



Report on Student Satisfaction Survey

Under the CEMCA-NSOU Project: Increase Access and Improve Institutional
Capacity for Sustainable Development through Vocational Education and Training

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Report on Student Satisfaction Survey

The School of Vocational Studies, Netaji Subhas Open University (NSOU) is working on a three-year project titled *“Increase Access and Improve Institutional Capacity for Sustainable Development through Vocational Education and Training”* with the active support of Commonwealth Educational Media Centre for Asia (CEMCA). The main objectives of the project are to up-skill trainees to get into job market and make them employable with job ready skills.

As a part of this project, the present study was conducted by School of Vocational Studies (SVS), NSOU to measure learners’ satisfaction for CEMCA supported courses (for 2017-18 to 2019-2020 batch).

The objectives of this survey are to:

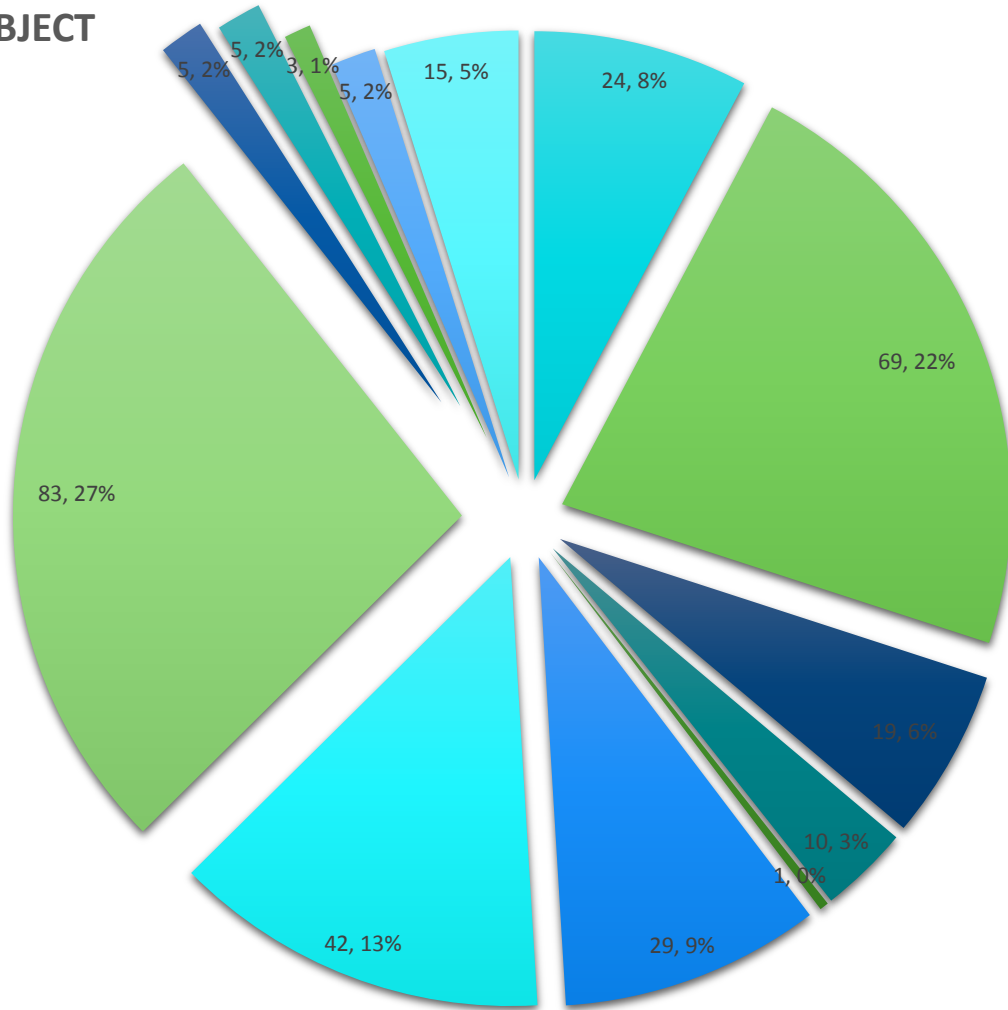
- assess student satisfaction with respect to learning resources developed by NSOU;
- assess student satisfaction with respect to academic support services provided to the students;
- assess student satisfaction in the area of assessment and feedback;
- assess student’s overall satisfaction with respect to various programs and
- suggest measures for improving programme outcome.

SVS, NSOU conducted this survey for the vocational learners from different parts of west Bengal consisting Murshidabad, Birbhum, Sundarban, Purulia, Kolkata, Malda, Bankura. 800 copies of questionnaire were sent to the vocational study centres viz., PIMT (6 Centres), Nari Siksha Samity (2 Centres), Vivekananda Institute of Education, Nazirpurpur Rainbow Educational Institute, Shanti Devi Vidyaniketan, EDI, Vidyasagar Foundation, Anjali Academy of Management and Technology, , Jaynagar Gram Vikash Kendra, Sundarban. Maximum number of learners are from marginalized and disadvantaged areas. These centres generally offer courses to the community, which may help them to survive their day-to-day life in a better way by strengthening themselves as a skilled professional. Learners can opt these degrees in terms of certificate/diploma parallel with other conventional degrees. There are faculties and one technical assistant who are responsible to carry forward classes and related jobs.

The survey was conducted among the students enrolled in different vocational courses under CEMA project.

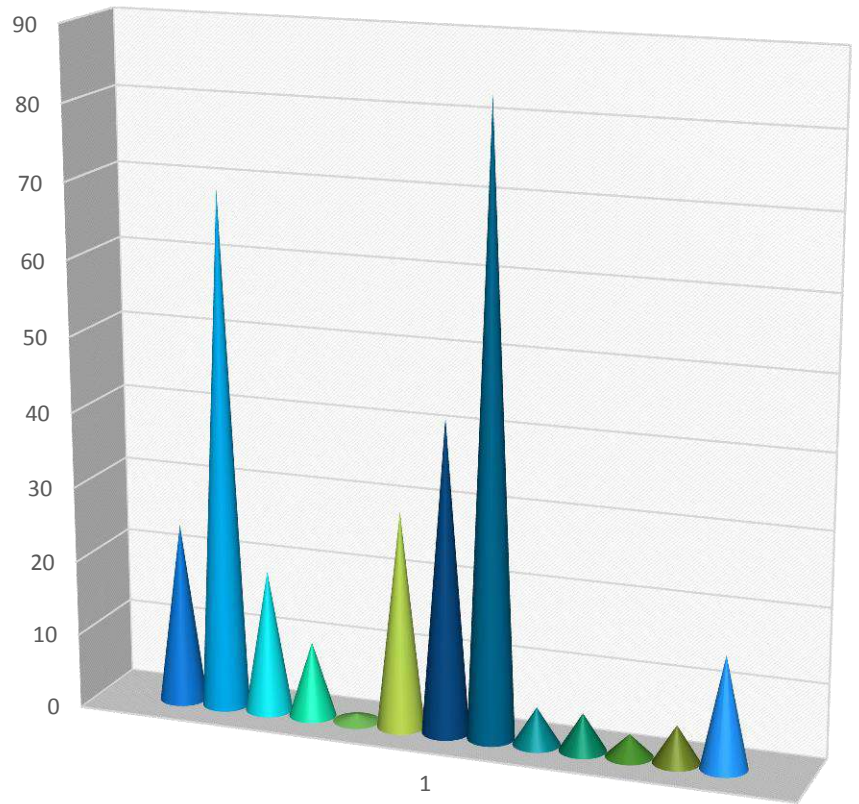
SUBJECT wise distribution

SUBJECT



- 6-Month Certificate Course on Capacity Building and Professional Development on Inclusive Education
- Tailoring & Dress Designing (2 years Advanced Diploma Course)
- ATDD
- Certificate in e- Accountancy & Taxation with GST
- DEDSBM
- DFSSM
- Diploma in Export Import Management
- Diploma in Pre primary Teachers Education Montessori (DPTE-M)
- DIPLOMA IN YOGA EDUCATION
- Needle work & Knitting
- PGDDRM
- PGDMOM
- T.D.D

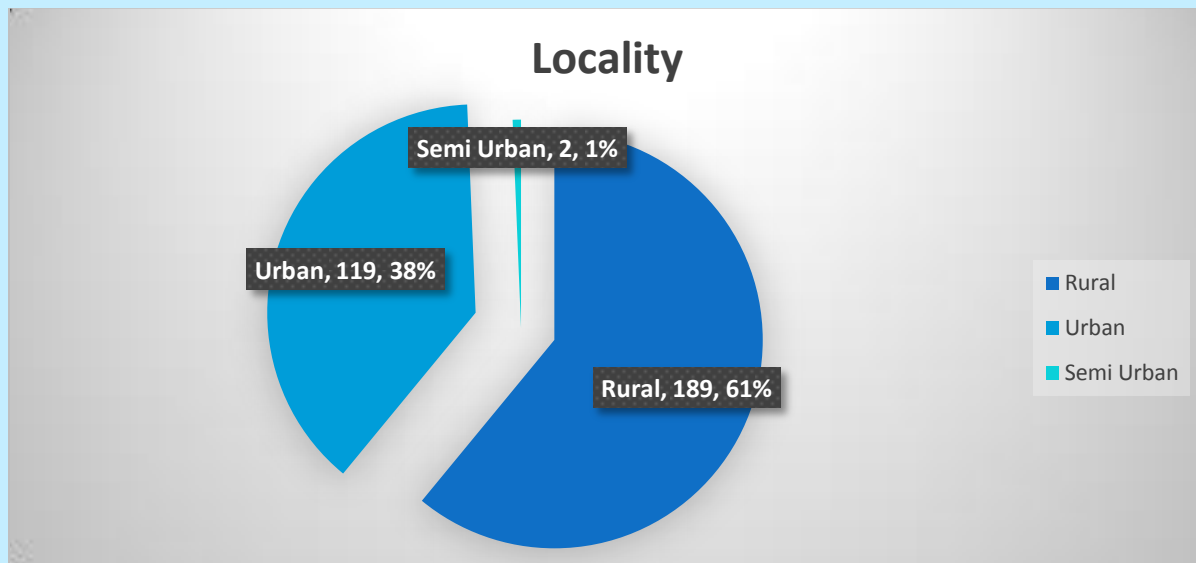
SUBJECT



	1
■ 6-Month Certificate Course on Capacity Building and Professional Development on Inclusive Education	24
■ Tailoring & Dress Designing (2 years Advanced Diploma Course)	69
■ ATDD	19
■ Certificate in e- Accountancy & Taxation with GST	10
■ DEDSBM	1
■ DFSSM	29
■ Diploma in Export Import Management	42
■ Diploma in Pre primary Teachers Education Montessori (DPTE-M)	83
■ DIPLOMA IN YOGA EDUCATION	5
■ Needle work & Knitting	5
■ PGDDRM	3
■ PGDMOM	5
■ T.D.D	15

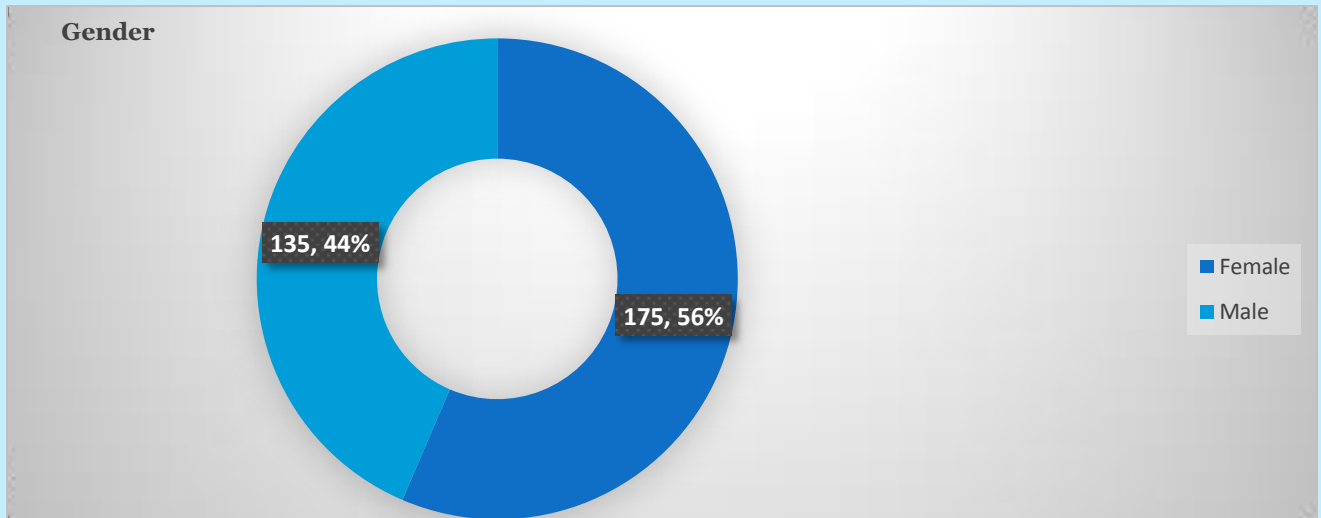
!0 vocational courses are selected to nurture further in this project and learners are from these different subjects who responded the structured questionnaire. Total number of respondents are 310.

Locality	Rural	Urban	Semi Urban
	189	119	2



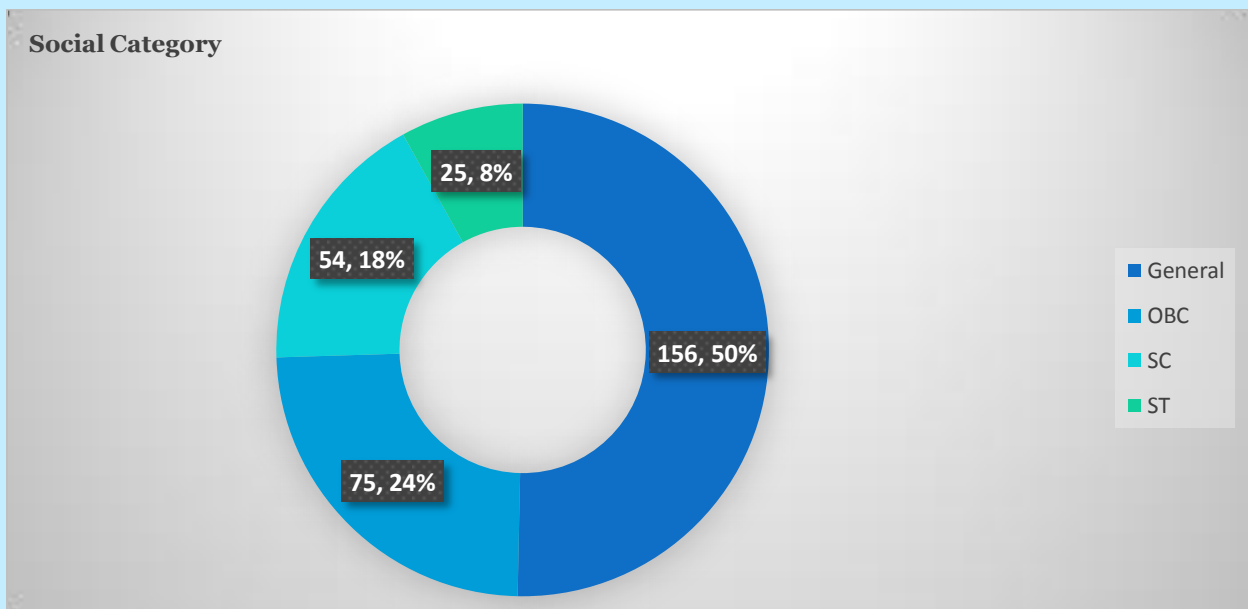
Study covers 61% respondents from rural area in comparison to 38% and 1% from urban and semi-urban area respectively.

Gender	Female	Male
	175	135



Out of 310 respondents, 56% represents are female and 44% represents male as per above fig. Under this survey female respondents are more than that of male respondents. It is evident that female students are more interested to pursue vocational courses than their counterpart.

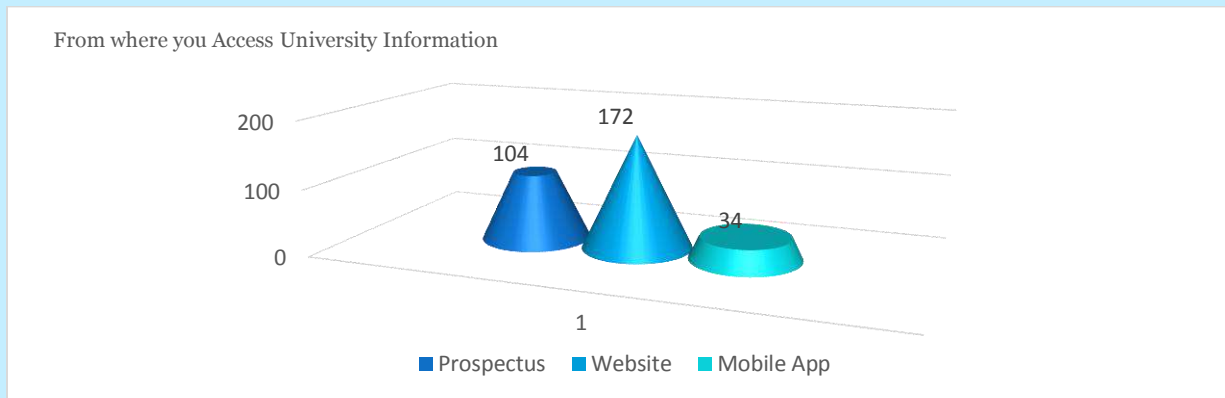
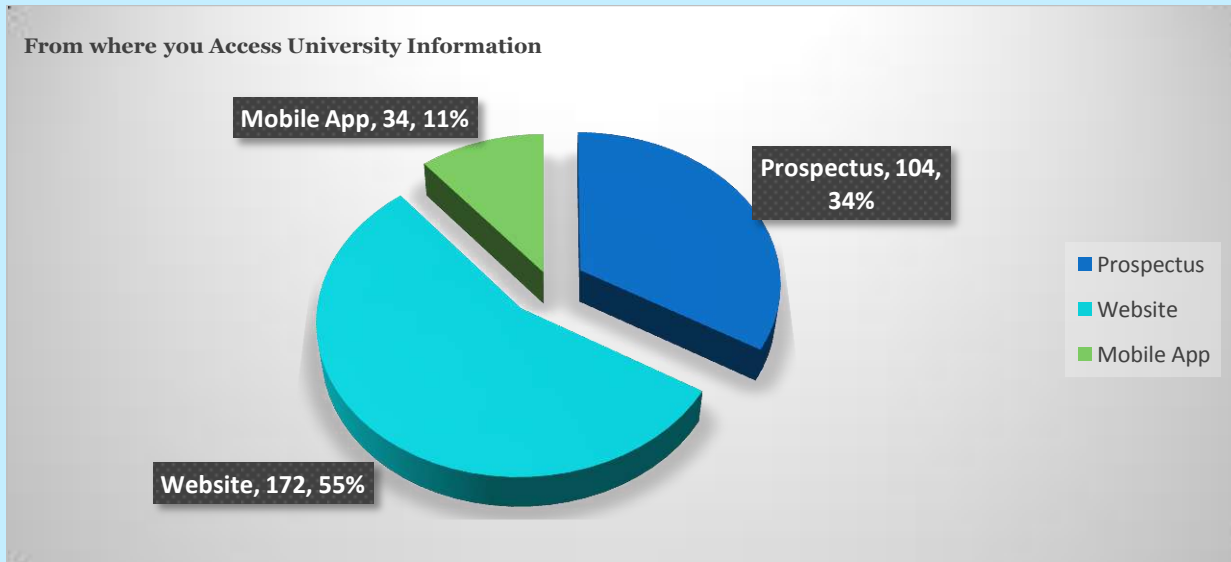
Social Category	General	OBC	SC	ST
	156	75	54	25



The cast distribution among the respondents revealed that out of 310 respondents, 50% belongs to General category where as 24% OBC category 18% belongs to SC category and rest 8% are from ST category. University's overall percentage of marginalized area covers 50%,

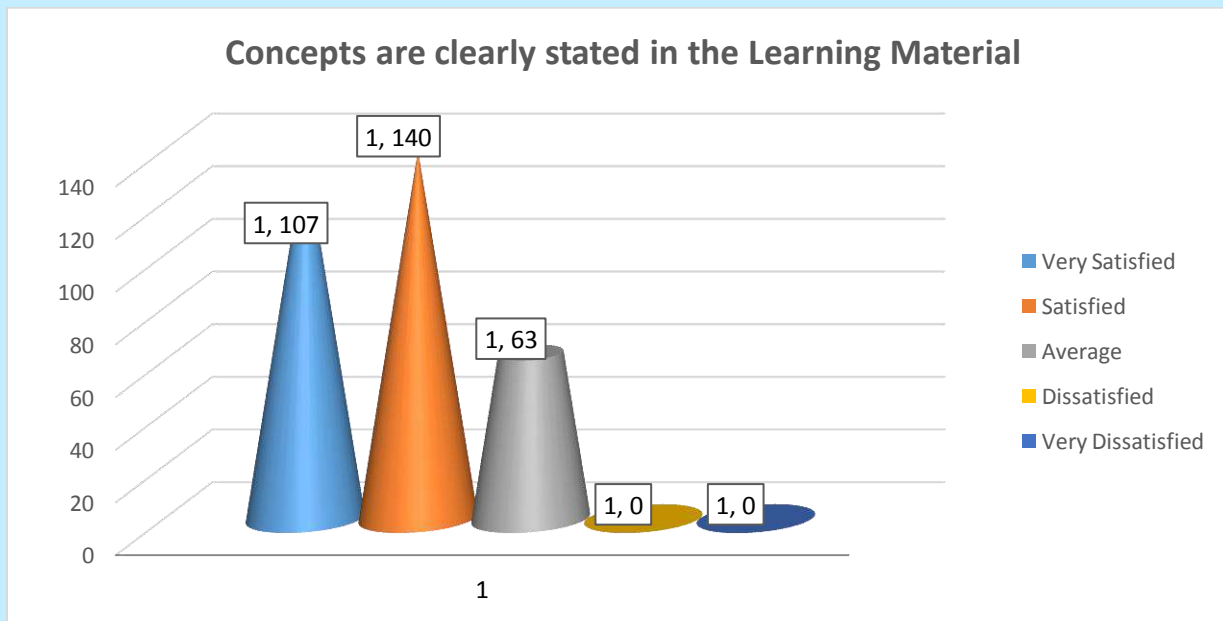
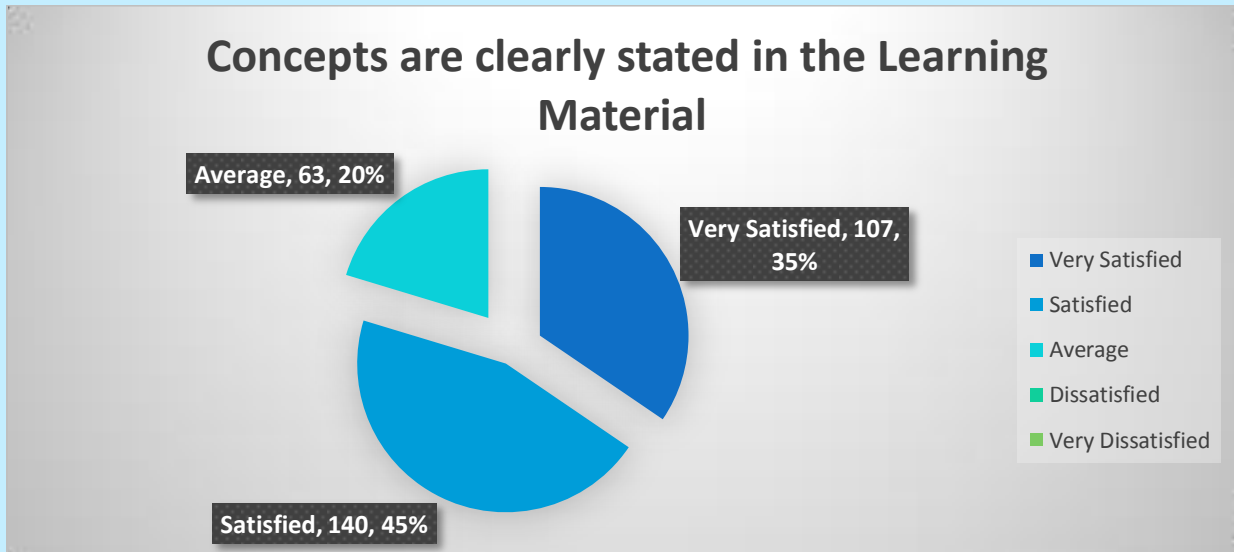
which is quite good. Therefore the sample represents cast distribution same with the overall enrolment of the university.

From where you Access University Information	Prospectus	Website	Mobile App
	104	172	34



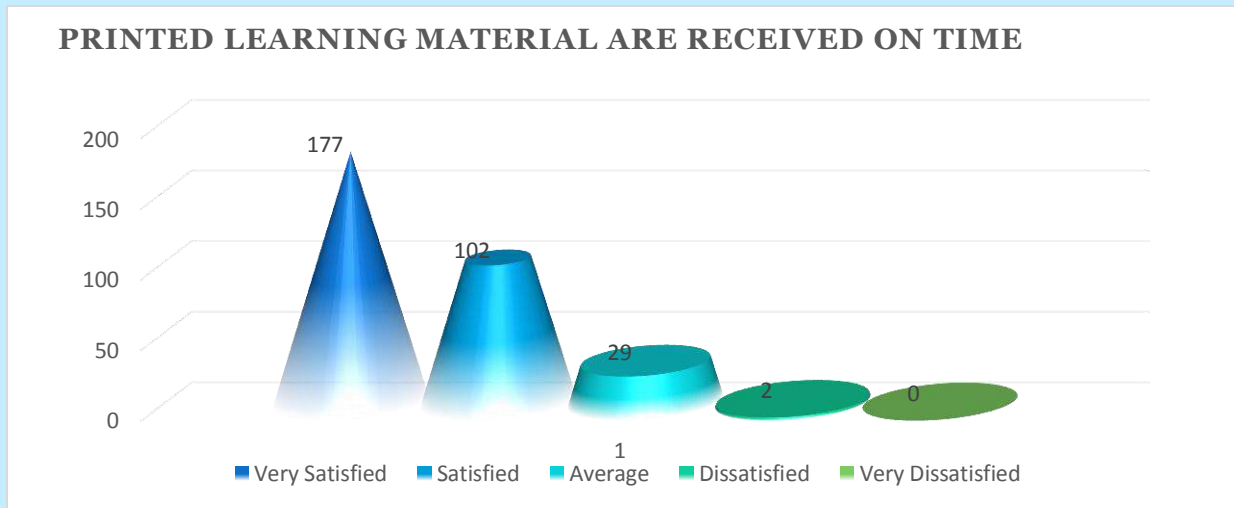
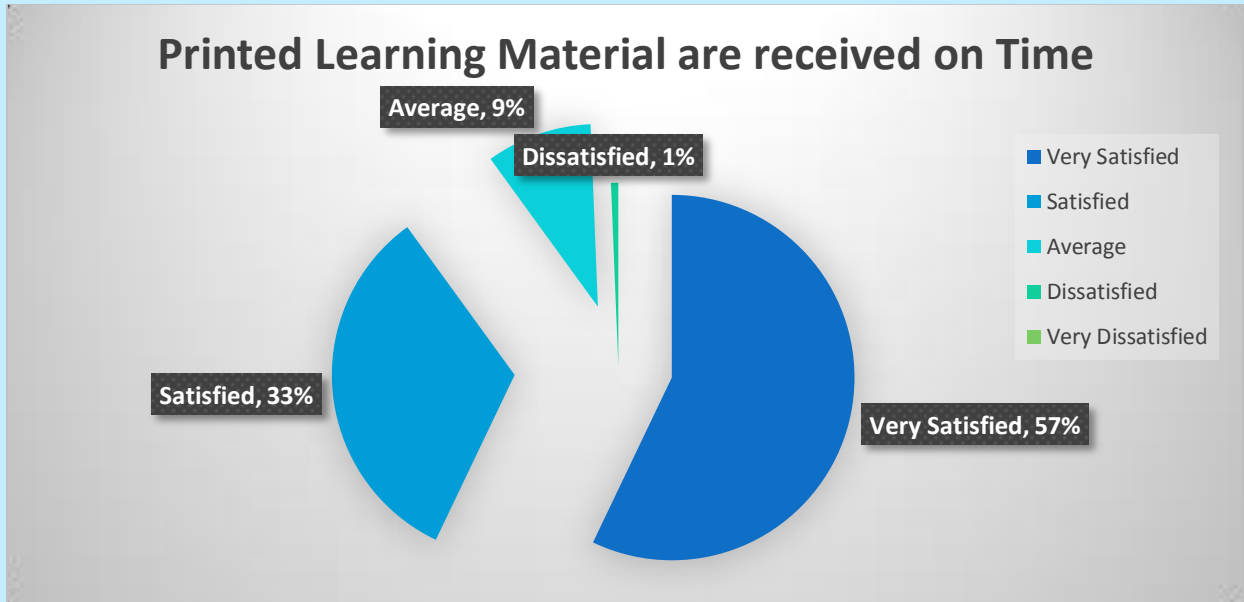
Among 310 respondents, 172 learners are accessing information of the university from university website, and 104 are using prospectus and 34 are accessing information through mobile app.

Concepts are clearly stated in the Learning Material	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	107	140	63	0	0



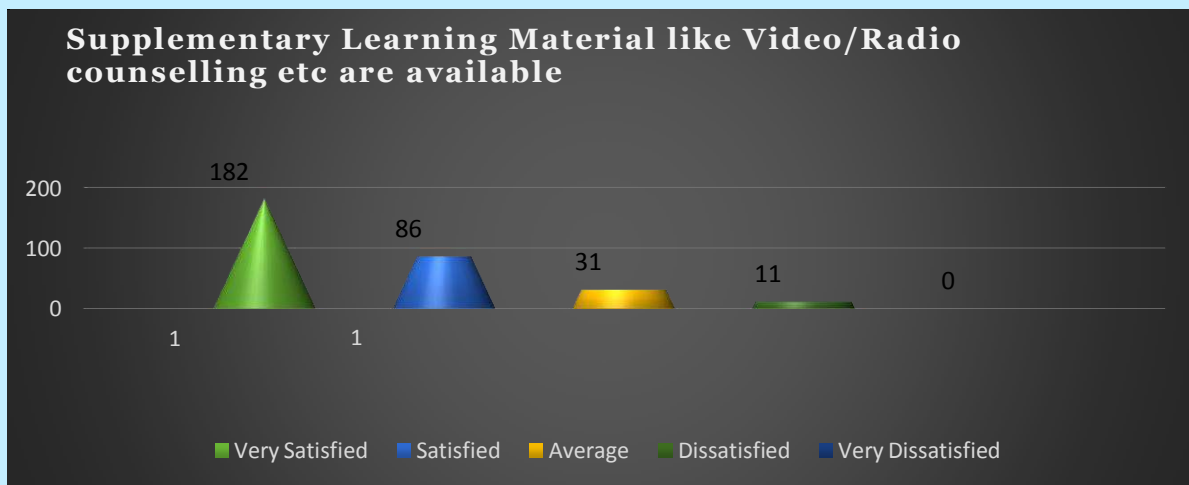
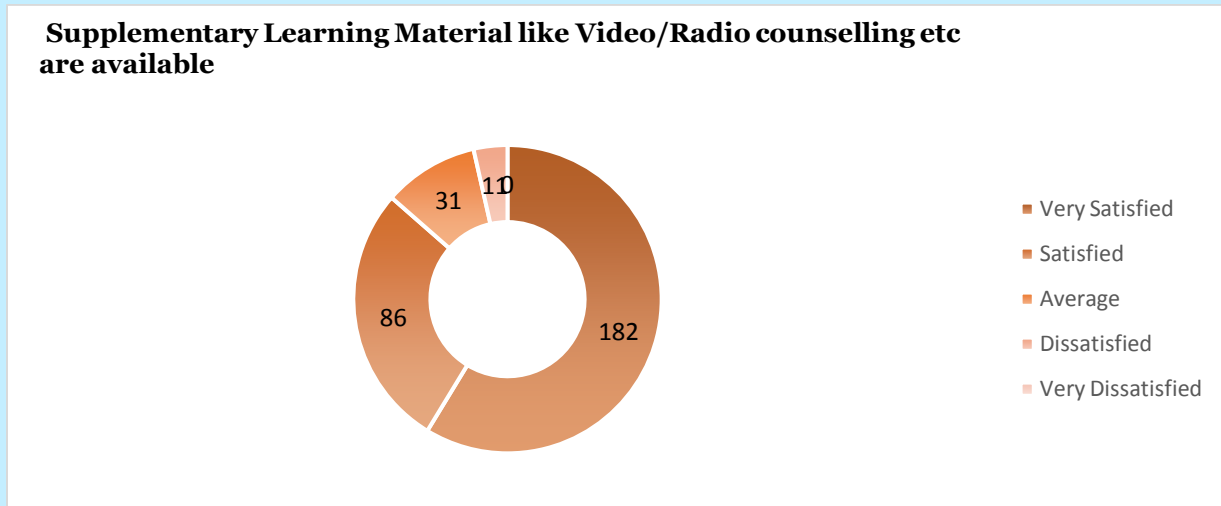
The most important issue of understandability of contents depicted in self-learning study material which is represented here through this graphical representation. Study shows that, 35% of the total respondents are very satisfied that concepts in SLM are clearly mentioned and 45% are satisfied. 20% is marked average level of clear concepts. It may vary as per learners' cognitive level also.

Printed Learning Material are received on Time	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	177	102	29	2	0



Regarding availability of SLM 177 respondents and 102 respondents marked that they are very satisfied and satisfied respectively as they received printed study materials on time. Only 29 respondents are in average state and are dissatisfied with the availability of printed materials. This matter needs special care by University as this point may create barriers to learner to pursue their courses.

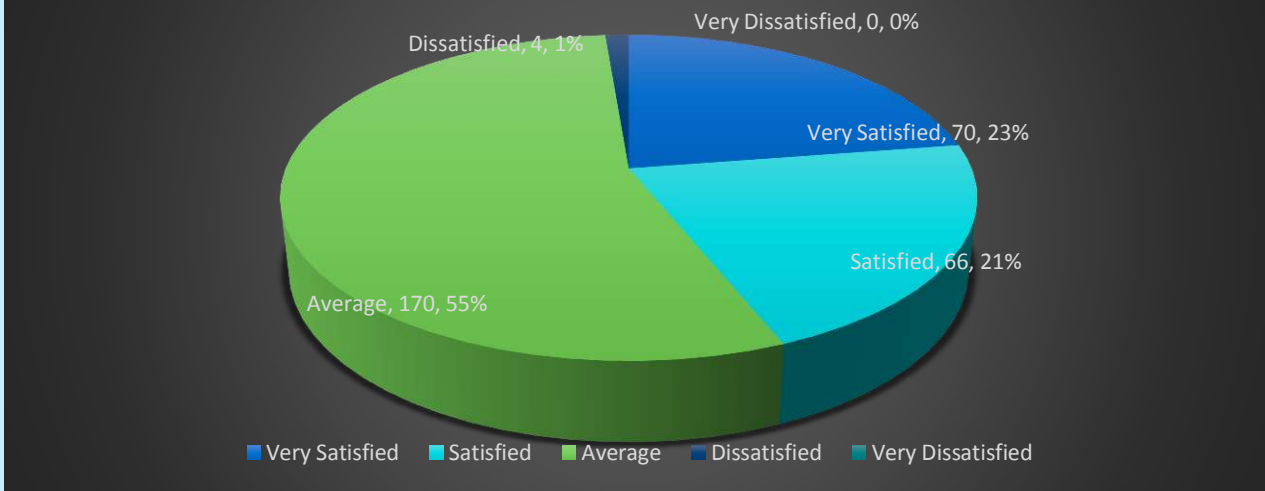
Supplementary Learning Material like Video/Radio counselling etc. are available	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	182	86	31	11	0



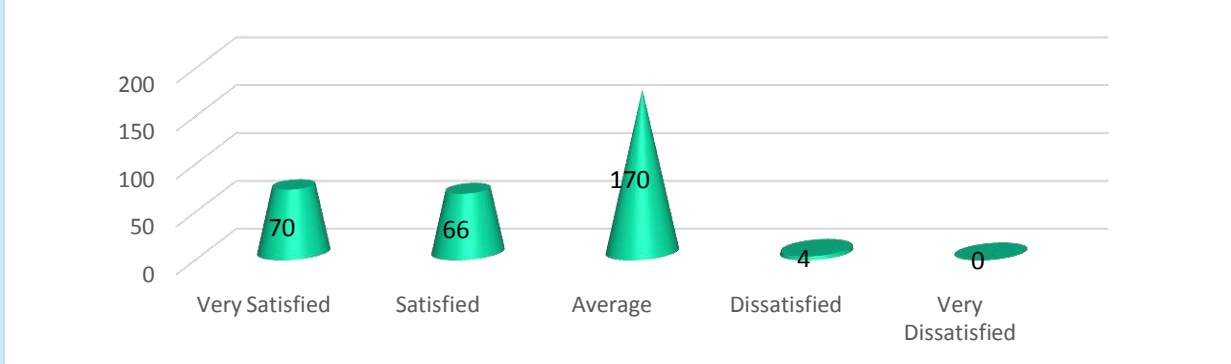
Regarding availability of Supplementary Learning Material like Video/Radio counselling etc. 182 learners are very satisfied, 86 are satisfied 31 reported as average and 11 are very dissatisfied. Reason(s) of dissatisfaction may need special attention as it is also an important part of Open and Distance Learning system.

Study Materials are easily available in Digital form	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	70	66	170	4	0

Study Materials are easily available in Digital form



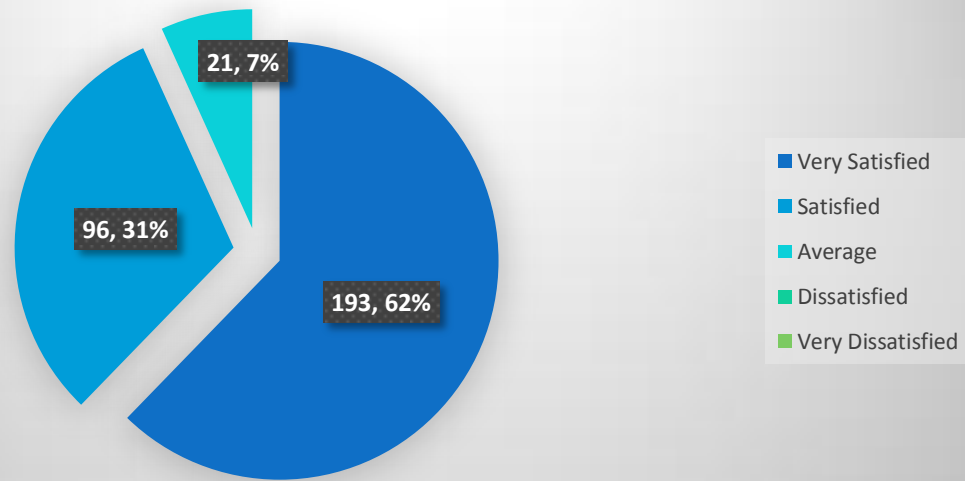
Study Materials are easily available in Digital form



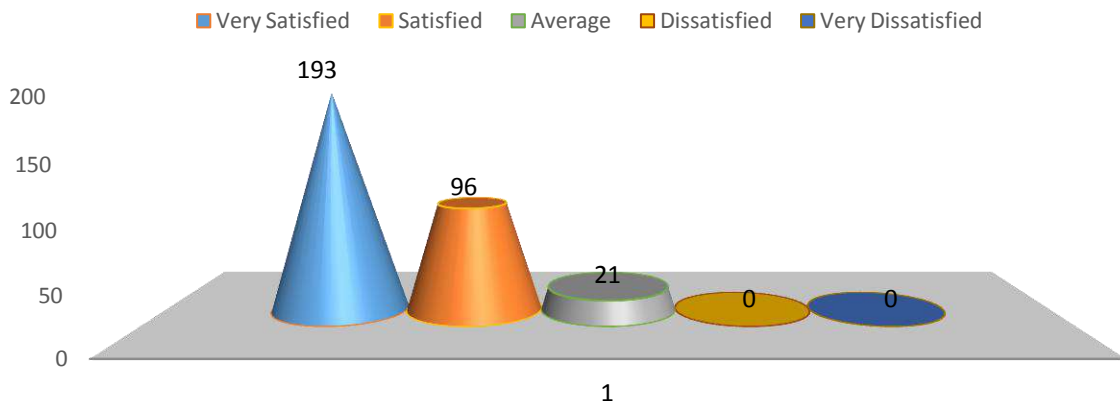
Due to advent of information communication technology, digital mode of contents/resources are in high demand. In respect of easy availability, Study Materials in Digital form also requires special attention. Study reported that 170 learners marked average satisfaction level to opt SLMs in digital format whereas 70 learners are very satisfied and 66 are satisfied to opt SLMs in digital mode. Only four respondents that is 0.64% of the entire population marked their dissatisfaction.

Induction programme conducted at study centre are useful	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	193	96	21	0	0

Induction programme conducted at study centre are useful



Induction programme conducted at study centre are useful



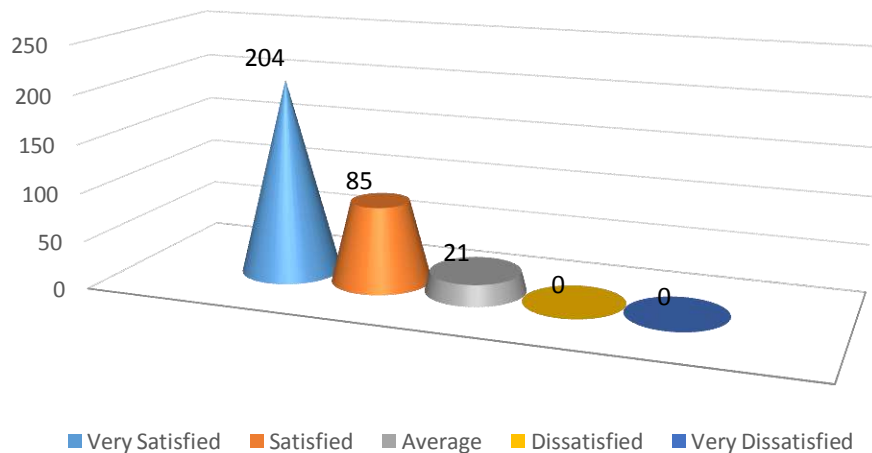
193 learners reported that they are very much satisfied with the induction program organised by university. In such induction program, learners are being informed with different information, which may gear up their learning attitude. Among 310 respondents, 96 are satisfied and 21 are in average state of satisfactory level.

Academic Counsellors explains the concepts clearly	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	204	85	21	0	0

Academic Counsellors explains the concepts clearly



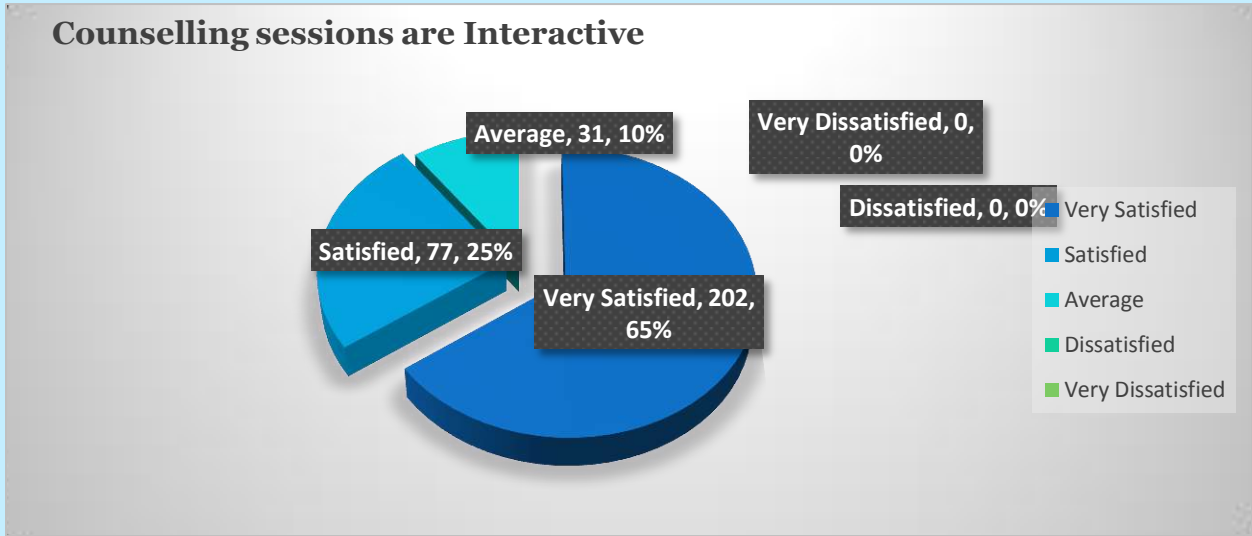
Academic Counsellors explains the concepts clearly



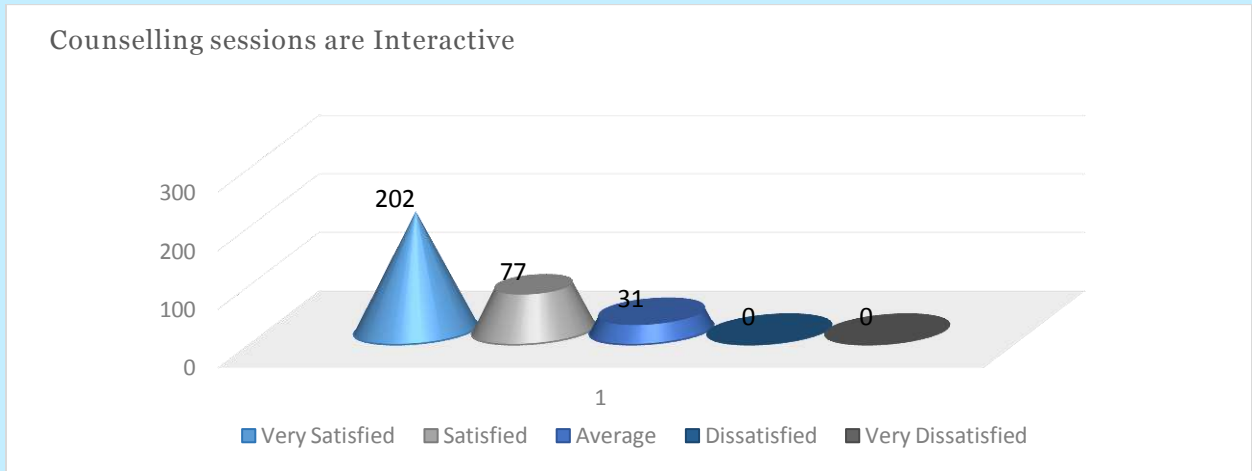
Study retrieved another important issue of teaching-learning process, that is whether counsellors are enough helpful to explain the concept in Personal Contact Program or not. It is clearly shown in the report that, 66% learners are very much satisfied, 27% are satisfied and 7% are dissatisfied with the academic counsellors.

Counselling sessions are Interactive	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	202	77	31	0	0

Counselling sessions are Interactive



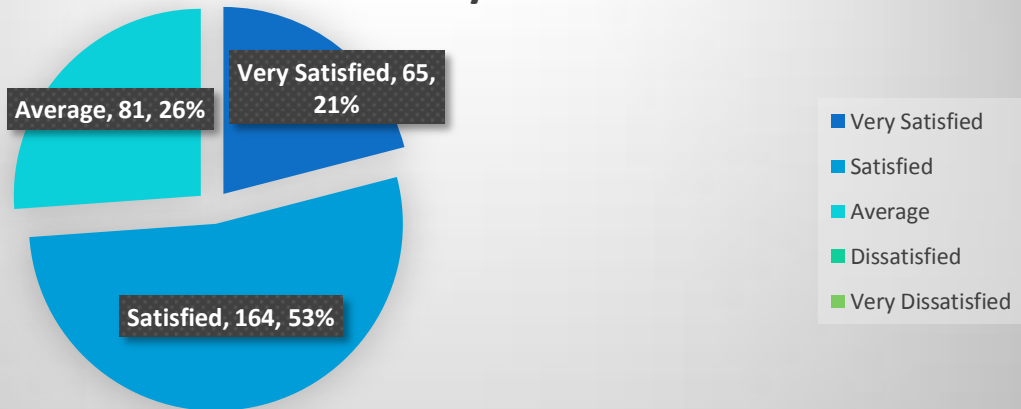
Counselling sessions are Interactive



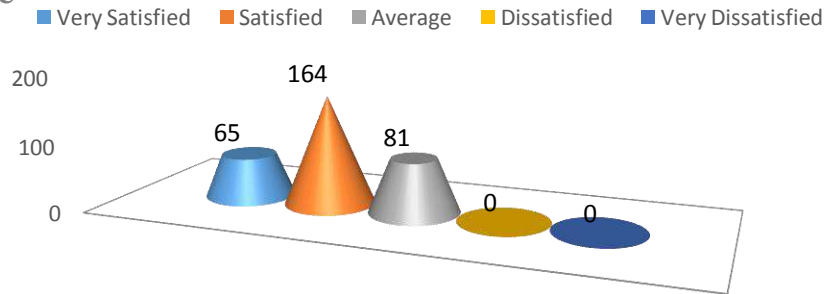
The counsellors are adopting innovative and interesting teaching-learning process and are constantly motivating the learners to actively participate in the class activities, as the above pie chart reveals 65% of the learners are highly satisfied, while 77% of the learners are satisfied with the counselling sessions while 31% shared that their satisfaction level was average in this regard. However, none of the learners expressed their dissatisfaction in this regard. Thus, the sessions are more participatory and interactive in nature. This further leads to the development of clear concepts and enhance the cognitive ability of the learners.

Changes in counselling sessions are communicated to you on time	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	65	164	81	0	0

Changes in counselling sessions are communicated to you on time



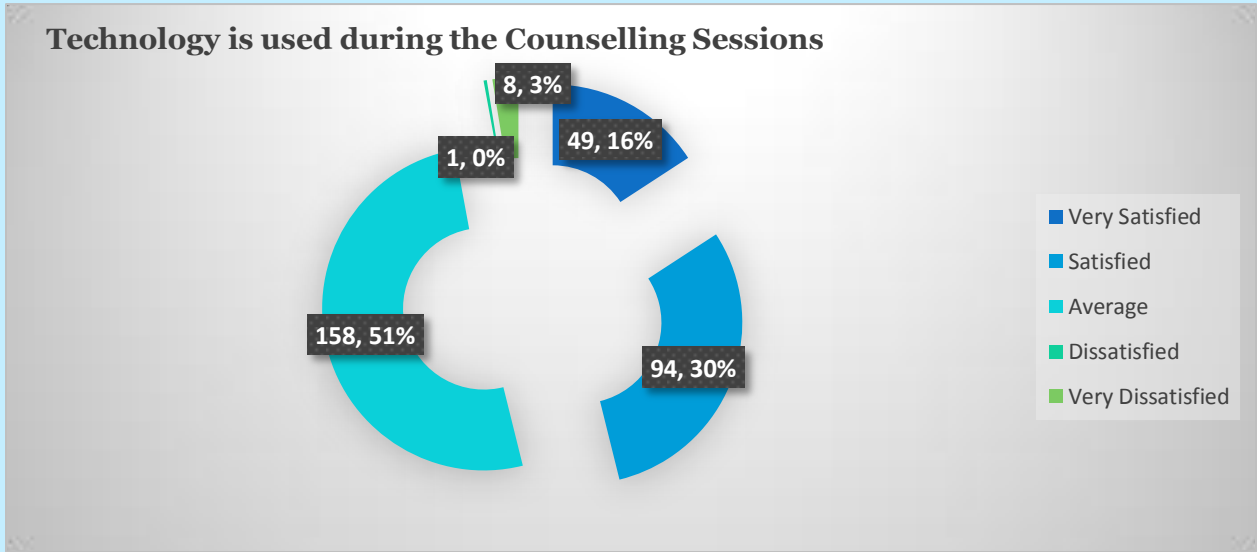
Changes in counselling sessions are communicated to you on time



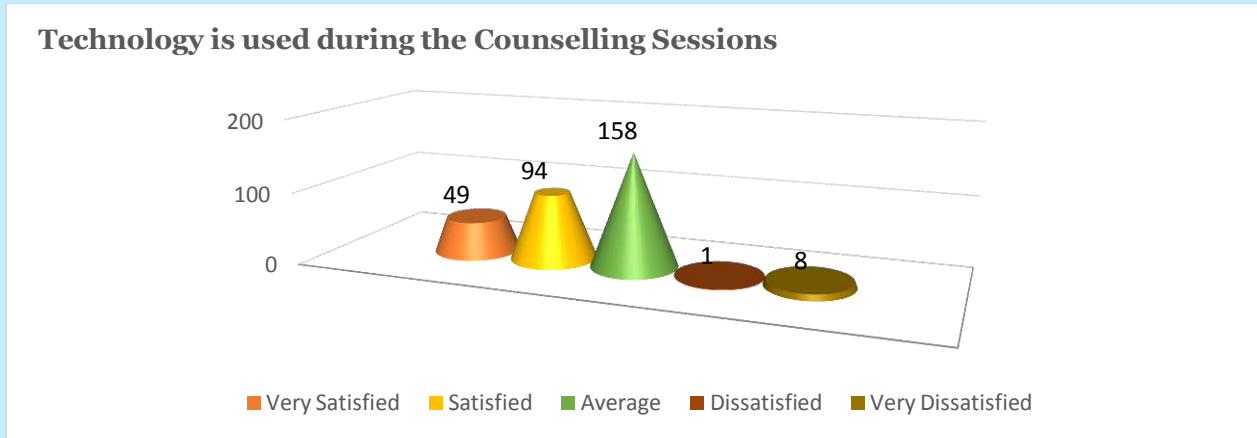
The study shows that 53% are satisfied with the way they are communicated about the changes in the counselling sessions, while 21% learners reported to be very satisfied in this regard. Though 26% submitted their response to be average, may this was due to some technical reasons. Overall we may say that, the concerned counsellors and coordinators are responsible enough to communicate about the upcoming counselling sessions, and are thus committed to maintain regularity and discipline in their respective Learner's Support Centres. The learners may thus attend their PCP sessions regularly to interact with the counsellors and peers. The practical sessions are well attended by the learners.

Technology is used during the Counselling Sessions	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	49	94	158	1	8

Technology is used during the Counselling Sessions



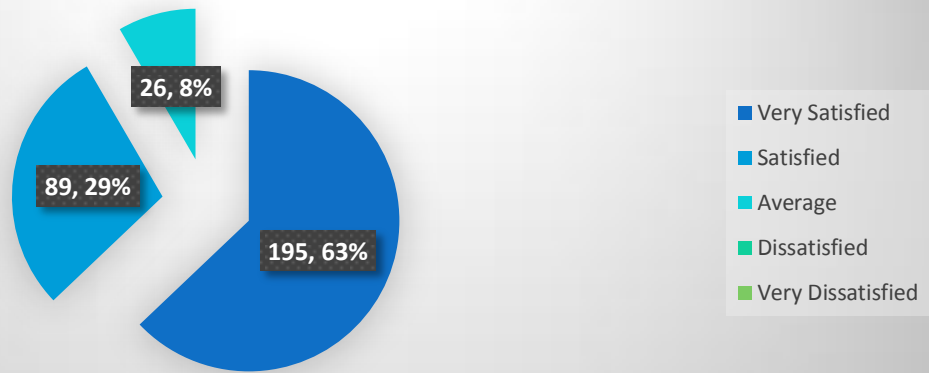
Technology is used during the Counselling Sessions



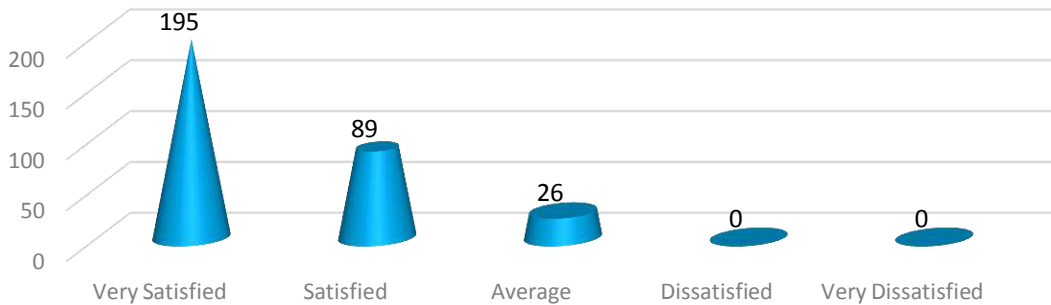
The above statistical representation suggests that 158 learners were neither satisfied nor dissatisfied with the kind of technology used in the counselling session and thus it may be said that 51% of the learners gave an average response, while 30% of the learners were satisfied and 16% very much satisfied with the use of Technology in the counselling session, further, 3% of the learners were not satisfied with the issue. Probably the counselors need to get more familiar with the new technology to upgrade the teaching-learning process. More over new counselors are appointed from time to time in the respective Learner’s Support Centers’, who might not be aware about such advanced technologies which they may use while teaching in the classroom setting, therefore time to time training in this field is needed to enhance the skills of the academic counselors so that they may apply it effectively whenever required.

Personnel in the Study centres are helpful	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	195	89	26	0	0

Personnel in the Study centres are helpful



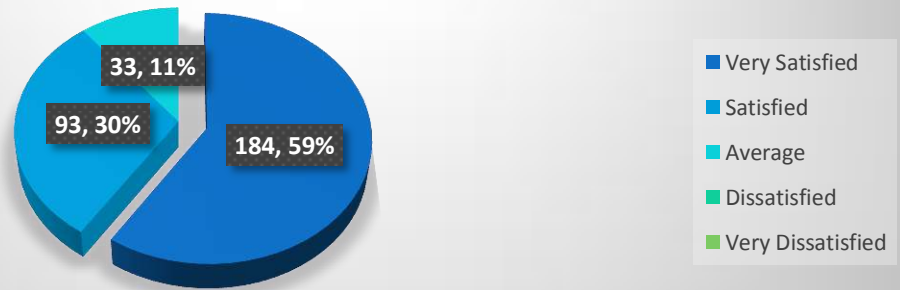
Personnel in the Study centres are helpful



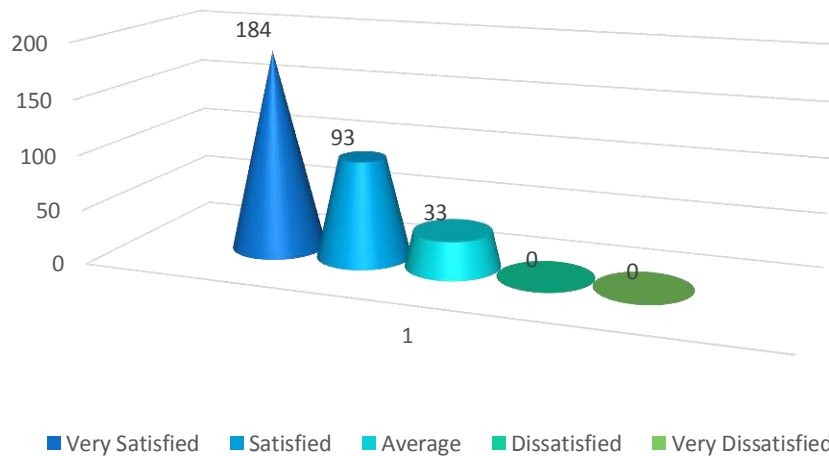
The information from the above table reflects that mostly the learners find that the personnel in the Learner’s Support Centres were quite helpful, as a considerably huge percentage of learners exhibited their satisfaction. The study indicated that 63% of the learners were highly satisfied while 29% also expressed their satisfaction. No reports of dissatisfaction were recorded. The counsellor and the coordinators of the study centres have been successful in establishing a very congenial relationship. They are quite cooperative and are able to provide all the required information and service to the learners enrolled in the Vocational course under their Study Centres.

Infrastructure of Study Centres is adequate	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	184	93	33	0	0

Infrastructure of Study Centres is adequate

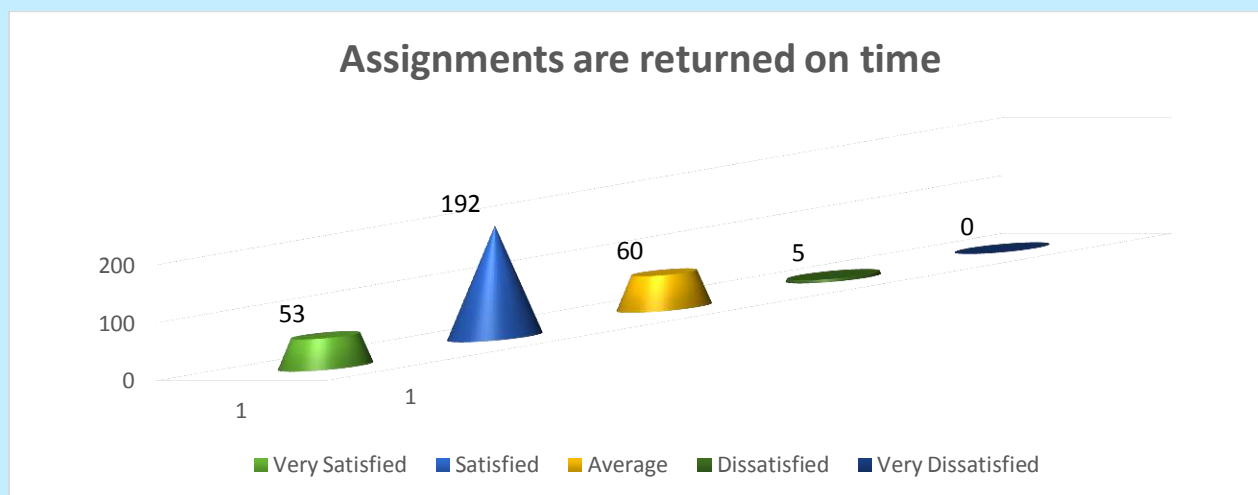
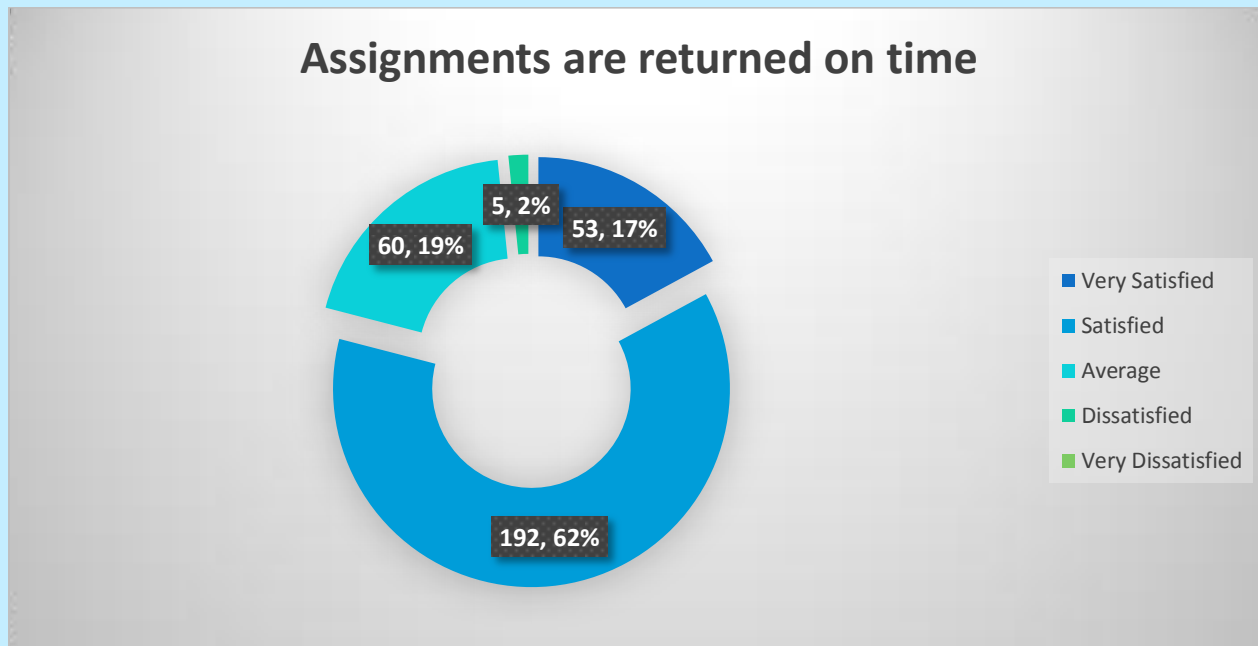


Infrastructure of Study Centres is adequate



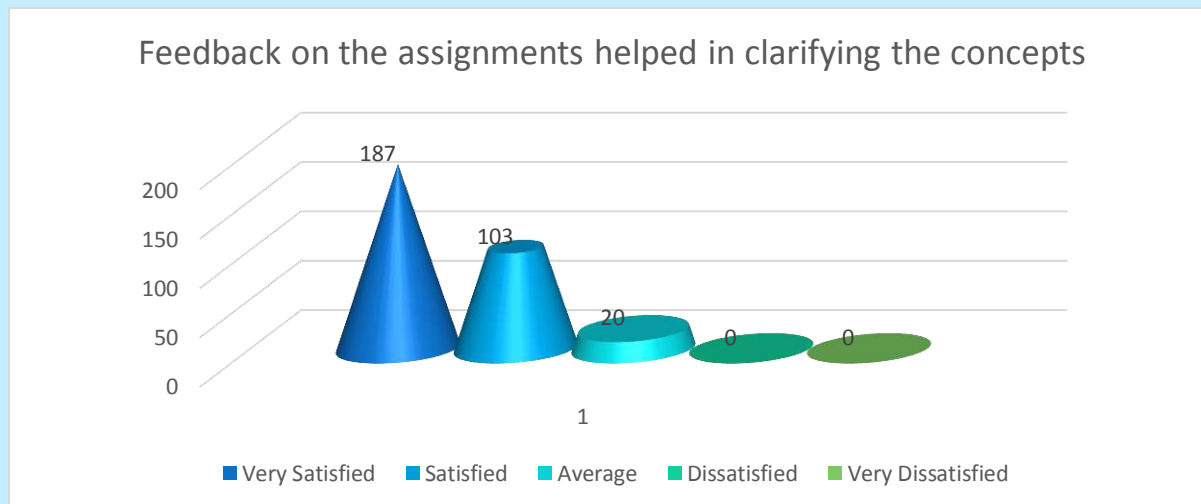
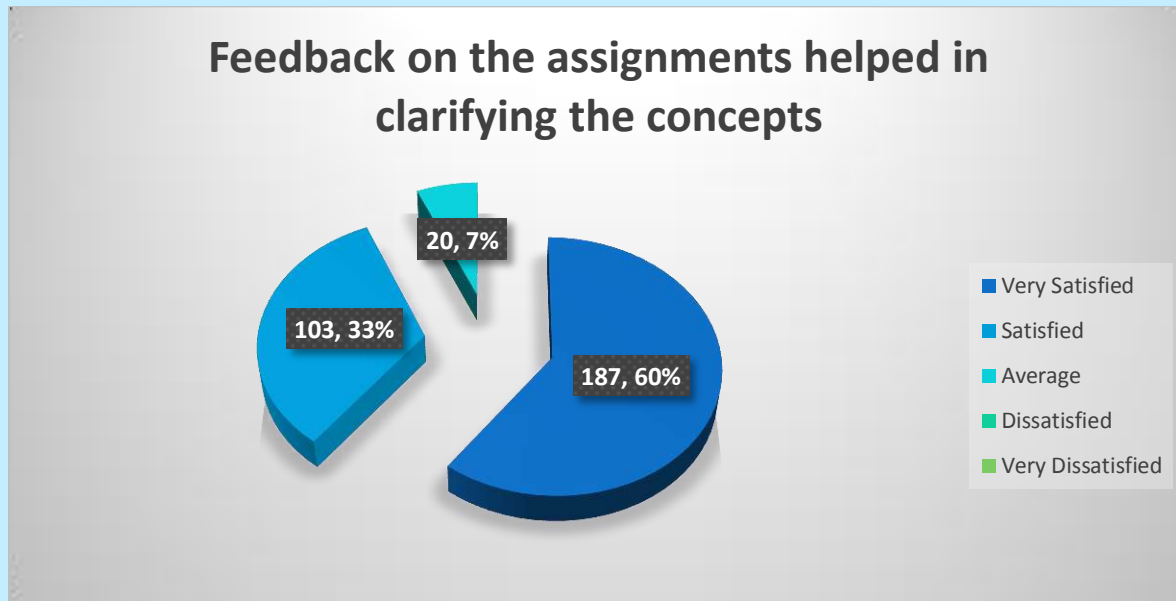
Any Vocational course needs a good hands on training under the supervision of an efficient teacher. Therefore from the above table we may interpret that the study centres are able to provide all the infrastructural facilities to their learners which are needed by them during their training. This can be substantiated by the above statistical representation, that 59% of the learners were reported to be highly satisfied while 30% learners were satisfied with the whole infrastructural arrangements of the Centre and there were no reports of dissatisfaction.

Assignments are returned on time	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	53	192	60	5	0



Most of the learners reported that they get back their assignments on time as 62% learners were quite satisfied and 17 % were highly satisfied. But there were about 2% learners expressed their dissatisfaction, as they did not get back their assignments on time. Perhaps in some rare occasion examiners might fail to meet the deadline of submitting the corrected assignments due to unavoidable circumstances and therefore the distribution of the assignments might get a little delayed. However, the learners are mostly satisfied with the whole procedure.

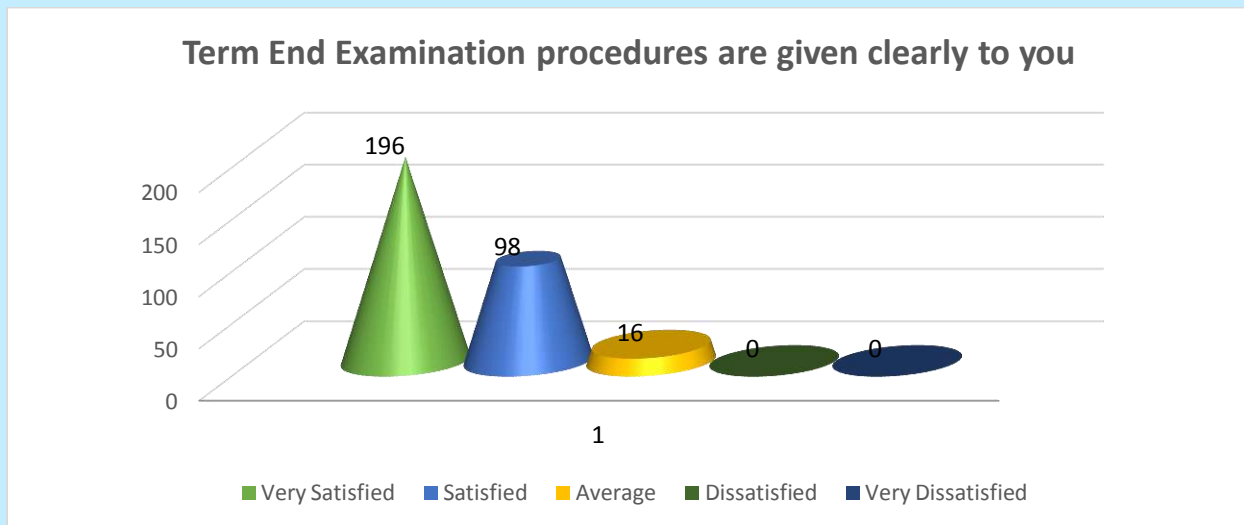
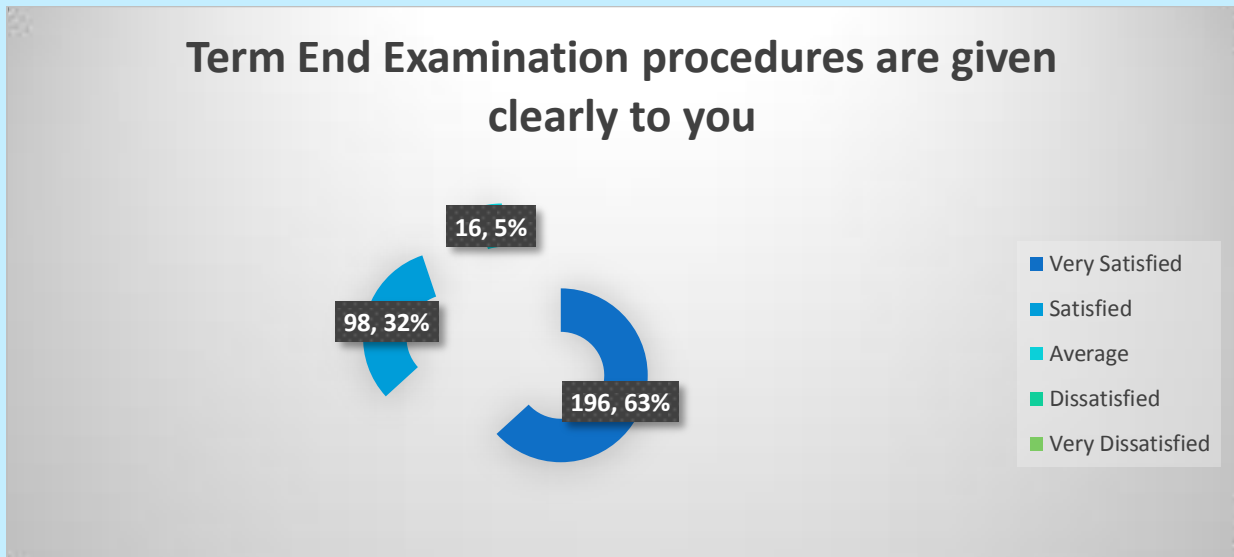
Feedback on the assignments helped in clarifying the concepts	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	187	103	20	0	0



It seems from the above table that the learners are able to clarify most of their concepts while preparing their assignments. They easily get the help of their counselors in case they face any difficulties while writing their assignment scripts. In this way these assignments give them a good scope to get prepared for the Term End examination. The study says that 60% of the

learners are very satisfied while 33% of the learners are satisfied as most of their concepts was cleared in this way and only 7% learner has responded it to be average.

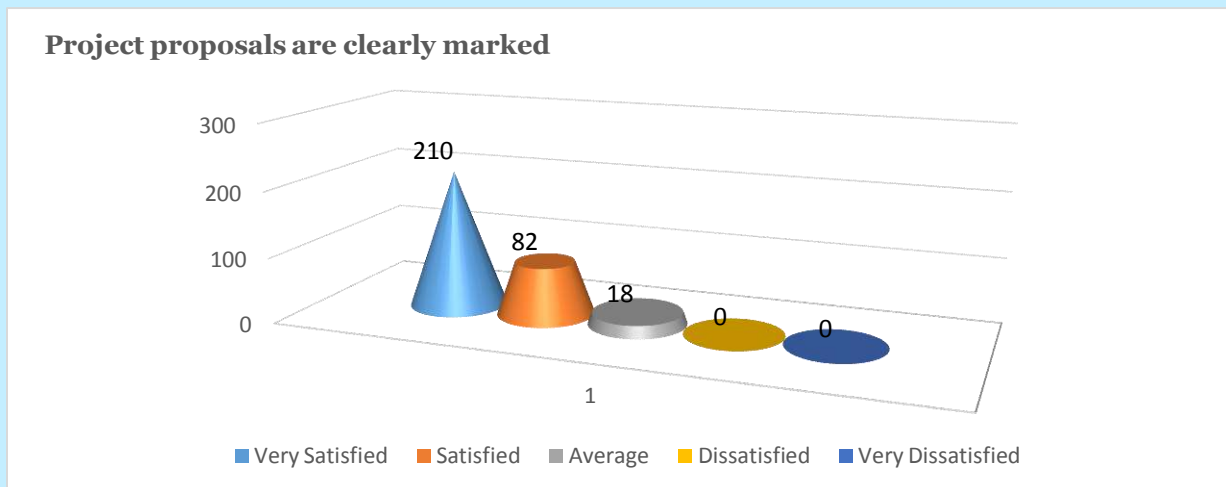
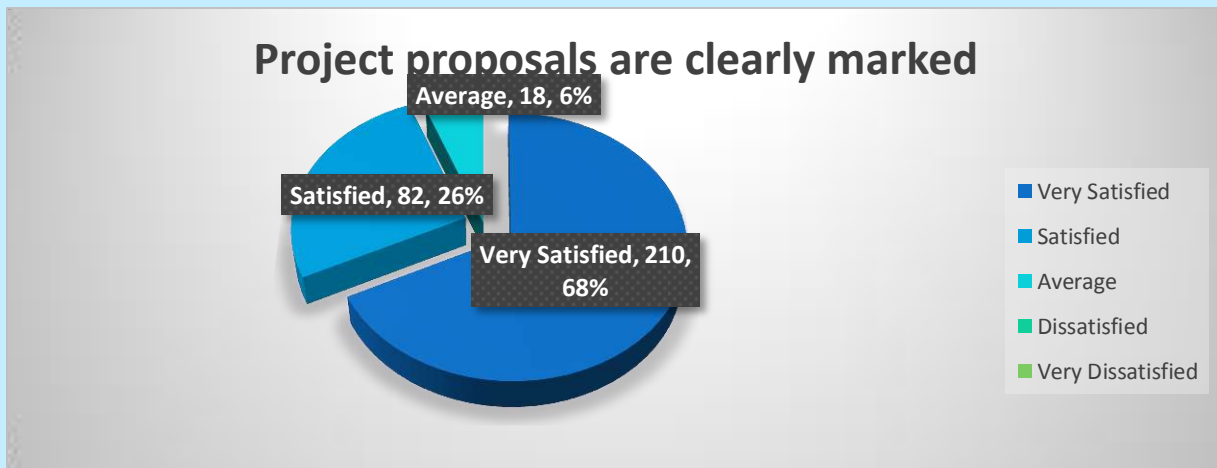
Term End Examination procedures are given clearly to you	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	196	98	16	0	0



The learners are quite satisfied with the kind of explanation given by the counselors and centre coordinators, regarding the various formalities related to examination. All their queries related to examination are addressed by the Study Centres with utmost care. Thus no confusion related to examination exists amongst the learners. Study shows that 63% learners

are very satisfied with the exam procedure by following 5% dissatisfied learners. 32% learners depicted their satisfaction level in average marking.

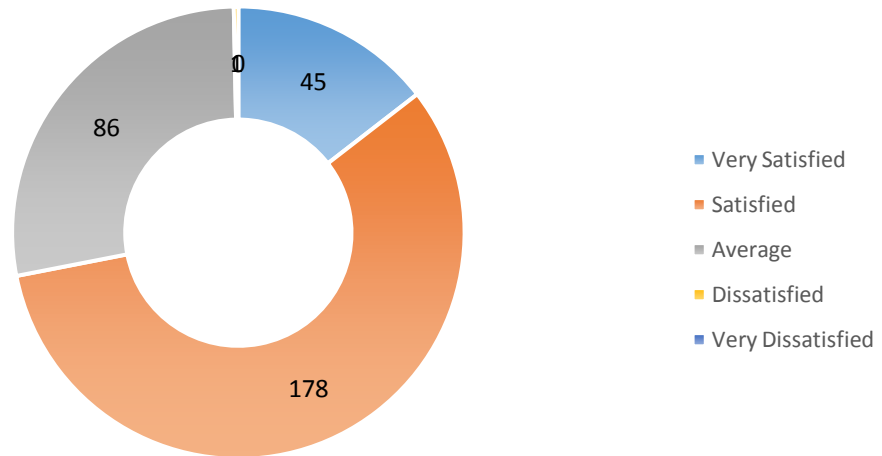
Project proposals are clearly marked	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	210	82	18	0	0



The learners had no complaints with the marking system, thus we may say that proper transparency is maintained by the examiners while evaluating the learners in their final examination. The study shows 68% learners were very satisfied and 26% were satisfied, and only 6% gave average response.

Exam results are declared on time	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	45	178	86	1	0

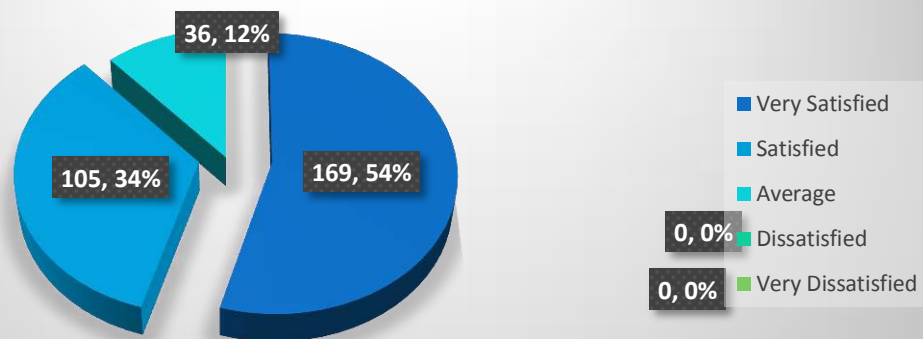
Exam results are declared on time

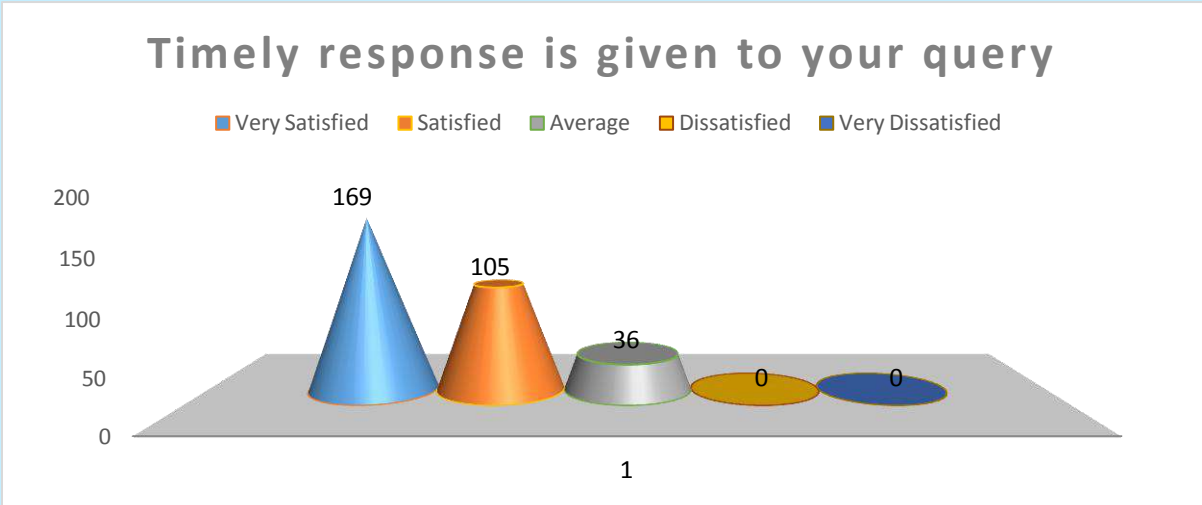


Most of the Learners i.e. 57% were satisfied while 15% of the learners were highly satisfied with the timely declaration of the results. However, 28% gave an average remarks while 1% of the learner was dissatisfied with the declaration of final results. if the examiners are given a little more orientation with the ODL system of evaluation the entire process may become even better.

Timely response is given to your query	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	169	105	36	0	0

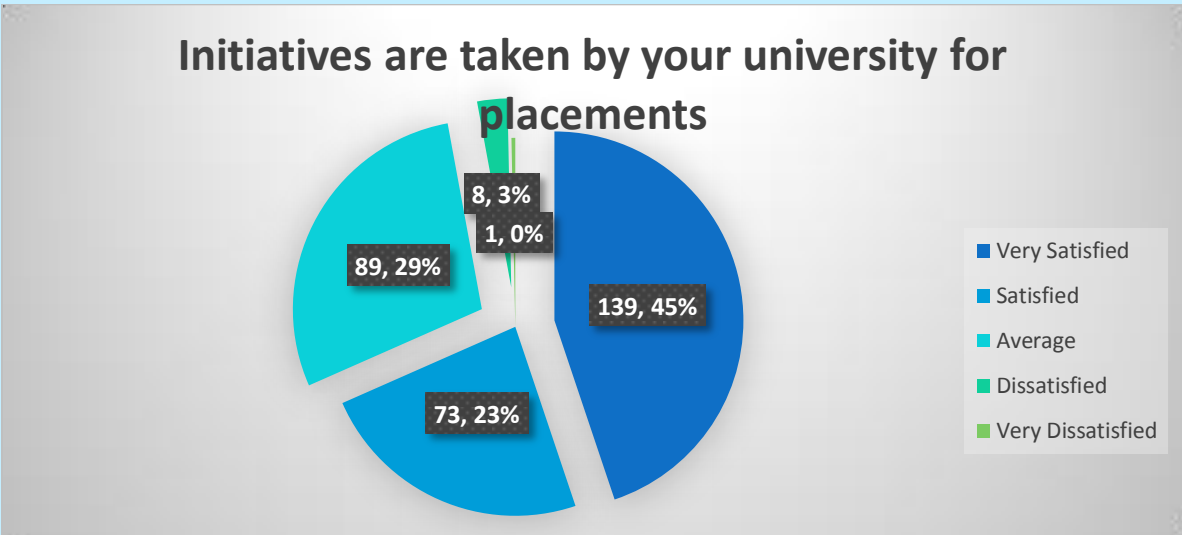
Timely response is given to your query





The study indicates that 54% of the learners communicated a high level of satisfaction as their queries were responded timely by the concerned coordinators and counsellors while 34% learners were satisfied in this matter and nobody was dissatisfied. Since there is a good relationship between the Counsellors and the Learners therefore the learners find it easy to ask any question and the counsellors are responsible enough to answer to their questions and resolve their doubts if any.

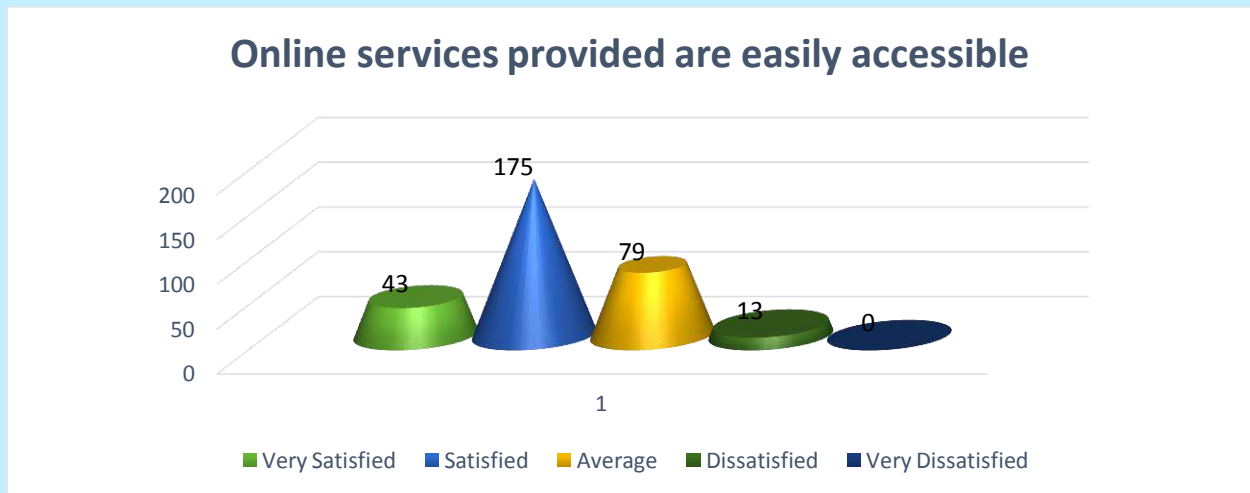
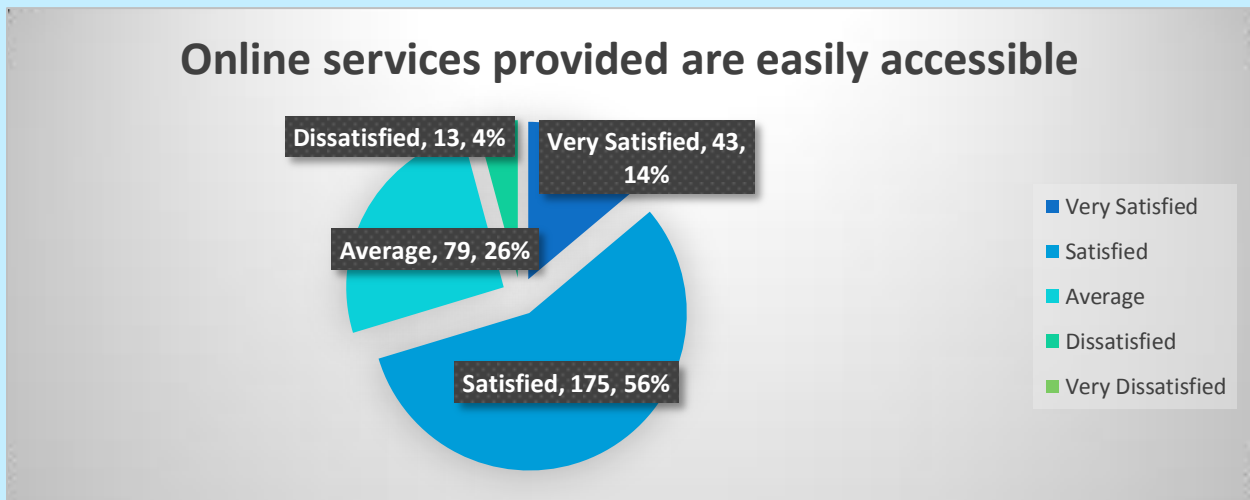
Initiatives are taken by your university for placements	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	139	73	89	8	1



The University organizes Job Fair from time to time to let the learners know about the available job opportunities for them as 45% learners are very highly satisfied and 23% learners were satisfied and 29% learners gave an average response and about 3% reported

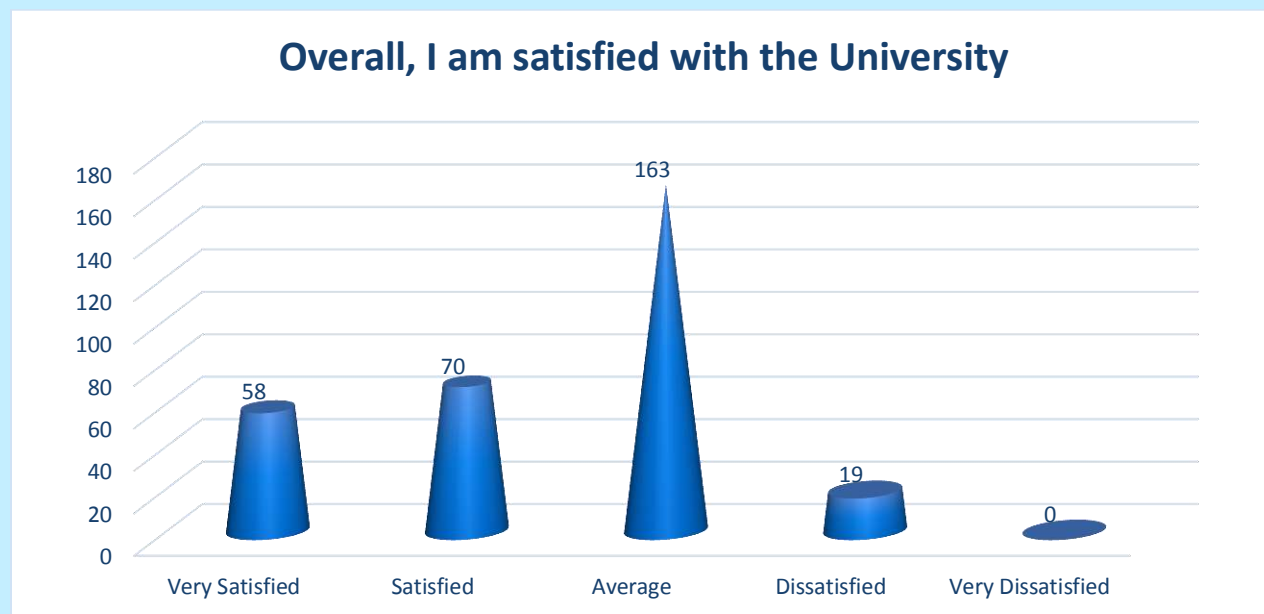
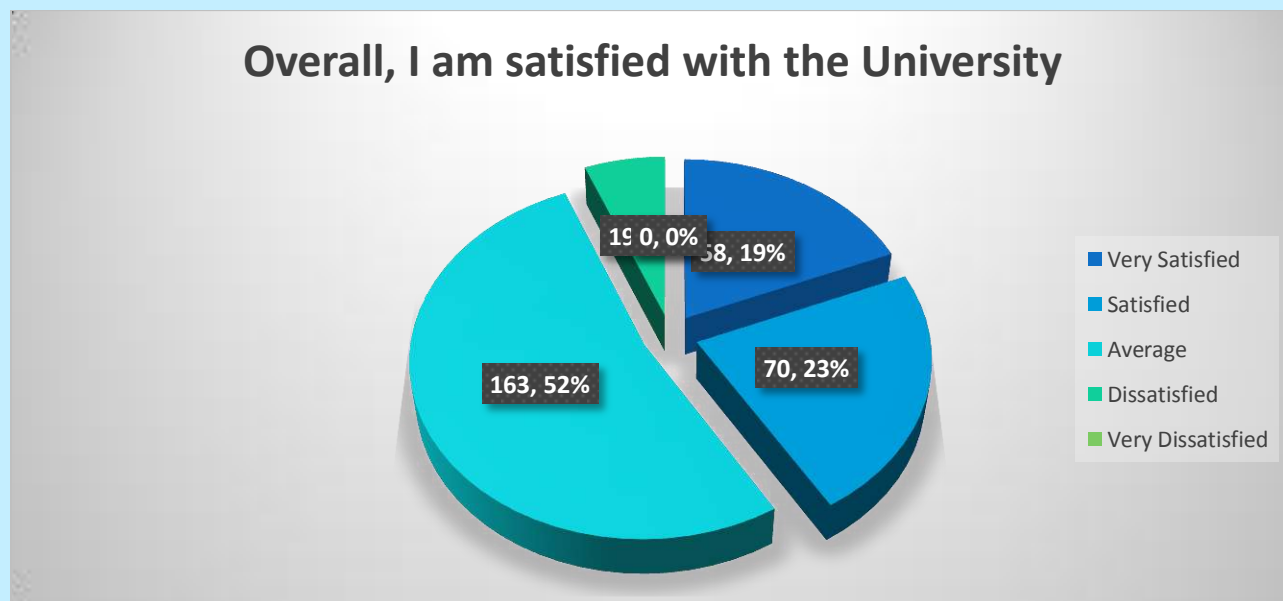
that they were dissatisfied. The intimation about such fair are announced in the University Website. The counsellors are also advised to share information related to job opportunities with their learners.

Online services provided are easily accessible	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	43	175	79	13	0



From the above statistical analysis it is clear that though 56% of the learners were satisfied as they access the online services and about 26% gave their average response in this matter, and 4% were dissatisfied. Some of the learners come from remote rural areas, probably it becomes difficult to access the network connection, however a good number of learners are satisfied with the overall online service provided to them.

Overall, I am satisfied with the University	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
	58	70	163	19	0



The above statistical result suggests that the overall satisfaction level of the learners is average as 19% learners were highly satisfied, 23% were satisfied while 52% of the learners

gave an average response while there were 6% learners who were dissatisfied. The learners might find it a little uncomfortable with the Teaching-Learning process adopted by the University and perhaps they are still not accustomed to the ODL Practices. Some of the Learners who come from remote rural belt may face issues related to poor network connection in accessing ICT supports, or using internet services while filling up online forms during admission or examination time. However, the Learner's support centres may have a help desk to assist such learners so that they may smoothly pursue their desired courses.

Conclusion

The baseline survey report indicated that most of the learners who are getting themselves enrolled for the various Vocational Courses offered by NSOU, come from the rural belt and most of the candidates are Women, thus the University is surely contributing for the Economic Empowerment of the womenfolk of our society.

The Learner Support Centres are quite learner friendly. There is a good Teaching Learning Environment in most of the Learner Support Centres. The Counselor have been able to establish a good rapport with the learners; this has probably enabled the learners to approach easily to their respective counselors whenever they seek any kind of academic help from them. The Counselors as well as the centre Coordinators try to extend all kind of support to the learners and are committed to the courses with full dedication. They try to identify and engage the best Counselors and trainers for imparting training to the learners. The survey reflects that a high level of transparency is maintained in the evaluation and examination related matters. There is a constant effort by the University to make placement opportunities through Job Fair and the respective Learner Support Centers are also making the learners aware about the various job scopes.

However, more technical training is needed for the Counselors so that they may be able to get well versed with the use of ICT facilities available in the University. In many instances the learners fail to avail these facilities due to lack of knowledge regarding it, therefore orientation programmes may be organized for both the counselors as well as the learners to make the entire teaching –learning process more technology based and thus equip the learners to face the competitive world with more confidence and dignity.

Annexure-I

Sample Questionnaire

Student Satisfaction Survey

Dear Learner,

The objective of this Student Satisfaction Survey is to find out the satisfaction of Open and Distance Education Learners. The content of this Survey will be used for research, dissemination and improving the quality of the system.

Background Information

E Mail Address -----

Enrolment Number -----

Year of Enrolment ----- (only 2018-19 and 2019-2020)

Name of the Study Centre with Code

Status Passed/Continued

Locality (Rural and Urban)

Programme -----

Level: (Certificate/ Diploma /PG-Diploma /UG /PG)

Age: -----

Gender: Male Female Other

Social Category: General SC ST OBC

From where you Access University Information: Website Prospectus Mobile App

Please indicate as how much you are satisfied or dissatisfied with the following statements

S. No	Statements	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
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1	Concepts are clearly stated in the Learning Material					
2	Printed Learning Material are received on Time					
3	Supplementary Learning Material like Video/Radio counselling etc are available.					
4	Study Materials are easily available in Digital form					
5	Induction programme conducted at study centre are useful					
6	Academic Counsellors explains the concepts clearly					
7	Counselling sessions are Interactive					
8	Changes in counselling sessions are communicated to you on time					
9	Technology is used during the Counselling Sessions					
10	Personnel in the Study centres are helpful					
11	Infrastructure of Study Centres is adequate					
12	Assignments are returned on time					

13	Feedback on the assignments helped in clarifying the concepts					
14	Term End Examination procedures are given clearly to you					
15	Project proposals are clearly marked					
16	Exam results are declared on time					
17	Timely response is given to your query					
18	Initiatives are taken by your university for placements					
19	Online services provided are easily accessible					
20	Overall, I am satisfied with the University					

21. Please write Three Strengths of the University as you perceive

22. Please mention Three Weaknesses of the University as you perceive.
