6.5.2	**Reforming Institutional Processes**
	The University following its Vision, believes in the continuous process of reforms. University introduces reforms time-to-time to get inputs from all of its stakeholders, regulatory bodies and other leading Open Universities.
	PSSOU has taken various initiatives for quality improvement in all major areas of its operations like the learner performance, teaching-learning, assessment process, learning outcomes, feedback collection, administrative reforms, financial management etc.
	To analyse some of the above-mentioned areas the University has developed a structured feedback mechanism. The feedbacks received are carefully analysed forming the basis of reforms in the institutional processes.
	Recently the University has collected feedback from Learners, Academic Counsellors, Subject Experts, Teachers and Employees. The Impact Analysis of the feedback received has been carried out.[1] The main highlights of each feedback analysis are –
	Academic Counsellors- Feedback
	Analysis revealed that majority of the Academic Counsellors were positive and satisfied with the -
	✓ Syllabus designed for the learners are as per the course and are serving learners needs and that aim and objectives of the designed syllabus is well defined and very much clear
	✓ SLM's provided before the commencement of counselling sessions and they are clear in terms of communication, illustrations, and cases.

- ✓ Balance between theory and practical approach offered by the university.
- ✓ Lecture room provided for the counselling session is good and facilities like black/white board, chalk/pen, duster, dais etc. is provided during counselling session
- ✓ Generous behaviour and support services provided to the learners in the different study centres.
- ✓ Counselling sessions taken for the learners are adequate and class schedule are timely communicated to the learners
- ✓ Counsellor inspires the learners to have ethical behaviour and also motivates learners to access online resources provided by the university.
- ✓ Digitized course materials have the potential to replace the printed SLMs.

Learners Satisfaction Feedback

Analysis revealed that majority of the Learners were positive and satisfied that/with the –

- ✓ Induction program and the counselling sessions conducted by the Learner Support Centre, were useful.
- ✓ The study material for the programme was comprehensive and easy to understand
- ✓ The assignments were very useful, fair and timely.
- ✓ The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to
- ✓ The academic counsellors are qualified and were well prepared for conducting the counselling sessions
- ✓ The University adheres to schedule of admissions and term end examinations and results.
- ✓ The learner centric methods used by the institution to promote learning, enhanced problem-solving skills, employability skills, life skills and made learners ready for the world of work.

- ✓ Online services provided were easily accessible and useful and the University website/mobile app gave useful information.
- ✓ Queries are promptly addressed by the institution and the grievance redressal mechanism of the University was effective.
- ✓ The academic program has all the requisite academic content to achieve the expected competency.
- ✓ Electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling.
- ✓ Learners are receiving the Self Learning Materials (Printed blocks/modules) on regular basis and on time.

Subject Expert Feedback

Analysis revealed that majority of the Subject experts were positive and satisfied with the -

- ✓ Basic elements of the course, Course content and the appropriateness of the Course Outline
- ✓ Assessment methods, grading policies and scale
- ✓ Learning objectives that are appropriately designed, measurable and are stated clearly and written from the learner's perspective.
- ✓ Learning activities promote the achievement of the stated learning objectives
- ✓ Instructional materials contribute to the achievement of the stated course objectives.
- ✓ Instructional materials connect learners to what they already know and include real-world examples to which the learners can easily relate.

Teachers Feedback

Analysis revealed that majority of the Teachers were positive and satisfied that/with the –

- ✓ The current curriculum is as per requirement.

- ✓ The level of inclusion of relevant content in the curriculum is more than good.
- ✓ The Curriculum is capable of serving the learning objectives.
- ✓ Flexibility level in the curriculum is more than good.
- ✓ The course material meets the need of the students and is properly reviewed.
- ✓ The course consist the level of employability offered by the University.

Employees Feedback

Analysis revealed that –

- ✓ Majority of the employees were committed to achieve the university's goals and objectives.
- ✓ Employees believe that the programme relevance are as per the needs offered by the university.
- ✓ Believed that their communication skill is clear and good.
- ✓ Believed that their competencies are good as per the course content.
- ✓ Employees are committed to complete all the tasks in time.
- ✓ Employees are inclined to take additional responsibilities.
- ✓ Believed that the course provided to the learners has a clear balance between theory and practical.

The continuous process of reforms is reflected in the following processes and developments over a period of time-

➢ Improvements related to Curriculum planning, design, development and curriculum enrichment are active part of curriculum related activity of all programs which is duly addressed by the University on a continuous mode. Learner enrolment, teaching learning process, evaluation process and reforms, learner performance and learning outcomes are active part of academic improvement activities. University prioritizes all these essentials of the learners and makes the process easy, so as to

maintain maximum feasibility for learning. And to achieve this, syllabus of different courses of study has been continuously updated, edited and reformed.

➢ Physical facilities and ICT Infrastructure are continuously improved to facilitate all the stakeholders, ensuring participation of stakeholders.

➢ Improvements in quality of teaching and research by regular inputs to all concerned departments on the basis of feedback received.

➢ Many research papers are published by the faculty members to analyse the existing status of ODL and suggesting improvements therein.

➢ Improvements has been done under Grievance Redressal Mechanism which has resulted in greater learner-satisfaction. Apart from the University online/offline grievance redressal mechanism, the Grievances are lodged on the UGC's 'Online Students Grievance Redressal Portal' also and the University ensures quick resolution of these grievances as well. Till date many grievances have been resolved.

➢ Automation of various activities of the University has also helped in bringing the reforms in admission processes, examination systems, financial management, administration, library and many other areas of operations and thus, have helped in improvement.

➢ Learner Information Services (LIS) LIS is a university's unique and benchmark initiative, which now manages data of all the learners entries successfully. Along with this, different representative, such as admission, Regional Services Division, Examination Cell use the user interface. Admissions have LIS access to maintain admissions records while examination has LIS access for entry, exit of learners and other related information's.

➢ All SLM's of PSSOU are also available to the learner through e-SLM. Recently e-SLM are also made available through Apps.

➢ ICT Initiatives-
Interactive Audio Lectures, Teleconferencing, WhatsApp Groups,

Online Classes, E-lectures are initiated to facilitate two-way communication between teacher and learner.

➢ University has its duly approved OER policy.

➢The urge for continuous improvement has led us to design and develop fully Online Courses which will be launched shortly.

The above-mentioned improvements are only the major highlights based on the feedbacks received from different stakeholders in the illustrious journey of the University over these years but truth is that PSSOU has continuously improved and moved forward in the area of Open Distance Learning.

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[1] Impact Analysis of the feedback