



**LEARNERS SATISFACTION FEEDBACK ANALYSIS 2020-21**  
**PANDIT SUNDARLAL SHARMA (OPEN) UNIVERSITY CHHATTISGARH**

SL No.	Items	N	Mean	Std. Deviation
		Valid		
1	Induction program conducted by the Learner Support Centre, where you are studying was useful.	1333	4.57	.577
2	The study material for the programme was comprehensive and easy to understand with useful illustrations of concepts and examples.	1333	4.56	.587
3	The assignments were very useful in grasping of the content given in the Study Material.	1333	4.53	.605
4	The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to you.	1333	4.47	.661
5	The academic counsellors are qualified and were well prepared for conducting the counseling sessions scheduled at the Learner Support Centre.	1333	4.43	.673
6	The University adheres to schedule of admissions and term end examinations.	1333	4.57	.559
7	The counselling sessions organized at the Learner Support Centre helped you to clear doubts and keep you on track.	1333	4.43	.652
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.	1333	4.40	.681
9	Online services provided to you were easily accessible and useful.	1333	4.54	.632
10	The internal assessment through assignments was fair and timely.	1333	4.53	.633
11	Your queries were promptly addressed by the institution.	1333	4.47	.695
12	The term end examination was conducted fairly and the sanctity of the examination was maintained.	1333	4.54	.563
13	The results of term end examinations were declared timely.	1333	4.35	.763

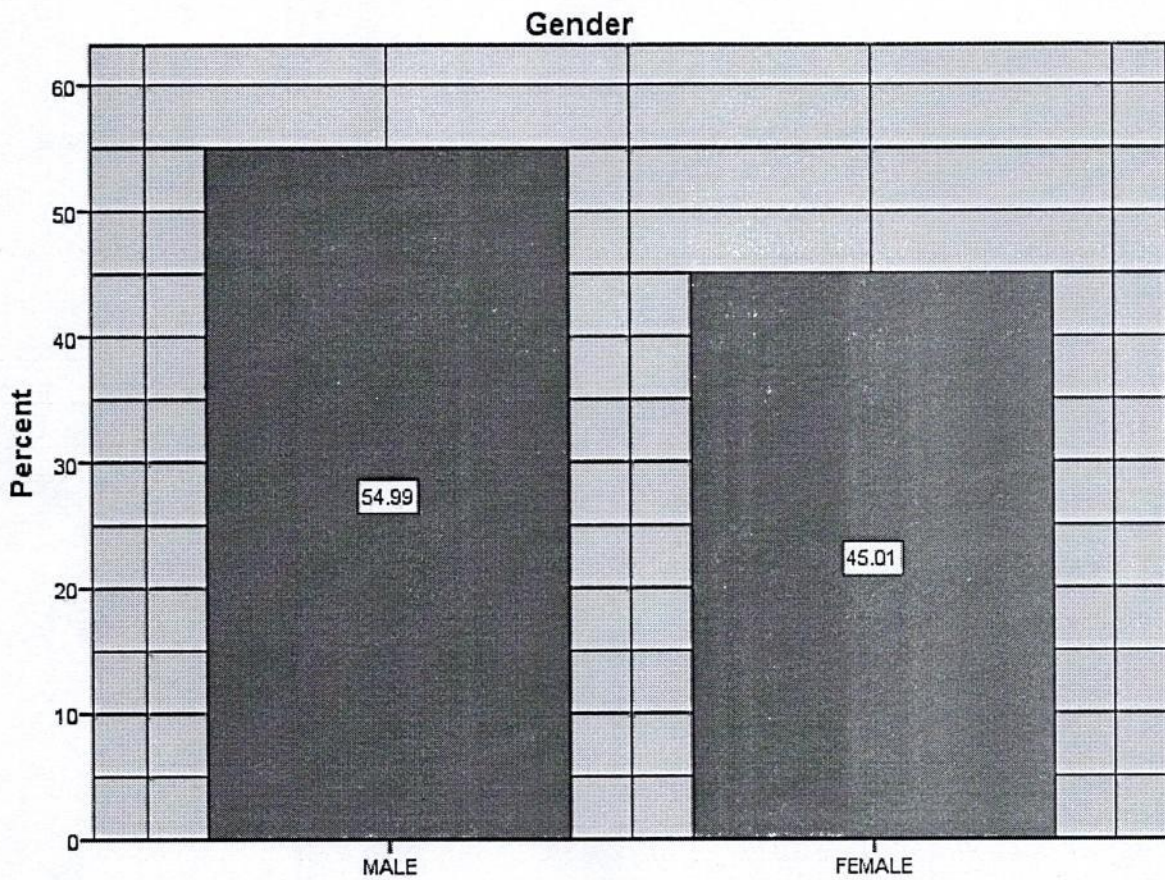




14	The academic program which you are pursuing, has all the requisite academic content to achieve the expected competency.	1333	4.52	.631
15	Electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling.	1333	4.04	.967
16	The grievance redressal mechanism of the University was effective.	1333	4.22	.791
17	The University website/mobile app gave useful information.	1333	4.55	.583
18	The study material was available in digital form.	1333	4.36	.727
19	You are receiving the Self Learning Materials(Printed blocks/modules) on regular basis.	1333	4.54	.906
20	How will you rate the overall teaching-learning experience in the institution?	1333	4.23	.841

## Gender of the Learners

Response	Frequency	Percent	Valid Percent
Male	733	55.0	55.0
Female	600	45.0	45.0
Total	1333	100.0	100.0



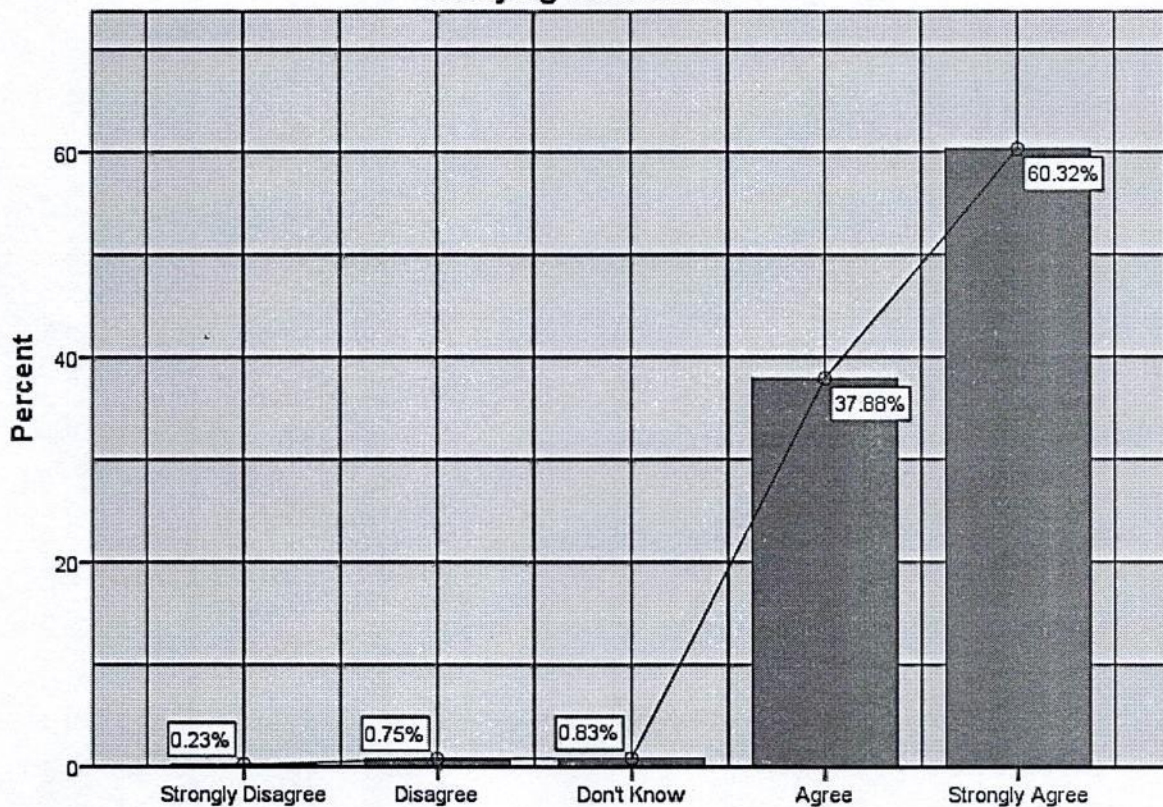
Analysis explains the total number of respondents on the basis of gender, in which male students participates as 55% whereas only 45% respondents were female.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	3	.2	.2
Disagree	10	.8	.8
Don't Know	11	.8	.8
Agree	505	37.9	37.9
Strongly Agree	804	60.3	60.3
Total	1333	100.0	100.0

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



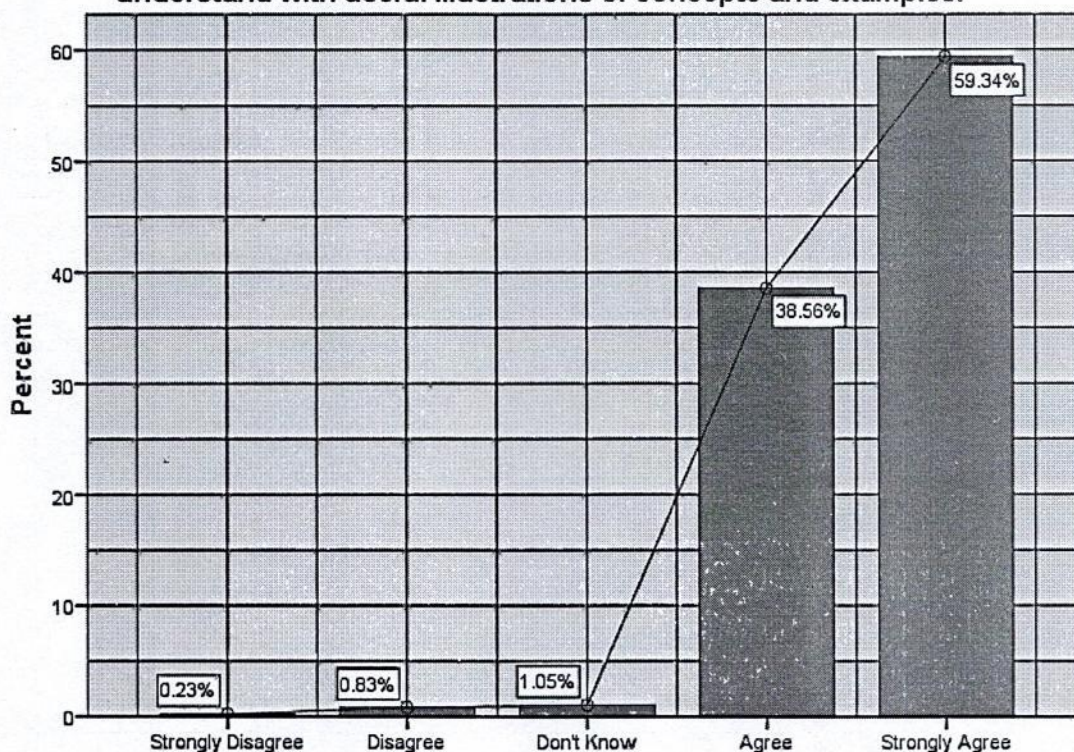
Analysis explains the responses of university students on the statement “**Induction program conducted by the Learner Support Centre, where you are studying was useful**” in which 60.32% were recorded ‘Strongly Agree’ on the statement followed by 37.88% as ‘Agree’. However, only 0.83% university students responded ‘Don’t Know’ whereas 0.75% responded as ‘Disagree’ followed by 0.23% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates learners are highly satisfied with the indication programme conducted at the different learner support centers.



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	3	.2	.2
Disagree	11	.8	.8
Don't Know	14	1.1	1.1
Agree	514	38.6	38.6
Strongly Agree	791	59.3	59.3
Total	1333	100.0	100.0

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



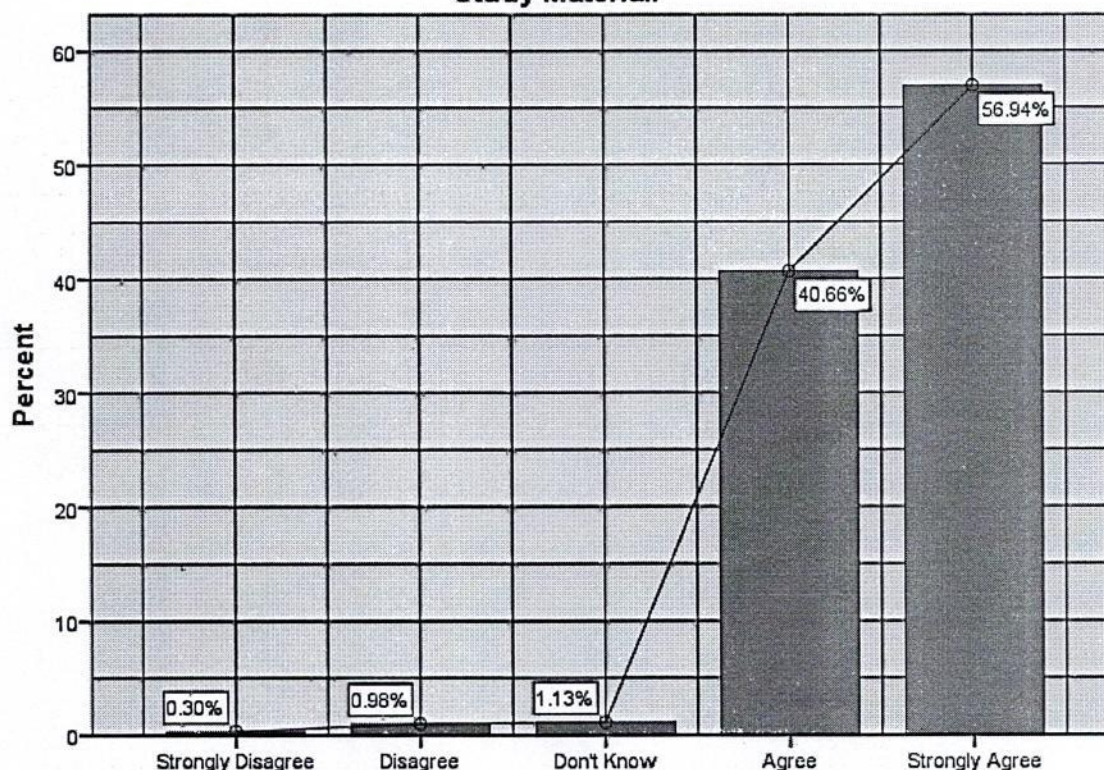
Analysis explains the responses of university students on the statement “**The study material for the programme was comprehensive and easy to understand with useful illustrations of concepts and examples**” in which 59.34% were recorded ‘Strongly Agree’ on the statement followed by 38.56% as ‘Agree’. However, only 1.05% university students responded ‘Don’t Know’ whereas 0.83% responded as ‘Disagree’ followed by 0.23% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates learners are highly satisfied with the provided self-learning materials as because of its clear and easy language, useful illustrations, and different cases.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	4	.3	.3
Disagree	13	1.0	1.0
Don't Know	15	1.1	1.1
Agree	542	40.7	40.7
Strongly Agree	759	56.9	56.9
Total	1333	100.0	100.0

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



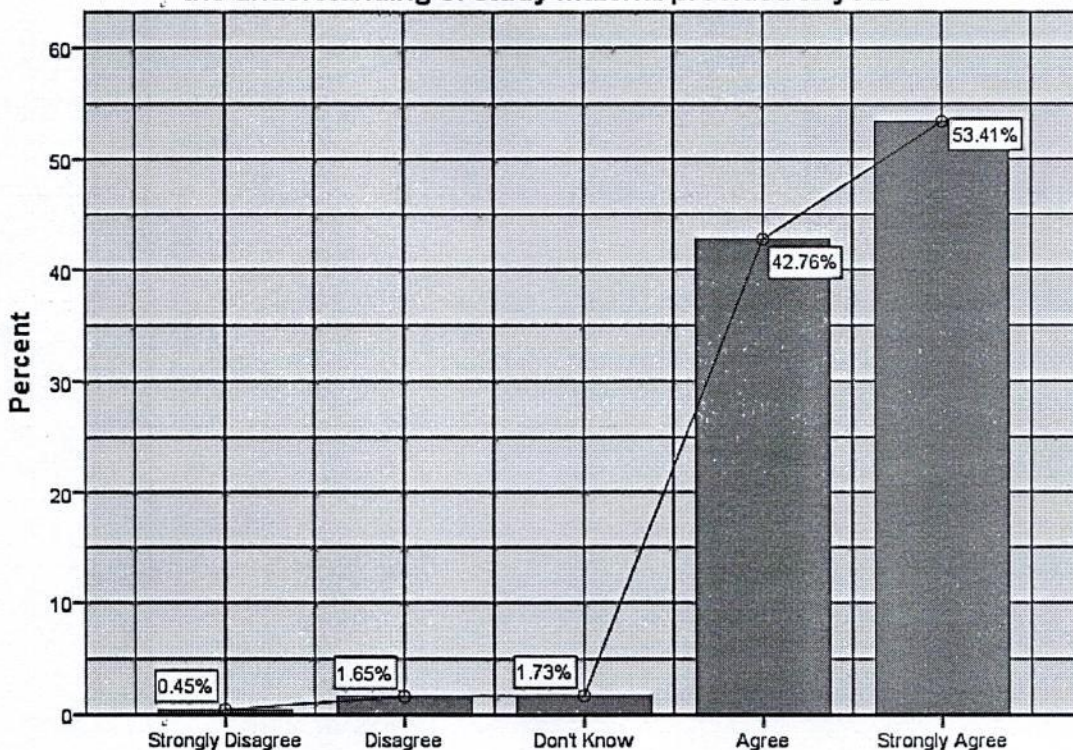
Analysis explains the responses of university students on the statement “The assignments were very useful in grasping of the content given in the Study Material” in which 56.94% were recorded ‘Strongly Agree’ on the statement followed by 40.66% as ‘Agree’. However, only 1.13% university students responded ‘Don’t Know’ whereas 0.98% responded as ‘Disagree’ followed by 0.30% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the assignment work as it helps learners in grasping the content provided in the study materials.



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	6	.5	.5
Disagree	22	1.7	1.7
Don't Know	23	1.7	1.7
Agree	570	42.8	42.8
Strongly Agree	712	53.4	53.4
Total	1333	100.0	100.0

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



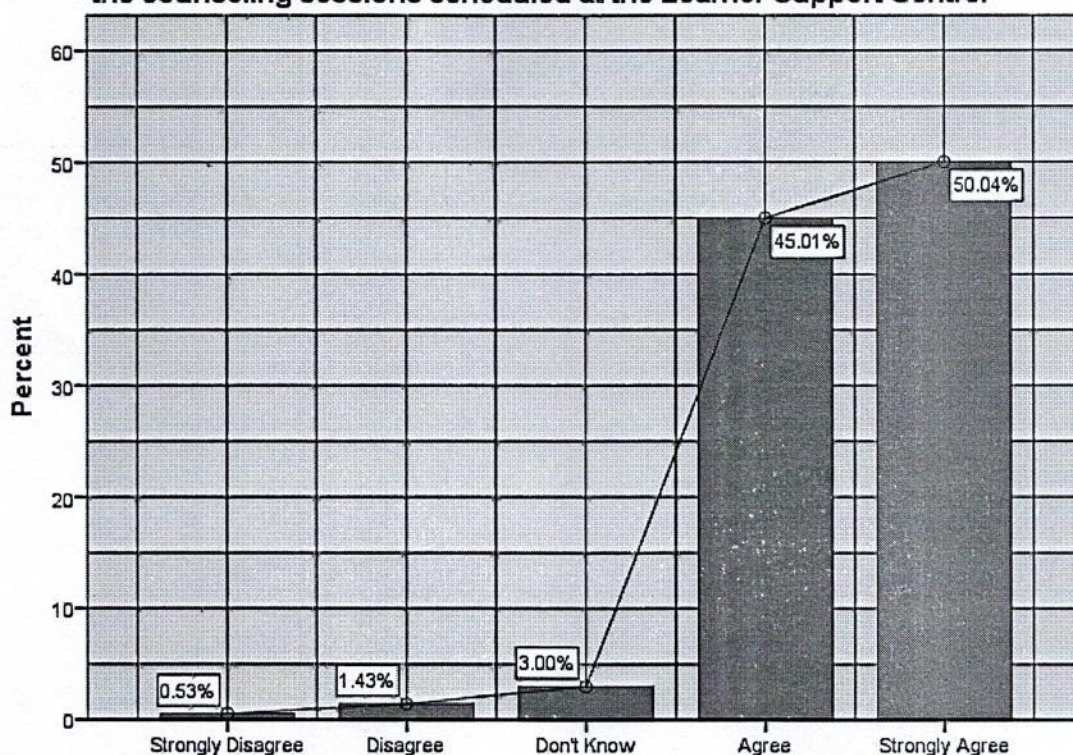
Analysis explains the responses of university students on the statement “The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to you” in which 53.41% were recorded ‘Strongly Agree’ on the statement followed by 42.76% as ‘Agree’. However, only 1.73% university students responded ‘Don’t Know’ whereas 1.65% responded as ‘Disagree’ followed by 0.45% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates the learners are highly satisfied with the academic counselling provided at the learner support centers as because it enhances learners’ understanding of the provided study materials.



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	.5	.5
Disagree	19	1.4	1.4
Don't Know	40	3.0	3.0
Agree	600	45.0	45.0
Strongly Agree	667	50.0	50.0
Total	1333	100.0	100.0

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



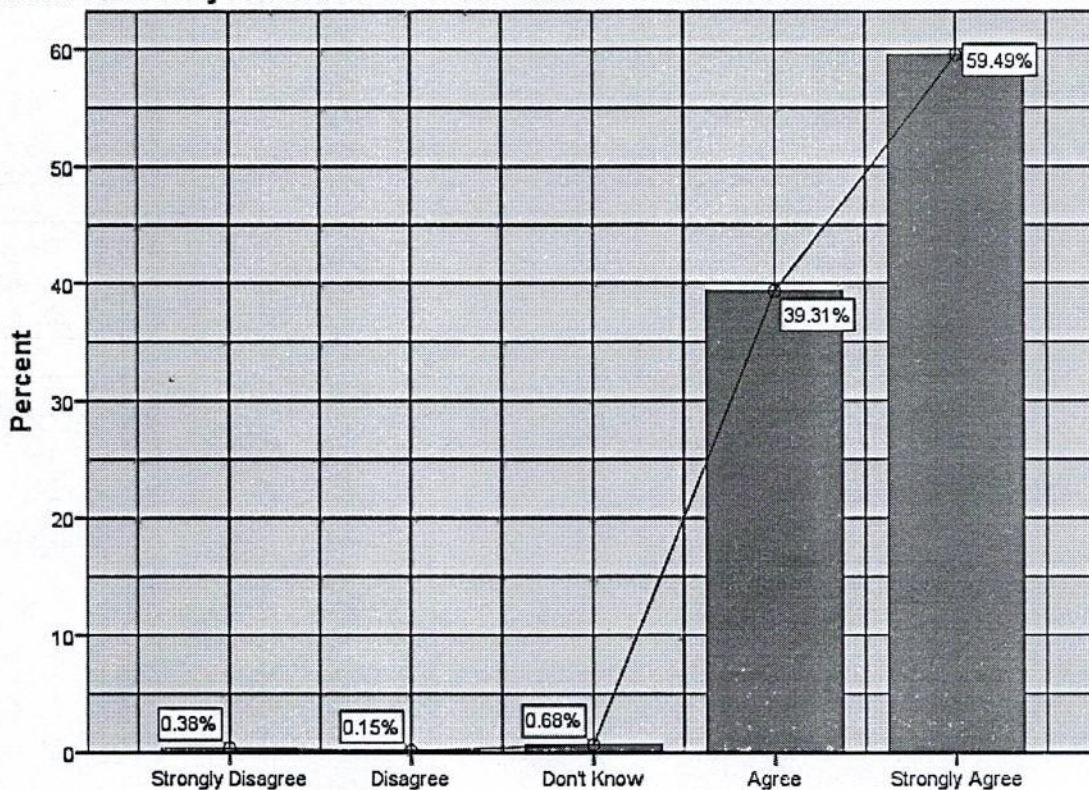
Analysis explains the responses of university students on the statement “**The academic counsellors are qualified and were well prepared for conducting the counseling sessions scheduled at the Learner Support Centre**” in which 50.04% were recorded ‘Strongly Agree’ on the statement followed by 45.01% as ‘Agree’. However, only 3% university students responded ‘Don’t Know’ whereas 1.43% responded as ‘Disagree’ followed by 0.53% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the academic counsellors’ clear communication and teaching skills as they believe that the counsellor come into the scheduled classes with well preparation.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	5	.4	.4
Disagree	2	.2	.2
Don't Know	9	.7	.7
Agree	524	39.3	39.3
Strongly Agree	793	59.5	59.5
Total	1333	100.0	100.0

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



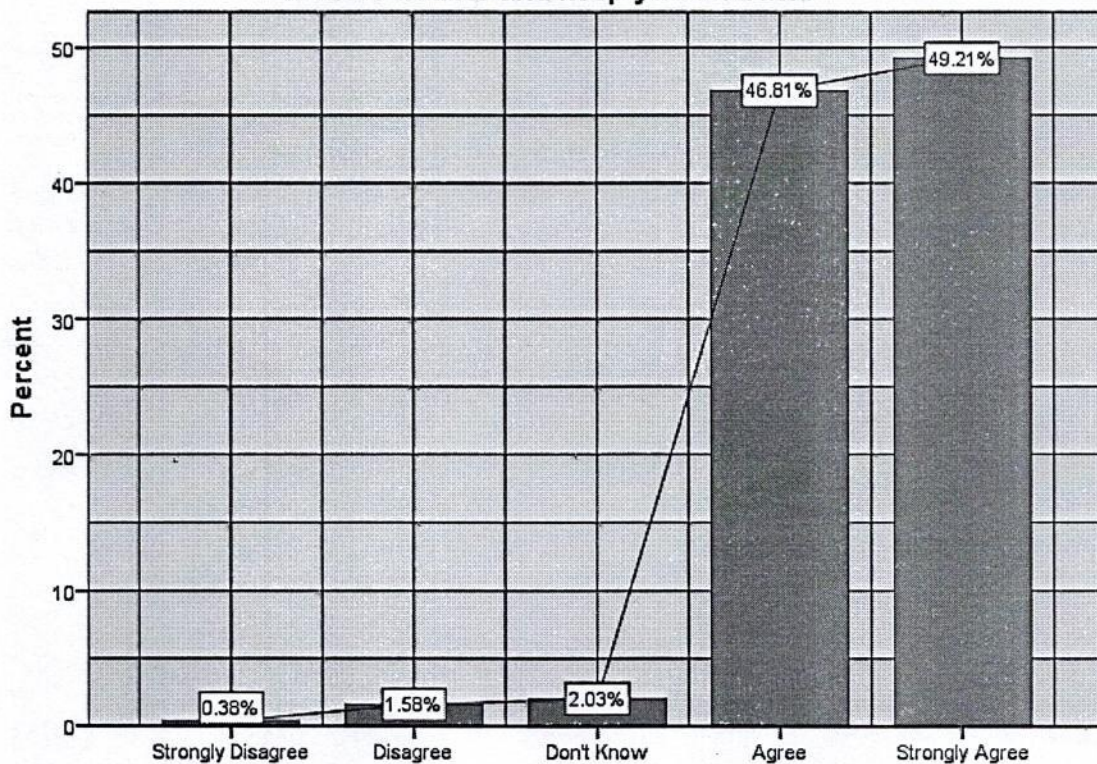
Analysis explains the responses of university students on the statement “**The University adheres to schedule of admissions and term end examinations**” in which 59.49% were recorded ‘Strongly Agree’ on the statement followed by 39.31% as ‘Agree’. However, only 0.68% university students responded ‘Don’t Know’ whereas 0.38% responded as ‘Strongly Disagree’ followed by 0.15% as ‘Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the university’s conduct in terms of admission process, examination process and others.



**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	5	.4	.4
Disagree	21	1.6	1.6
Don't Know	27	2.0	2.0
Agree	624	46.8	46.8
Strongly Agree	656	49.2	49.2
Total	1333	100.0	100.0

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



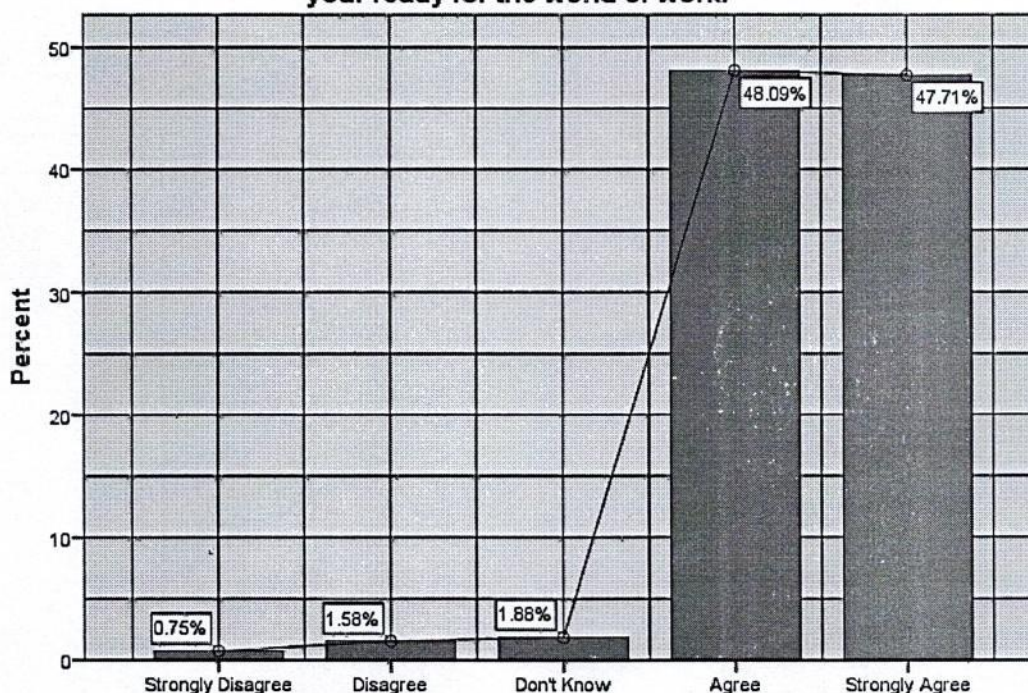
Analysis explains the responses of university students on the statement “**The counselling sessions organized at the Learner Support Centre helped you to clear doubts and keep you on track**” in which 49.21% were recorded ‘Strongly Agree’ on the statement followed by 46.81% as ‘Agree’. However, only 2.03% university students responded ‘Don’t Know’ whereas 1.58% responded as ‘Disagree’ followed by 0.38% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the counselling session as it helps in clearing their doubts.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	10	.8	.8
Disagree	21	1.6	1.6
Don't Know	25	1.9	1.9
Agree	641	48.1	48.1
Strongly Agree	636	47.7	47.7
Total	1333	100.0	100.0

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

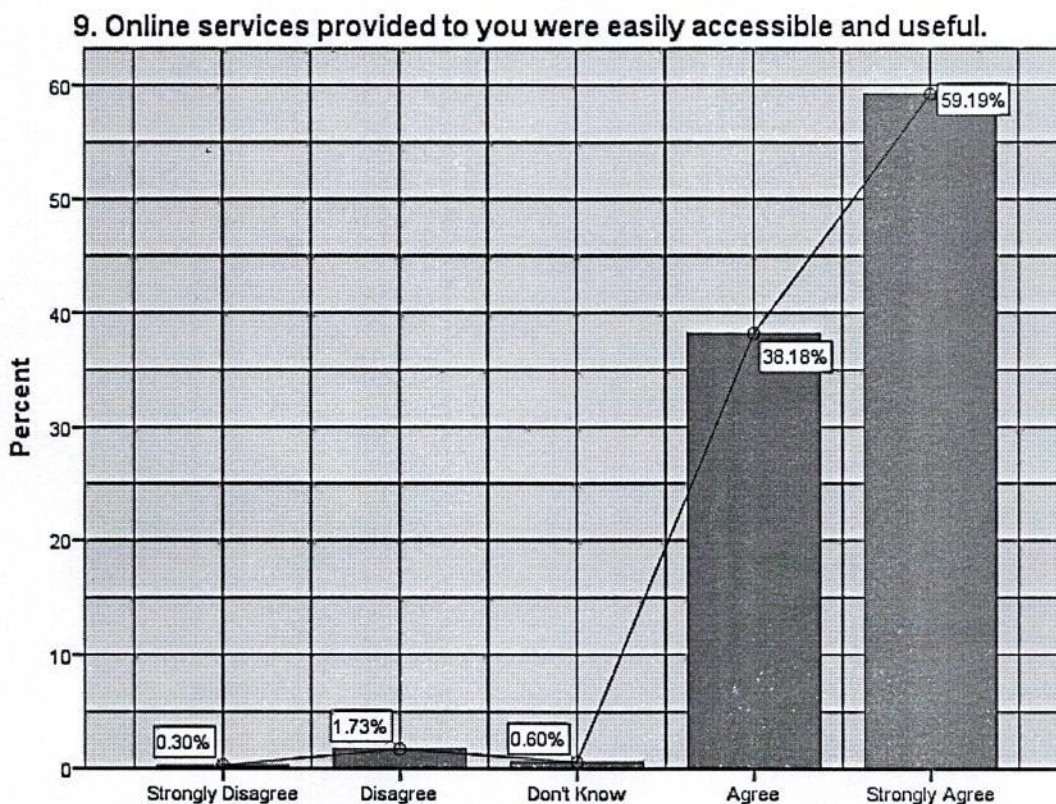


Analysis explains the responses of university students on the statement “The learner centric methods used by the institution to promote learning, enhanced your problem-solving skills, employability skills, life skills and made you ready for the world of work” in which 48.09% were recorded ‘Agree’ on the statement followed by 47.71% as ‘Strongly Agree’. However, only 1.88% university students responded ‘Don’t Know’ whereas 1.58% responded as ‘Disagree’ followed by 0.75% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the learner-centric approach applied by the university to promote learning in terms of improving problem-solving skills, employability skills, and life skill which eventually helps them to be ready for the world of work.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	4	.3	.3
Disagree	23	1.7	1.7
Don't Know	8	.6	.6
Agree	509	38.2	38.2
Strongly Agree	789	59.2	59.2
Total	1333	100.0	100.0

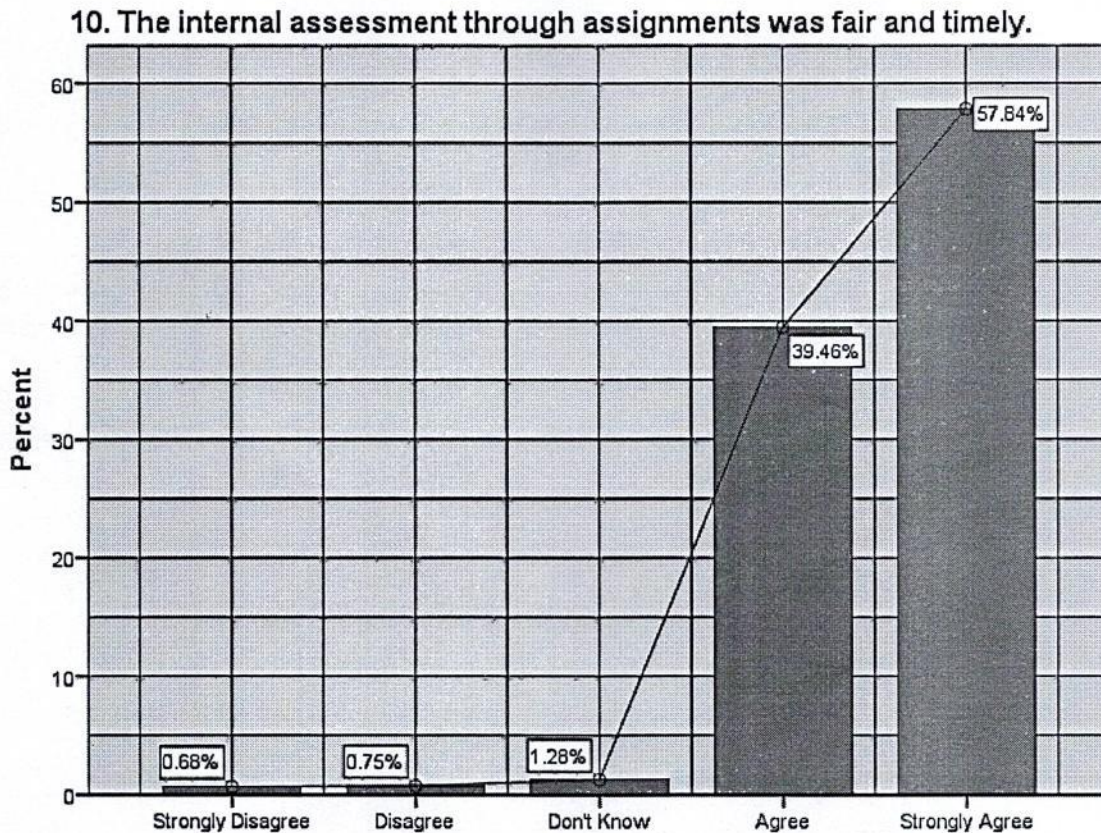


Analysis explains the responses of university students on the statement “**Online services provided to you were easily accessible and useful**” in which 59.19% were recorded ‘Strongly Agree’ on the statement followed by 38.18% as ‘Agree’. However, only 0.60% university students responded ‘Don’t Know’ whereas 1.73% responded as ‘Disagree’ followed by 0.30% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the online services provided as because it is easy to access and useful to the learners.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	9	.7	.7
Disagree	10	.8	.8
Don't Know	17	1.3	1.3
Agree	526	39.5	39.5
Strongly Agree	771	57.8	57.8
Total	1333	100.0	100.0



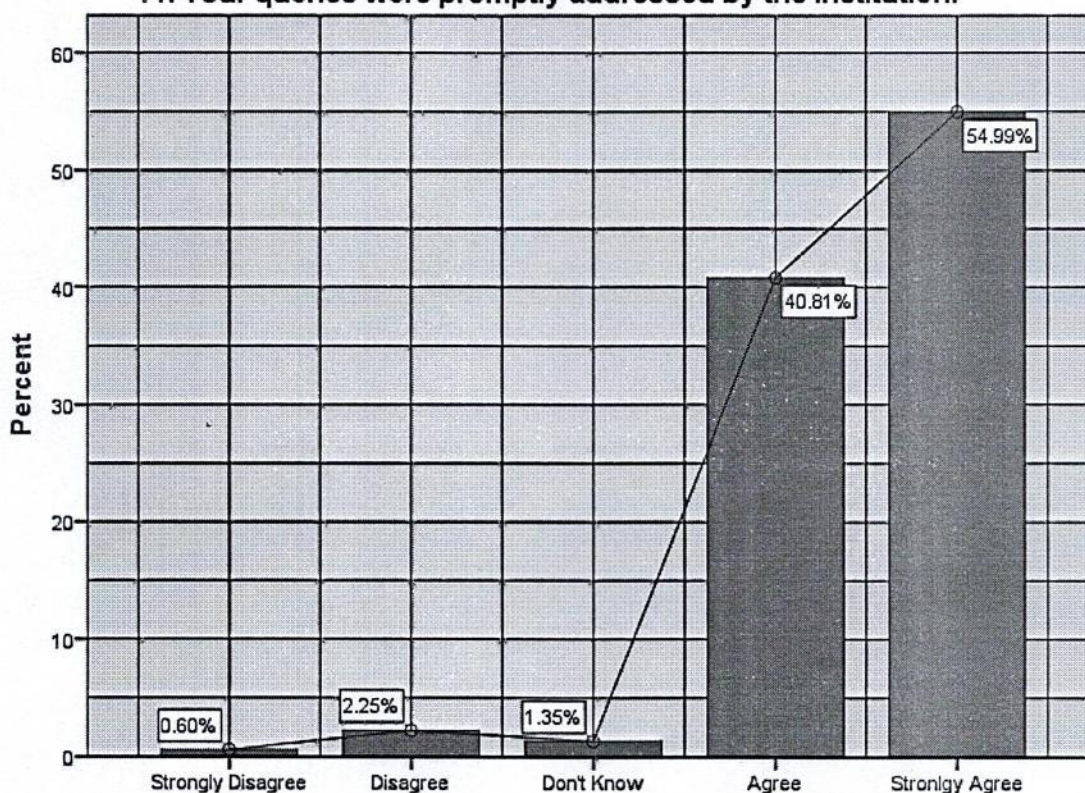
Analysis explains the responses of university students on the statement “**The internal assessment through assignments was fair and timely**” in which 57.84% were recorded ‘Strongly Agree’ on the statement followed by 39.76% as ‘Agree’. However, only 1.28% university students responded ‘Don’t Know’ whereas 0.75% responded as ‘Disagree’ followed by 0.68% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the marking system of assignments as they believe it is fair and timely.



### 11. Your queries were promptly addressed by the institution.

Response	Frequency	Percent	Valid Percent
Strongly Disagree	8	.6	.6
Disagree	30	2.3	2.3
Don't Know	18	1.4	1.4
Agree	544	40.8	40.8
Strongly Agree	733	55.0	55.0
Total	1333	100.0	100.0

### 11. Your queries were promptly addressed by the institution.



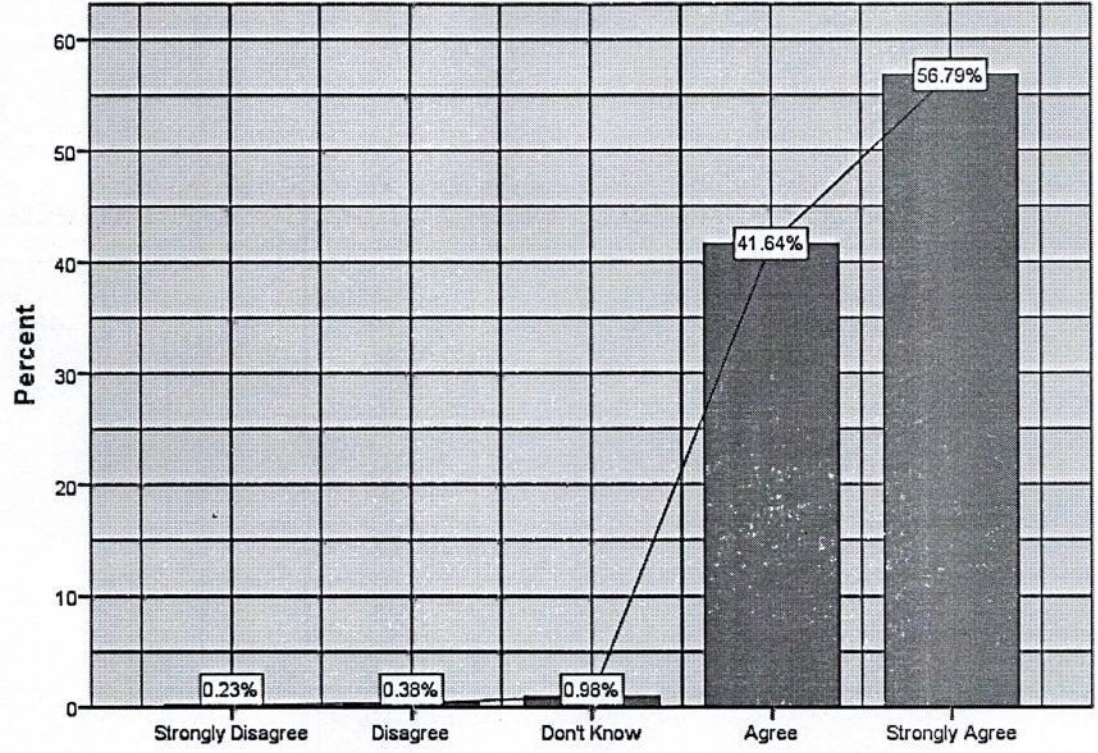
Analysis explains the responses of university students on the statement “Your queries were promptly addressed by the institution” in which 55% were recorded ‘Strongly Agree’ on the statement followed by 40.81% as ‘Agree’. However, only 1.35% university students responded ‘Don’t Know’ whereas 2.25% responded as ‘Disagree’ followed by 0.60% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with queries handling services provided by the university.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	3	.2	.2
Disagree	5	.4	.4
Don't Know	13	1.0	1.0
Agree	555	41.6	41.6
Strongly Agree	757	56.8	56.8
Total	1333	100.0	100.0

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



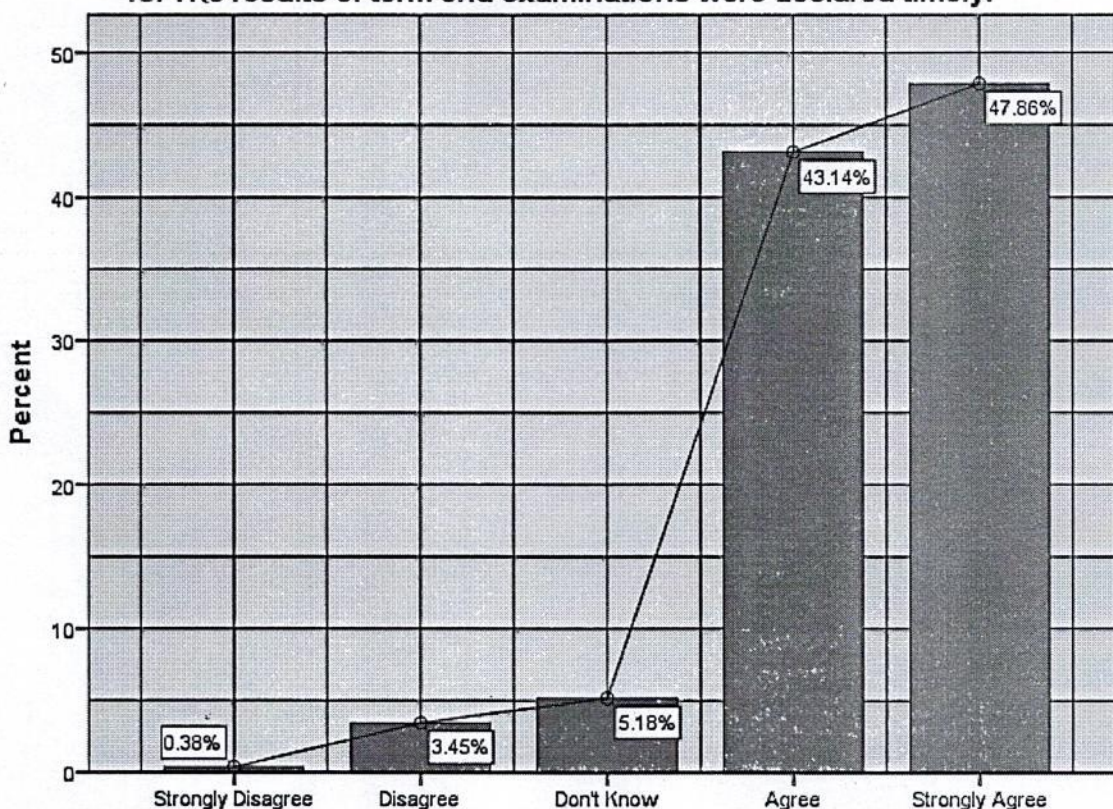
Analysis explains the responses of university students on the statement “The term end examination was conducted fairly and the sanctity of the examination was maintained” in which 56.79% were recorded ‘Strongly Agree’ on the statement followed by 41.64% as ‘Agree’. However, only 0.98% university students responded ‘Don’t Know’ whereas 0.38% responded as ‘Disagree’ followed by 0.23% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are satisfied with the examination process conducted by the university.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	5	.4	.4
Disagree	46	3.5	3.5
Don't Know	69	5.2	5.2
Agree	575	43.1	43.1
Strongly Agree	638	47.9	47.9
Total	1333	100.0	100.0

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



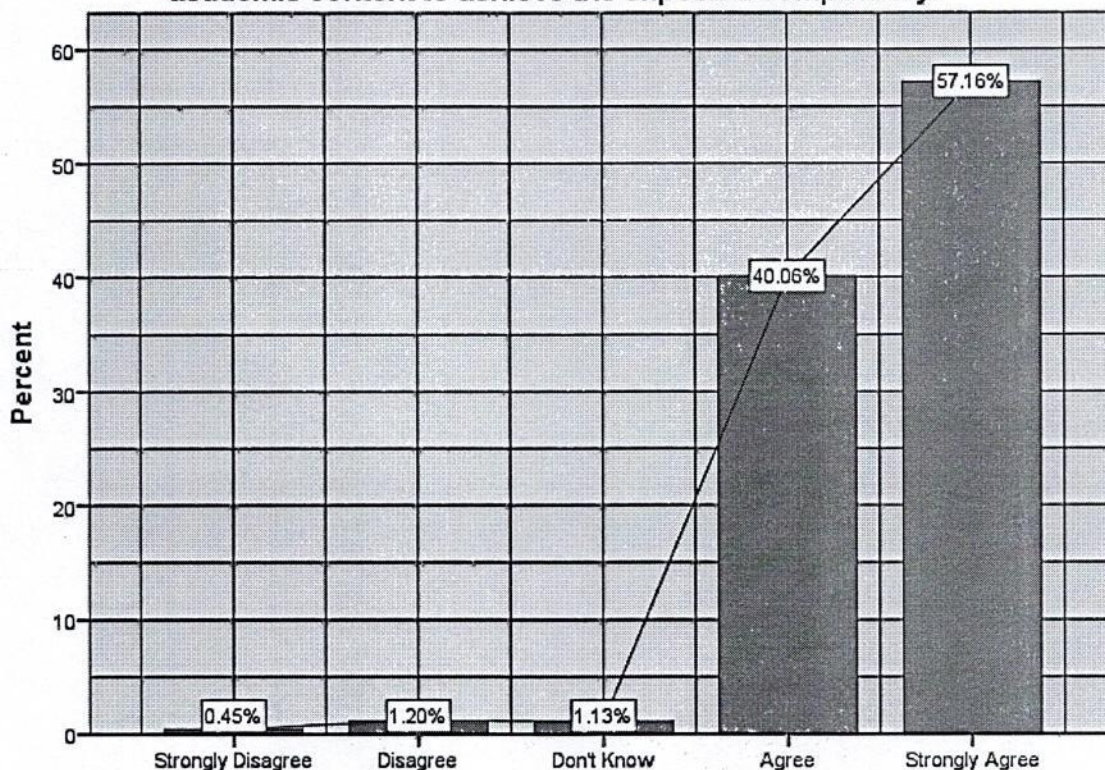
Analysis explains the responses of university students on the statement “**The results of term end examinations were declared timely**” in which 47.86% were recorded ‘Strongly Agree’ on the statement followed by 43.14% as ‘Agree’. However, only 5.18% university students responded ‘Don’t Know’ whereas 3.45% responded as ‘Disagree’ followed by 0.38% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are satisfied with the announcement of examination results as because it is declared timely.



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	6	.5	.5
Disagree	16	1.2	1.2
Don't Know	15	1.1	1.1
Agree	534	40.1	40.1
Strongly Agree	762	57.2	57.2
Total	1333	100.0	100.0

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



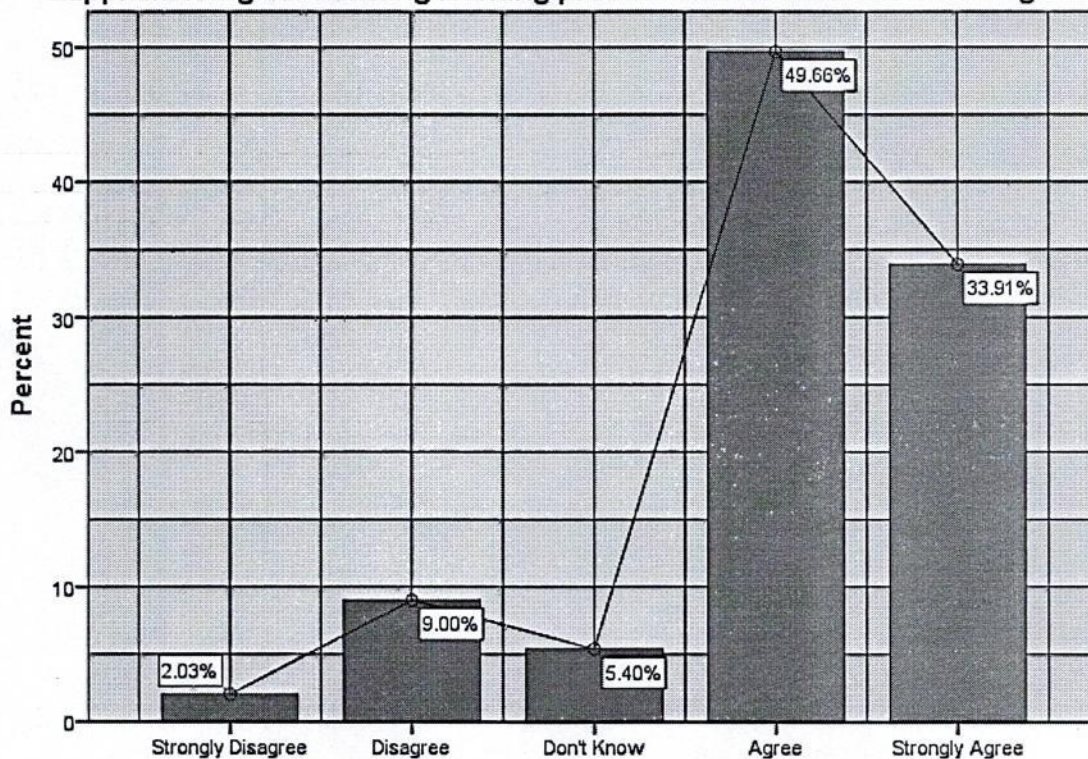
Analysis explains the responses of university students on the statement “The academic program which you are pursuing, has all the requisite academic content to achieve the expected competency” in which 57.16% were recorded ‘Strongly Agree’ on the statement followed by 40.06% as ‘Agree’. However, only 1.13% university students responded ‘Don’t Know’ whereas 1.20% responded as ‘Disagree’ followed by 0.45% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with academic programme they are enrolled as because they believe it offers all the expected 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	27	2.0	2.0
Disagree	120	9.0	9.0
Don't Know	72	5.4	5.4
Agree	662	49.7	49.7
Strongly Agree	452	33.9	33.9
Total	1333	100.0	100.0

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



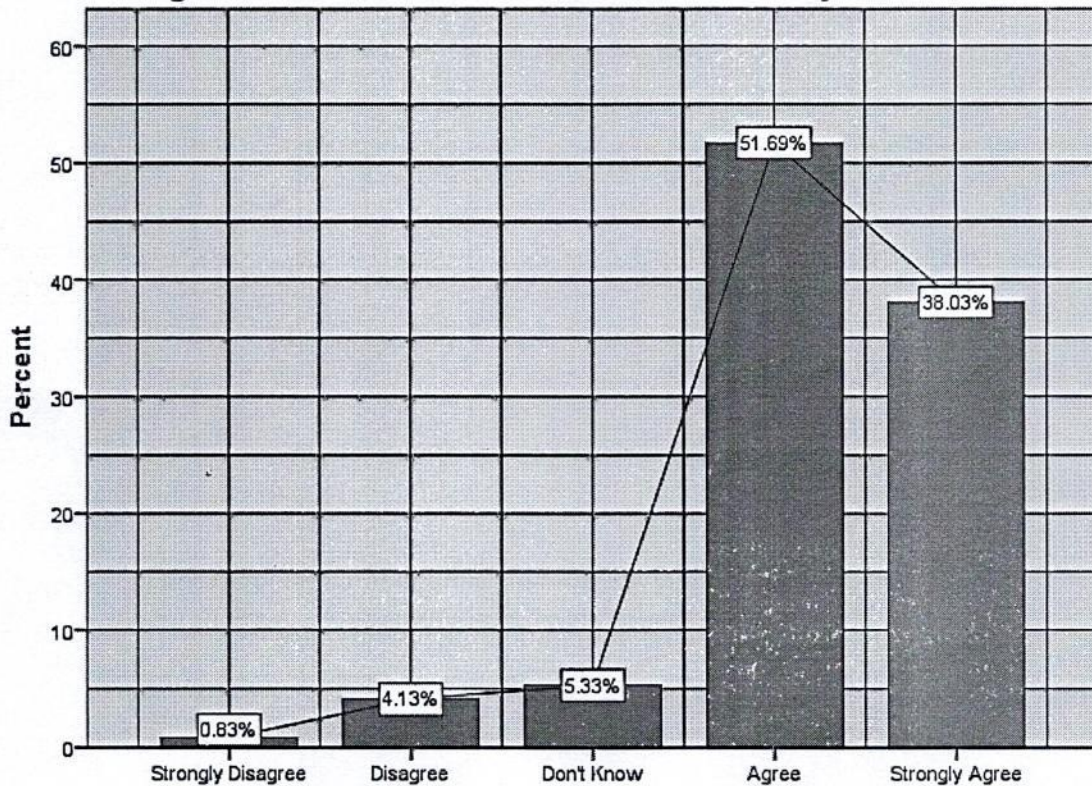
Analysis explains the responses of university students on the statement “**Electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling**” in which 49.66% were recorded ‘Agree’ on the statement followed by 33.91% as ‘Strongly Agree’. However, only 5.40% university students responded ‘Don’t Know’ whereas 9% responded as ‘Disagree’ followed by 2.03% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the e-learning services provided by the university to supplement the teaching-learning process and academic counselling.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	11	.8	.8
Disagree	55	4.1	4.1
Don't Know	71	5.3	5.3
Agree	689	51.7	51.7
Strongly Agree	507	38.0	38.0
Total	1333	100.0	100.0

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

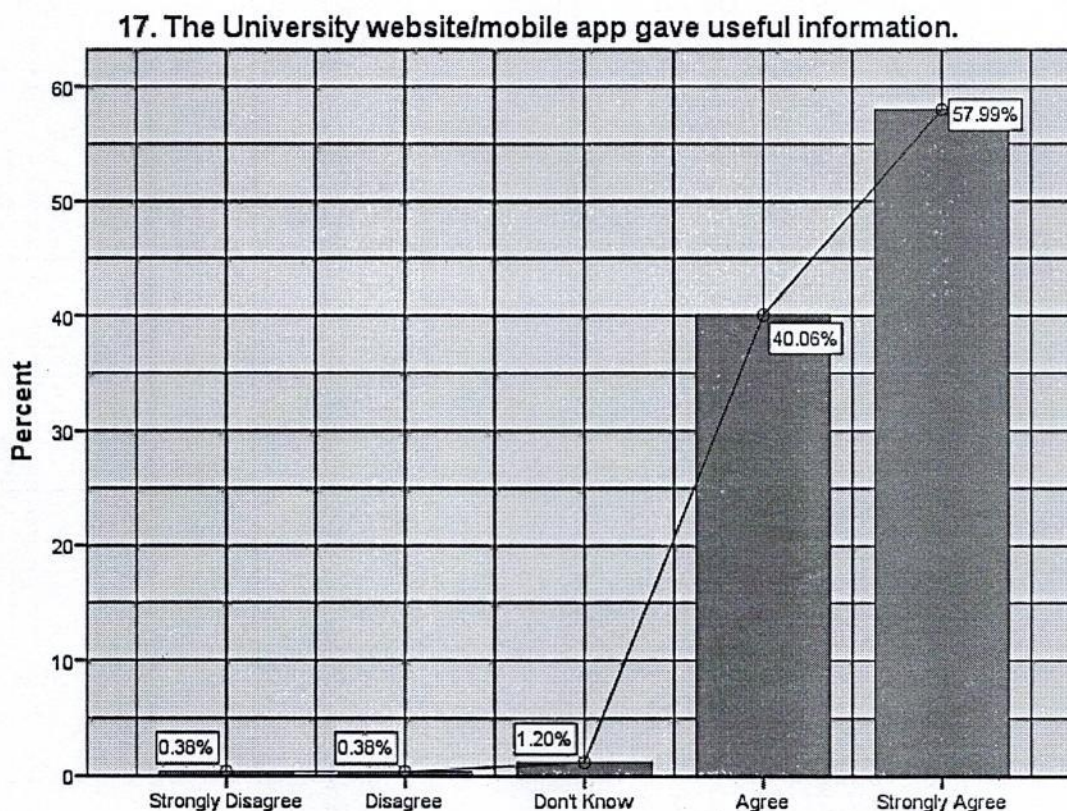


Analysis explains the responses of university students on the statement “**The grievance redressal mechanism of the University was effective**” in which 51.69% were recorded ‘Agree’ on the statement followed by 38.03% as ‘Strongly Agree’. However, only 5.33% university students responded ‘Don’t Know’ whereas 4.13% responded as ‘Disagree’ followed by 0.83% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the grievance redressal mechanism offered by the university as it is very effective.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	5	.4	.4
Disagree	5	.4	.4
Don't Know	16	1.2	1.2
Agree	534	40.1	40.1
Strongly Agree	773	58.0	58.0
Total	1333	100.0	100.0

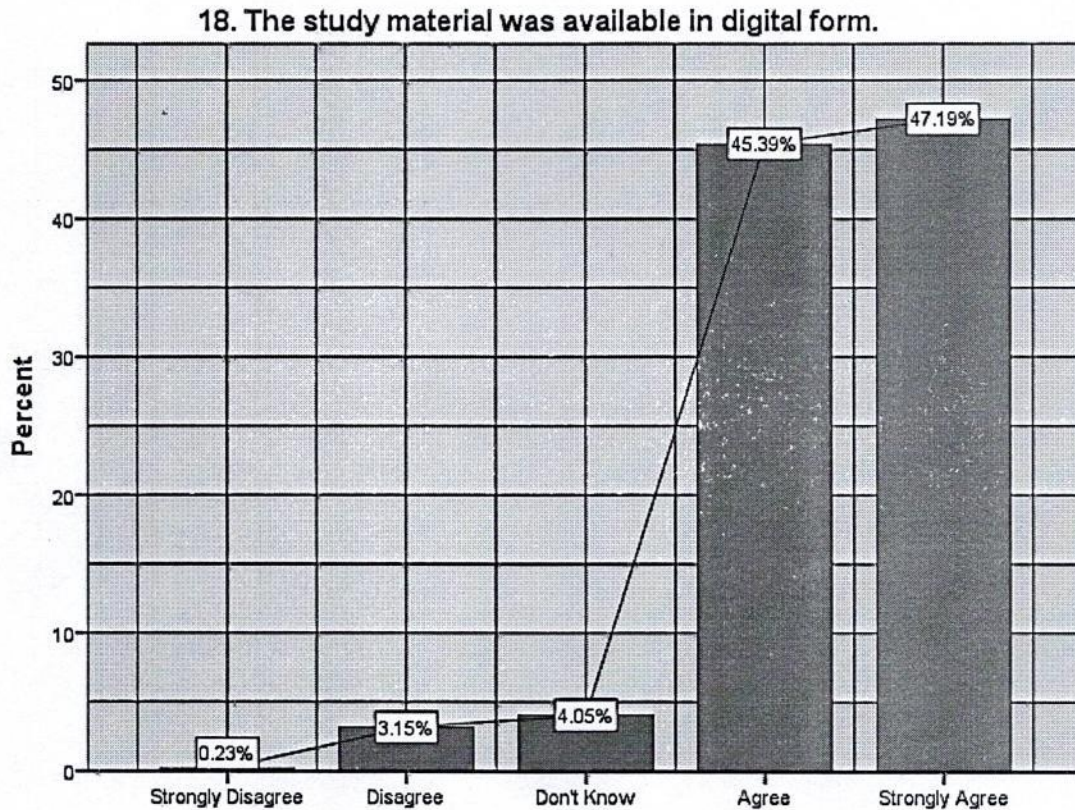


Analysis explains the responses of university students on the statement “**The University website/mobile app gave useful information**” in which 57.99% were recorded ‘Strongly Agree’ on the statement followed by 40.06% as ‘Agree’. However, only 1.20% university students responded ‘Don’t Know’ whereas 0.38% students responded as ‘Disagree’ as well as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the university website as it provides useful information related to their need on time.



**18. The study material was available in digital form.**

Response	Frequency	Percent	Valid Percent
Strongly Disagree	3	.2	.2
Disagree	42	3.2	3.2
Don't Know	54	4.1	4.1
Agree	605	45.4	45.4
Strongly Agree	629	47.2	47.2
Total	1333	100.0	100.0



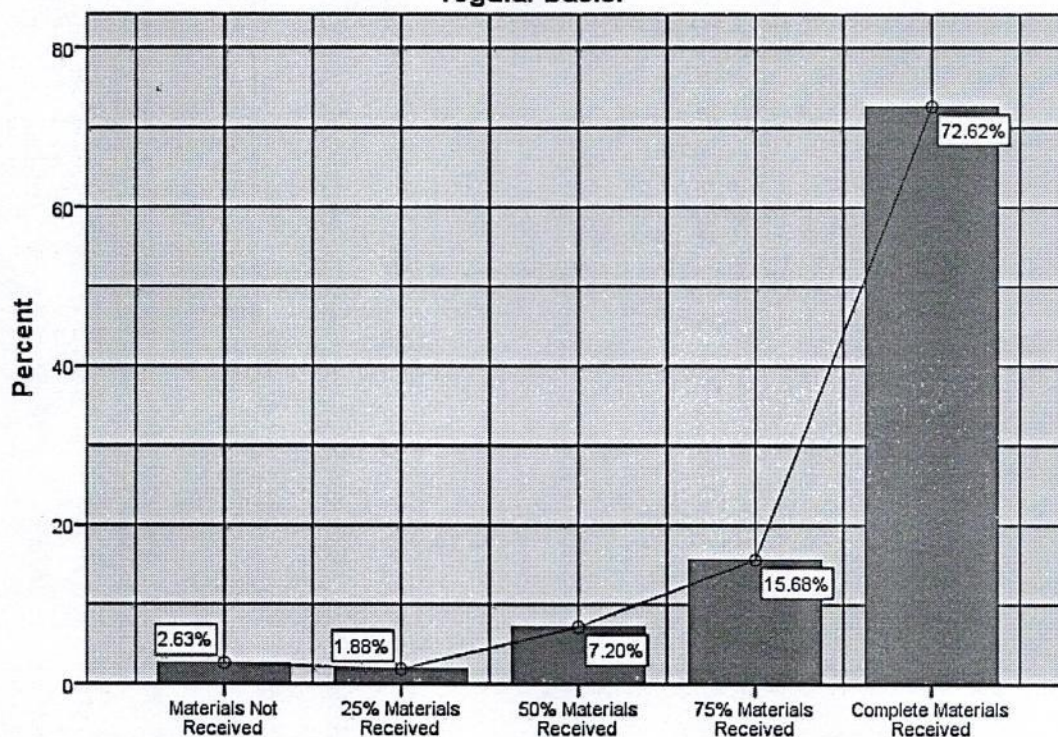
Analysis explains the responses of university students on the statement “**The study material was available in digital form**” in which 47.19% were recorded ‘Strongly Agree’ on the statement followed by 45.39% as ‘Agree’. However, only 4.05% university students responded ‘Don’t Know’ whereas 3.15% responded as ‘Disagree’ followed by 0.23% as ‘Strongly Disagree’ on the statement. Hence, it can be stated that the majority of university students were positive on the statement which indicates that the learners are highly satisfied with the digitized study materials made available by the university.



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

Response	Frequency	Percent	Valid Percent
Materials Not Received	35	2.6	2.6
25% Materials Received	25	1.9	1.9
50% Materials Received	96	7.2	7.2
75% Materials Received	209	15.7	15.7
Complete Materials Received	968	72.6	72.6
Total	1333	100.0	100.0

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



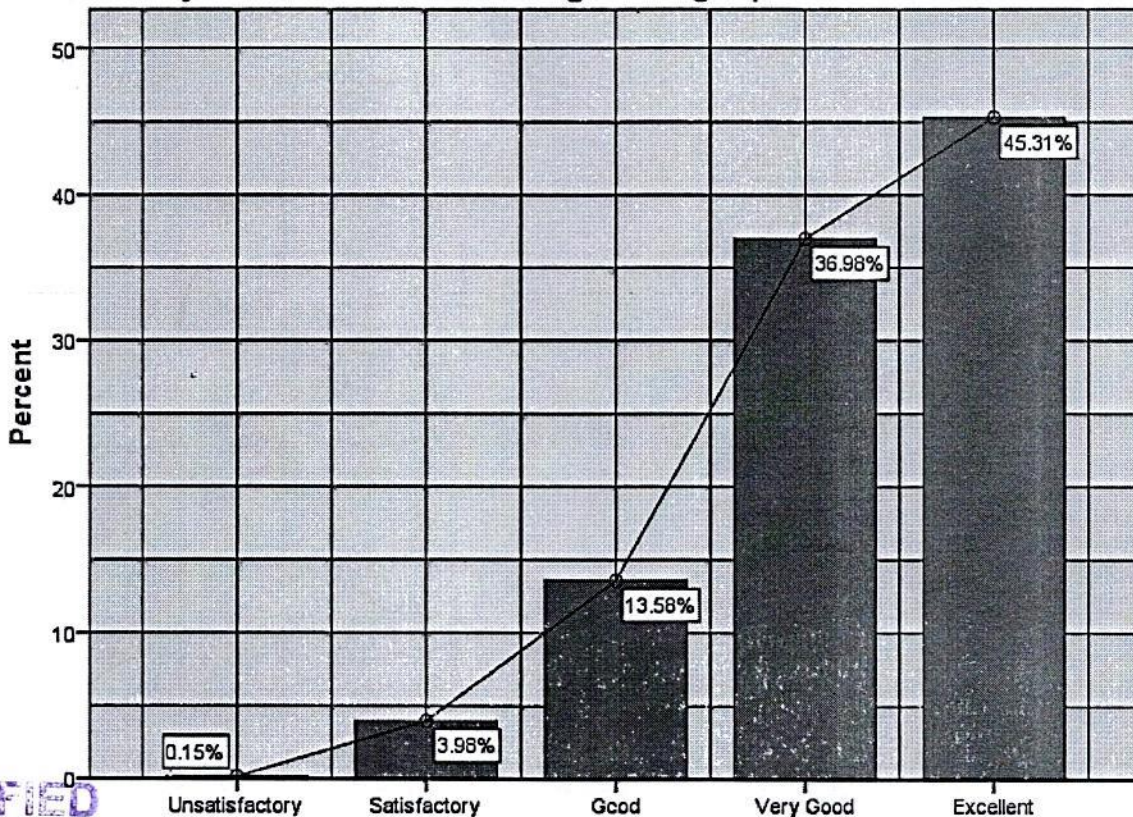
Analysis explains the responses of university students on the statement “**You are receiving the Self Learning Materials (Printed blocks/modules) on regular basis**” in which 72.62% were responded as ‘Complete Materials Received’ on the statement followed by 15.68% as ‘75% Materials Received’, 7.20% as ‘50% Materials Received’, and 1.88% as ‘25% Materials Received’. However, only 2.63% university students responded as ‘Materials Not Received’. Hence, it can be stated that the majority of university students were positive and received the materials sent by the university.



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

Response	Frequency	Percent	Valid Percent
Unsatisfactory	2	.2	.2
Satisfactory	53	4.0	4.0
Good	181	13.6	13.6
Very Good	493	37.0	37.0
Excellent	604	45.3	45.3
Total	1333	100.0	100.0

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



VERIFIED

RESEARCH  
Pt. Sunder Lal Sharma (Open)  
University Chhattisgarh  
BILASPUR (C.G.)

Analysis explains the responses of university students on the statement “How will you rate the overall teaching-learning experience in the institution?” in which 45.31% students were responded as ‘Excellent’ on the statement followed by 36.98% as ‘Very Good’, 13.58% as ‘Good’, and 3.98% as ‘Satisfactory’. However, only 0.15% university students responded ‘Unsatisfactory’ on the statement. Hence, it can be stated that the majority of university students were positive and highly satisfied with teaching-learning services provided by the university.

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