

## **1. Preface**

The Centre for Distance and Online Education (CDOE), Himachal Pradesh University, recognizes learner feedback as an essential component of its continuous academic quality enhancement and institutional development framework. Systematic and structured feedback from learners provides valuable insights into the effectiveness, relevance, and quality of academic programmes and support services.

As part of its quality assurance mechanisms, the CDOE collects feedback on various dimensions of academic delivery, including programme structure and design, curriculum relevance, course objectives and learning outcomes, instructional processes, study materials, prescribed and reference resources, assessment practices, and learner support services. Feedback is also sought regarding administrative and operational processes, including registration, examinations, declaration of results, and grievance redressal mechanisms.

The feedback process enables us to identify existing strengths, assess areas requiring improvement, and formulate appropriate measures for academic and administrative enhancement. The incorporation of learner perspectives into academic planning and institutional decision-making contributes to strengthening the quality, accessibility, effectiveness, and learner-centredness of Open and Distance Learning programmes.

The present report provides an analysis of the feedback received during the latest feedback cycle and highlights the major observations and areas of academic and administrative improvement. The findings are intended to support evidence-based planning and contribute to the continuous enhancement of the overall learner experience at CDOE.

## **2. Objectives of the Feedback Process**

The learner feedback process was undertaken with the following objectives:

- To assess the effectiveness of programme structure, design, and curriculum organization.
- To evaluate the relevance, clarity, and comprehensiveness of course objectives and intended learning outcomes.
- To assess the adequacy, accessibility, and academic quality of prescribed textbooks, reference materials, and other learning resources.

- To examine learners' satisfaction with instructional delivery, academic support, and learner support mechanisms.
- To assess the adequacy and quality of study materials provided to learners.
- To evaluate the effectiveness of existing mechanisms for addressing learner grievances and academic concerns.
- To assess the efficiency and responsiveness of administrative and operational services, including registration, examination-related processes, and declaration of results.
- To identify gaps, challenges, and areas requiring further academic and administrative intervention.
- To facilitate continuous curriculum improvement in accordance with emerging academic requirements and the changing needs of learners.
- To ensure greater alignment of the curriculum with contemporary academic developments, professional requirements, and broader societal needs.

### **3. Feedback Analysis**

Learner feedback was collected through a structured questionnaire covering key academic, instructional, administrative, and learner-support dimensions, with responses received from **268 learners (N = 268)**.

The questionnaire sought learners' perceptions regarding the clarity and relevance of course objectives and intended learning outcomes, as well as the adequacy and academic usefulness of prescribed textbooks, reference materials, and other learning resources. Feedback was also obtained regarding the availability of elective courses and the extent to which the existing curriculum provides learners with adequate academic choices.

In relation to instructional delivery, learners evaluated the quality, organization, and structure of lecture content, along with the availability, relevance, and quality of study materials. These dimensions were examined to understand the extent to which the academic resources and instructional processes facilitate effective learning in the Open and Distance Learning environment.

The feedback process also incorporated learner perceptions regarding institutional support mechanisms, particularly the effectiveness of the grievance redressal system. In addition,

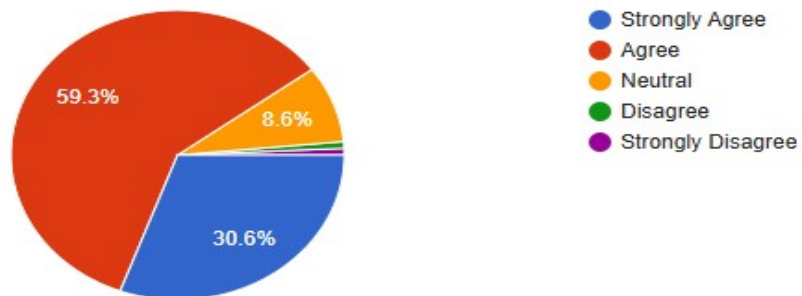
respondents assessed various administrative and academic support services, including the registration process, examination-related procedures, declaration of results, and other operational aspects associated with programme delivery.

The responses provide a comprehensive understanding of learners' experiences across both academic and support-service dimensions. The findings serve as an important source of evidence for identifying areas of good practice, addressing existing gaps, and developing appropriate measures for strengthening academic delivery, learner support, administrative efficiency, and overall institutional effectiveness.

The analysis of the feedback is therefore intended not merely to assess learner satisfaction but also to inform continuous quality improvement, evidence-based academic planning, and institutional development at the CDOE.

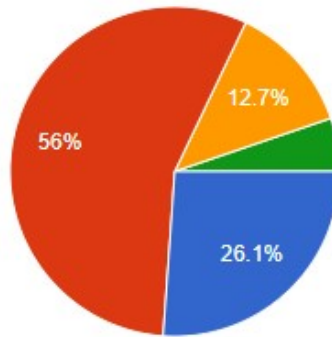
**1. The Course objectives and outcomes were clearly defined/ identified**

268 responses



2. The books prescribed/ listed as reference materials are relevant, updated and appropriate

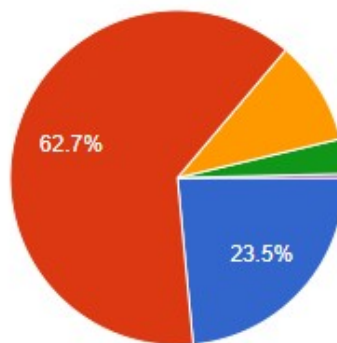
268 responses



● Excellent  
● Good  
● Average  
● Below Average

3. The program carries sufficient number of elective (optional) papers

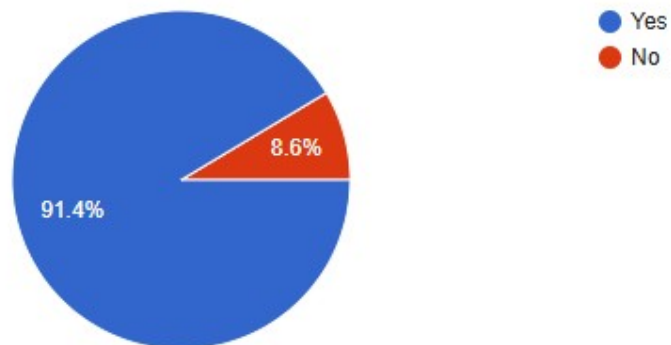
268 responses



● Strongly Agree  
● Agree  
● Neutral  
● Disagree  
● Strongly Disagree

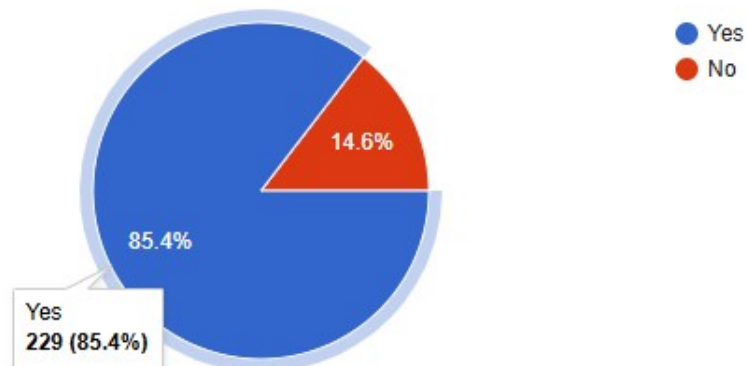
4. Are you satisfied with the overall content and structure of the lectures ?

268 responses



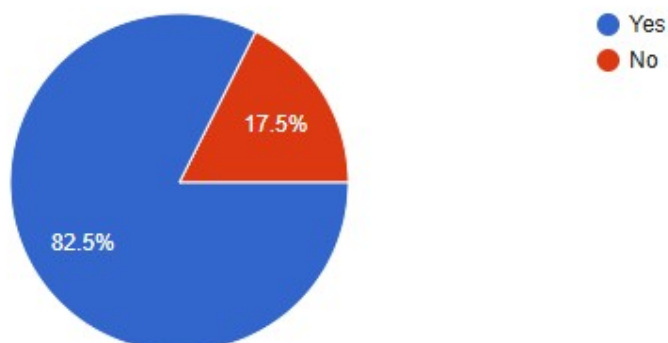
5. Are you satisfied with the availability of learning material ?

268 responses



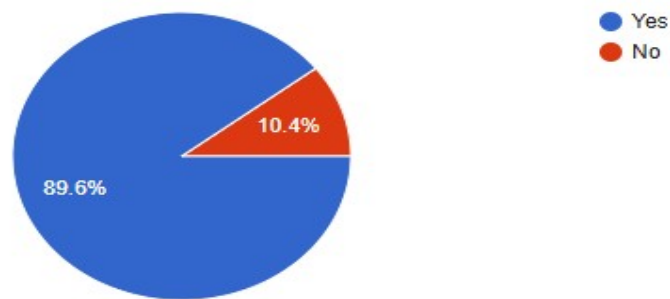
6. Are you satisfied with the quality of Study Material ?

268 responses



7. Are you satisfied with the Grievances Redressal mechanism ?

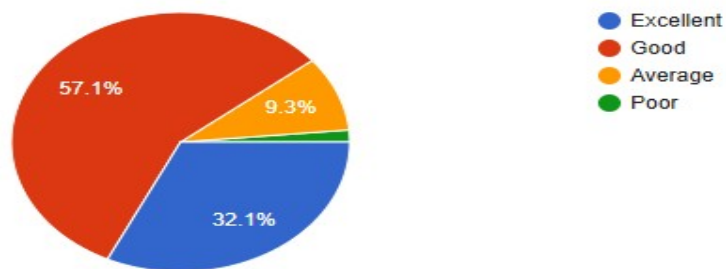
268 responses



9. How would you rate the experience related to Administrative and Support Services

(Registration, Examination, Result Declaration, Practical and all other academic activities) ?

268 responses



10. How satisfied are you with your overall learning experience

268 responses

