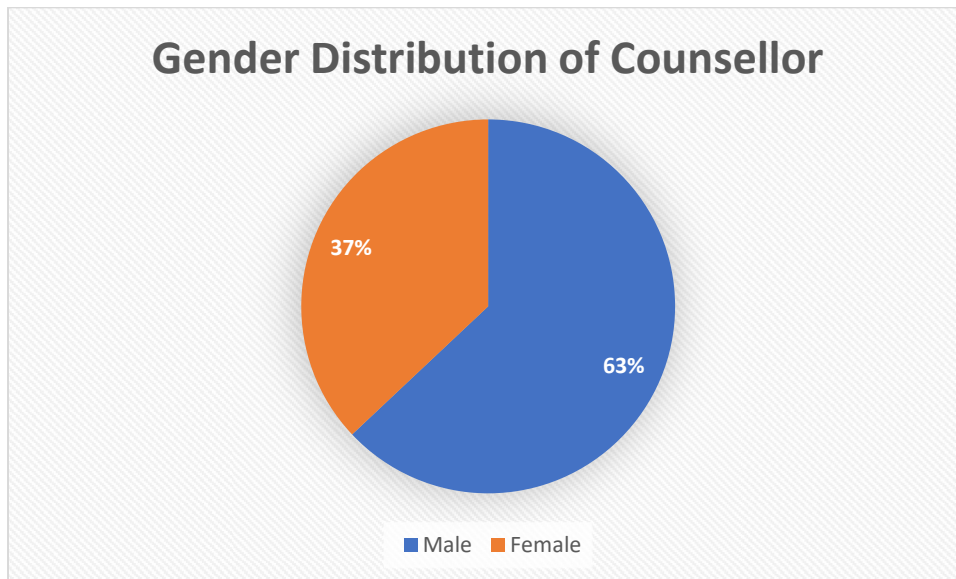


COUNSELLORS SATISFACTION SURVEY REPORT

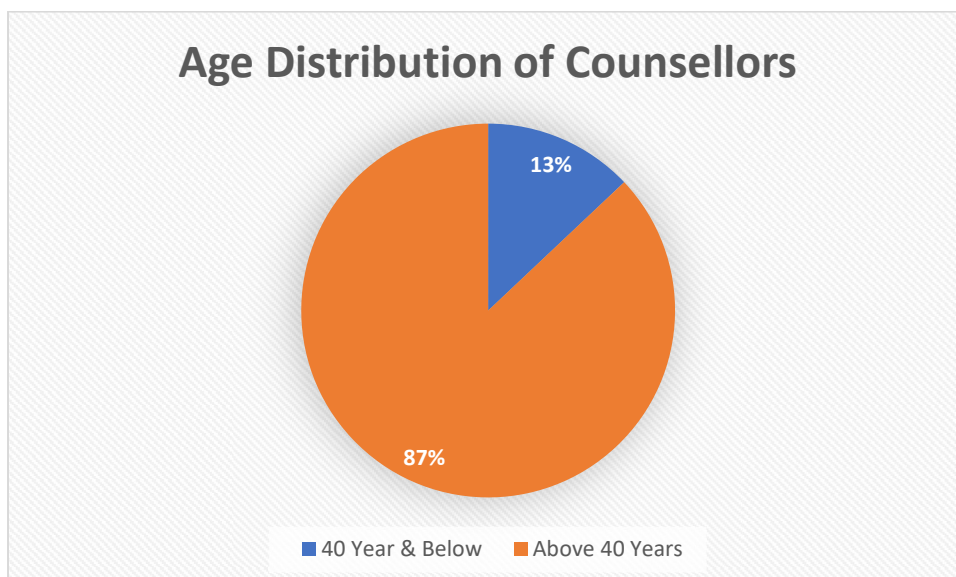
Feedback collected during 2018-19

Gender Distribution of Counsellors: Male and Female



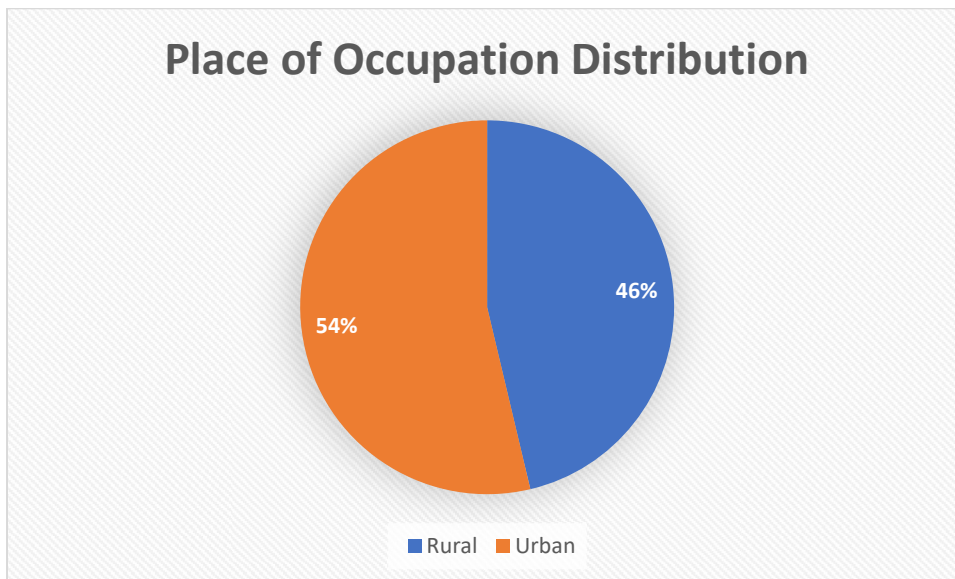
The analysis revealed that the university counsellor of the various study centres of the Uttarakhand Open University who participated in the study has both male and female representation. The male counsellor representation is higher which stands at 63%, while the female counsellors represent 37%.

Age Distribution of Counsellors: 40 Year & Below and Above 40 Years



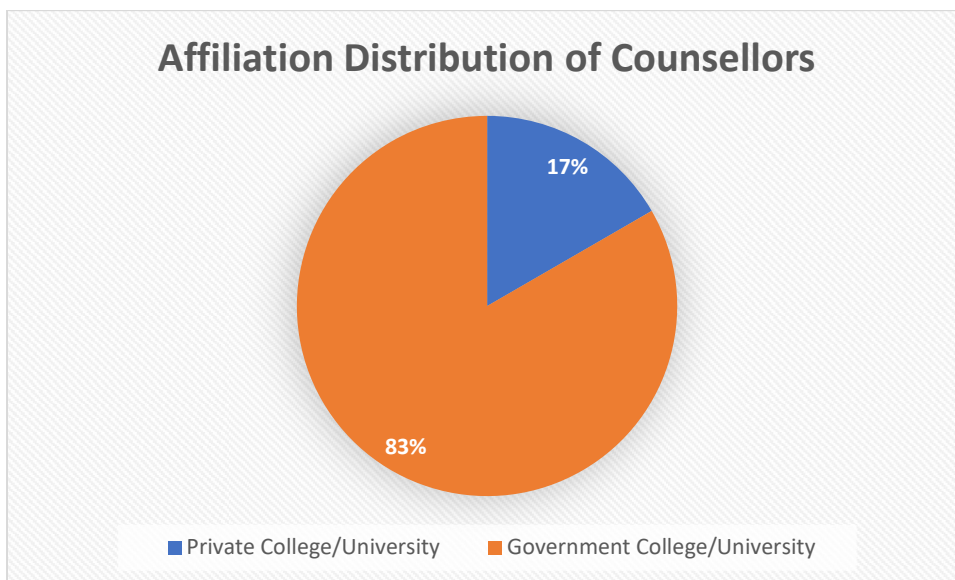
The study revealed that most of the counsellors are above 40 years of age. Therefore, it can be stated that they are well experience and capable human resource to give guidance for student problems. The representation of counsellors above 40 years stand at 87% and counsellors 40 years and below stand at 13%.

Place of Occupation Distribution of Counsellors: Rural and Urban



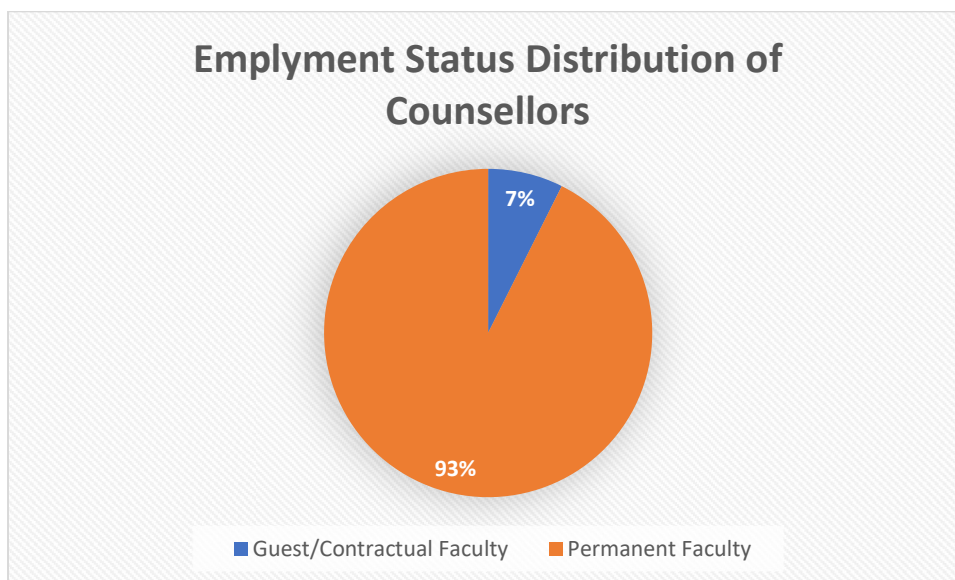
The analysis of counsellor satisfaction survey revealed that counsellor who participated in the survey were almost evenly represented in terms of their place of occupation. Counsellor who's place of occupation falls under urban area represent 54%, while the counsellor who's place of occupation falls under rural area represents 46%.

Affiliation Distribution of Counsellors: Private College and Government College



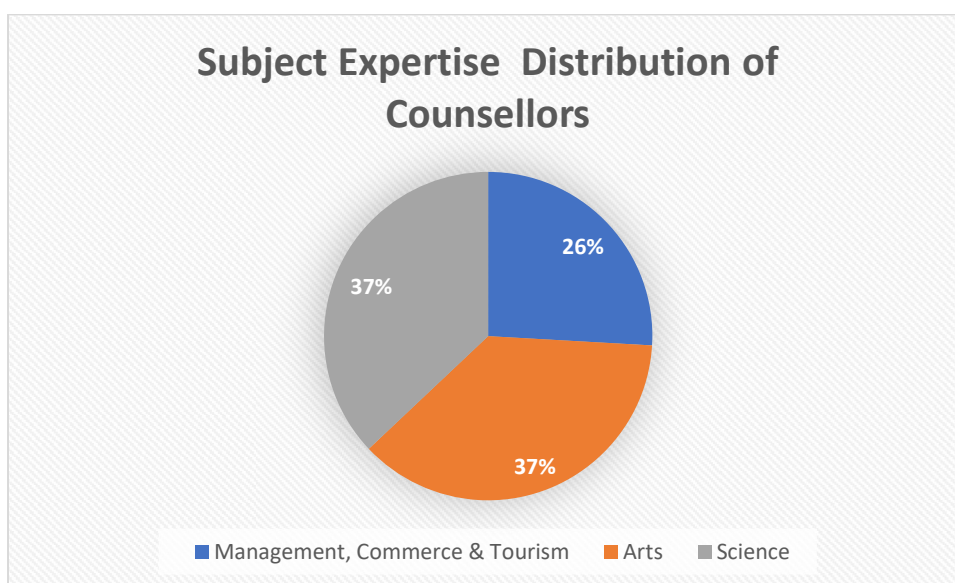
It was found in the survey that majority of the counsellors who took part in the survey were part of the government institutions. This may be because most of the study centres of the Uttarakhand Open University are under government run colleges and university.

Employment Status Distribution of Counsellors: Guest/Contractual Faculty and Permanent Faculty



The survey findings reveal that majority of the counsellors who took part in the survey were permanent faculties of the institution. A very small number of guest faculty or contract faculty are also in charge of the student counselling responsibility.

Subject Expertise Distribution of Counsellors: Arts, Science and Management, Commerce, Tourism

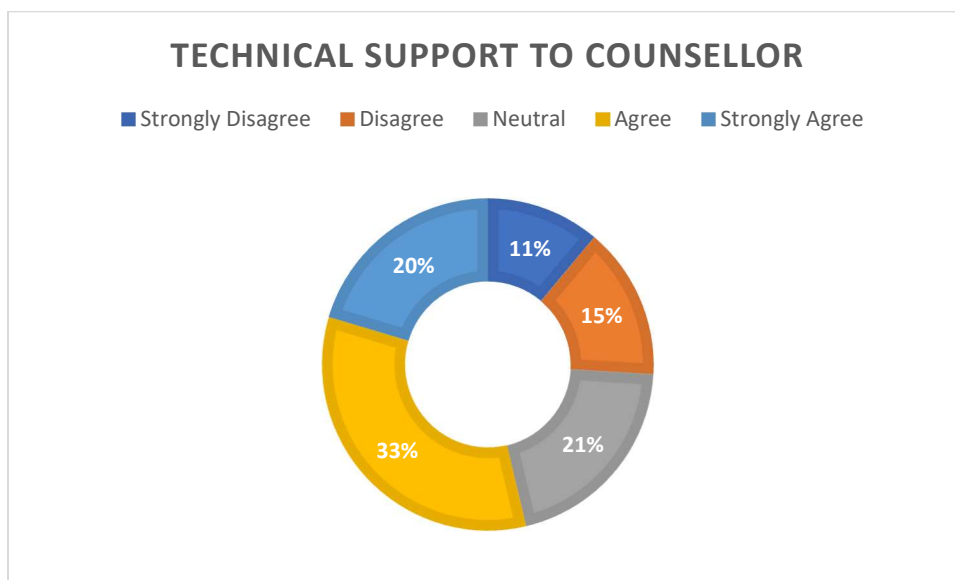


The counsellor satisfaction survey conducted by the Uttarakhand Open University incorporated counsellor from science, arts and management, commerce & tourism streams. Management, commerce and tourism stream counsellor represents a 26% of the respondents, while science and art course counsellor represent an even split of 37% representation.

The tool formulated for the satisfaction study of the Uttarakhand Open University study centre counsellors consists of a five-point summated scale, where the degree stands between 1 to 5. 1 stands for ‘Strongly Disagree’, 2 stands for ‘Disagree’, 3 stands for ‘Neutral’, 4 stands for ‘Agree’, and 5 stands for ‘Strongly Agree’. The satisfaction survey tool consisted of 19 statements and the study centre counsellors were asked to rate their opinions.

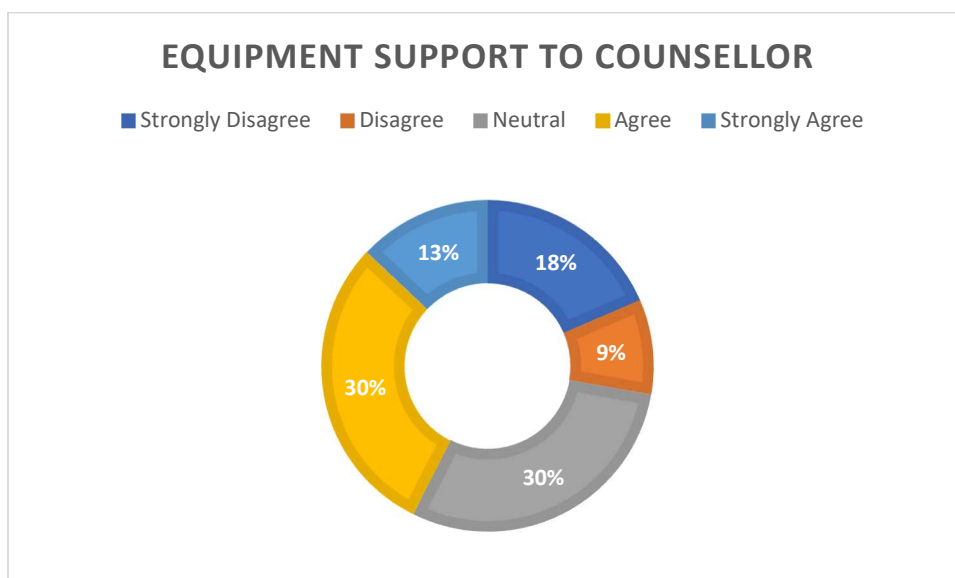
The data for the satisfaction survey was collected in a span of 2 academic years 2019-20 and 2020-21.

1. UOU Provides Adequate Technical Support to Counsellor



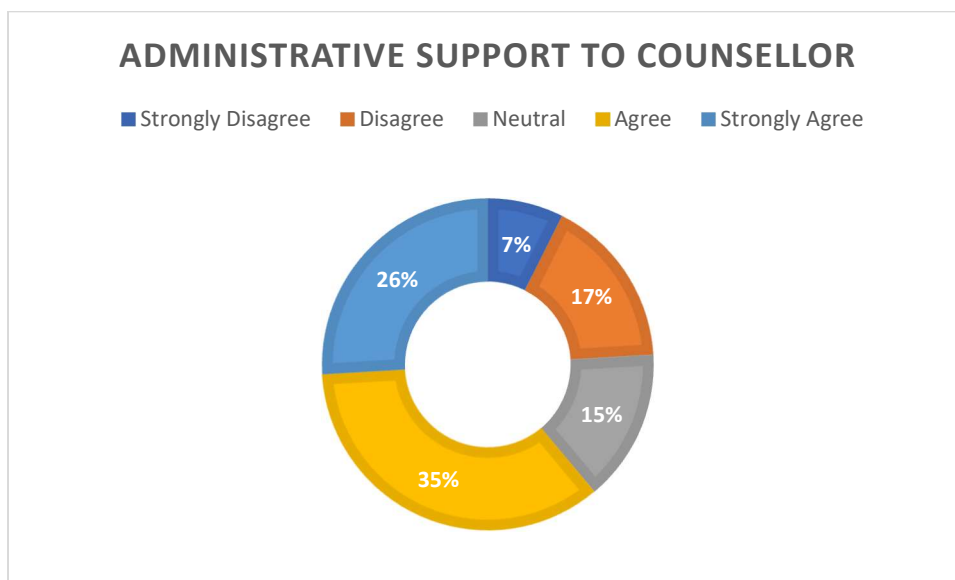
The study centre counsellor's satisfaction survey revealed that most of the counsellors agree that Uttarakhand Open University provides adequate technical support to the counsellor at the study centres. The study centre counsellors who showed agreement represented 33% of the survey, while study centre counsellors who showed a strong agreement represented 20% of the survey. Study centre counsellors who gave a neutral response represented 11%. Study centre counsellors who showed disagreement represented 15% of the survey, while study centre counsellors who showed a strong disagreement represented 11% of the survey.

2. UOU Provides Adequate Equipment Support to Counsellor



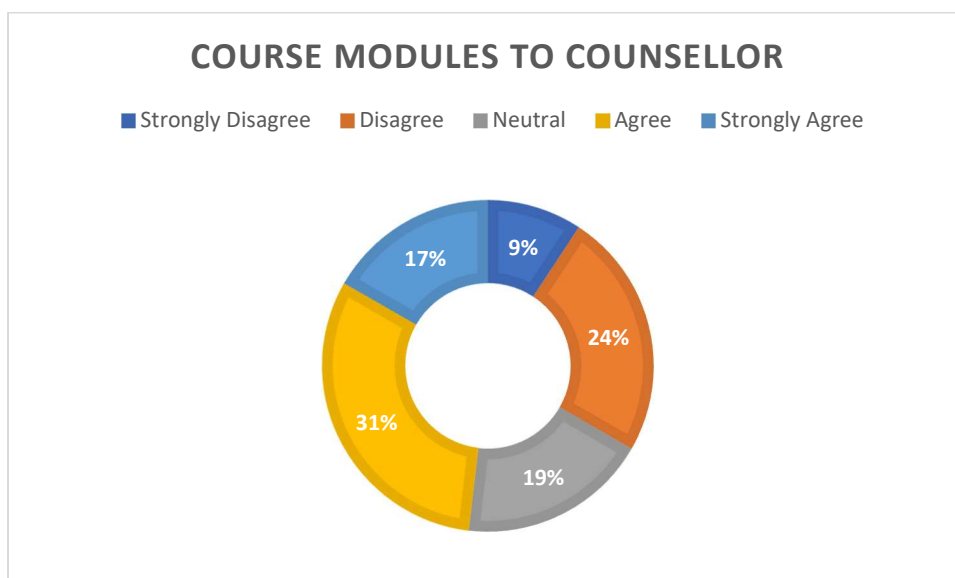
The analysis showed that the most of the study centre counsellors either has a neutral response or agree that the Uttarakhand Open University provides counsellor with adequate equipment support. The study centre counsellors who showed agreement represented 30% of the survey, while study centre counsellors who showed a strong agreement represented 13% of the survey. Study centre counsellors who gave a neutral response represented 30%. Study centre counsellors who showed disagreement represented 9% of the survey, while study centre counsellors who showed a strong disagreement represented 18% of the survey.

3. UOU Provides Adequate Administrative Support to Counsellor



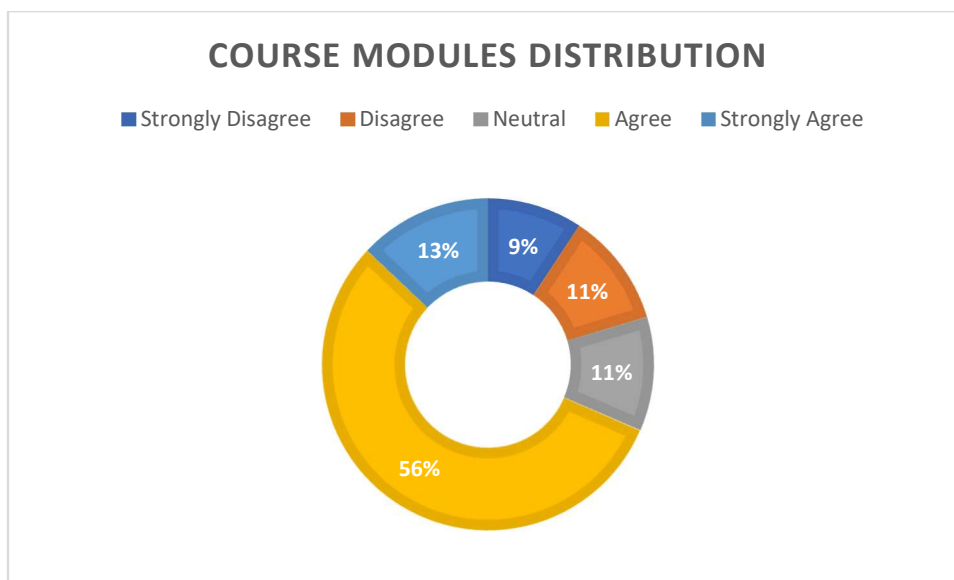
The analysis showed that a very high number of the study centre counsellors agree that the Uttarakhand Open University provide the study centres with adequate administrative support. The study centre counsellors who showed agreement represented 35% of the survey, while study centre counsellors who showed a strong agreement represented 26% of the survey. Study centre counsellors who gave a neutral response represented 15%. Study centre counsellors who showed disagreement represented 17% of the survey, while study centre counsellors who showed a strong disagreement represented 7% of the survey.

4. UOU Provides Adequate Course Modules to Counsellor



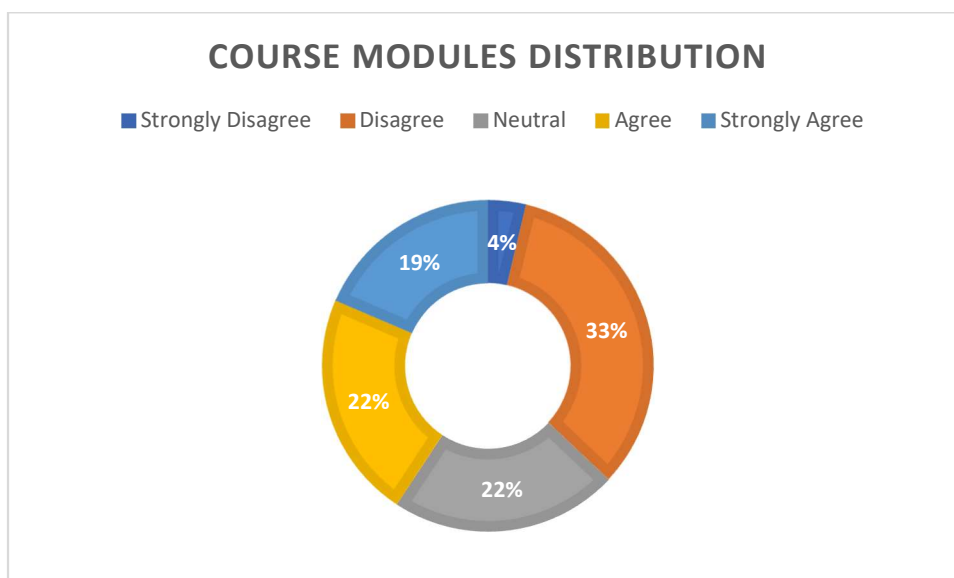
The satisfaction survey revealed that most the study centre counsellors agree that the Uttarakhand Open University provides adequate number of the course modules to counsellor for the students. The study centre counsellors who showed agreement represented 31% of the survey, while study centre counsellors who showed a strong agreement represented 17% of the survey. Study centre counsellors who gave a neutral response represented 19%. Study centre counsellors who showed disagreement represented 24% of the survey, while study centre counsellors who showed a strong disagreement represented 9% of the survey.

5. UOU Timely Provides Course Modules Before Tutorial Sessions for Distribution



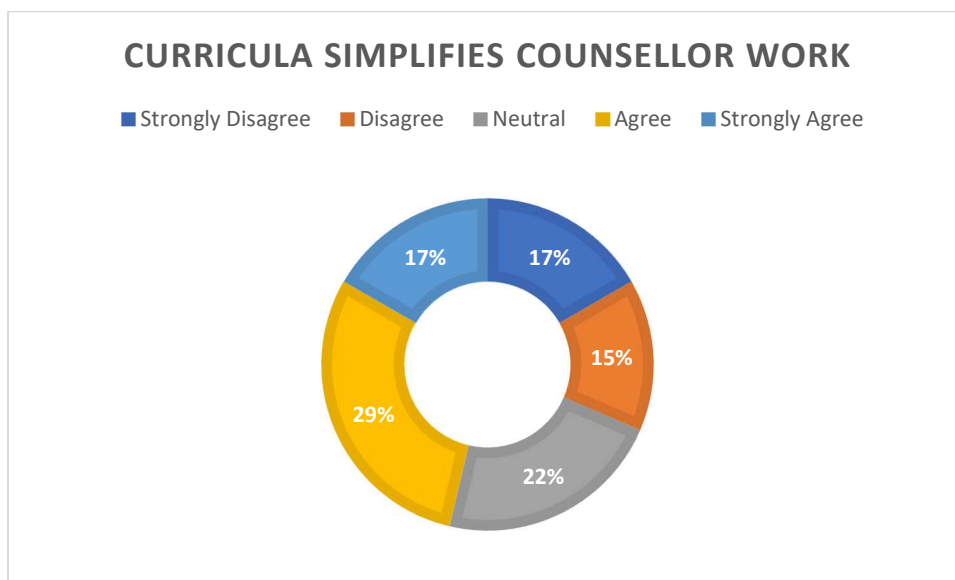
The satisfaction survey revealed that a very high number of study centre counsellors agree the Uttarakhand Open University has been providing course modules to the study centres for distribution. The study centre counsellors who showed agreement represented 56% of the survey, while study centre counsellors who showed a strong agreement represented 13% of the survey. Study centre counsellors who gave a neutral response represented 11%. Study centre counsellors who showed disagreement represented 11% of the survey, while study centre counsellors who showed a strong disagreement represented 9% of the survey.

6. UOU Timely Provides Course Modules for All Semester for Distribution



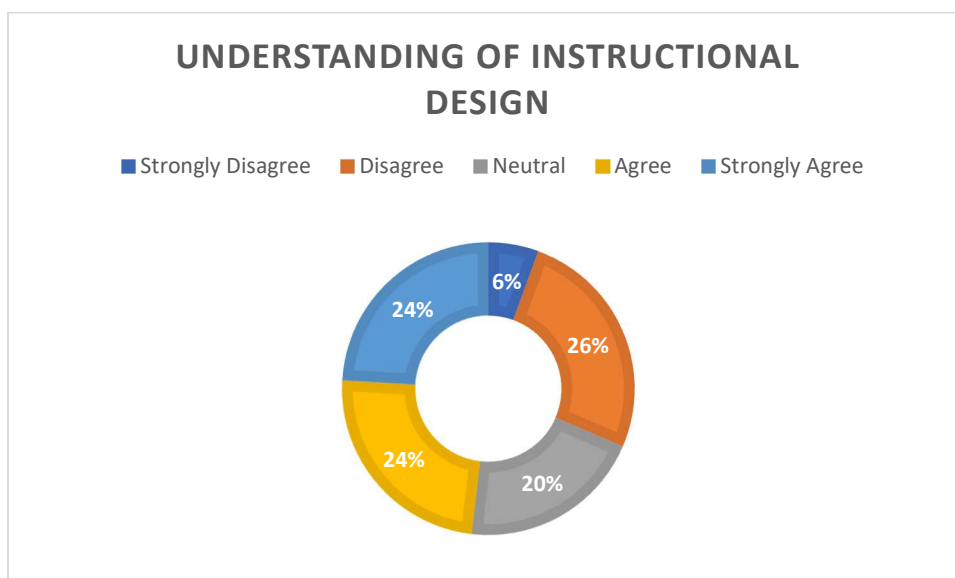
The analysis showed that a high number of the study centre counsellors disagree the Uttarakhand Open University timely provides course modules for all semester for distribution. The reason for this delay can be due to various factor, due to with the University is unable to dispatch the modules in a timely manner. The study centre counsellors who showed agreement represented 22% of the survey, while study centre counsellors who showed a strong agreement represented 19% of the survey. Study centre counsellors who gave a neutral response represented 22%. Study centre counsellors who showed disagreement represented 33% of the survey, while study centre counsellors who showed a strong disagreement represented 4% of the survey.

7. UOU Curricula Simplifies Counsellor Work



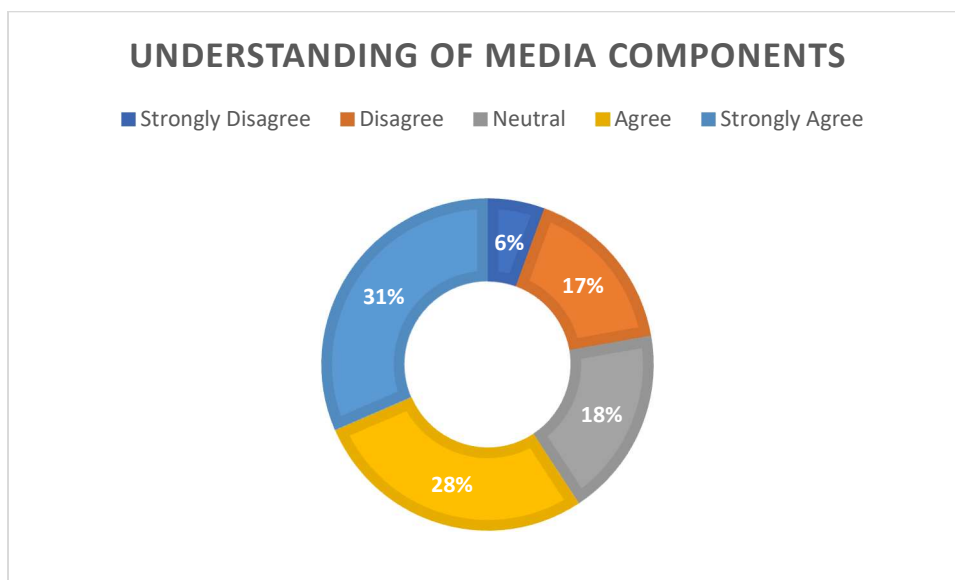
The satisfaction survey revealed that most of study centre counsellors agree the Uttarakhand Open University curricula simplifies counsellor work. The study centre counsellors who showed agreement represented 29% of the survey, while study centre counsellors who showed a strong agreement represented 17% of the survey. Study centre counsellors who gave a neutral response represented 22%. Study centre counsellors who showed disagreement represented 15% of the survey, while study centre counsellors who showed a strong disagreement represented 17% of the survey.

8. UOU Instructional Design Are Easy to Understanding



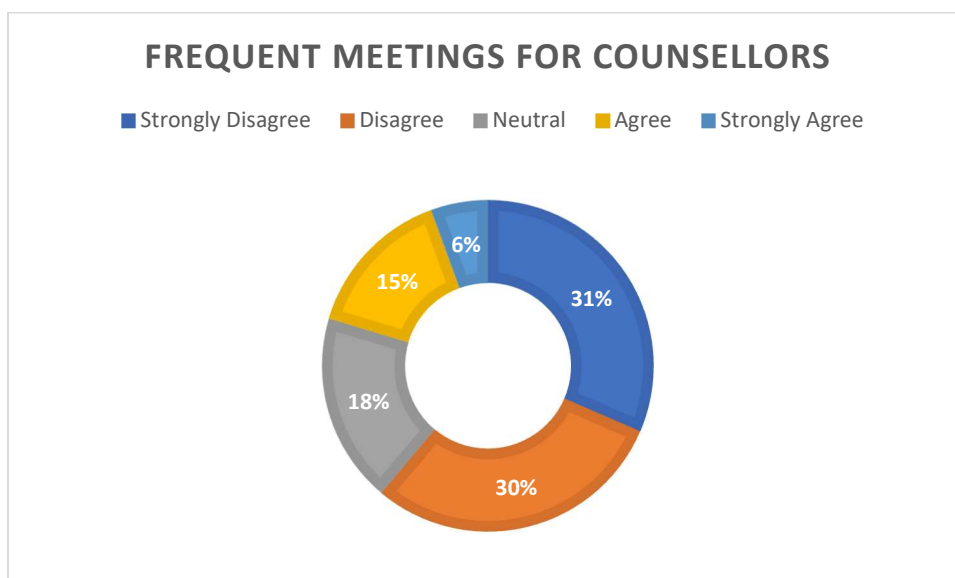
The satisfaction survey revealed that majority of study centre counsellors agree that the instructional designed by the Uttarakhand Open University are easy to understanding. But in terms of the individual response category the most counsellor disagree that the instructional designs are easy to understand. The study centre counsellors who showed agreement represented 24% of the survey, while study centre counsellors who showed a strong agreement represented 24% of the survey. Study centre counsellors who gave a neutral response represented 20%. Study centre counsellors who showed disagreement represented 26% of the survey, while study centre counsellors who showed a strong disagreement represented 6% of the survey.

9. UOU Media Components Are Easy to Understanding



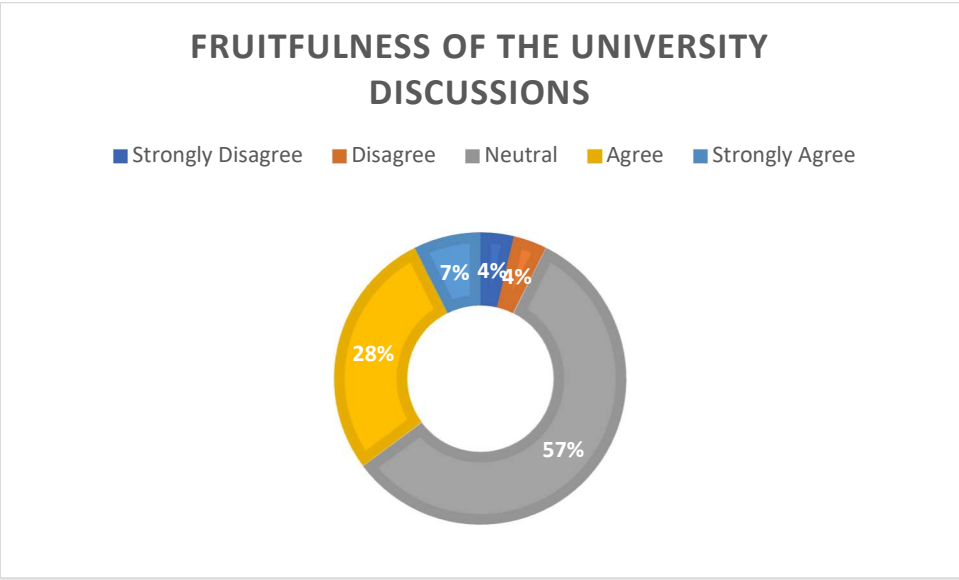
The analysis showed that a very high number of the study centre counsellors agree that media components of the Uttarakhand Open University are easy to understanding. The study centre counsellors who showed agreement represented 28% of the survey, while study centre counsellors who showed a strong agreement represented 31% of the survey. Study centre counsellors who gave a neutral response represented 18%. Study centre counsellors who showed disagreement represented 17% of the survey, while study centre counsellors who showed a strong disagreement represented 6% of the survey.

10. UOU Conducts Frequent Meetings for Counsellors



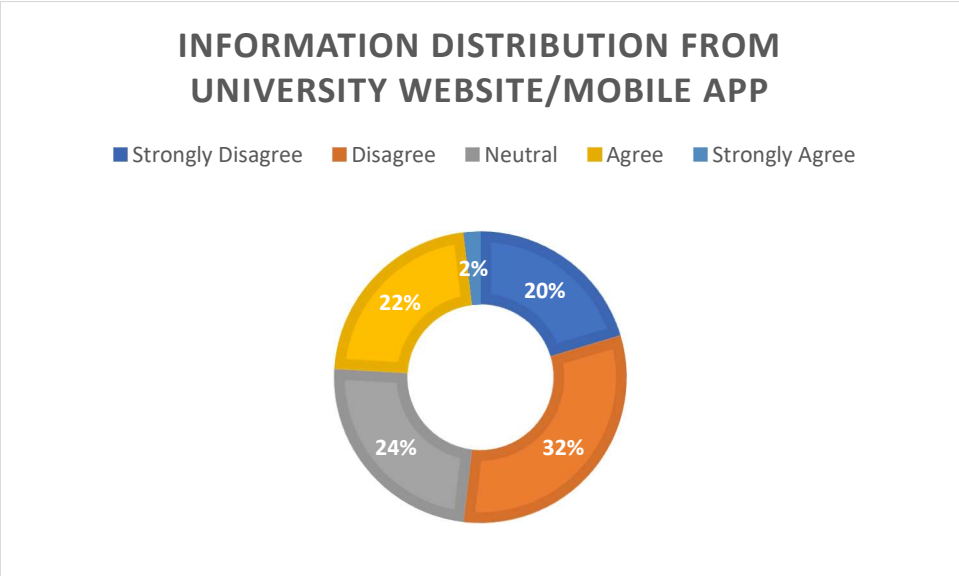
The analysis reveal that a very high number of the study centre counsellors disagree that Uttarakhand Open University conducts frequent meetings for counsellors. In order to address this issue, The Uttarakhand Open University has been pushing online meetings with its study centre counsellors. The study centre counsellors who showed agreement represented 15% of the survey, while study centre counsellors who showed a strong agreement represented 6% of the survey. Study centre counsellors who gave a neutral response represented 18%. Study centre counsellors who showed disagreement represented 30% of the survey, while study centre counsellors who showed a strong disagreement represented 31% of the survey.

11. UOU Conducted Discussions Are Fruitful



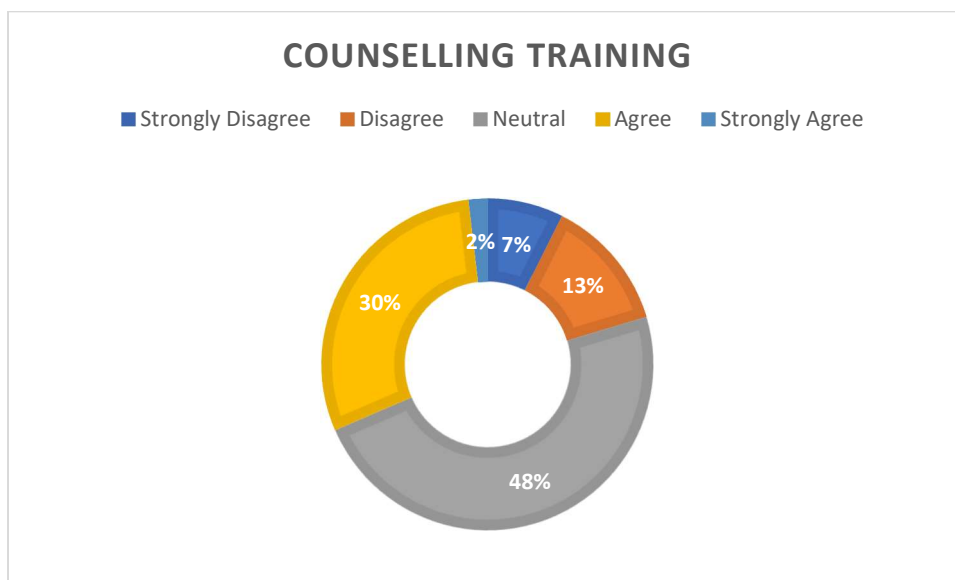
The satisfaction survey revealed that vast majority of study centre counsellors has a neutral opinion about discussions sessions conducted by the Uttarakhand Open University are fruitful in nature. Some counsellors agree in their opinion about the discussion sessions being fruitful. The study centre counsellors who showed agreement represented 28% of the survey, while study centre counsellors who showed a strong agreement represented 7% of the survey. Study centre counsellors who gave a neutral response represented 57%. Study centre counsellors who showed disagreement represented 4% of the survey, while study centre counsellors who showed a strong disagreement represented 4% of the survey.

12. UOU Website/Mobile App Give Useful Information



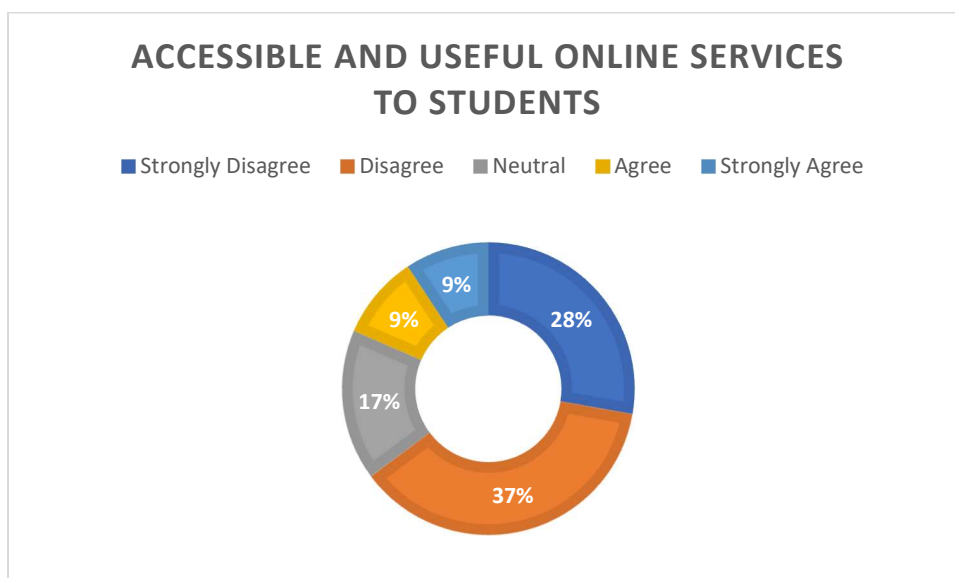
The analysis showed that a very high number of the study centre counsellors disagree that the Uttarakhand Open University website/mobile app give useful information. It can be understood as a high number of students belong to hilly areas and internet facilities may hinder the information reach for the students. The study centre counsellors who showed agreement represented 22% of the survey, while study centre counsellors who showed a strong agreement represented 2% of the survey. Study centre counsellors who gave a neutral response represented 24%. Study centre counsellors who showed disagreement represented 32% of the survey, while study centre counsellors who showed a strong disagreement represented 20% of the survey.

13. UOU Provides Adequate Training for Conducting Counselling Sessions



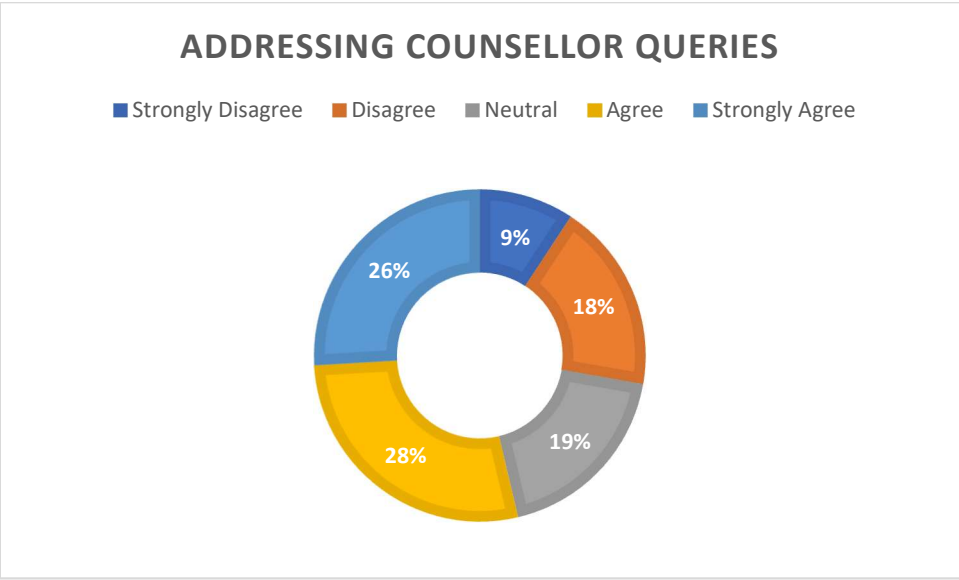
The satisfaction survey revealed that most of the study centre counsellors has a neutral opinion about adequate training being conducted for counselling sessions by the Uttarakhand Open University. There is a fraction of counsellors who agree that the university conducted adequate training for counselling sessions. The study centre counsellors who showed agreement represented 30% of the survey, while study centre counsellors who gave a neutral response represented 48%. Study centre counsellors who showed disagreement represented 13% of the survey.

14. UOU Online Services Are Easily Accessible and Useful to Students



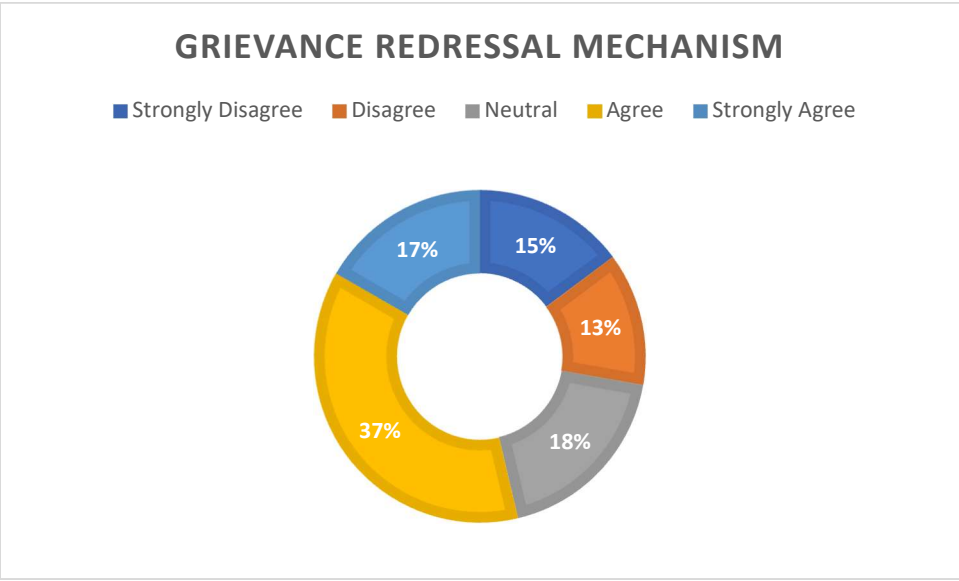
The satisfaction survey revealed that vast majority of study centre counsellors disagree about the online services are easily accessible and useful to students. It can be stated that the reason for disagreement is due to the reason that hilly area's has poor internet facilities and online services may not be accessible to the students. The study centre counsellors who gave a neutral response represented 17%. Study centre counsellors who showed disagreement represented 37% of the survey, while study centre counsellors who showed a strong disagreement represented 28% of the survey.

15. UOU Promptly Addresses Counsellor Queries



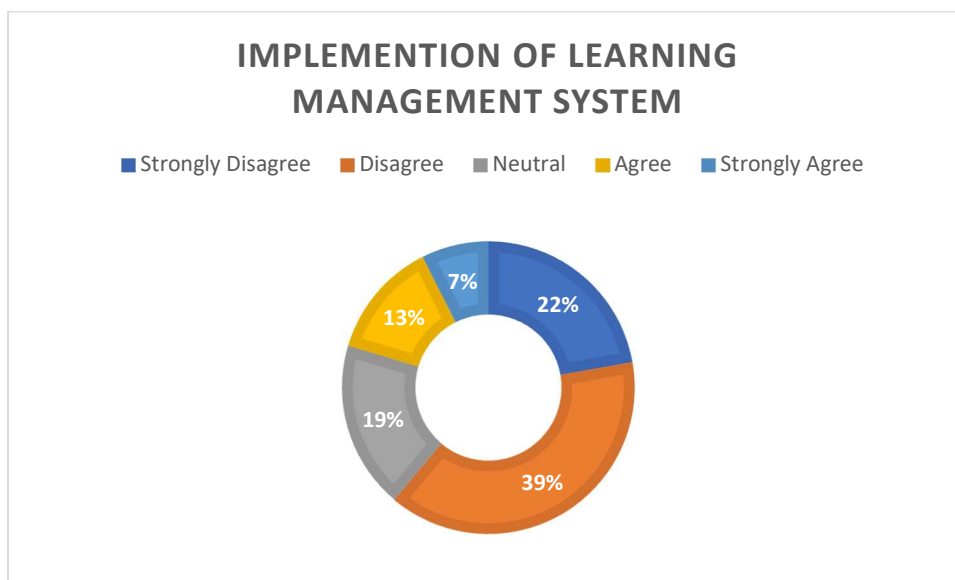
The analysis showed that a very high number of the study centre counsellors agree that the Uttarakhand Open University promptly addresses counsellor queries. The study centre counsellors who showed agreement represented 28% of the survey, while study centre counsellors who showed a strong agreement represented 26% of the survey. Study centre counsellors who gave a neutral response represented 19% and study centre counsellors who showed disagreement represented 18% of the survey.

16. UOU Grievance Redressal Mechanism Is Effective



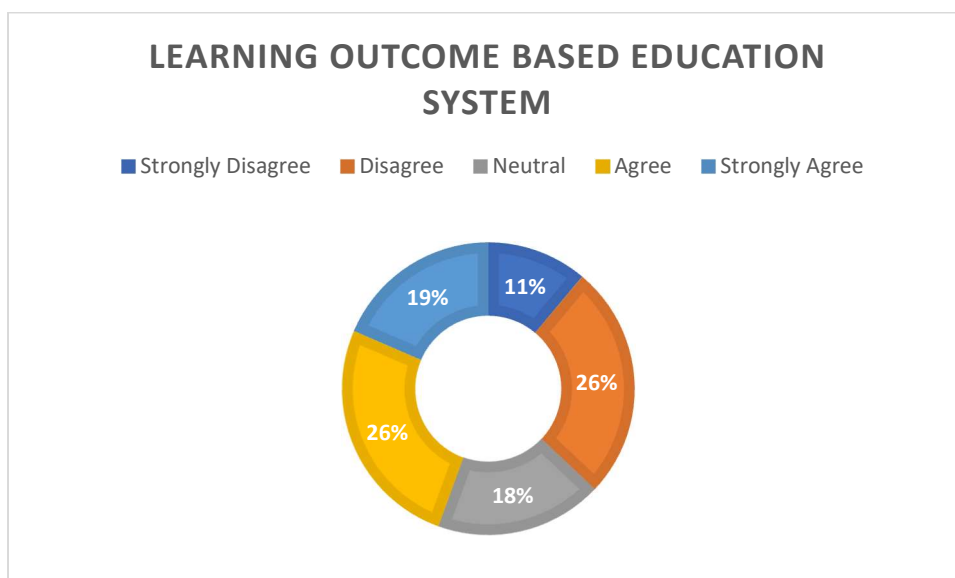
The satisfaction survey revealed that most of the study centre counsellors agree that the Uttarakhand Open University’s grievance redressal mechanism is effective in nature. The study centre counsellors who showed agreement represented 37% of the survey, while study centre counsellors who showed a strong agreement represented 17% of the survey. Study centre counsellors who gave a neutral response represented 18%. Study centre counsellors who showed disagreement represented 13% of the survey, while study centre counsellors who showed a strong disagreement represented 15% of the survey.

17. UOU Has Effectively Implemented Learning Management System for Students



The analysis revealed that a very high number of the study centre counsellors disagree that the Uttarakhand Open University has effectively implemented Learning Management System for students. The study centre counsellors who showed agreement represented 13% of the survey, while study centre counsellors who gave a neutral response represented 19%. The study centre counsellors who showed disagreement represented 39% of the survey, while study centre counsellors who showed a strong disagreement represented 22% of the survey.

18. UOU Has Effectively Developed Learning Outcome Based Education System for Students

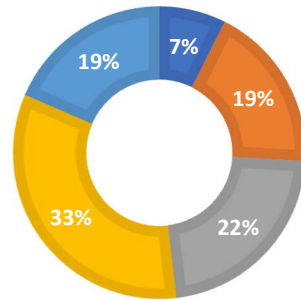


The analysis revealed that the study centre counsellors had a mixed opinion about the Learning Outcome based education system has effectively been developed for students by the Uttarakhand Open University. As there is a similar representation in terms of agreement and disagreement between the counsellor. The study centre counsellors who showed agreement represented 26% of the survey, while study centre counsellors who showed a strong agreement represented 19% of the survey. Study centre counsellors who gave a neutral response represented 18%. Study centre counsellors who showed disagreement represented 26% of the survey, while study centre counsellors who showed a strong disagreement represented 11% of the survey.

19. Are You Satisfied by The UOU Working

SATISFACTION WITH UTTARAKHAND OPEN UNIVERSITY

■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree



The satisfaction survey revealed that most of the study centre counsellors has agreed that they are satisfied by the working of the Uttarakhand Open University. The study centre counsellors who showed agreement represented 33% of the survey, while study centre counsellors who showed a strong agreement represented 19% of the survey. Study centre counsellors who gave a neutral response represented 22%. Study centre counsellors who showed disagreement represented 19% of the survey, while study centre counsellors who showed a strong disagreement represented 7% of the survey.