



**LEARNERS SATISFACTION FEEDBACK ANALYSIS 2019-20**  
**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.	7095	4.57	.555
2	The study material for the programme was comprehensive and easy to understand with useful illustrations of concepts and examples.	7095	4.57	.579
3	The assignments were very useful in grasping of the content given in the Study Material.	7095	4.55	.568
4	The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to you.	7095	4.47	.617
5	The academic counsellors are qualified and were well prepared for conducting the counseling sessions scheduled at the Learner Support Centre.	7095	4.46	.621
6	The University adheres to schedule of admissions and term end examinations.	7095	4.55	.552
7	The counselling sessions organized at the Learner Support Centre helped you to clear doubts and keep you on track.	7095	4.46	.606
8	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.	7095	4.45	.628
9	Online services provided to you were easily accessible and useful.	7095	4.48	.650
10	The internal assessment through assignments was fair and timely.	7095	4.54	.578
11	Your queries were promptly addressed by the institution.	7095	4.45	.650
12	The term end examination was conducted fairly and the sanctity of the examination was maintained.	7095	4.51	.598
13	The results of term end examinations were declared timely.	7095	4.45	.642
14	The academic program which you are pursuing, has all the requisite academic content to achieve the expected competency.	7095	4.54	.588



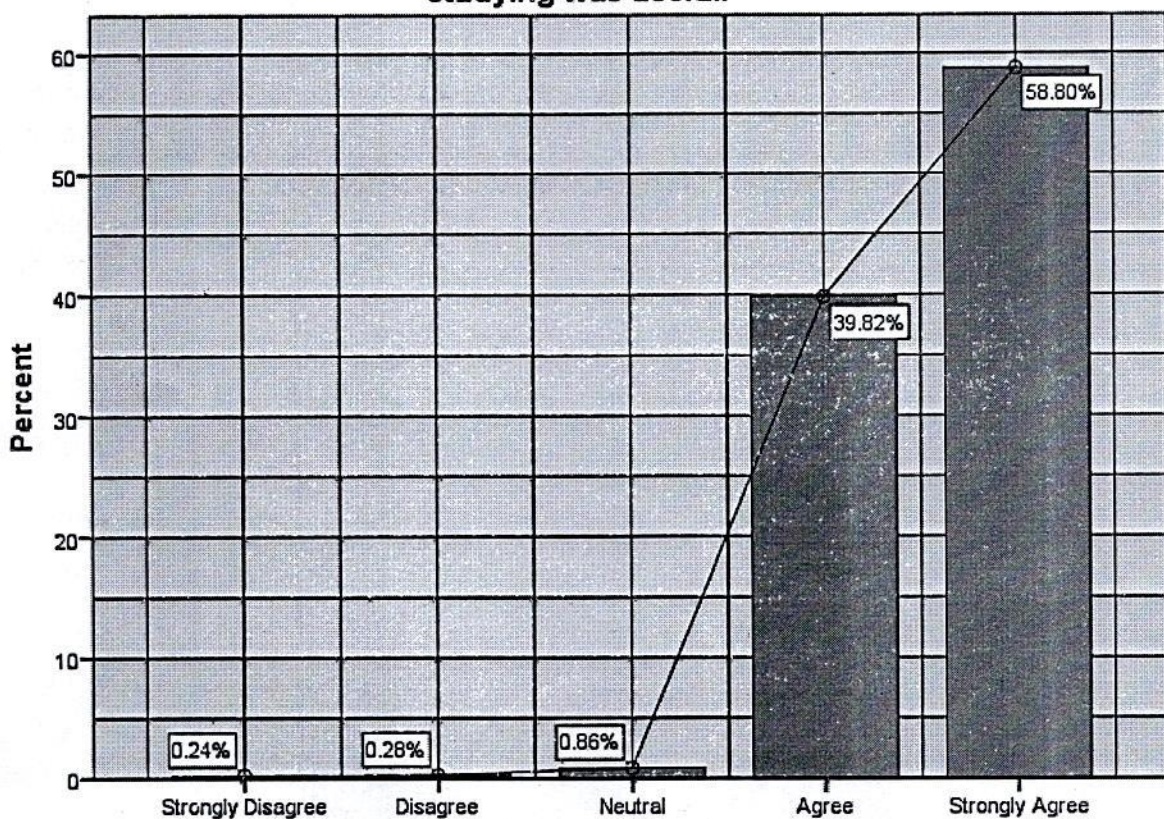
15	Electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling.	7095	4.12	.893
16	The grievance redressal mechanism of the University was effective.	7095	4.30	.715
17	The University website/mobile app gave useful information.	7095	4.51	.634
18	The study material was available in digital form.	7095	4.29	.797
19	You are receiving the Self Learning Materials(Printed blocks/modules) on regular basis.	7095	4.58	.834
20	How will you rate the overall teaching-learning experience in the institution?	7095	4.26	.856



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	17	.2	.2
Disagree	20	.3	.3
Neutral	61	.9	.9
Agree	2825	39.8	39.8
Strongly Agree	4172	58.8	58.8
Total	7095	100.0	100.0

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



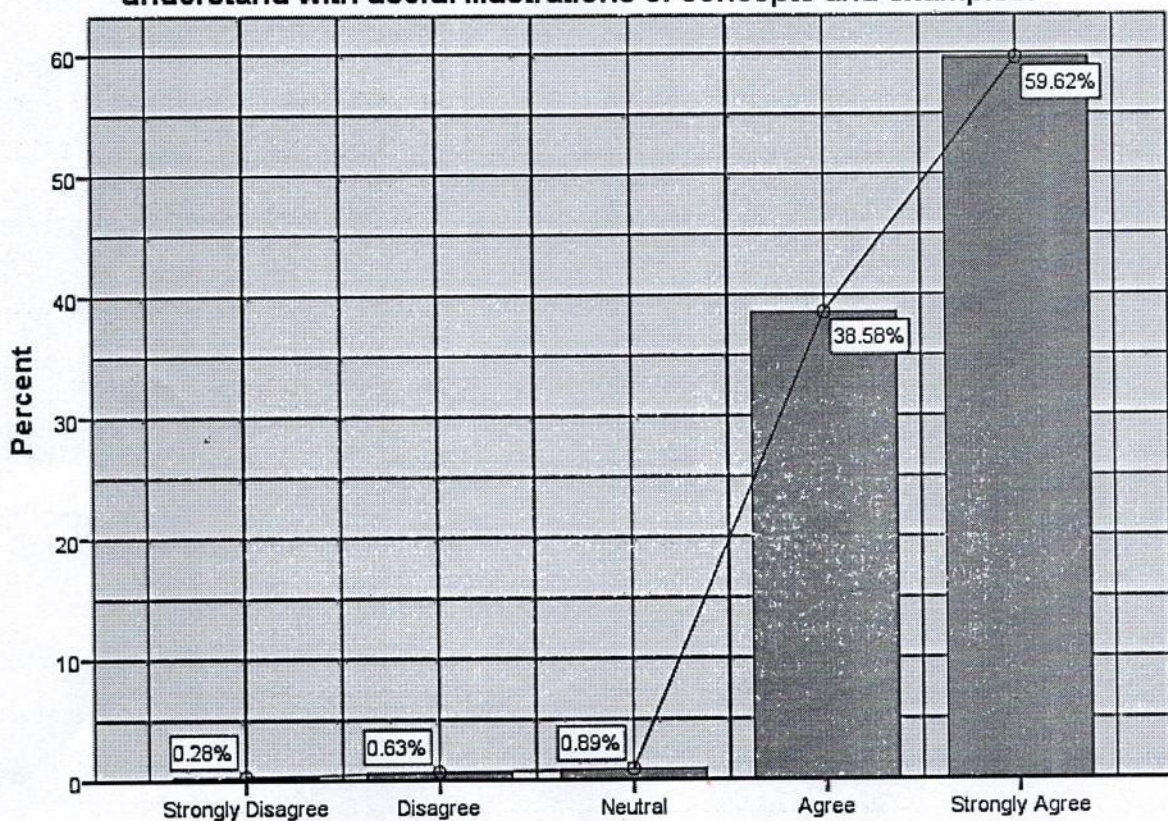
Analysis explains the responses of university students on the statement "Induction program conducted by the Learner Support Centre, where you are studying was useful" in which 58.80% were recorded 'Strongly Agree' on the statement followed by 39.82% as 'Agree'. However, only 0.86% university students were 'Neutral' whereas 0.28% 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 induction programme conducted by the learner support center.



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	20	.3	.3
Disagree	45	.6	.6
Neutral	63	.9	.9
Agree	2737	38.6	38.6
Strongly Agree	4230	59.6	59.6
Total	7095	100.0	100.0

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



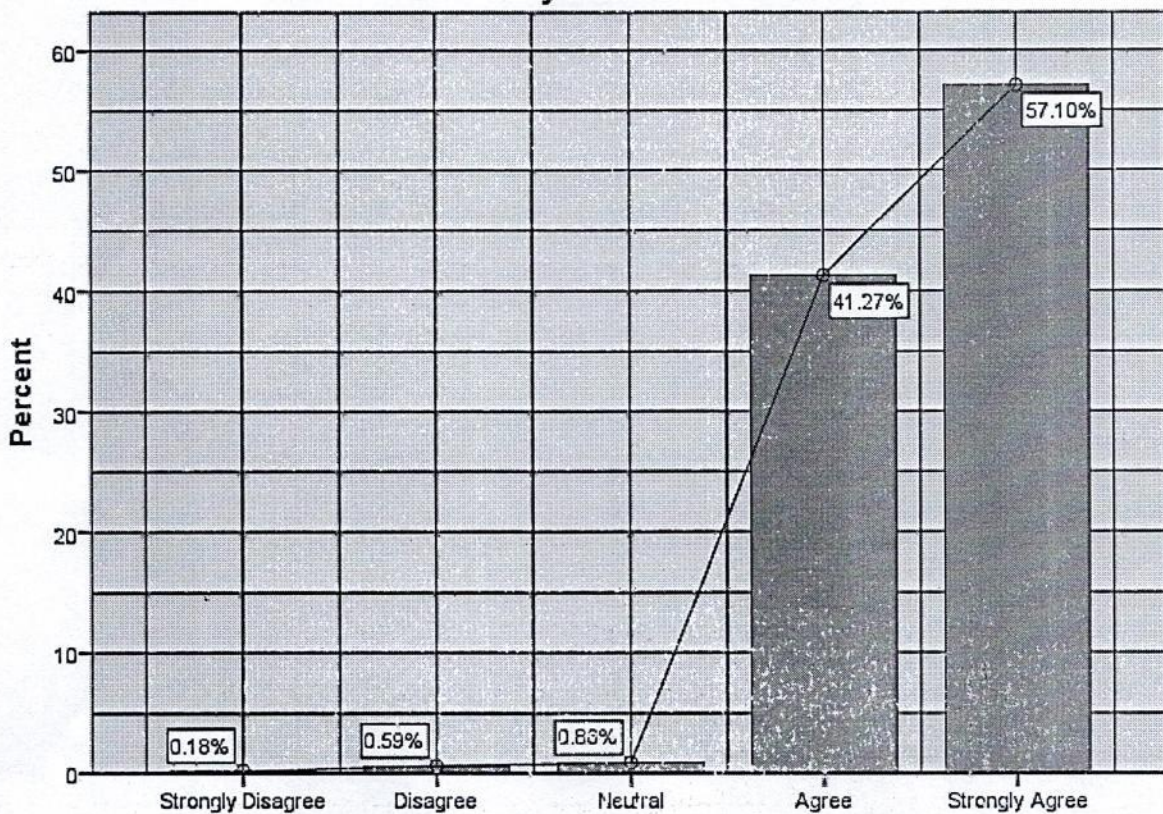
Analysis explains the responses of university students on the statement “The study material for the programme was comprehensive and easy to understand with useful illustrations of concepts and examples” in which 59.62% were recorded ‘Strongly Agree’ on the statement followed by 38.58% as ‘Agree’. However, only 0.89% university students were ‘Neutral’ whereas 0.63% responded as ‘Disagree’ followed by 0.28% 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 provided study materials as it is comprehensive and easy to understand with useful illustrations.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	13	.2	.2
Disagree	42	.6	.6
Neutral	61	.9	.9
Agree	2928	41.3	41.3
Strongly Agree	4051	57.1	57.1
Total	7095	100.0	100.0

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



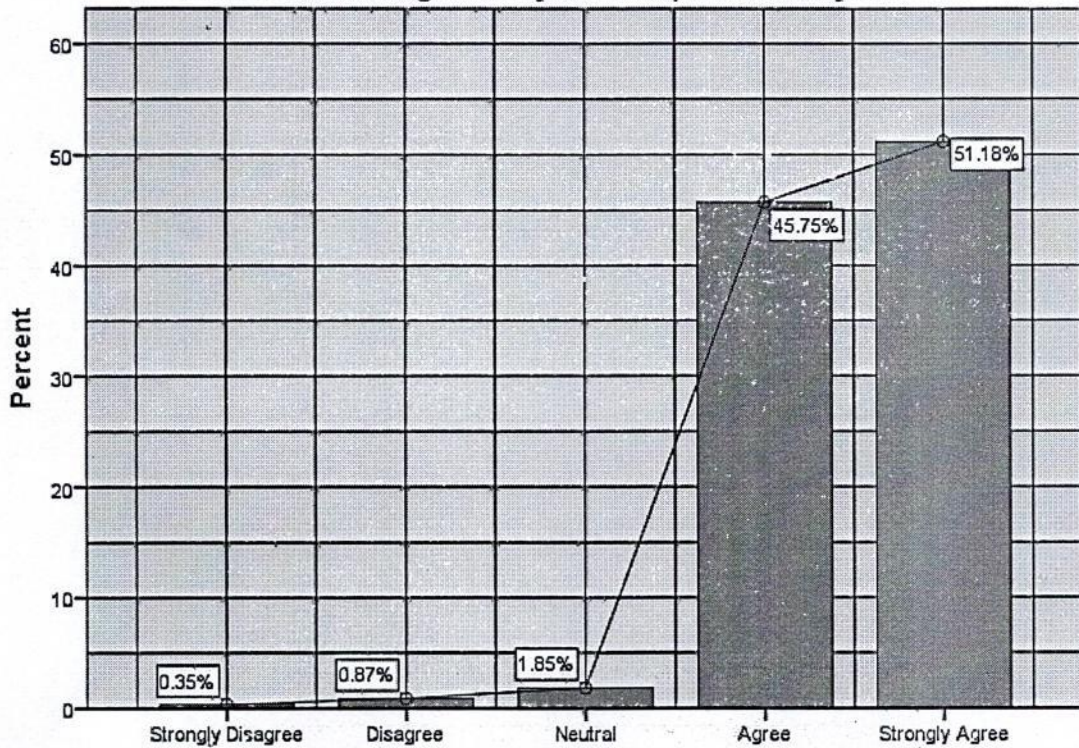
Analysis explains the responses of university students on the statement “**The assignments were very useful in grasping of the content given in the Study Material**” in which 57.10% were recorded ‘Strongly Agree’ on the statement followed by 41.27% as ‘Agree’. However, only 0.86% university students were ‘Neutral’ whereas 0.59% responded as ‘Disagree’ followed by 0.18% 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 works as it helps in grasping the content of 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	25	.4	.4
Disagree	62	.9	.9
Neutral	131	1.8	1.8
Agree	3246	45.8	45.8
Strongly Agree	3631	51.2	51.2
Total	7095	100.0	100.0

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



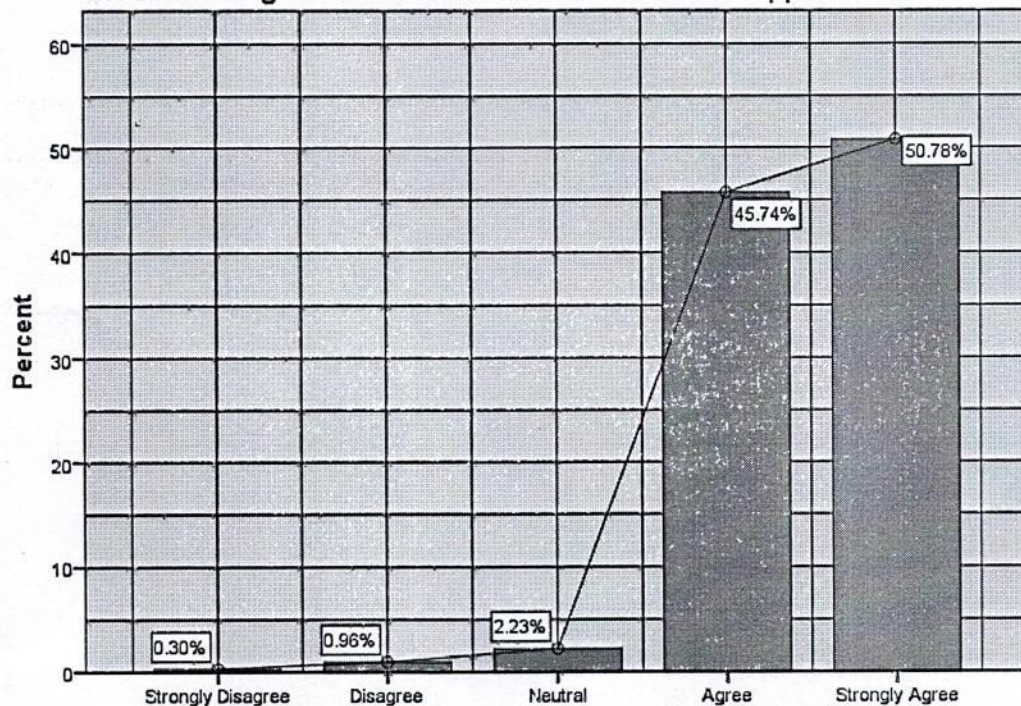
Analysis explains the responses of university students on the statement ‘The academic counselling provided at the Learner Support Centre facilitated the understanding of study material provided to you’ in which 51.18% were recorded ‘Strongly Agree’ on the statement followed by 45.75% as ‘Agree’. However, only 1.85% university students were ‘Neutral’ whereas 0.87% responded as ‘Disagree’ followed by 0.35% 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 counselling provided at the learner support center as it help in improving their 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	21	.3	.3
Disagree	68	1.0	1.0
Neutral	158	2.2	2.2
Agree	3245	45.7	45.7
Strongly Agree	3603	50.8	50.8
Total	7095	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.**



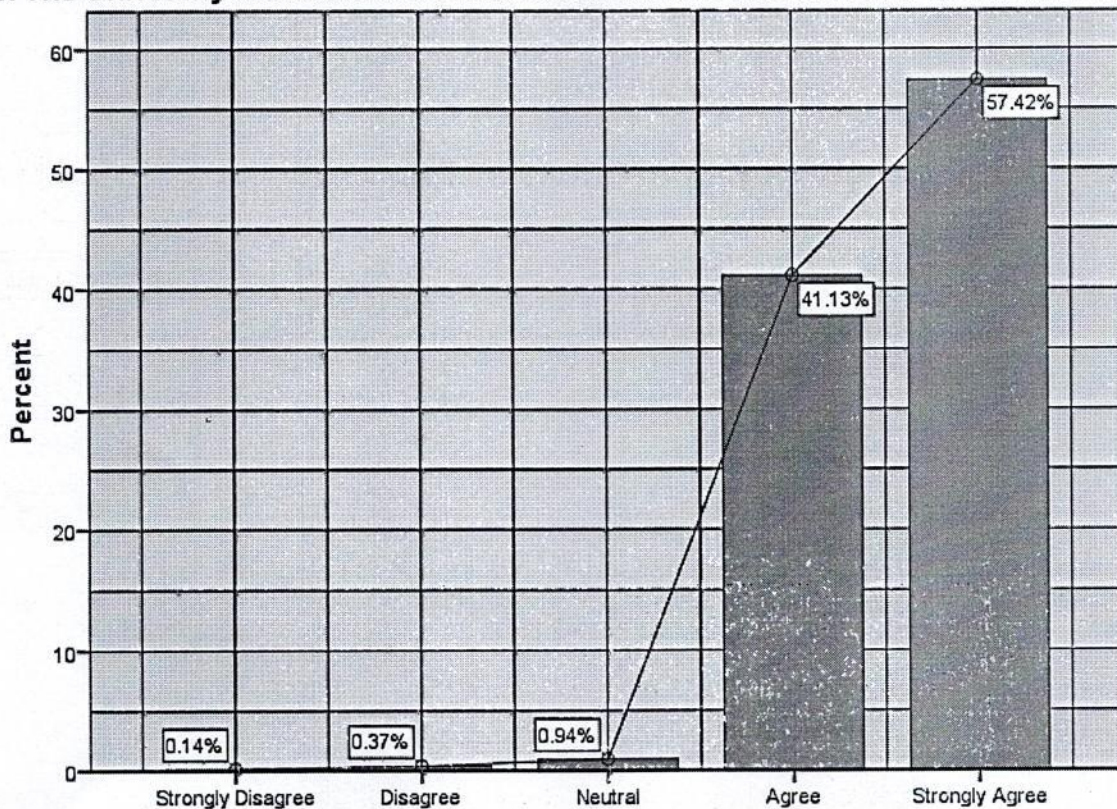
Analysis explains the responses of university students on the statement “**The academic counsellors are qualified and were well prepared for conducting the counseling sessions scheduled at the Learner Support Centre**” in which 50.78% were recorded ‘Strongly Agree’ on the statement followed by 45.74% as ‘Agree’. However, only 2.23% university students were ‘Neutral’ whereas 0.96% 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 services provided by the academic counsellors as they are well prepared for scheduled counselling sessions.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	10	.1	.1
Disagree	26	.4	.4
Neutral	67	.9	.9
Agree	2918	41.1	41.1
Strongly Agree	4074	57.4	57.4
Total	7095	100.0	100.0

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



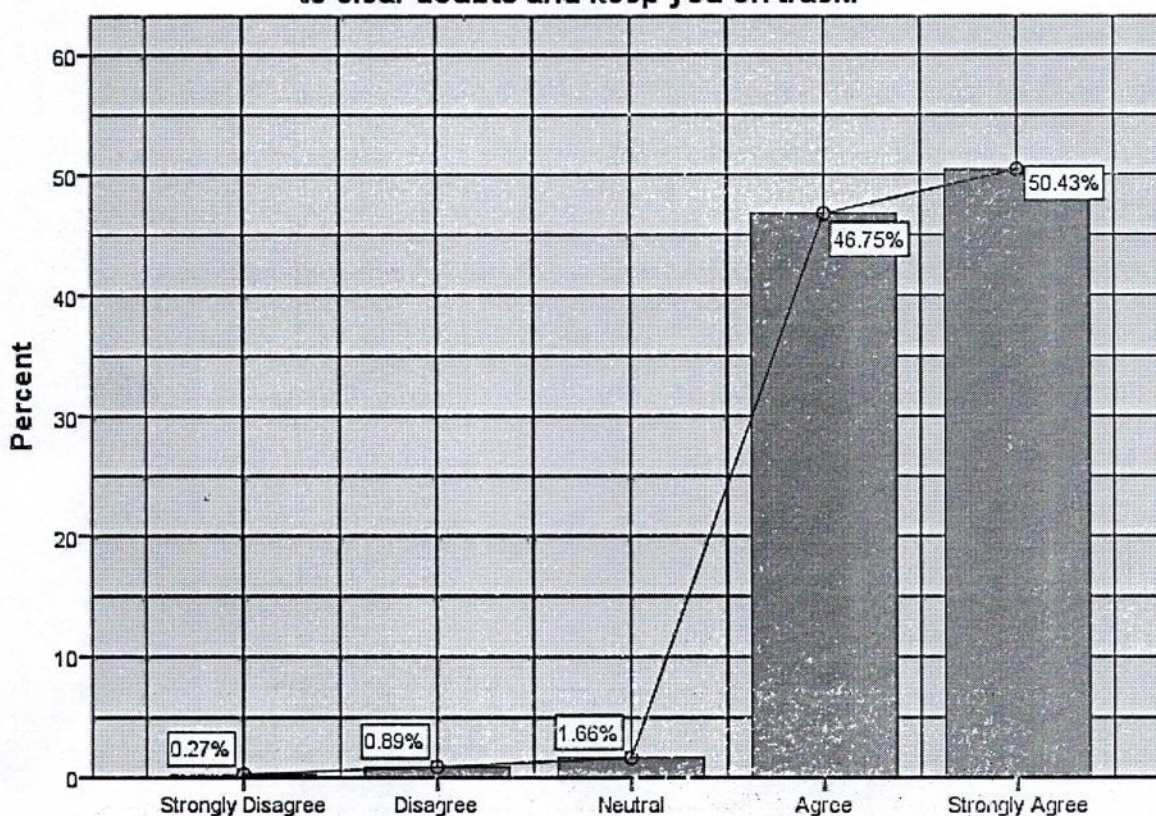
Analysis explains the responses of university students on the statement “**The University adheres to schedule of admissions and term end examinations**” in which 57.42% were recorded ‘Strongly Agree’ on the statement followed by 41.13% as ‘Agree’. However, only 0.94% university students were ‘Neutral’ whereas 0.37% responded as ‘Disagree’ followed by 0.14% 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’s examination process and admission process as these activities happens on scheduled 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	19	.3	.3
Disagree	63	.9	.9
Neutral	118	1.7	1.7
Agree	3317	46.8	46.8
Strongly Agree	3578	50.4	50.4
Total	7095	100.0	100.0

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



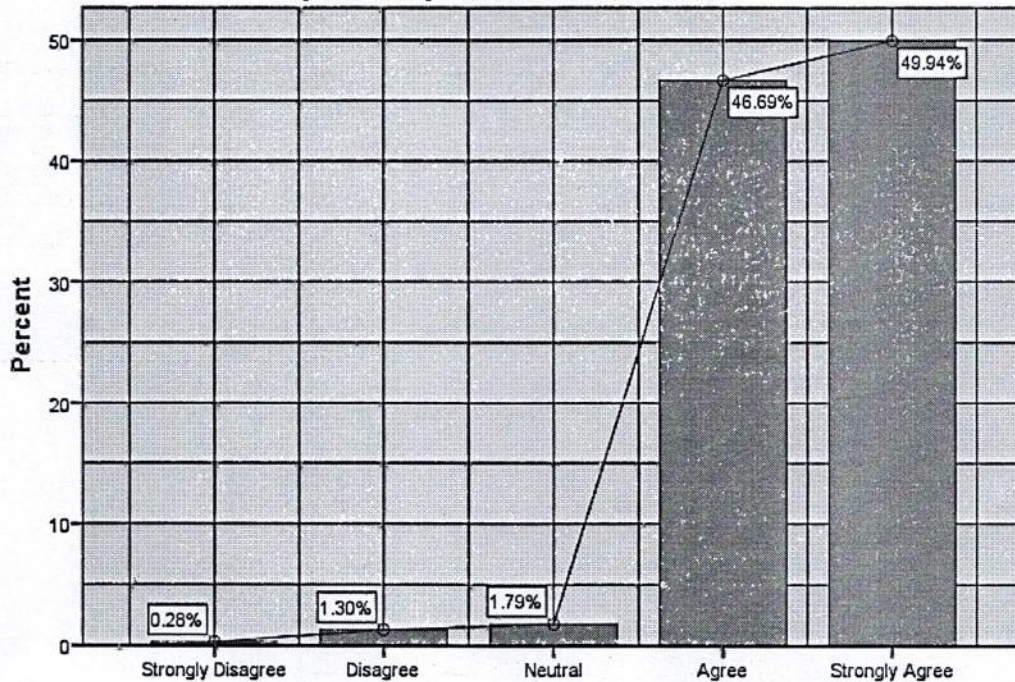
Analysis explains the responses of university students on the statement “**The counselling sessions organized at the Learner Support Centre helped you to clear doubts and keep you on track**” in which 50.43% were recorded ‘Strongly Agree’ on the statement followed by 46.75% as ‘Agree’. However, only 1.66% university students were ‘Neutral’ whereas 0.89% responded as ‘Disagree’ followed by 0.27% 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 counselling sessions conducted at different learner support center as it helps in clearing doubts and improves learning.



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	20	.3	.3
Disagree	92	1.3	1.3
Neutral	127	1.8	1.8
Agree	3313	46.7	46.7
Strongly Agree	3543	49.9	49.9
Total	7095	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 you ready for the world of work.

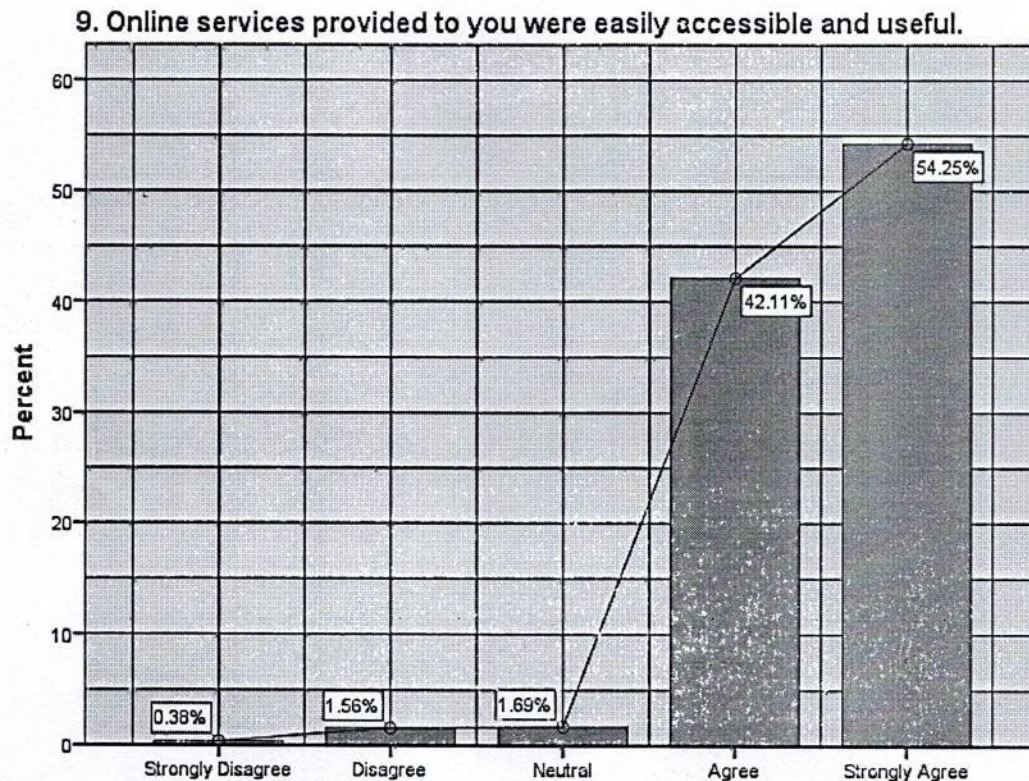


Analysis explains the responses of university students on the statement “The learner centric methods used by the institution to promote learning, enhanced your problem-solving skills, employability skills, life skills and made you ready for the world of work” in which 49.94% were recorded ‘Strongly Agree’ on the statement followed by 46.69% as ‘Agree’. However, only 1.79% university students were ‘Neutral’ whereas 1.30% responded as ‘Disagree’ followed by 0.28% 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 learner-centric approach applied by the university as it improves learning in terms of enhancing problem solving skills, employability skills, and life skills which eventually helps them preparing for the world of work.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	27	.4	.4
Disagree	111	1.6	1.6
Neutral	120	1.7	1.7
Agree	2988	42.1	42.1
Strongly Agree	3849	54.2	54.2
Total	7095	100.0	100.0



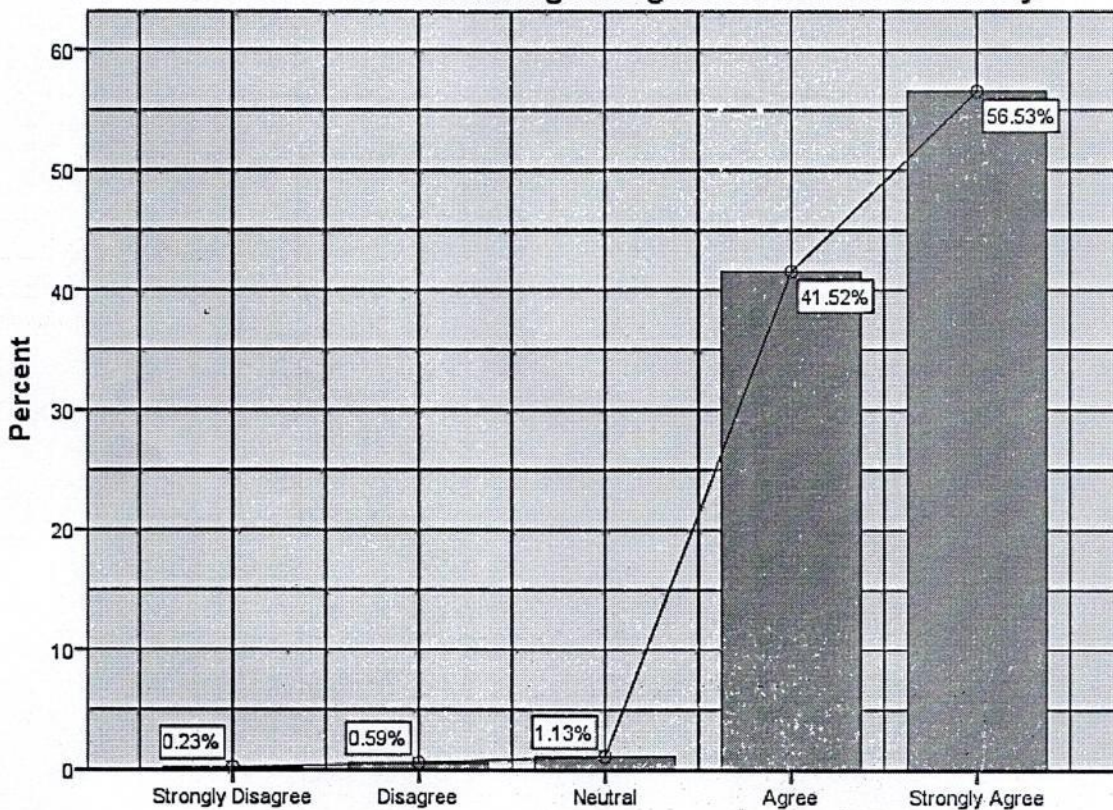
Analysis explains the responses of university students on the statement “**Online services provided to you were easily accessible and useful**” in which 54.25% were recorded ‘Strongly Agree’ on the statement followed by 42.11% as ‘Agree’. However, only 1.69% university students were ‘Neutral’ whereas 1.56% 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 online services provided by the university as it is easily accessibility and useful to learners.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	16	.2	.2
Disagree	42	.6	.6
Neutral	80	1.1	1.1
Agree	2946	41.5	41.5
Strongly Agree	4011	56.5	56.5
Total	7095	100.0	100.0

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

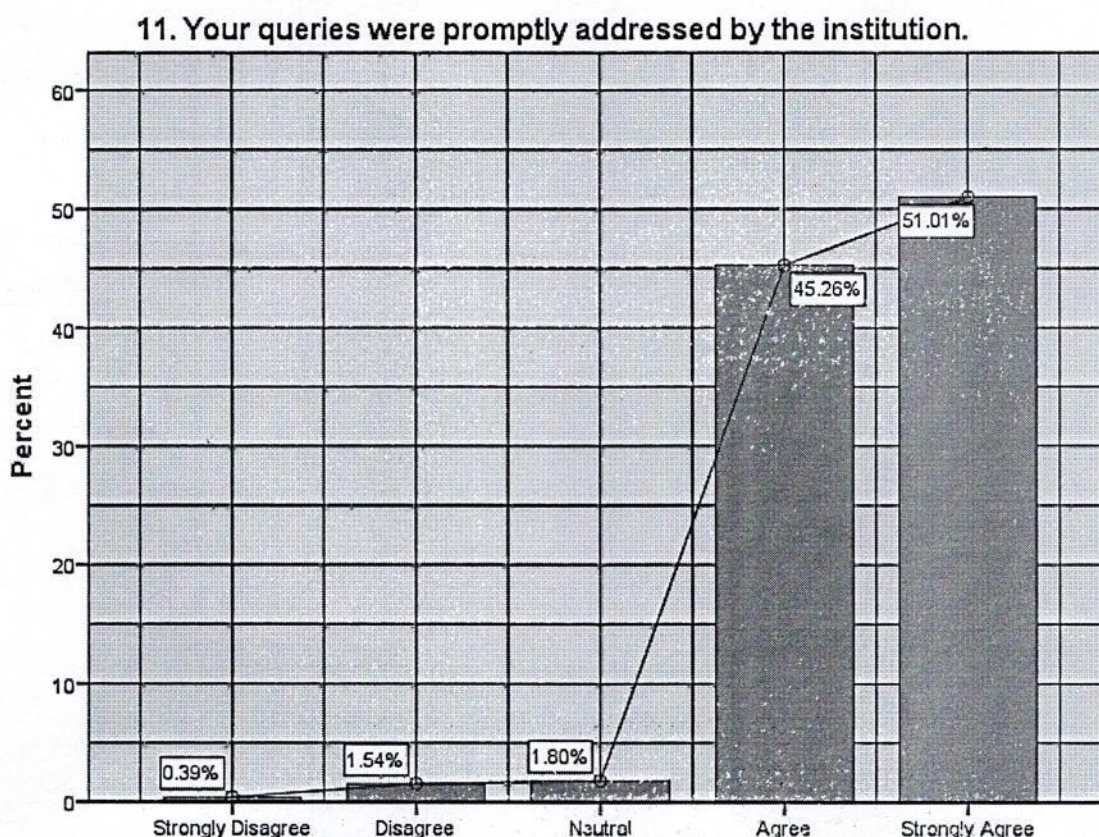


Analysis explains the responses of university students on the statement “The internal assessment through assignments was fair and timely” in which 56.53% were recorded ‘Strongly Agree’ on the statement followed by 41.52% as ‘Agree’. However, only 1.13% university students were ‘Neutral’ whereas 0.59% 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 internal assessment of assignment work as they believe it is fair and timely.



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

Response	Frequency	Percent	Valid Percent
Strongly Disagree	28	.4	.4
Disagree	109	1.5	1.5
Neutral	128	1.8	1.8
Agree	3211	45.3	45.3
Strongly Agree	3619	51.0	51.0
Total	7095	100.0	100.0



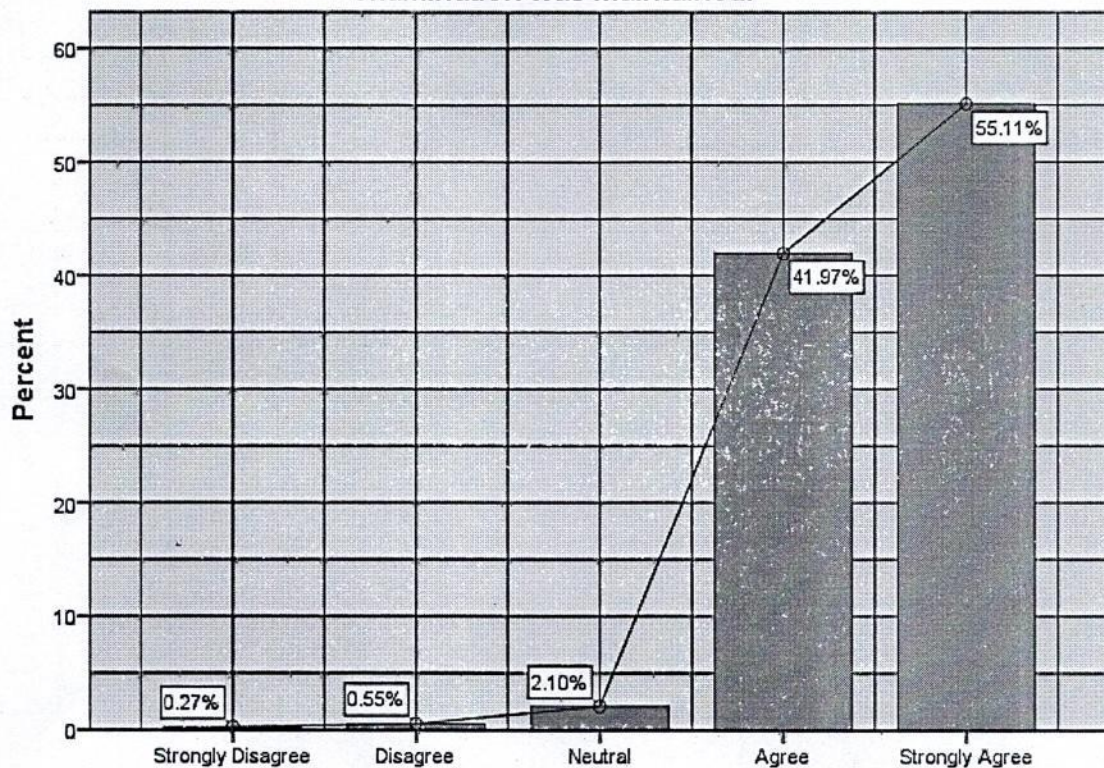
Analysis explains the responses of university students on the statement “Your queries were promptly addressed by the institution” in which 51.01% were recorded ‘Strongly Agree’ on the statement followed by 45.26% as ‘Agree’. However, only 1.80% university students were ‘Neutral’ whereas 1.54% responded as ‘Disagree’ followed by 0.39% 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 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	19	.3	.3
Disagree	39	.5	.5
Neutral	149	2.1	2.1
Agree	2978	42.0	42.0
Strongly Agree	3910	55.1	55.1
Total	7095	100.0	100.0

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

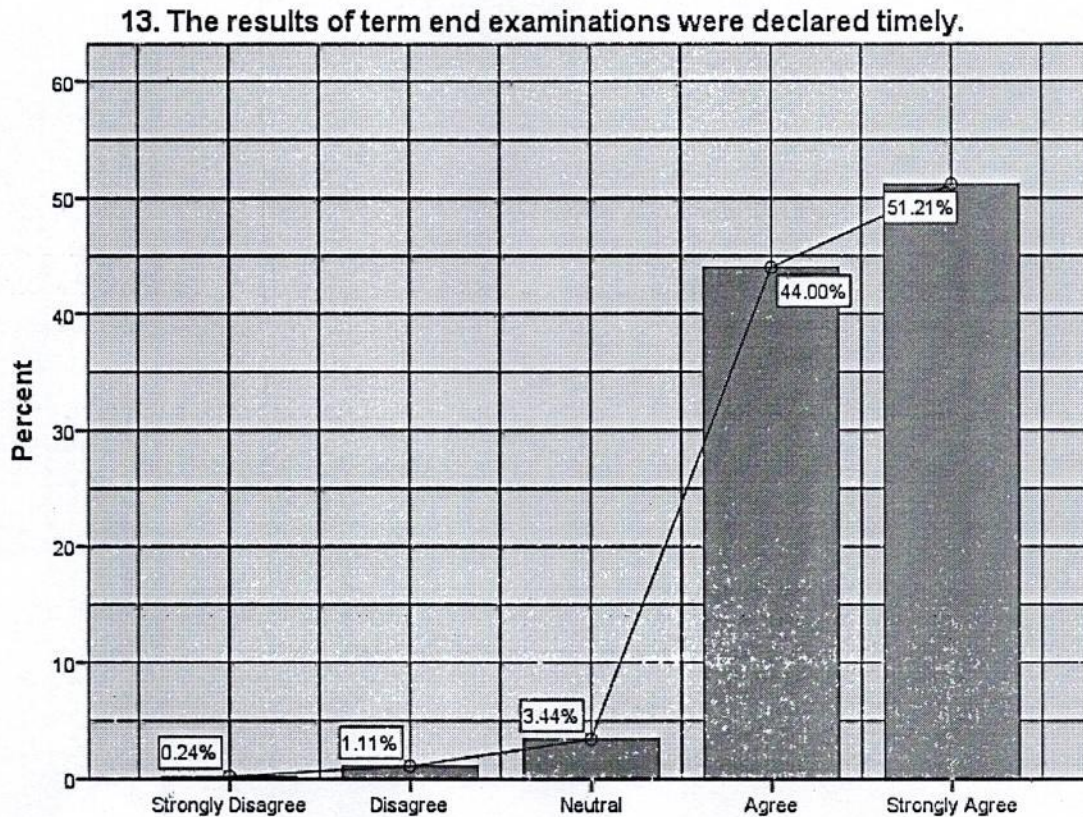


Analysis explains the responses of university students on the statement “The term end examination was conducted fairly and the sanctity of the examination was maintained” in which 55.11% were recorded ‘Strongly Agree’ on the statement followed by 41.97% as ‘Agree’. However, only 2.10% university students were ‘Neutral’ whereas 0.55% responded as ‘Disagree’ followed by 0.27% 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	17	.2	.2
Disagree	79	1.1	1.1
Neutral	244	3.4	3.4
Agree	3122	44.0	44.0
Strongly Agree	3633	51.2	51.2
Total	7095	100.0	100.0



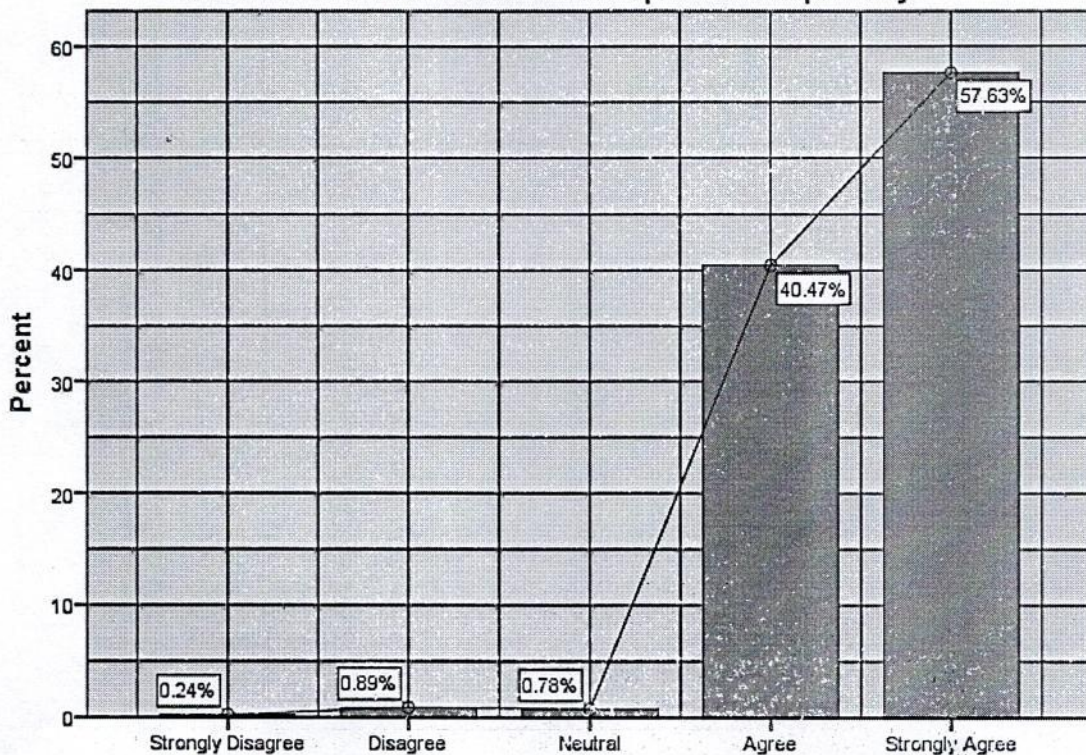
Analysis explains the responses of university students on the statement “**The results of term end examinations were declared timely**” in which 51.21% were recorded ‘Strongly Agree’ on the statement followed by 44% as ‘Agree’. However, only 3.44% university students were ‘Neutral’ whereas 1.11% responded as ‘Disagree’ followed by 0.24% 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	17	.2	.2
Disagree	63	.9	.9
Neutral	55	.8	.8
Agree	2871	40.5	40.5
Strongly Agree	4089	57.6	57.6
Total	7095	100.0	100.0

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



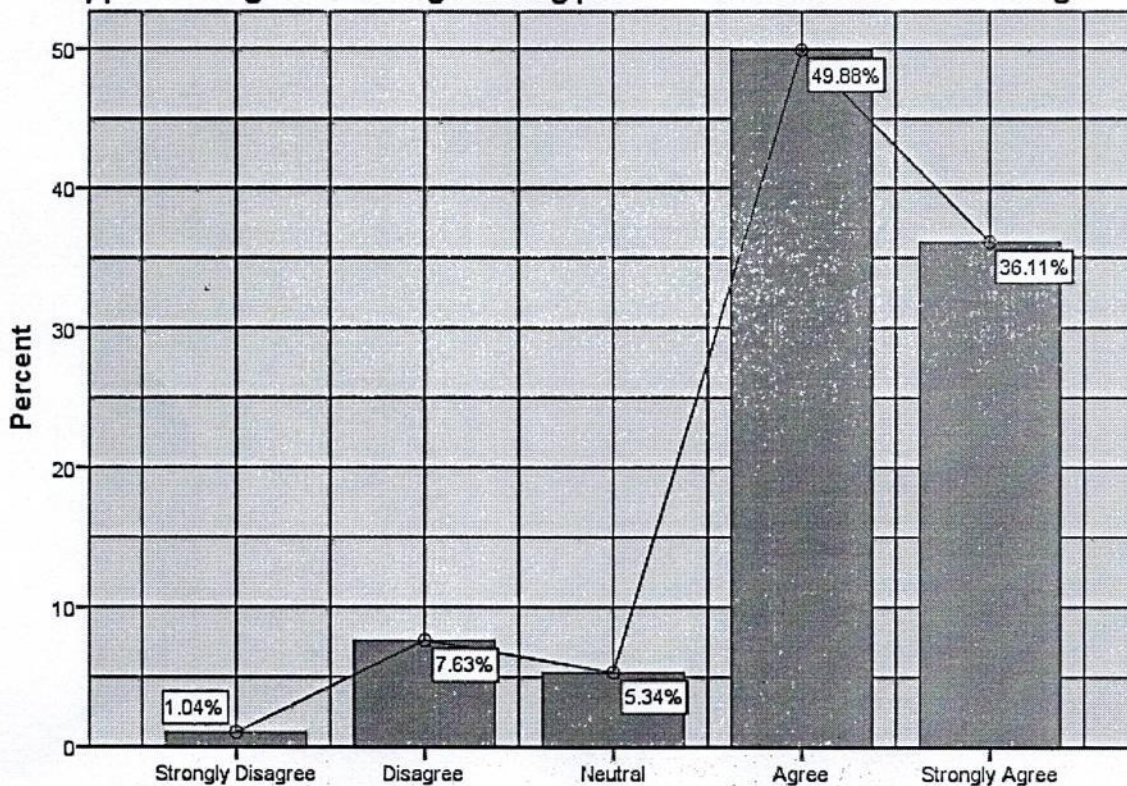
Analysis explains the responses of university students on the statement “The academic program which you are pursuing, has all the requisite academic content to achieve the expected competency” in which 57.63% were recorded ‘Strongly Agree’ on the statement followed by 40.47% as ‘Agree’. However, only 0.78% university students were ‘Neutral’ whereas 0.89% responded as ‘Disagree’ followed by 0.24% 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	74	1.0	1.0
Disagree	541	7.6	7.6
Neutral	379	5.3	5.3
Agree	3539	49.9	49.9
Strongly Agree	2562	36.1	36.1
Total	7095	100.0	100.0

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



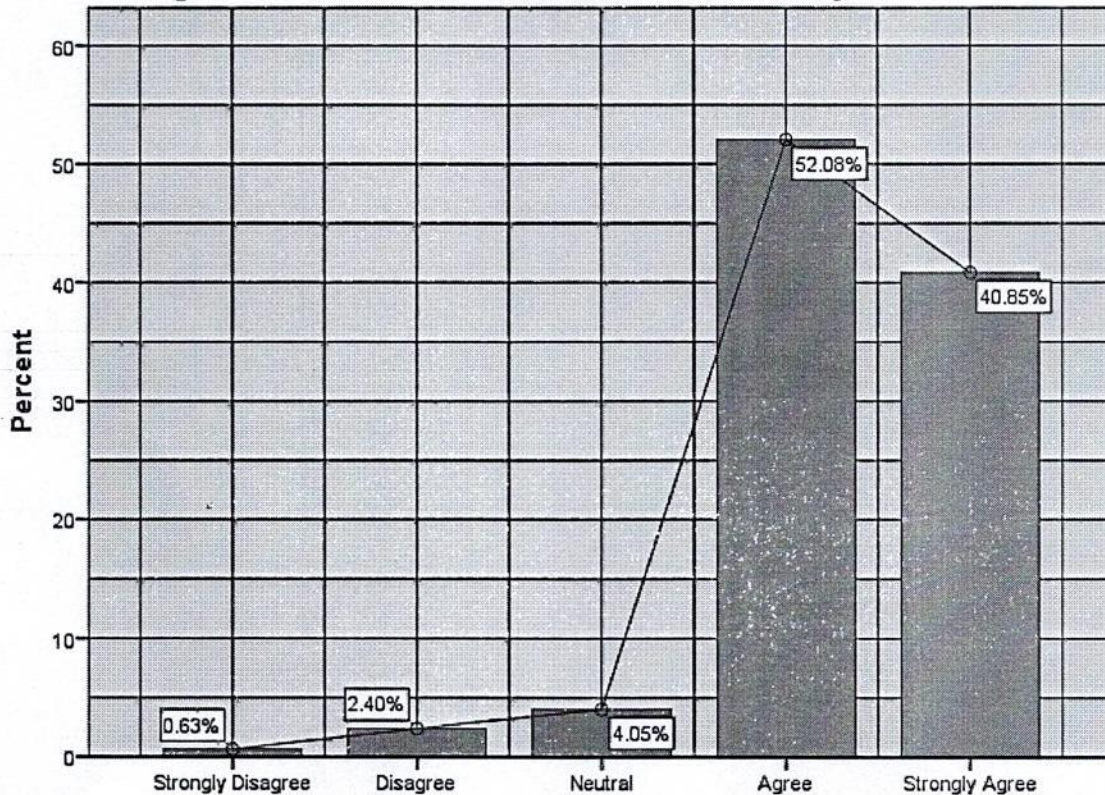
Analysis explains the responses of university students on the statement “Electronic media (Audio and Video including radio interactions) is supplementing the teaching learning process and academic counselling” in which 49.88% were recorded ‘Agree’ on the statement followed by 36.11% as ‘Strongly Agree’. However, only 5.34% university students were ‘Neutral’ whereas 7.63% responded as ‘Disagree’ followed by 1.04% 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	45	.6	.6
Disagree	170	2.4	2.4
Neutral	287	4.0	4.0
Agree	3695	52.1	52.1
Strongly Agree	2898	40.8	40.8
Total	7095	100.0	100.0

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

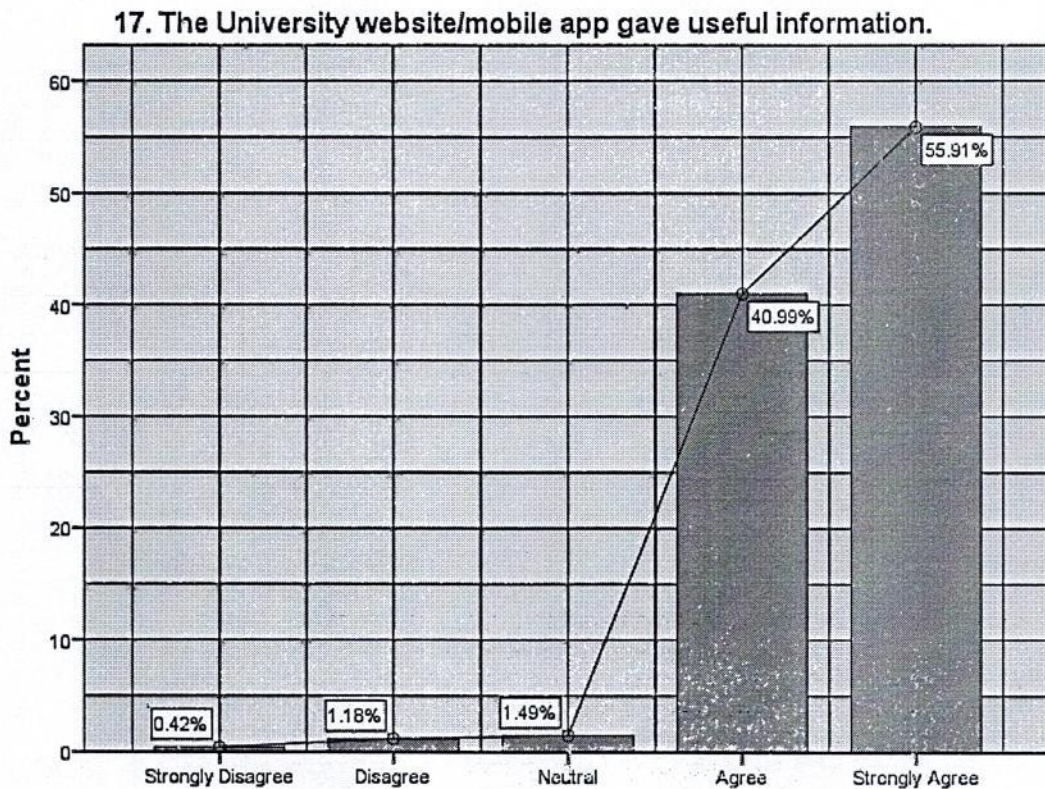


Analysis explains the responses of university students on the statement “**The grievance redressal mechanism of the University was effective**” in which 52.08% were recorded ‘Agree’ on the statement followed by 40.85% as ‘Agree’. However, only 4.05% university students were ‘Neutral’ whereas 2.40% responded as ‘Disagree’ followed by 0.63% 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	30	.4	.4
Disagree	84	1.2	1.2
Neutral	106	1.5	1.5
Agree	2908	41.0	41.0
Strongly Agree	3967	55.9	55.9
Total	7095	100.0	100.0

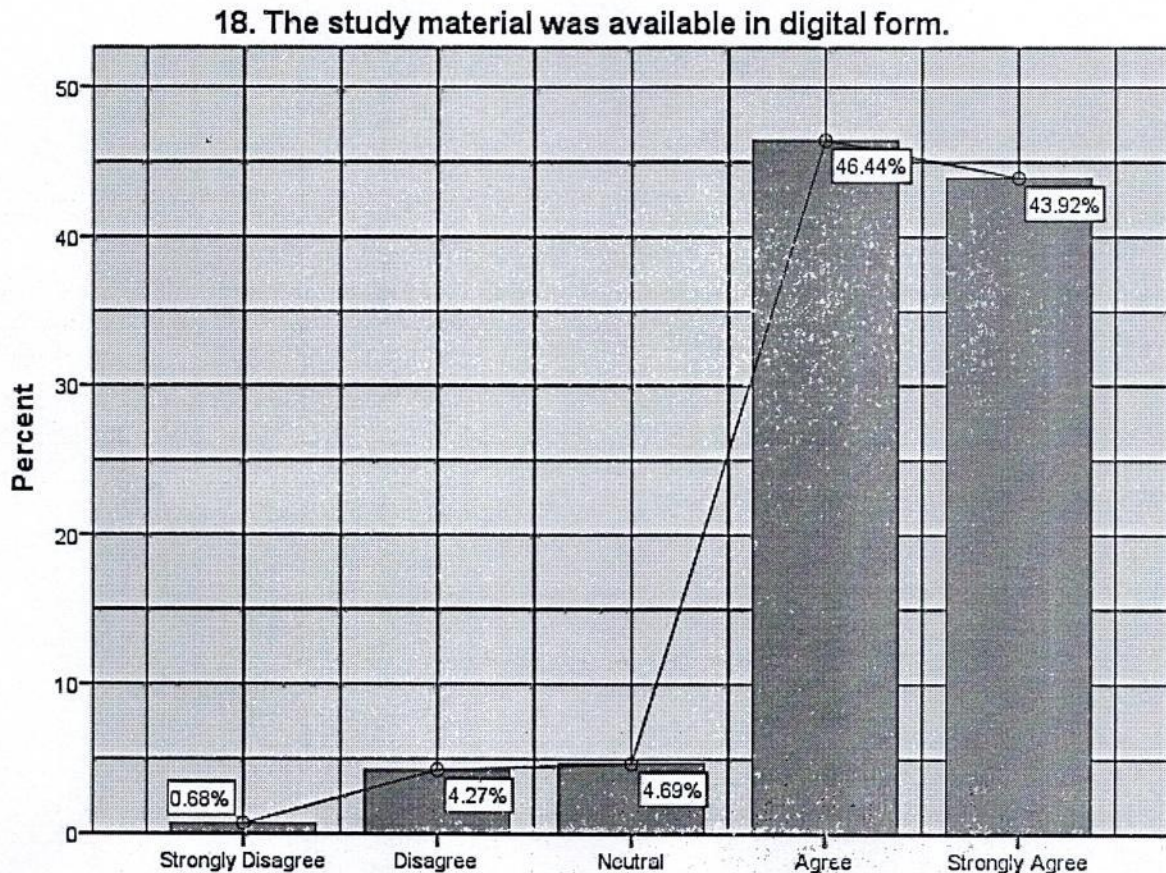


Analysis explains the responses of university students on the statement “**The University website/mobile app gave useful information**” in which 55.91% were recorded ‘Strongly Agree’ on the statement followed by 40.99% as ‘Agree’. However, only 1.49% university students were ‘Neutral’ whereas 1.18% responded as ‘Disagree’ followed by 0.42% 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	48	.7	.7
Disagree	303	4.3	4.3
Neutral	333	4.7	4.7
Agree	3295	46.4	46.4
Strongly Agree	3116	43.9	43.9
Total	7095	100.0	100.0



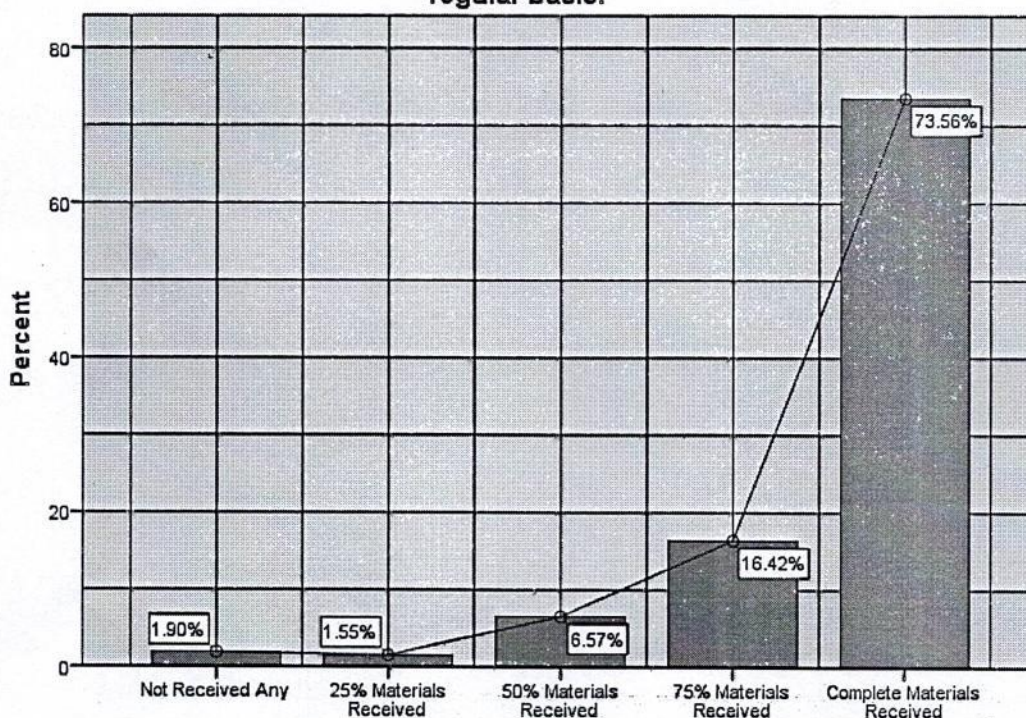
Analysis explains the responses of university students on the statement “**The study material was available in digital form**” in which 46.44% were recorded ‘Agree’ on the statement followed by 43.92% as ‘Strongly Agree’. However, only 4.69% university students were ‘Neutral’ whereas 4.27% responded 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 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
Not Received Any	135	1.9	1.9
25% Materials Received	110	1.6	1.6
50% Materials Received	466	6.6	6.6
75% Materials Received	1165	16.4	16.4
Complete Materials Received	5219	73.6	73.6
Total	7095	100.0	100.0

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



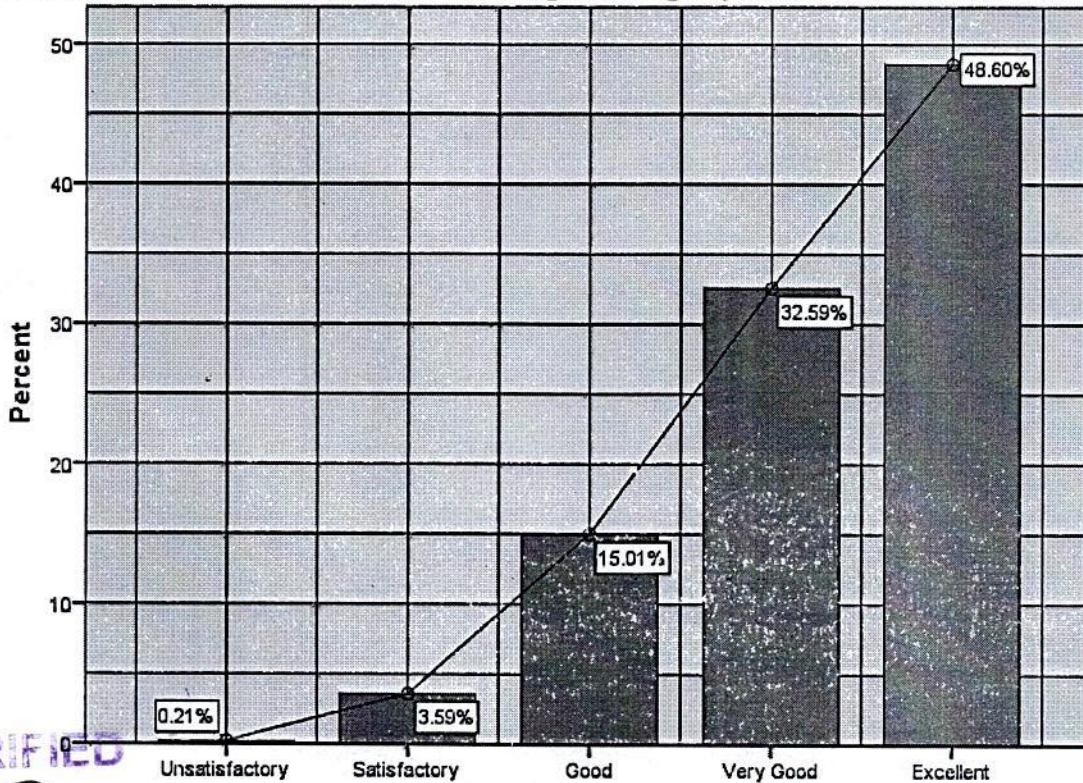
Analysis explains the responses of university students on the statement “You are receiving the Self Learning Materials (Printed blocks/modules) on regular basis” in which 73.56% were responded as ‘Complete Materials Received’ on the statement followed by 16.42% as ‘75% Materials Received’, 6.57% as ‘50% Materials Received’, and 1.55% as ‘25% Materials Received’. However, only 1.90% university students responded as ‘Not Received Materials’ on the statement. 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	15	.2	.2
Satisfactory	255	3.6	3.6
Good	1065	15.0	15.0
Very Good	2312	32.6	32.6
Excellent	3448	48.6	48.6
Total	7095	100.0	100.0

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



VERIFIED

RECTOR  
Pt. Sunder Lal Sharma (Open)  
University Chhattisgarh  
BIL Analysis (CG)

Analysis explains the responses of university students on the statement "How will you rate the overall teaching-learning experience in the institution?" in which 48.60% university students were responded as 'Excellent' on the statement followed by 32.59% as 'Very Good', 15.01% as 'Good', and 3.59% as 'Satisfactory'. However, only 0.21% university students were 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.

*[Handwritten signatures and dates]*  
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