

# Alumni Feedback

## Feedback collected during 2018-19

**1. As Alumni, Rate Your Experience from Excellent to Poor with Uttarakhand Open University.**

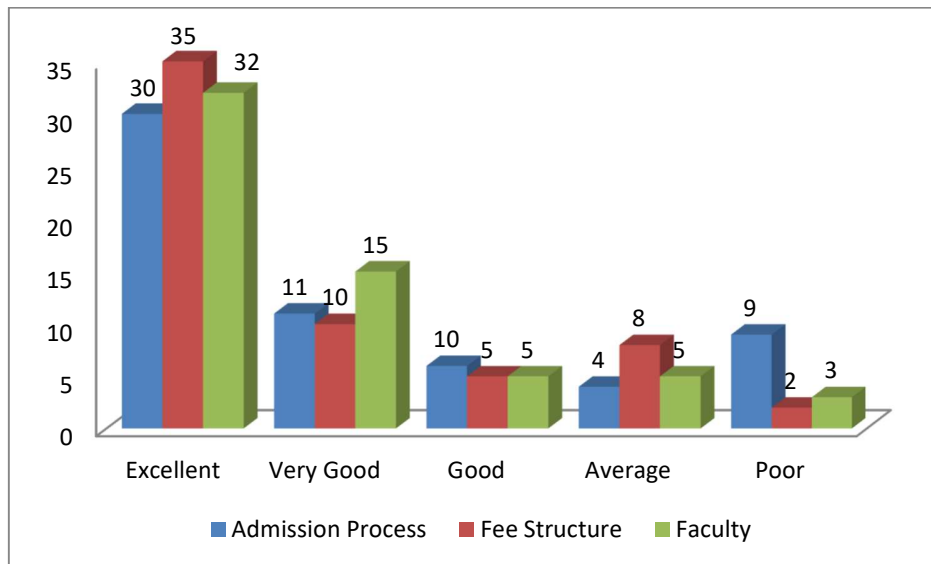
Attributes	Excellent	Very Good	Good	Average	Poor
Admission process					
Fee Structure					
Faculty					
Quality of SLM					
Evaluation System					
Canteen Facility					
Teacher/Counselor Interaction					
University Administration					
Overall Rating of the University					

## Alumni Feedback Analysis

Attributes	Category	Frequency	Percentage
Admission Procedure	Excellent	30	50.00
	Very Good	11	18.33
	Good	6	10.00
	Average	4	6.67
	Poor	9	15.00
Fee Structure	Excellent	35	58.33
	Very Good	10	16.67
	Good	5	8.33
	Average	8	13.33
	Poor	2	3.33

<b>Faculty</b>	<b>Excellent</b>	<b>32</b>	<b>53.33</b>
	<b>Very Good</b>	<b>10</b>	<b>16.67</b>
	<b>Good</b>	<b>5</b>	<b>8.33</b>
	<b>Average</b>	<b>10</b>	<b>16.67</b>
	<b>Poor</b>	<b>3</b>	<b>5.00</b>
<b>Quality of SLM</b>	<b>Excellent</b>	<b>35</b>	<b>58.33</b>
	<b>Very Good</b>	<b>10</b>	<b>16.67</b>
	<b>Good</b>	<b>5</b>	<b>8.33</b>
	<b>Average</b>	<b>7</b>	<b>11.67</b>
	<b>Poor</b>	<b>3</b>	<b>5.00</b>
<b>Evaluation System</b>	<b>Excellent</b>	<b>36</b>	<b>60.00</b>
	<b>Very Good</b>	<b>14</b>	<b>23.33</b>
	<b>Good</b>	<b>5</b>	<b>8.33</b>
	<b>Average</b>	<b>3</b>	<b>5.00</b>
	<b>Poor</b>	<b>2</b>	<b>3.33</b>
<b>Canteen Facility</b>	<b>Excellent</b>	<b>25</b>	<b>41.67</b>
	<b>Very Good</b>	<b>20</b>	<b>33.33</b>
	<b>Good</b>	<b>6</b>	<b>10.00</b>
	<b>Average</b>	<b>3</b>	<b>5.00</b>
	<b>Poor</b>	<b>6</b>	<b>10.00</b>
<b>Teacher/Counselor Interaction</b>	<b>Excellent</b>	<b>35</b>	<b>58.33</b>
	<b>Very Good</b>	<b>4</b>	<b>6.67</b>
	<b>Good</b>	<b>5</b>	<b>8.33</b>
	<b>Average</b>	<b>10</b>	<b>16.67</b>
	<b>Poor</b>	<b>6</b>	<b>10.00</b>
<b>University Administration</b>	<b>Excellent</b>	<b>30</b>	<b>50.00</b>
	<b>Very Good</b>	<b>10</b>	<b>16.67</b>
	<b>Good</b>	<b>10</b>	<b>16.67</b>
	<b>Average</b>	<b>7</b>	<b>11.67</b>
	<b>Poor</b>	<b>3</b>	<b>5.00</b>
<b>Overall Rating of the University</b>	<b>Excellent</b>	<b>40</b>	<b>66.67</b>

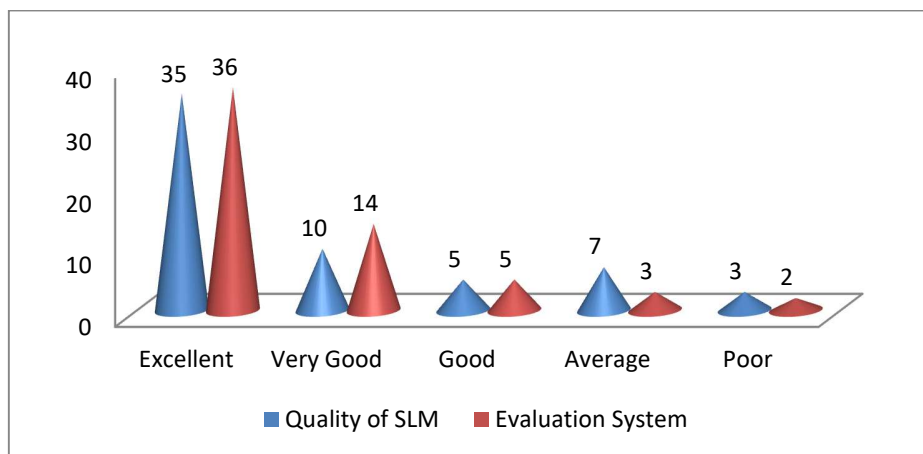
	<b>Very Good</b>	<b>8</b>	<b>13.33</b>
	<b>Good</b>	<b>2</b>	<b>3.33</b>
	<b>Average</b>	<b>5</b>	<b>8.33</b>
	<b>Poor</b>	<b>5</b>	<b>8.33</b>



From the above table and chart, it is known that the feedback form given to 60 alumni of the university, for rating their experience on various aspects like university's admission Procedure fee structure, faculty etc.. In which it was found that most (53.89%) alumni rated as "excellent" on the university's admission structure, fees, faculty. 17.22% of alumni rated as "Very Good" and 11.33% alumni were rated as "Good". Only 7.78% of alumni rated as "Poor" for the university's admissions structure, fee structure, faculty, etc. As per the

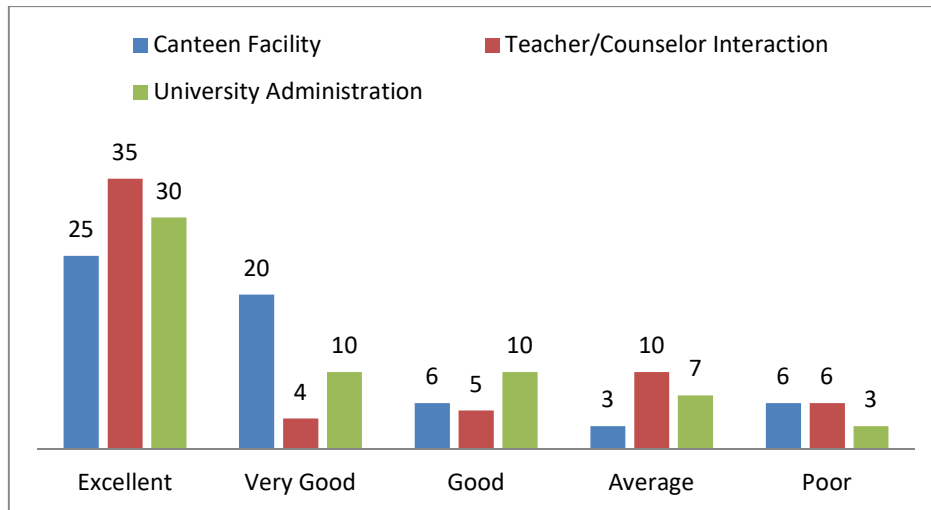
alumni who rated the process to be poor, the admission procedure of the university is complicated and time consuming.

They are satisfied with admission procedure, fee structure and faculty because the admission procedure, which is completely digitalized, flexible and also the fee are less than other universities, the faculty of the university are very co-operative.



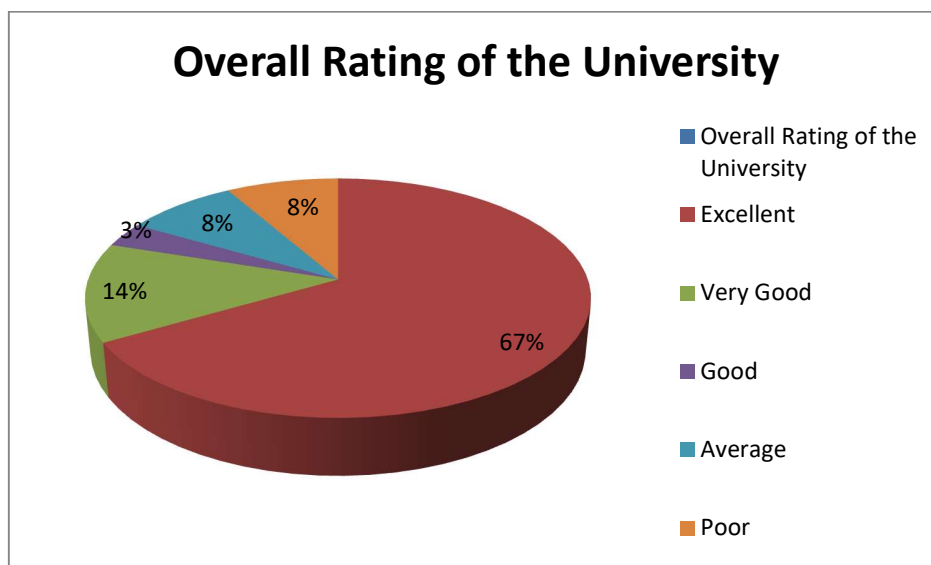
From the above Chart, It was found that the most of Alumni (59.17%) rated as “Excellent” about Quality of SLM and Evaluation System of the Uttarakhand Open University. 20% alumni rated as “Very Good” 8.33% alumni, 8.33% alumni were rated as “Good” and “Average” respectively. Only 4.17% of alumni are rated as “Poor” about Quality of SLM and Evaluation System of the Uttarakhand Open University.

They are very satisfied with the quality of SLM and evaluation system because SLM prepared base on syllabus, language and print of the SLM is very good.



From the above chart it was found that alumni share their experience about the Canteen facility, Teacher/Counselor interaction and University Administration of Uttarakhand Open University. Majority (50%) rated on “Excellent” and 18.89% alumni rated on “Very Good” .16.67% and 11.11 % of 60 alumni were rated on “good” and “Average” respectively. Only 6.33% alumni were rated “Poor” because they were not satisfied with the canteen facility, Teacher/Counselor interaction and University Administration of Uttarakhand Open University.

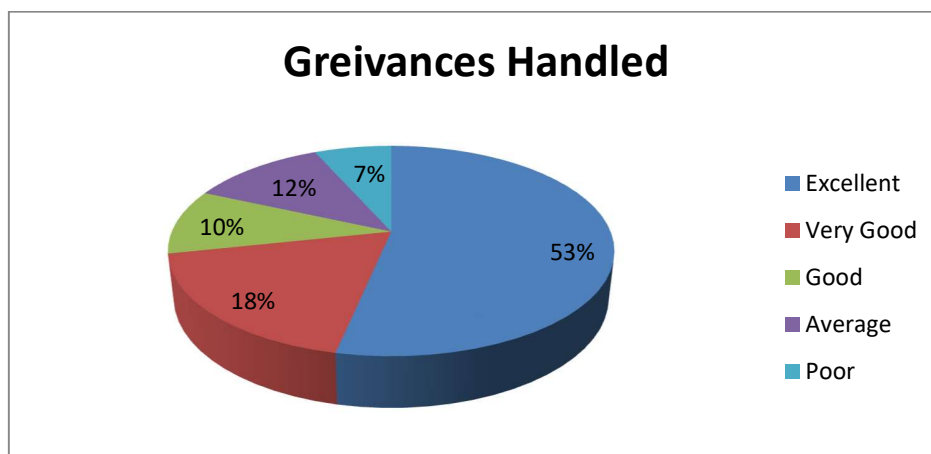
They appreciate the dedicated, friendly and co-operative attitude of the university administration and teacher/counselor. And also they appreciate canteen facility.



From the above chart it was found that majority (67%) were rated as “Excellent” for the overall rating of the university. 14% alumni were rated on “Very Good”. 8% and 3% alumni were rated on “Good” and “Average” respectively. Only 3% of alumni were rated on “Poor” for the overall rating of the university.

They are satisfied with Academic and Administrative Process of the Uttarakhand Open University.

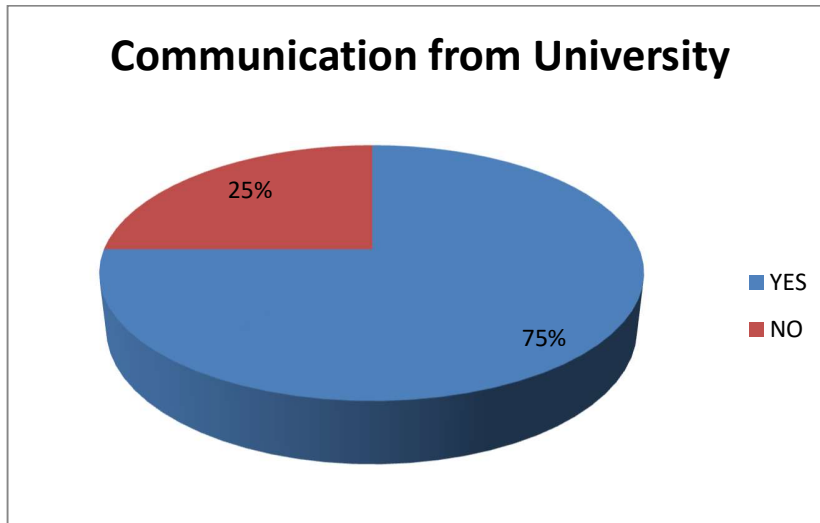
## **2. How do you rate the way your grievances were handled at the Department/UOU?**



Variable	Category	Frequency	Percentage
Grievances handled	Excellent	32	53.33
	Very Good	11	18.33
	Good	6	10.00
	Average	7	11.67
	Poor	4	6.67

The Handling of Learners grievances was rated as excellent by 53.33%, very good by 18.33% and good by 10% alumni, poor by 6.67%

### **3. Do you receive communication from the University/Department through Mails/SMS/Calls etc?**

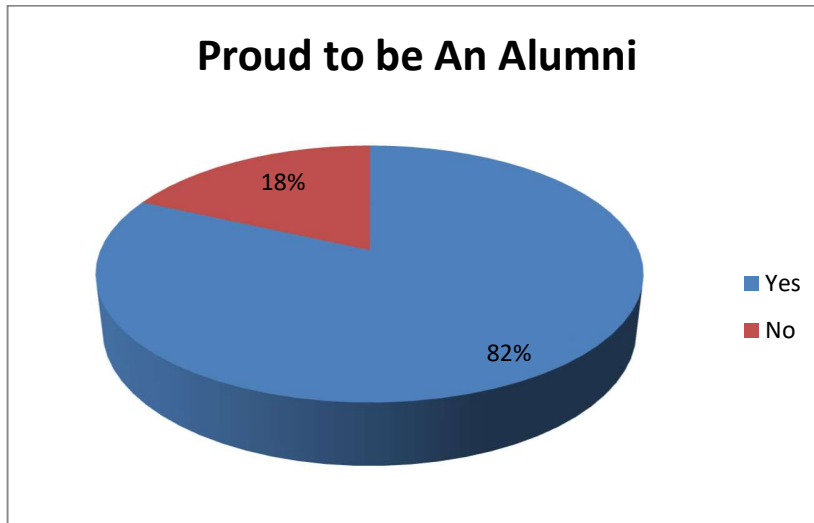


Variable	Category	Frequency	Percentage
Communication	Yes	45	75
	No	15	25

From the above chart it was found that majority (75%) said they have received communication from the Department/University through mail/SMS/Call but only 25% say that they have not received any communication from the Department/University.

#### **4. Do you feel proud to be Alumni of UOU?**





Most of the 82% in this feedback say that they feel proud to be an alumnus of Uttarakhand Open University. But only 18% say they don't feel any proud in being an alumnus of the university.

All alumni feel proud that they are the learners of this university. They are thankful to the University for providing quality education in such a rural place. They show their indebtedness towards university for the efforts. They give credit to the University for their Present Position in life.