



**Dr. Babasaheb Ambedkar
Open University**
(Established by Government of Gujarat)

LEARNERS' FEEDBACK ANALYSIS REPORT (2020-21)

Centre for Internal Quality Assurance (CIQA)

Dr. Babasaheb Ambedkar Open University

'Jyotirmay' Parisar, S - G Highway, Chharodi, Ahmedabad - 382 481.

Contact: +91 79 29796223, 24, 25 Toll Free No.: 1800 233 1020

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June – 2021

Introduction:

The Centre for Internal Quality Assurance (CIQA) of the university has continuously been working on quality improvement and the betterment of learners' learning experiences. In order to analyse the lag areas of the university and scope for further improvement, feedback from various stakeholders have been received. This report focuses on the feedback of Learners on various teaching – learning and evaluation process.

Data Collection and Analysis:

An effort was made to receive feedback from all learners from different Learner Support Centres of the university. For this purpose, various physical forms have been designed and circulated to all the Learner Support Centres (LSCs) at the end of the term. These forms are being filled by the learners and submitted to the LSCs. LSCs further submit the forms to Centre for Internal Quality Assurance (CIQA) of the university. Where the data entry of all the forms is being done and exhaustive collection of data is being prepared so that various reports can be prepared.

Last year due to pandemic situation university has designed google forms to collect the feedback from various stake holders and the link or the same was sent to learners through SMS and email. University received tremendous response from all the stakeholders and received the feedback from them.

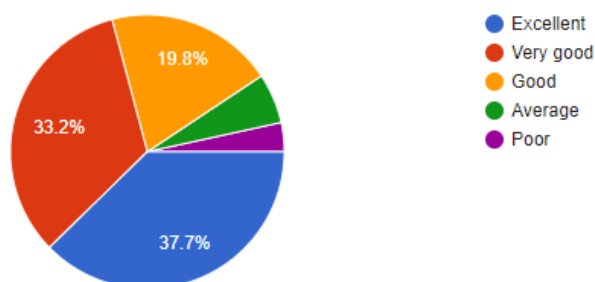
As many as 1946 responses have been received by the learners which are on Quality of Syllabus-Self Learning Material (SLM), Regularity and Effectiveness of Academic Counselling Process, Performance of the Counsellors, Support from Learner Support Centres, Evaluation of the Assignments, Examination and Evaluation Process etc. In order to arrive to comprehensive results, useful statistical tools have been used. For the effective presentation of the data, various types of graphs have been prepared.

Learners' Feedback:

Learners' Feedback on Availability of Self-Learning Material and Quality of Content:

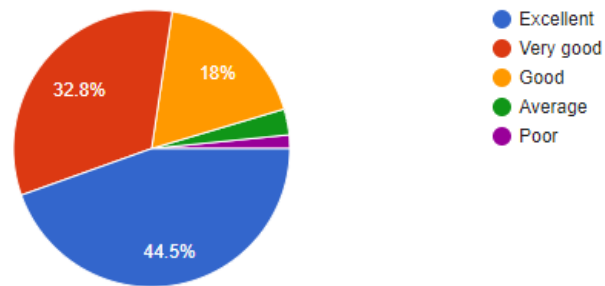
1. The learning materials were received on time.

1,808 responses



2. Concepts are clearly explained in the printed Self Learning Material.

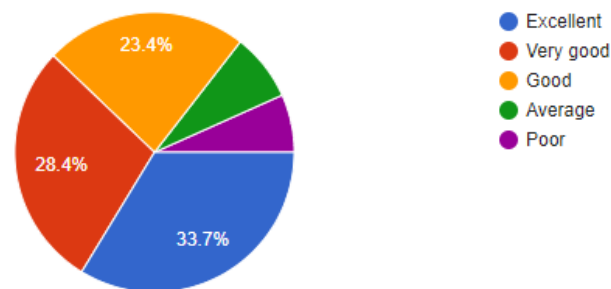
1,888 responses



Learners' Feedback on Availability of Audio/Video Content of Learning Material:

3. Study material Aids (like video /audio) available.

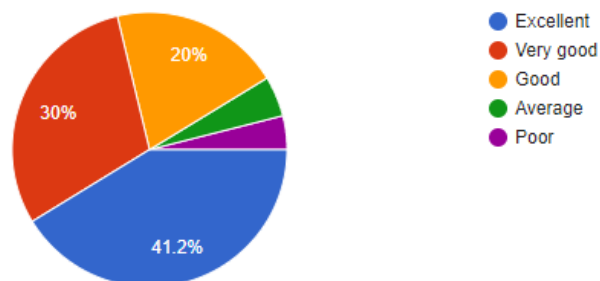
1,824 responses



Learners' Feedback on Academic Counsellors and Counselling Activities:

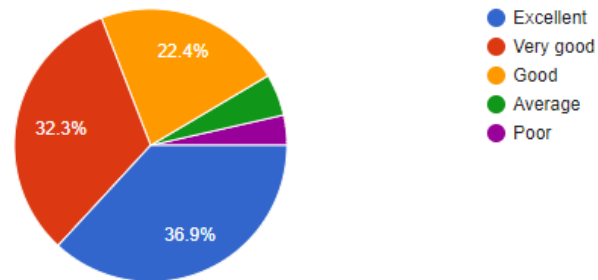
4. Academic counsellors explain the concepts clearly.

1,811 responses



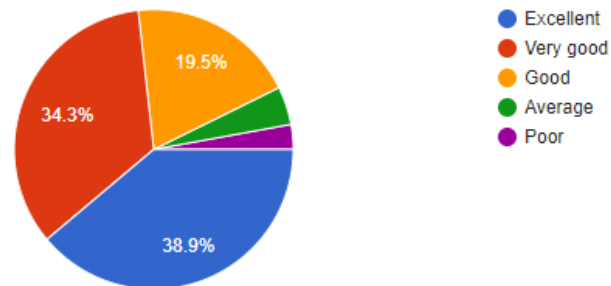
5. The counselling sessions were interactive.

1,820 responses



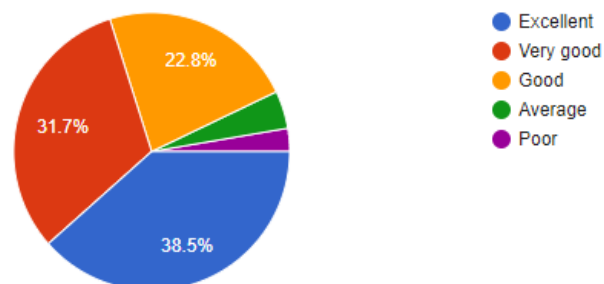
6. Studying in the programme/course provided the knowledge of the subject

1,811 responses



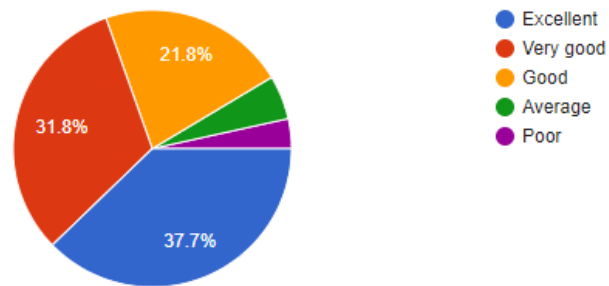
7. Academic counselling sessions are well organized.

1,823 responses



8. Changes in the counselling schedule were communicated to you on time

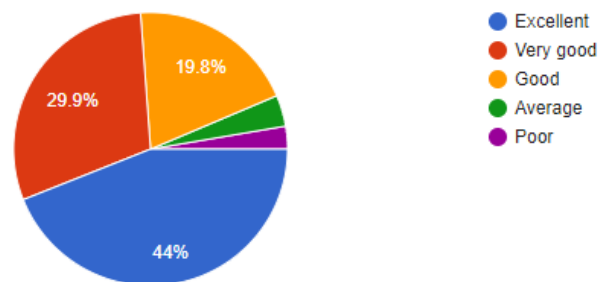
1,812 responses



Learners' Feedback on Contentious Evaluation / Assignments and evaluation:

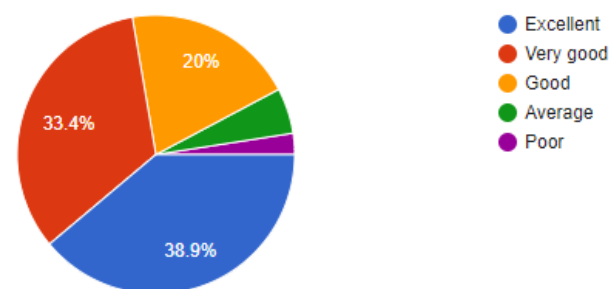
9. Assignments are evaluated in time.

1,815 responses



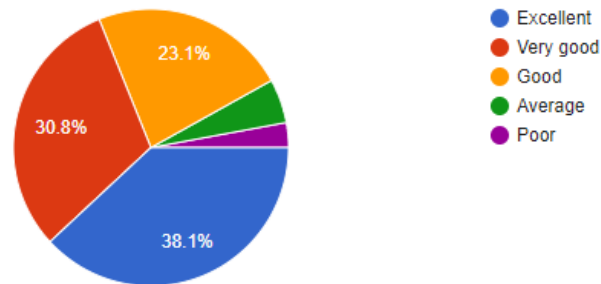
10. Feedback on the assignments helped in clarifying the concepts.

1,833 responses



11. Project proposals are clearly marked and discussed.

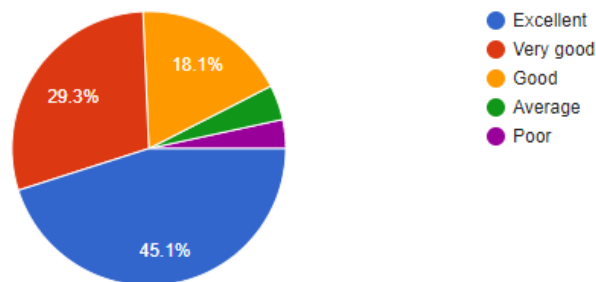
1,827 responses



Learners' Feedback on Support from Learner Support Centre Staff :

12. Personnel in the study centres are helpful.

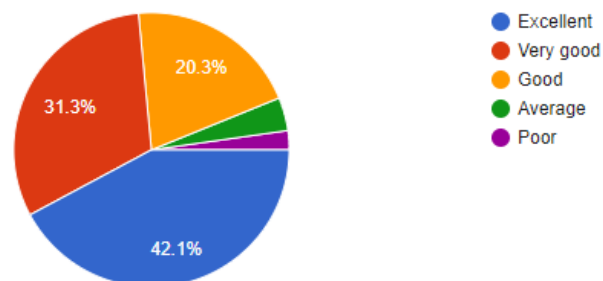
1,846 responses



Learners' Feedback on Examination Process:

13. Examination procedures were clearly provided.

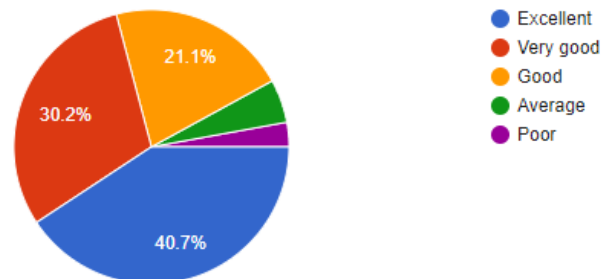
1,815 responses



Learners' Feedback on Evaluation and Result Process:

14. Results and grade card of the examination were provided on time

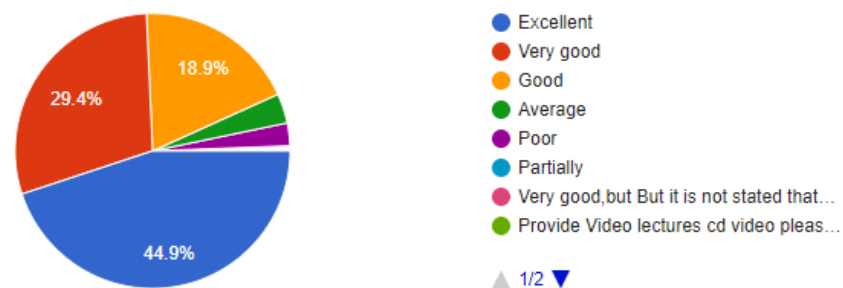
1,803 responses



Learners' Overall Feedback:

15. Overall, I am satisfied with the programme.

1,832 responses



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SUBJECT EXPERTS' FEEDBACK ANALYSIS REPORT (2020-21)

Centre for Internal Quality Assurance (CIQA)

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June – 2021

Introduction:

The Centre for Internal Quality Assurance (CIQA) of the university has continuously been working on quality improvement and the betterment of learners' learning experiences. In order to analyse the lag areas of the university and scope for further improvement, feedback from various stakeholders have been received. This report focuses on the feedback of Subject Experts (Content Writers, Content Reviewers) on Course Curriculum, Pedagogy, Learning Objective, Self-Learning Material, and other relevant topics.

Data Collection and Analysis:

An effort was made to receive feedback from all the Subject Experts from different Schools of Study of the university. For this purpose, various physical forms have been designed and circulated to all the Schools of Study and Concern Departments and Divisions at the beginning of the term. These forms are being filled by the Subject Experts and submitted to the Schools and Departments. Schools/Departments further submit the forms to Centre for Internal Quality Assurance (CIQA) of the university. Where the data entry of all the forms is being done and exhaustive collection of data is being prepared so that various reports can be prepared.

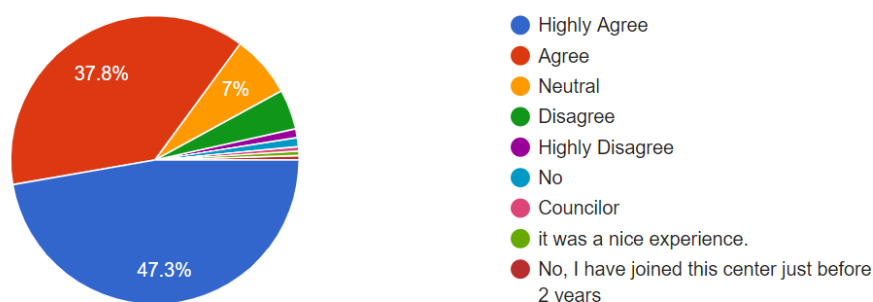
Last year due to pandemic situation university has designed google forms to collect the feedback from various stake holders and the link or the same was sent to Subject Experts through SMS and email. University received tremendous response from all the stakeholders and received the feedback from them.

As many as 217 responses have been received from the subject experts. The responses were mainly on the Quality of Course Curriculum, Pedagogy, Learning Objectives, Self-Learning Material, and other relevant topics. In order to arrive to comprehensive results, useful statistical tools have been used. For the effective presentation of the data, various types of graphs have been prepared.

Subject Experts' Feedback:

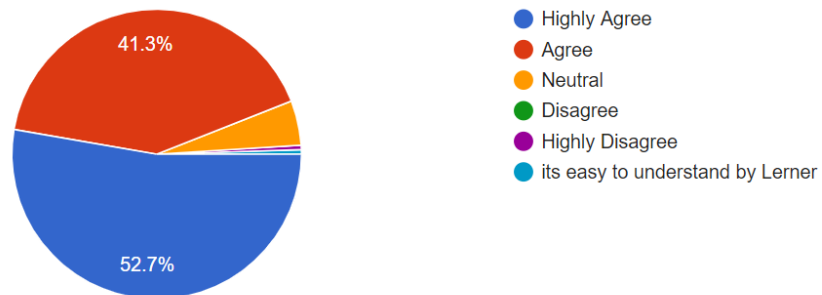
1. As a subject expert you were involved in the curriculum review process.

201 responses



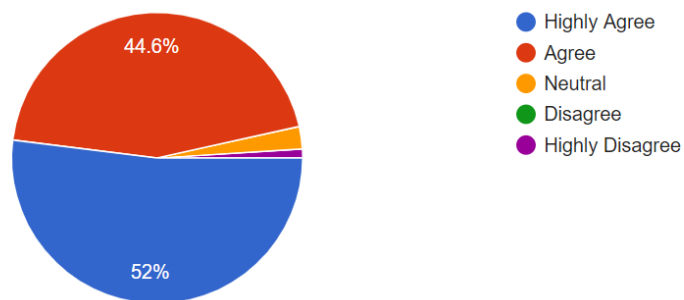
2. Self Learning Materials are Learner centric.

201 responses



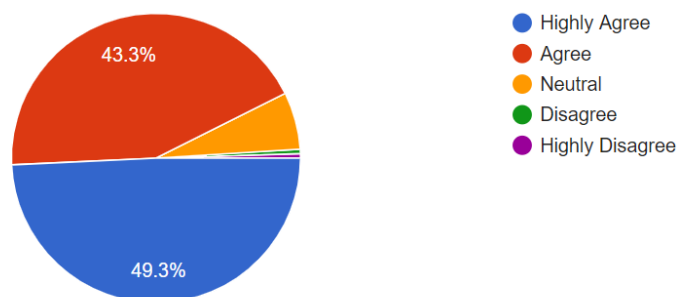
3. The learning objectives are appropriately designed for the level of the course

202 responses



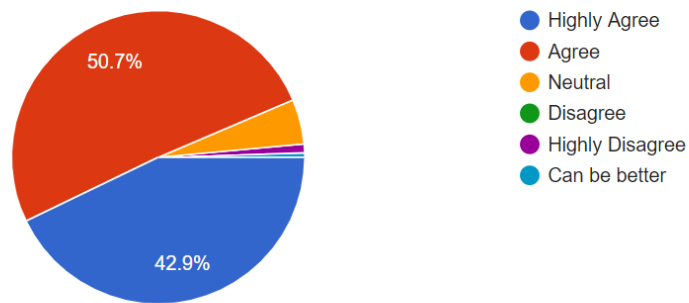
4. The course outline is appropriately formatted and includes major topics, activities, and length of classes / sessions

203 responses



5. The learning activities promote the fulfillment of the stated learning objectives

203 responses



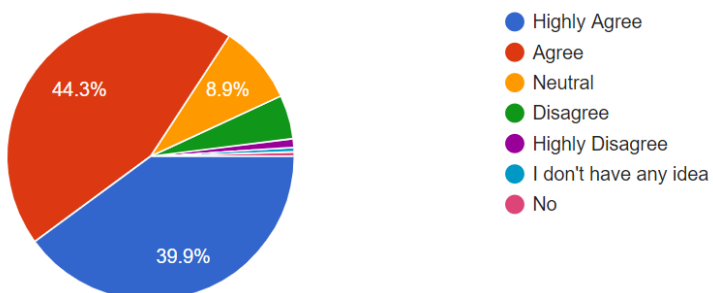
6. Self-instructional materials connect students to what they already know and includes real-world examples to which the students can easily relate

203 responses



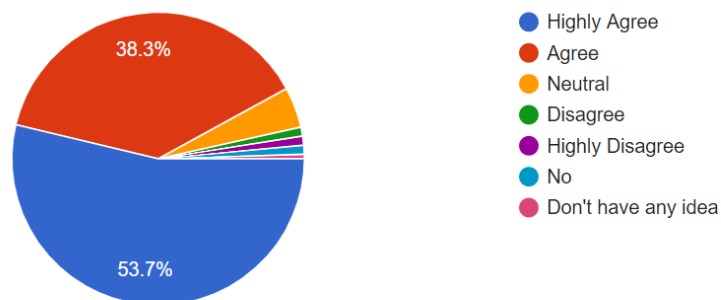
7. You were briefed about to the pedagogy of Curriculum design development in an Open University.

203 responses



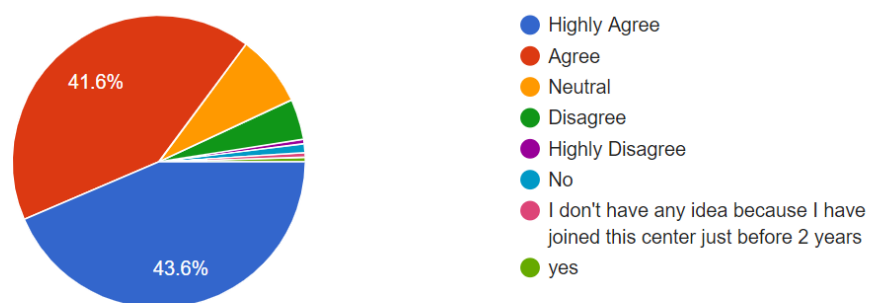
8. Guidelines were provided for the development of the curriculum / SLM.

201 responses



9. Need Analysis was discussed before finalizing the curriculum

202 responses



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COUNSELLORS' FEEDBACK ANALYSIS REPORT (2020-21)

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Data Collection and Analysis:

An effort was made to receive feedback from all the Teachers and Academics from different Learner Support Centres and Regional Centres of the university. For this purpose, various physical forms have been designed and circulated to all the RCs and LSCs at the beginning of the term. These forms are being filled by the Academic Counsellors and are submitted to the Centre for Internal Quality Assurance (CIQA) of the university. Where the data entry of all the forms is being done and exhaustive collection of data is being prepared so that various reports can be prepared.

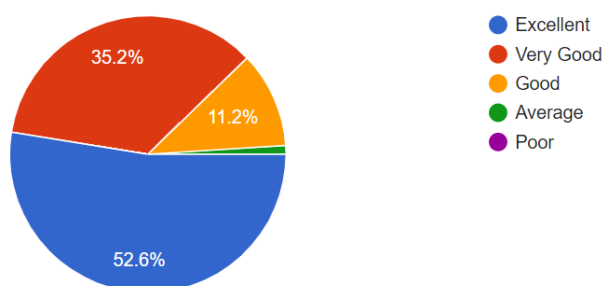
Last year due to pandemic situation university has designed google forms to collect the feedback from various stake holders and the link or the same was sent to Academic Counsellors through SMS and email. University received tremendous response from all the stakeholders and received the feedback from them.

As many as 198 responses have been received from the Teachers and Academics. The responses were mainly on the Quality of Course Curriculum caters to the need of learners, relevance of course, Learning Outcome, Accordance of curriculum with subject requirement and market need, Integration of technology in teaching-learning, Frequency of modification of curriculum, Quality of Self-Learning Material, and other relevant topics. In order to arrive to comprehensive results, useful statistical tools have been used. For the effective presentation of the data, various types of graphs have been prepared.

Academic Counsellors' Feedback:

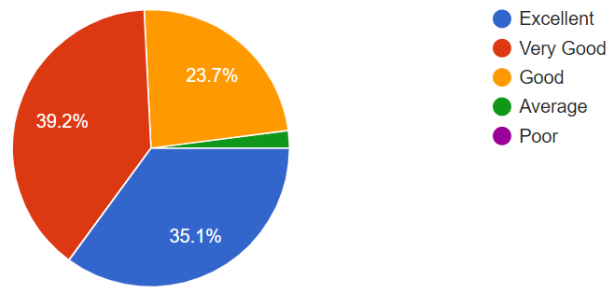
1. There is conceptual clarity in the content of the course.

196 responses



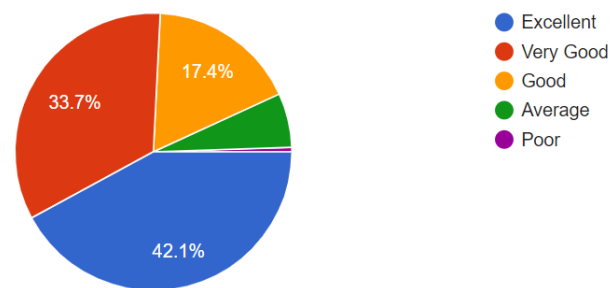
2. 'Check Your Progress exercises' provided in the unit facilitate learning.

194 responses



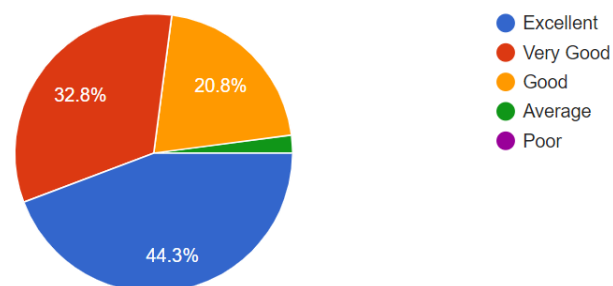
3. The content is well illustrated with examples, figures and diagrams/charts.

190 responses



4. The language used in the course units is easily comprehensible.

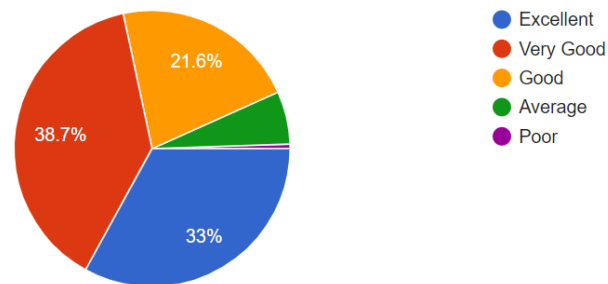
192 responses



5. Suitability of course and meeting of requirements of learners



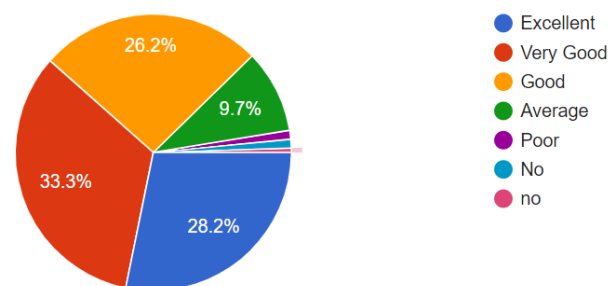
194 responses



6. The learners express difficulties related to course content (conceptual clarity, check your progress exercises, language of content).



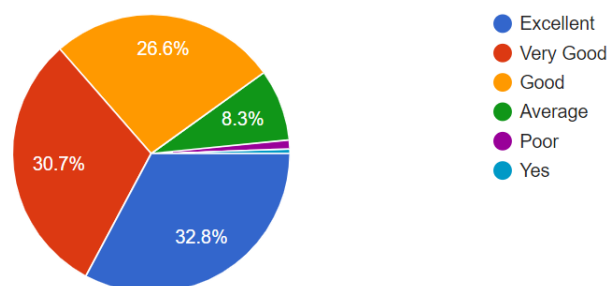
195 responses



7. The learners are keen to use e-SLM for studying the course.

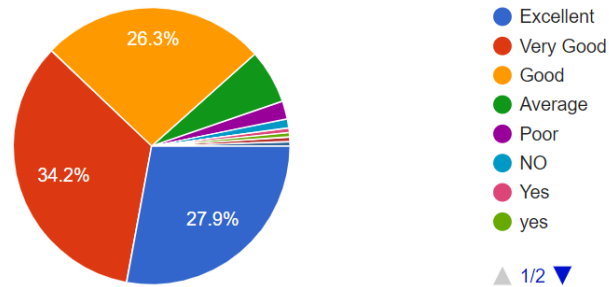


192 responses



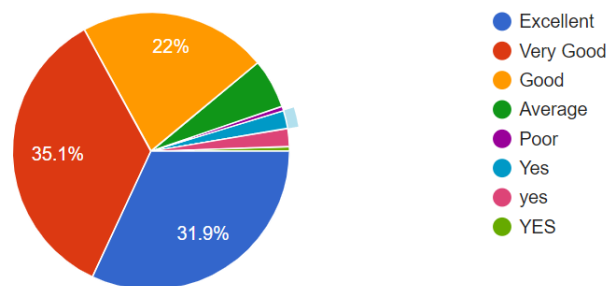
8. whether Open Educational Resources (OER) / digitized course material can replace the printed self learning materials for PG Courses?

190 responses



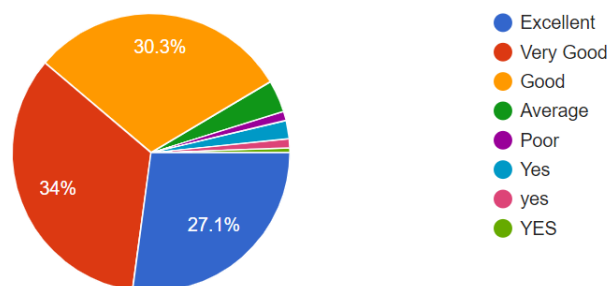
9. Whether Self-Learning Material is available before counselling session?

191 responses



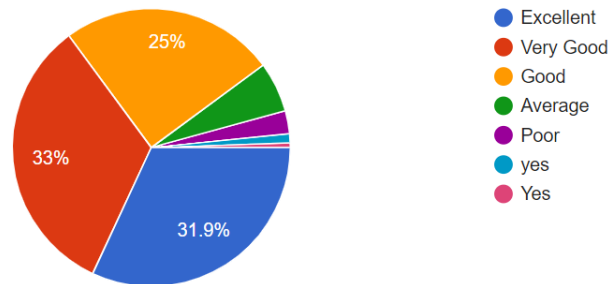
10. The prescribed number of theory counselling sessions are adequate.

188 responses



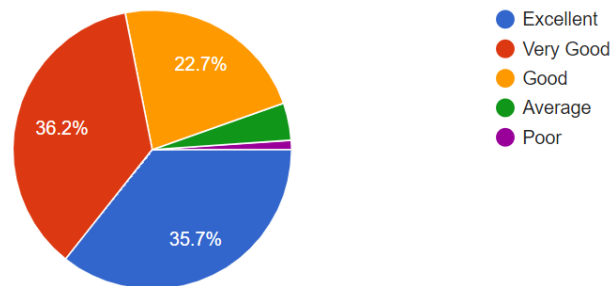
11. The attendance of students is generally good in the counselling sessions.

188 responses



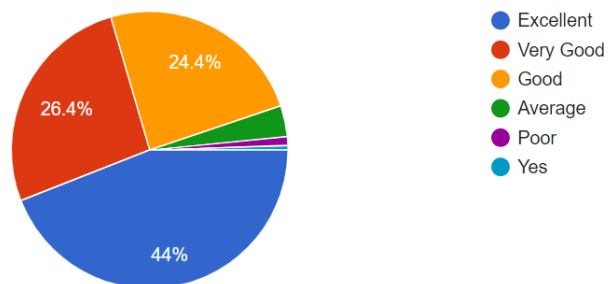
12. Usefulness of interactivity of learner with counsellors.

185 responses



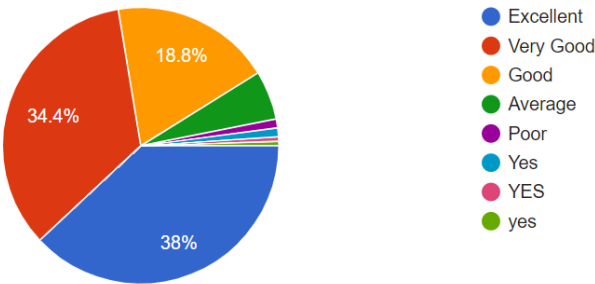
13. The behavior and services provided by the support staffs in the study centre is cordial and adequate.

193 responses



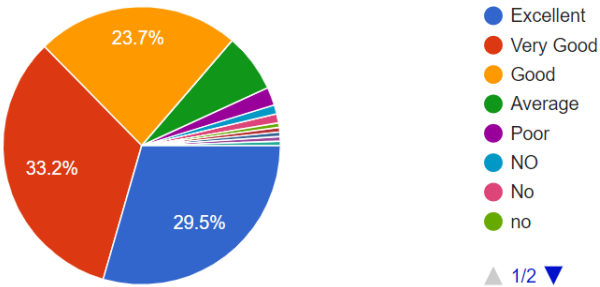
14. Whether the counsellors inspire learners for ethical conduct ?

192 responses



15. The learners expect 'lecture' method instead of counselling.

190 responses



----- X ----- X -----



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TEACHERS AND ACADEMICS' FEEDBACK ANALYSIS REPORT (2020-21)

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Data Collection and Analysis:

An effort was made to receive feedback from all the Teachers and Academics from different Learner Support Centres and Regional Centres of the university. For this purpose, various physical forms have been designed and circulated to all the RCs and LSCs at the beginning of the term. These forms are being filled by the Teachers and Academics (Teachers, Assignment Designer, Question Paper Writer, and Evaluators) submitted to the Centre for Internal Quality Assurance (CIQA) of the university. Where the data entry of all the forms is being done and exhaustive collection of data is being prepared so that various reports can be prepared.

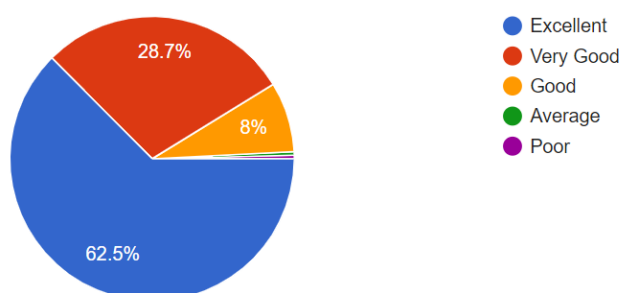
Last year due to pandemic situation university has designed google forms to collect the feedback from various stake holders and the link or the same was sent to Teachers and Academics through SMS and email. University received tremendous response from all the stakeholders and received the feedback from them.

As many as 254 responses have been received from the Teachers and Academics. The responses were mainly on the Quality of Course Curriculum caters to the need of learners, relevance of course, Learning Outcome, Accordance of curriculum with subject requirement and market need, Integration of technology in teaching-learning, Frequency of modification of curriculum, Quality of Self-Learning Material, and other relevant topics. In order to arrive to comprehensive results, useful statistical tools have been used. For the effective presentation of the data, various types of graphs have been prepared.

Teachers and Academics' Feedback:

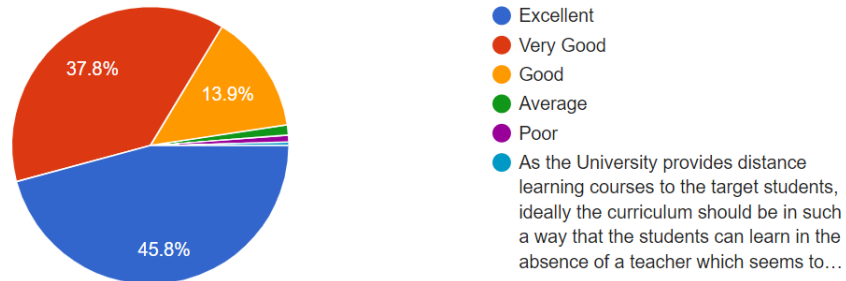
1. Comprehensiveness and understandability of Self Learning Materials (SLM)

251 responses



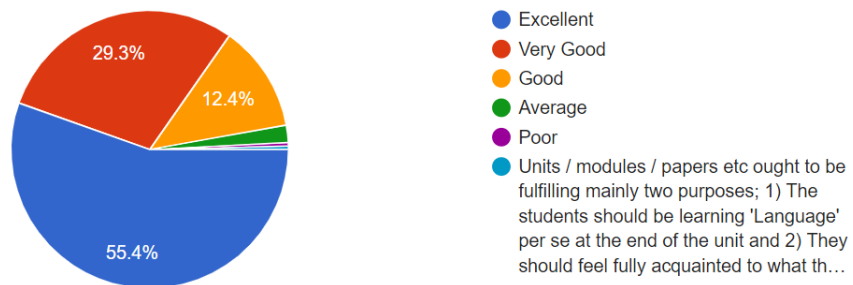
2. To what extent the curriculum caters to the needs of all types of learners.

251 responses



3. Relevance of the units/modules/papers.

249 responses



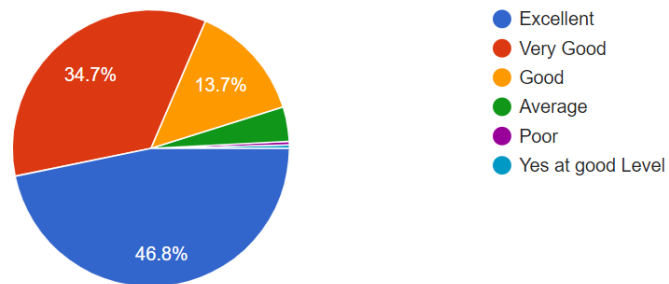
4. Quality of Learning outcomes and its utility.

246 responses



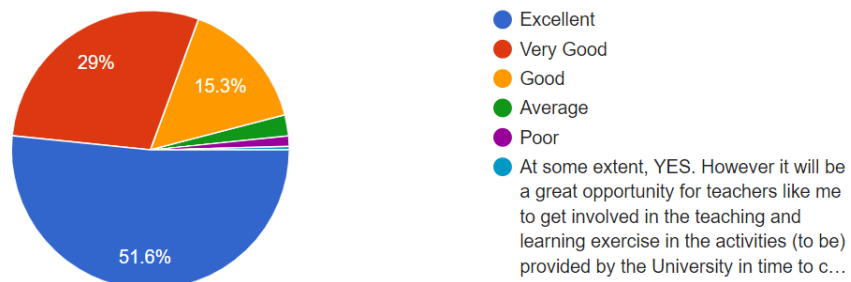
5. Accordance of curriculum with the subject requirement and market needs.

248 responses



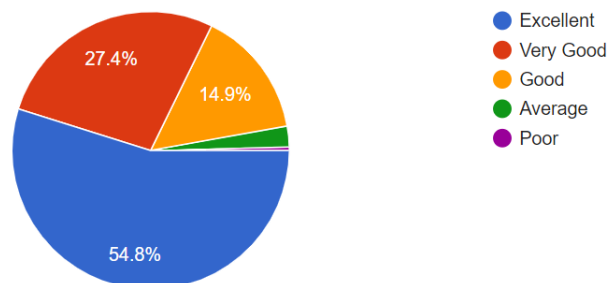
6. Integration of technology in teaching learning has enhanced the learning process and benefitted the learner.

248 responses



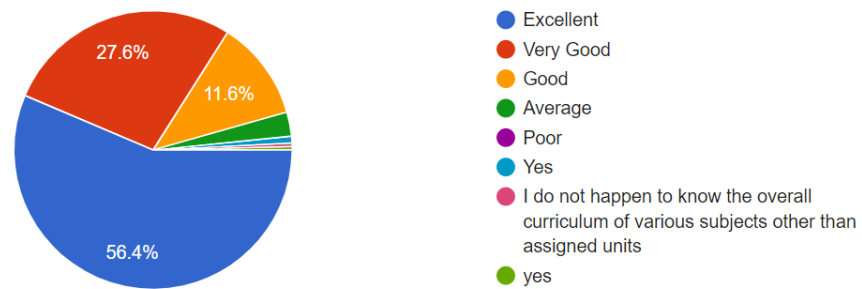
7. Rate the relevance of the Curriculum with the level of the programme.

248 responses



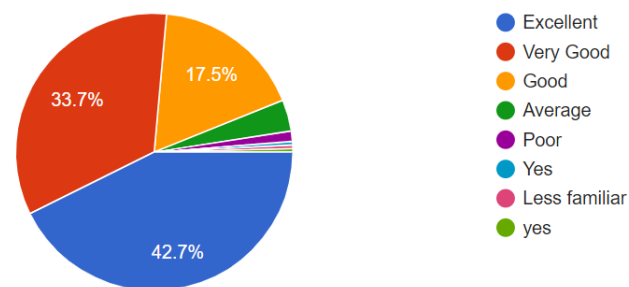
8. Rate the overall relevance of the Curriculum of your subject.

250 responses



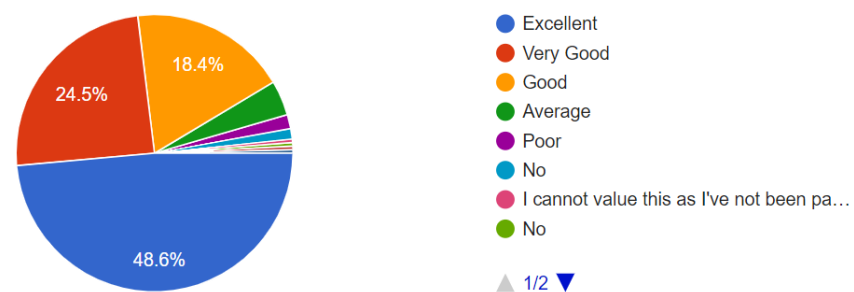
9. Rate the frequency of modifying and incorporating new concepts/topics in the curriculum.

246 responses



10. Rate the level of satisfaction with regards to Need Analysis discussion/exercise undertaken before finalizing the curriculum.

245 responses



ALUMNI FEEDBACK ANALYSIS REPORT (2020-21)

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Data Collection and Analysis:

An effort was made to receive feedback from all the Alumni from different Learner Support Centres of the university. For this purpose, various physical forms have been designed and circulated to all the Learner Support Centres (LSCs) at the end of the term. These forms are being filled by the Alumni and submitted to the LSCs. LSCs further submit the forms to Centre for Internal Quality Assurance (CIQA) of the university. Where the data entry of all the forms is being done and exhaustive collection of data is being prepared so that various reports can be prepared.

Last year due to pandemic situation university has designed google forms to collect the feedback from various stake holders and the link or the same was sent to learners through SMS and email. University received tremendous response from all the stakeholders and received the feedback from them.

As many as 221 responses have been received from the Alumni which are on Quality of

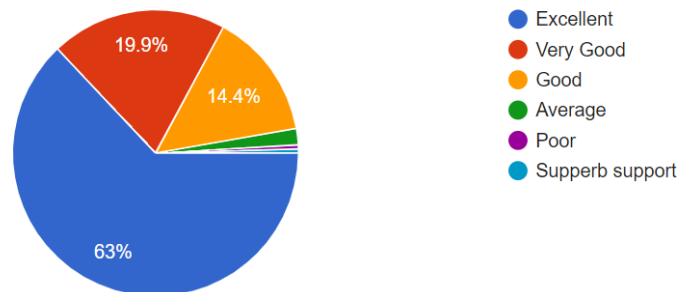
- Benefits of Teaching Method (E-SLM, Online Counselling,
- Lab Experience, Audio/Video Lectures),
- Benefits of Technology Enabled Learning (TEL)
- Availability and Suitability of Video Lectures,
- Availability and Suitability of SLM and ELM
- Overall satisfaction from the course,
- Functionality of the University Website
- Responsiveness of the University Authorities
- Placement Support from Study Centre and University

In order to arrive to comprehensive results, useful statistical tools have been used. For the effective presentation of the data, various types of graphs have been prepared.

Alumnis' Feedback:

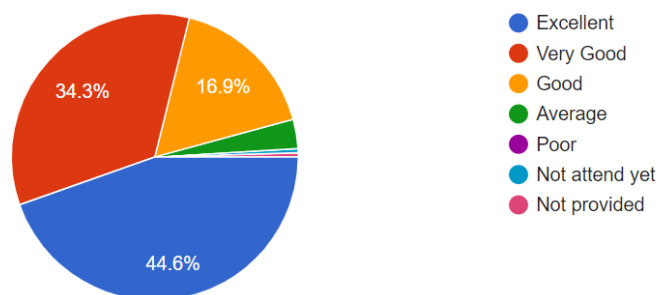
1. Benefit of teaching methods (E-SLM, online Counselling, Lab experience, A/V lectures etc.)

216 responses



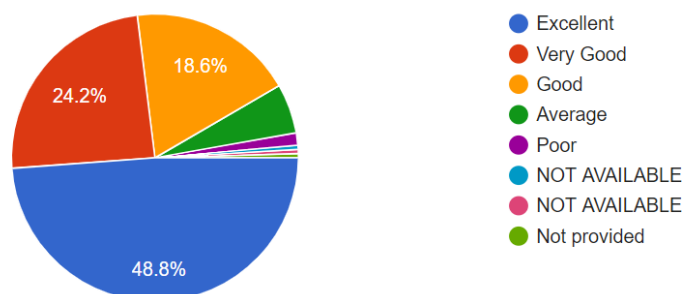
2. Benefit of Technology Enabled Learning (TEL) with the use of various tools such as Omkar-e, Omkar, Swadhyay TV, Swadhyay Radio, Courses Channels, Mobile Apps

213 responses



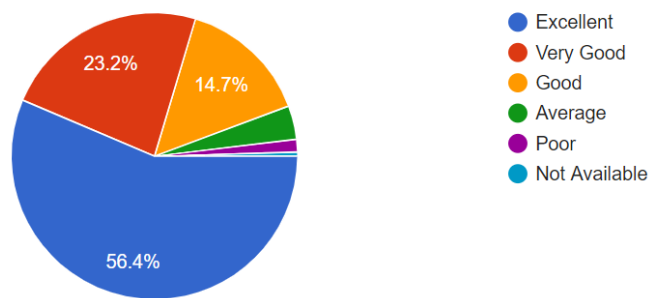
3. Availability and Suitability of Video Lectures on MOOCs platform

215 responses



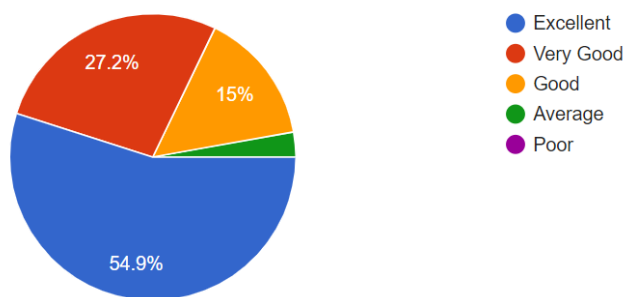
4. Availability and Suitability of Self Learning Material/e-SLM

211 responses



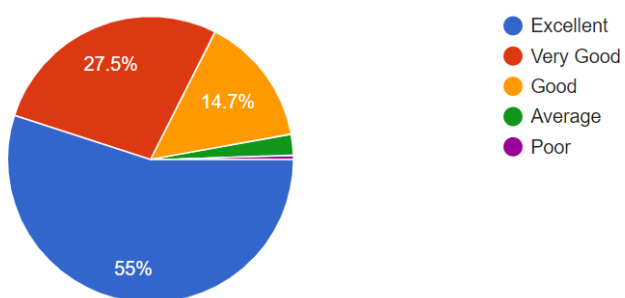
5. Rate the learning value (in terms of Knowledge, Concepts, Analytical abilities etc.)

213 responses



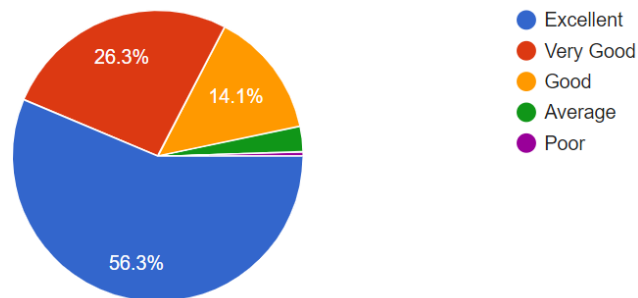
6. Rating the Course content

211 responses



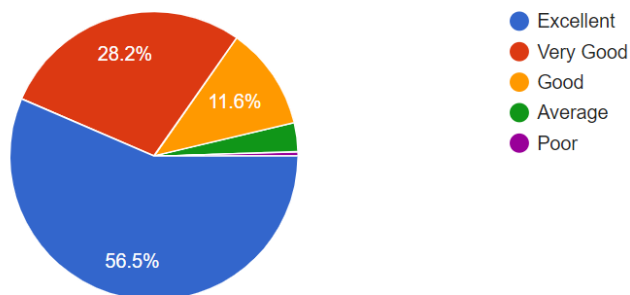
7. Overall satisfaction from the Course

213 responses



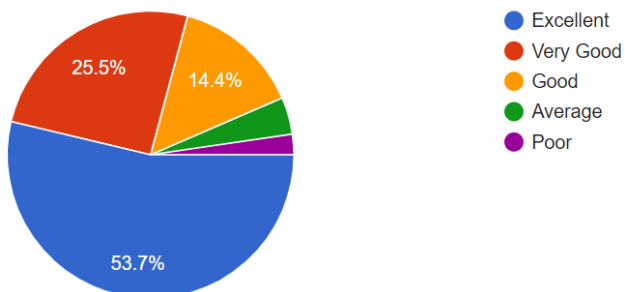
8. Functionality of the University website

216 responses



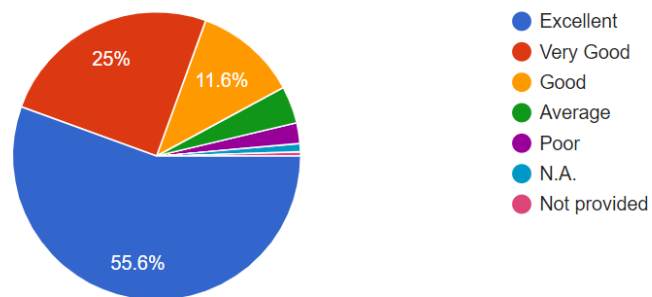
9. Responsiveness of University Authorities

216 responses



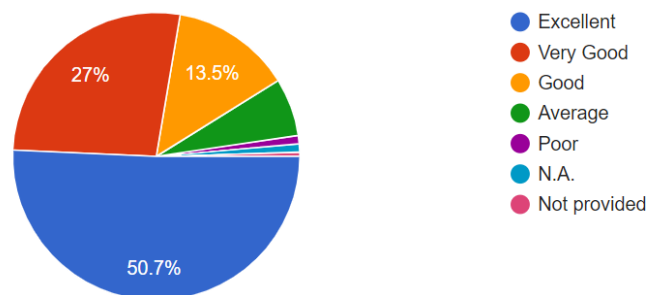
10. Placement Support from Study centre and University

216 responses



11. Support from University for Innovation and Start-up

215 responses



----- X ----- X -----

EMPLOYERS' FEEDBACK ANALYSIS REPORT (2020-21)

Centre for Internal Quality Assurance (CIQA)
Dr. Babasaheb Ambedkar Open University
'Jyotirmay' Parisar, S - G Highway, Chharodi, Ahmedabad - 382 481.
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June – 2021

Introduction:

The Centre for Internal Quality Assurance (CIQA) of the university has continuously been working on quality improvement and the betterment of learners' learning experiences.

As the only State Open University of Gujarat, we have always endeavoured to imbibe values and skills for the development of knowledge and competencies. It is the belief of the university that the Employer of the Learners of the university, are the best person to judge how far university has succeeded in the efforts. In order to analyse the lag areas of the university and scope for further improvement, feedback from various stakeholders have been received. This report focuses on the feedback of Employers on various teaching – learning and evaluation process.

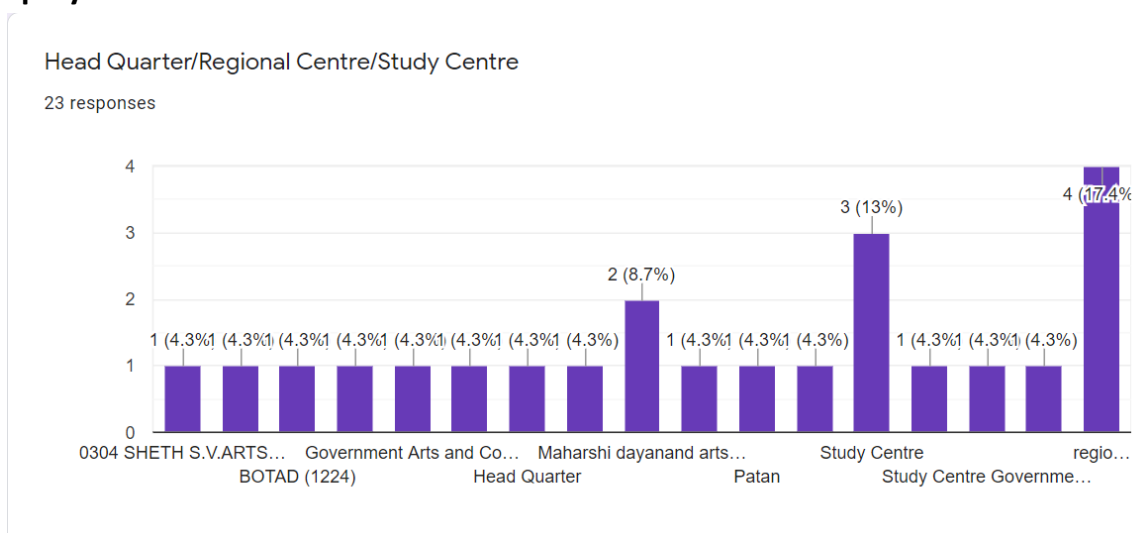
Data Collection and Analysis:

An effort was made to receive feedback from various employers who have employed learners from different Learner Support Centres of the university. For this purpose, various physical forms have been designed and circulated to all the Learner Support Centres (LSCs) at the end of the term to make an arrangement to collect feedback from the employers. These forms are being filled by the authorities of various organizations who employed the learners. LSCs collect the forms and further submit it to the Centre for Internal Quality Assurance (CIQA) of the university. Where the data entry of all the forms is being done and exhaustive collection of data is being prepared so that various reports can be prepared.

Last year due to pandemic situation university has designed google forms to collect the feedback from various stake holders and the link or the same was sent to learners through SMS and email. University received tremendous response from all the stakeholders and received the feedback from them.

As many as 25 responses have been received from the employers which are on the quality of the degrees obtained through ODL system, Competency and Training, Online Education, Curricula, Project Work, Field work, Internship; Hands on training, Practical and Skill/Competency, employability quotient, collaboration between industry and academia etc. In order to arrive to comprehensive results, useful statistical tools have been used. For the effective presentation of the data, various types of graphs have been prepared.

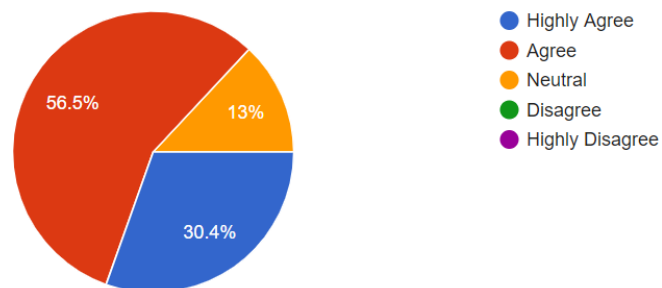
Employers' Feedback:



Employers' Feedback on degrees obtained through ODL is at par with Conventional System:

1. The degrees obtained through ODL system are at par with conventional system of education.

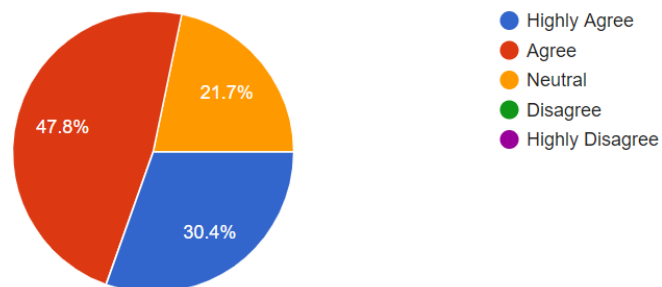
23 responses



Graduates and Post Graduates are competent, trained to be self-organized and adaptable:

2. BAOU graduates and post graduates are competent, trained to be self organized and adaptable.

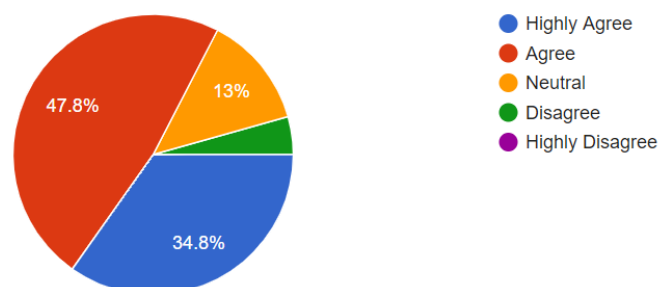
23 responses



Graduates of Online Education are equally employable:

3. Graduates of Online Education are equally employable.

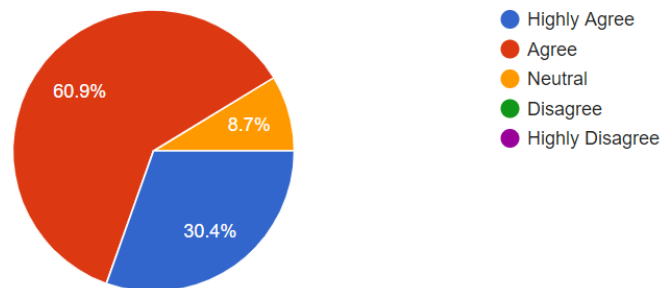
23 responses



The inclusion of Project Work, Field work, Internship, Hands on training, Practical and Skill/Competency in curricula in order to increase the employability quotient.

4. The curricula in the Higher education system should include Project Work, Field work, Internship, Hands on training, Practical and Skill/ Competency based courses in order to increase the employability quotient.

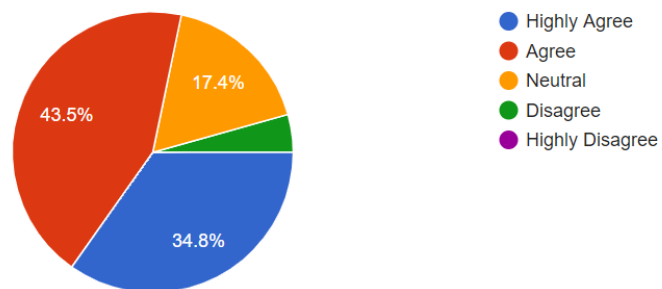
23 responses



The collaboration between industry and academia in ODL programme for employment

5. The collaboration between industry and academia will make ODL programmes more employment oriented?

23 responses



----- X ----- X -----