learners responded 'Don't Know' followed by 'Disagree' (2.69%) and 'Strongly Disagree' (0.74%) on the statement. Hence, learners are highly satisfied with the grievance redressal cell established by the university in order to solve learners' issues. Learners have knowledge that university also encourages to learners to raise their issues and engage more effectively in learning process.

17. The University website/mobile app gave useful information.

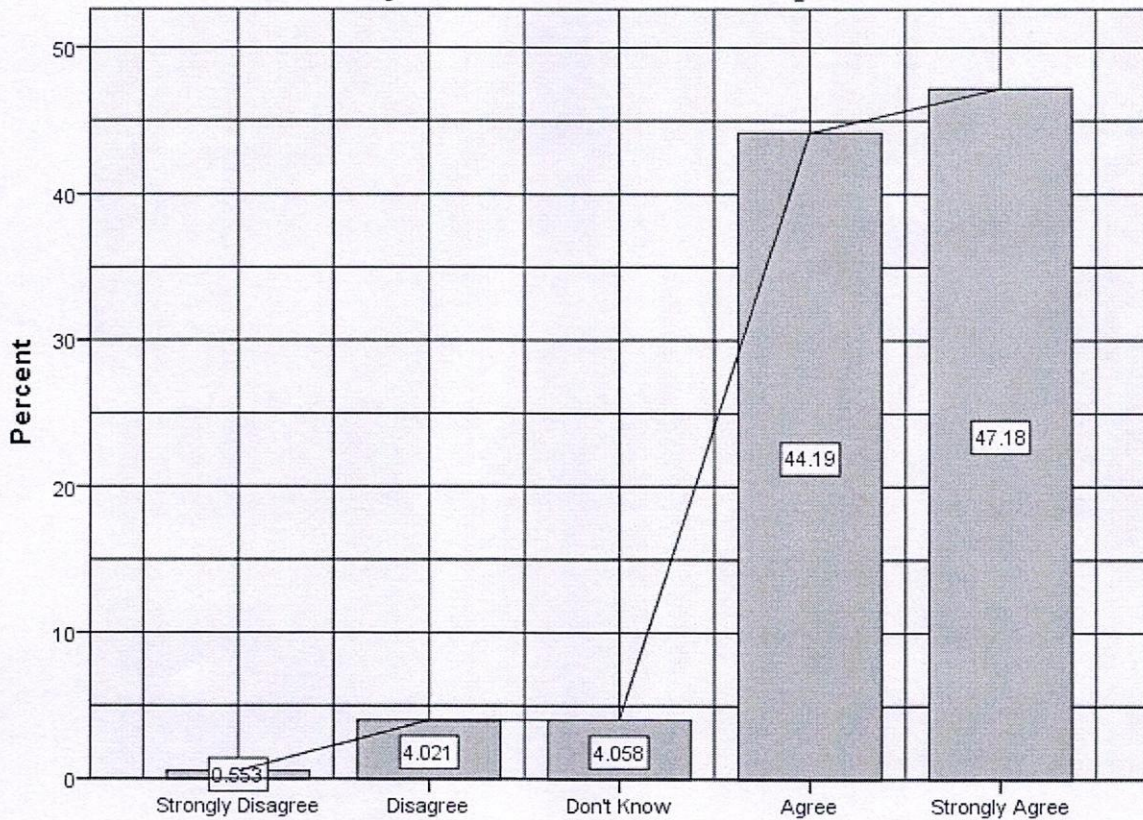
Response	Frequency	Percent	Valid Percent
Strongly Disagree	6	.224	.224
Disagree	14	.516	.516
Don't Know	28	1.033	1.033
Agree	998	36.81	36.81
Strongly Agree	1665	61.42	61.42
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The University website/mobile app gave useful information" that 61.42% learners responded 'Strongly Agree' followed by 'Agree' (36.81%) on the statement. However, only 1.03% learners responded 'Don't Know' followed by 'Disagree' (0.52%) and 'Strongly Disagree' (0.22%) on the statement. Hence, it can be concluded that learners are positive with the active participation in providing information to learners via official website and mobile application. Learners perceive that university offers right information at the right time as per academic calendar.

18. The study material was available in digital form.

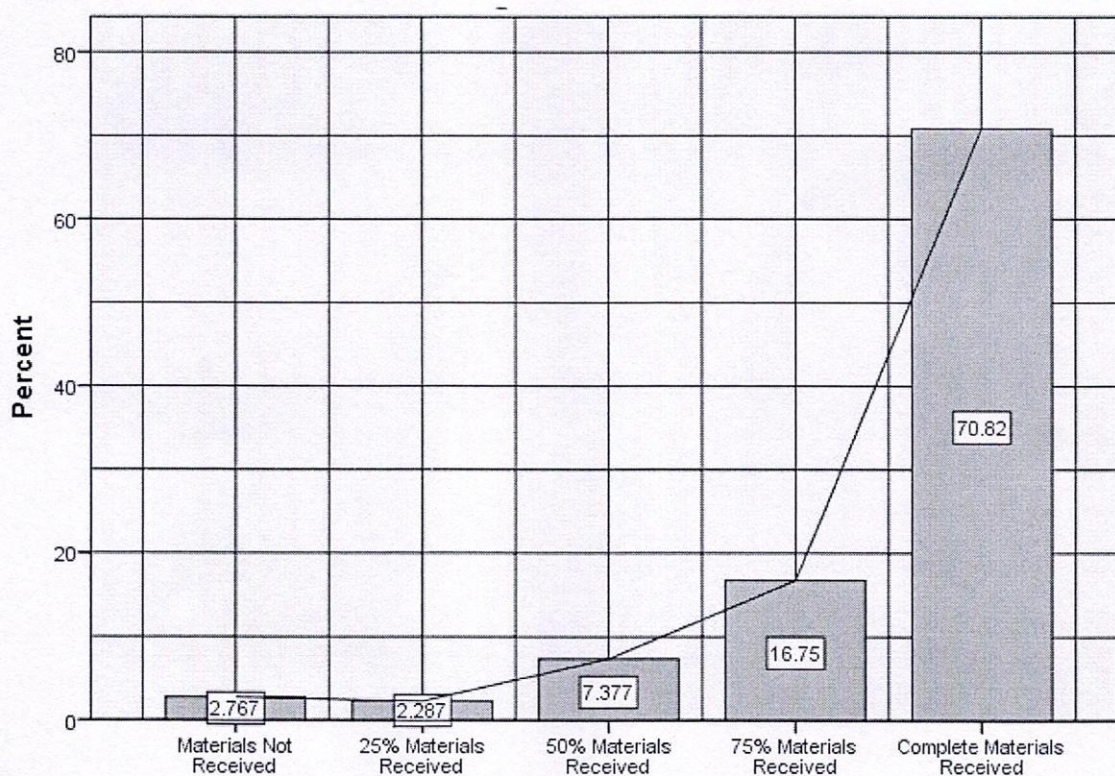
Response	Frequency	Percent	Valid Percent
Strongly Disagree	15	.553	.553
Disagree	109	4.021	4.021
Don't Know	110	4.058	4.058
Agree	1198	44.19	44.19
Strongly Agree	1279	47.18	47.18
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "The study material was available in digital form" that 47.18% learners responded 'Strongly Agree' followed by 'Agree' (44.19%) on the statement. However, only 4.06% learners responded 'Don't Know' followed by 'Disagree' (4.02%) and 'Strongly Disagree' (0.55%) on the statement. Hence, it can be concluded that learners are highly satisfied as because they have easy access to digital study materials available in the university official website. It helps learners to access digital content from anywhere and anytime as per their suitability.

19. You are receiving the Self Learning Materials (Printed blocks/modules) on regular basis.

Response	Frequency	Percent	Valid Percent
Materials Not Received	75	2.767	2.767
25% Materials Received	62	2.287	2.287
50% Materials Received	200	7.377	7.377
75% Materials Received	454	16.75	16.75
Complete Materials Received	1920	70.82	70.82
Total	2711	100.0	100.0

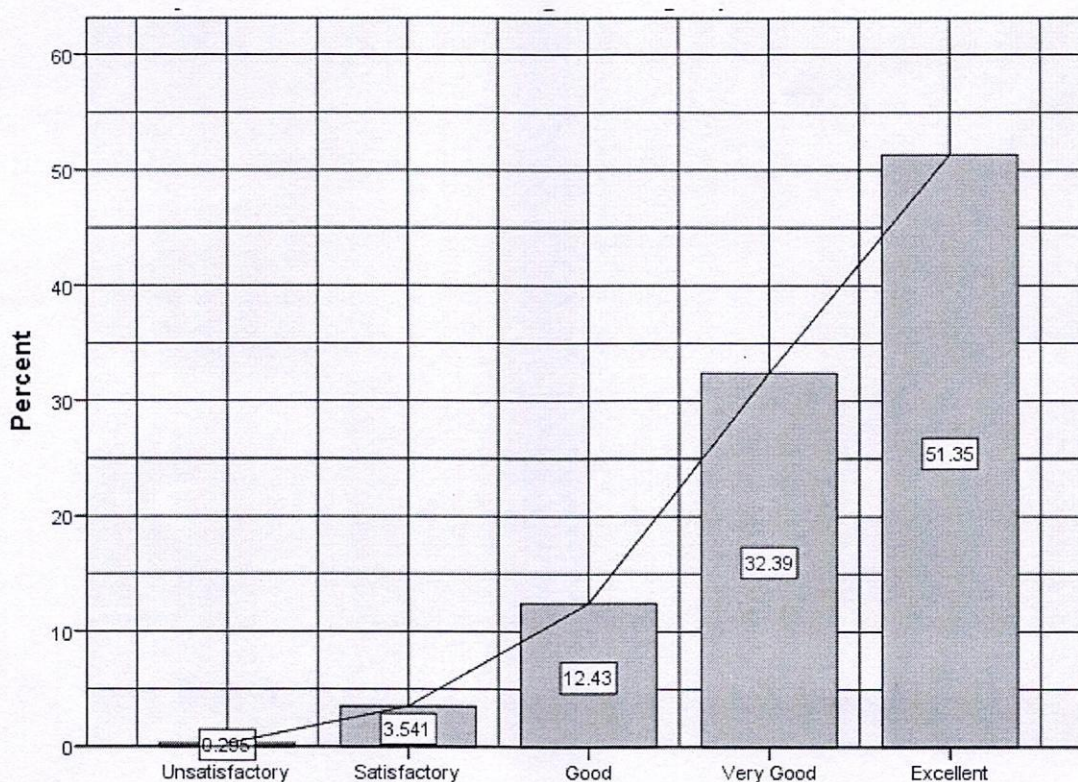


Analysis explains based on the learners' responses on the statement "You are receiving the Self Learning Materials (Printed blocks/modules) on regular basis" that 70.82% learners have received complete study materials followed by 16.75% of learners received 75% study materials. In addition, 7.38% learners received only 50% study materials followed by 2.29% for learners who received 25% materials received and only 2.77% learners did not receive any study materials from the university. Hence it can be concluded that most of the learners are happy with the study material delivery services as they have received complete study materials in time

dispatched by the university, however there are learners who received some or not received any study materials.

20. How will you rate the overall teaching-learning experience in the institution?

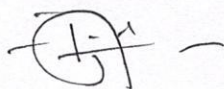
Response	Frequency	Percent	Valid Percent
Unsatisfactory	8	.295	.295
Satisfactory	96	3.541	3.541
Good	337	12.43	12.43
Very Good	878	32.39	32.39
Excellent	1392	51.35	51.35
Total	2711	100.0	100.0



Analysis explains based on the learners' responses on the statement "How will you rate the overall teaching-learning experience in the institution?" that 51.35% learners responded 'Excellent' followed by 32.39% and 12.43% for 'Very Good' and 'Good' respectively. Only 3.54% learners found the university teaching-learning process 'Satisfactory' on the statement.

However, 0.30% learners responded 'Unsatisfactory' for the university teaching-learning process. Hence, it can be concluded that most of the learners are highly satisfied with the university teaching-learning process as it is versatile in nature in terms of teaching learning process, counselling class and other online services for the benefit of the learners.

VERIFIED



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