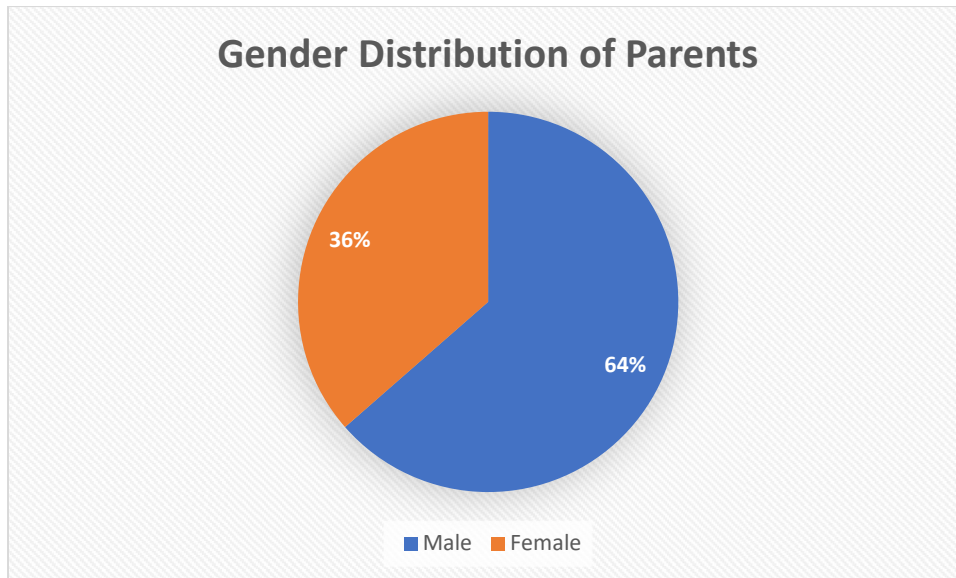


PARENTS' SATISFACTION SURVEY REPORT

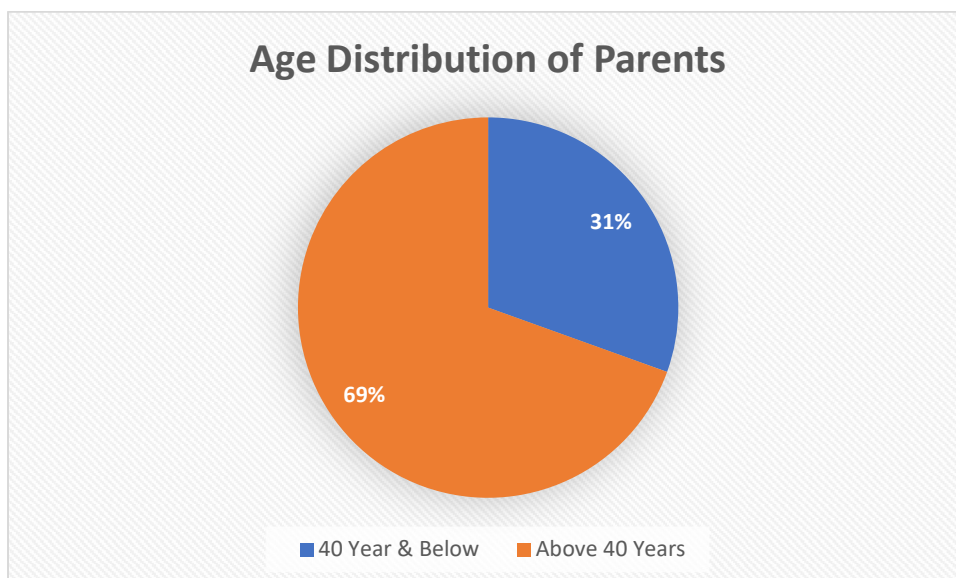
Feedback collected during 2018-19

Gender Distribution of Parents: Male and Female



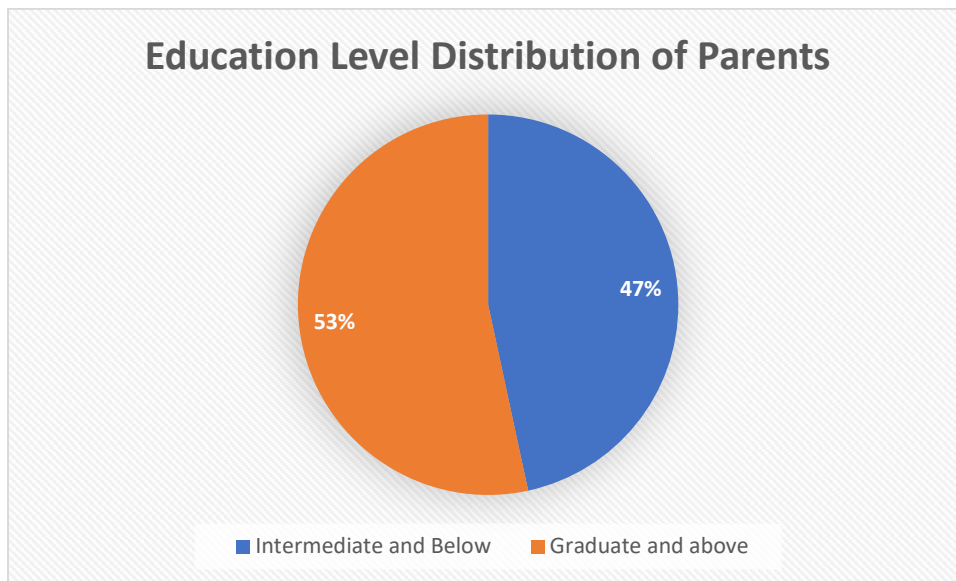
The analysis revealed that the parent's who participated in the study has both male and female representation. The male parent's representation is higher which stands at 64%, while the female parent's representation is 36%.

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



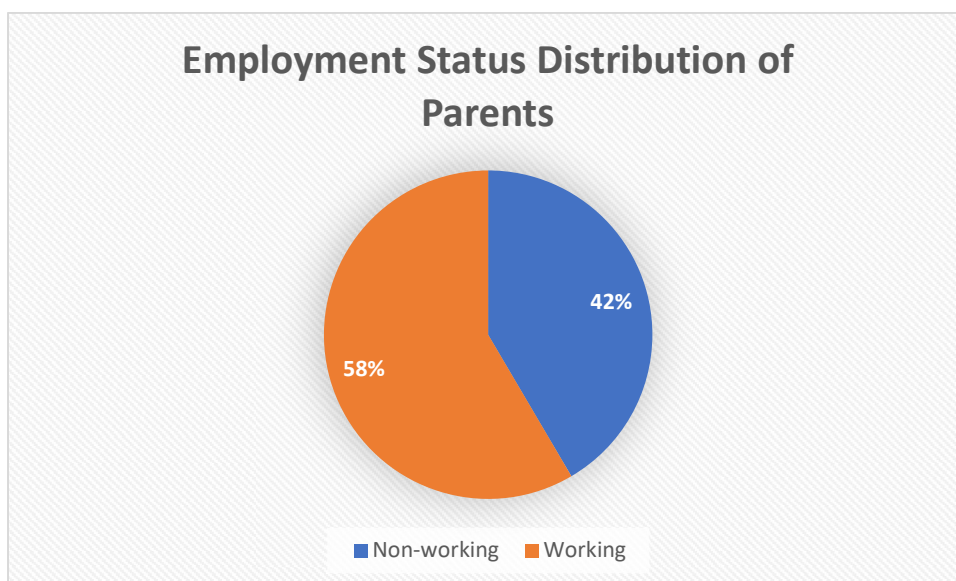
The study revealed that most of the parents are above 40 years of age. The representation of parents above 40 years stand at 69% and parents 40 years & below stand at 31%.

Education Level Distribution of Parents: Intermediate & Below and Graduate & above



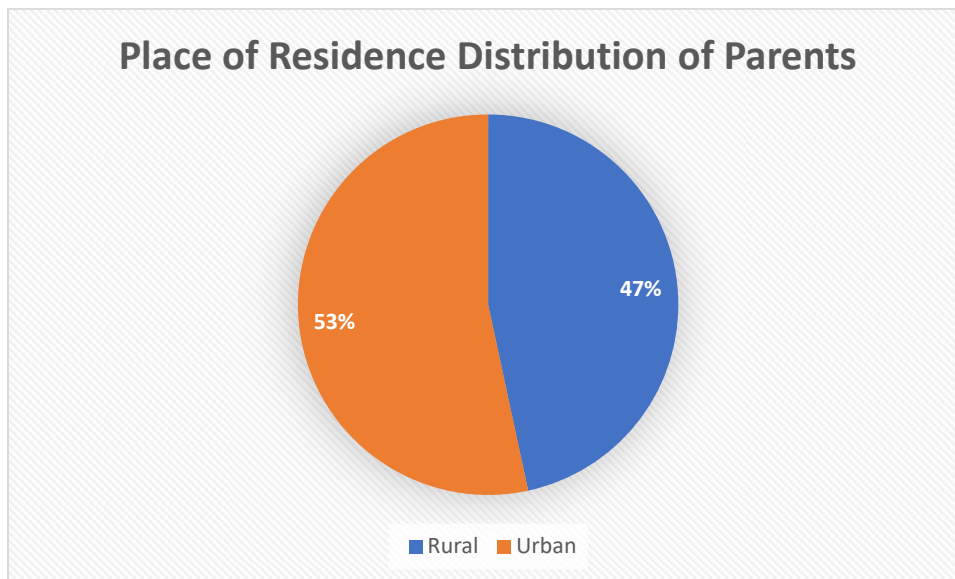
The analysis of parent satisfaction survey revealed that parents who participated in the survey were almost evenly represented in terms of their education level. Parents with an educational qualification of intermediate & below represents 53%, while parents with an educational qualification of graduation & above represents 47%.

Employment Status Distribution of Parents: Non-working and Working



It was found in the survey that the working occupation status of the parents represents 58%, while parents who are non-working represents 42%.

Place of Residence Distribution of Parents: Rural and Urban

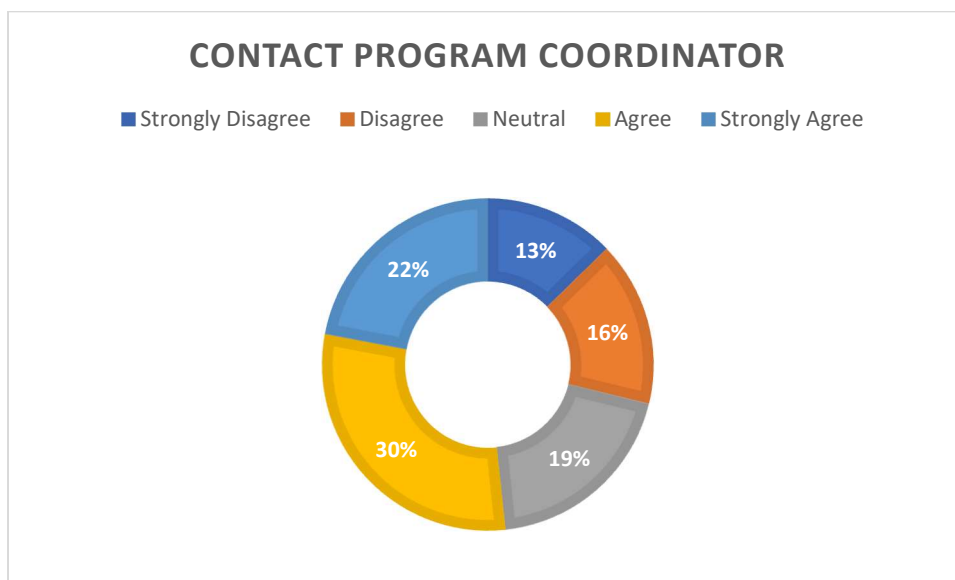


The analysis of parent's satisfaction survey revealed that parents who participated in the survey were almost evenly represented in terms of their place of residence. Parents who's place of residence falls under urban area represent 53%, while the parents who's place of residence falls under rural area represents 47%.

The tool formulated for the satisfaction study of parents of learners enrolled in the Uttarakhand Open University 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 10 statements and the study centre counsellors were asked to rate their opinions.

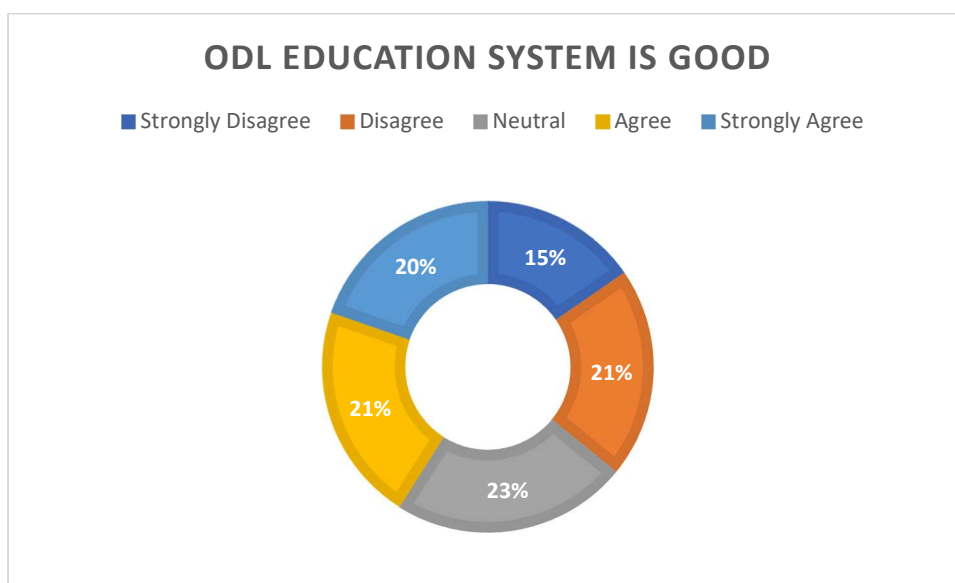
The data for the satisfaction survey was collected in a span of 2 academic years 2019-20 and 2020-21.

1. Parents Are Able to Contact Program Coordinator in UOU



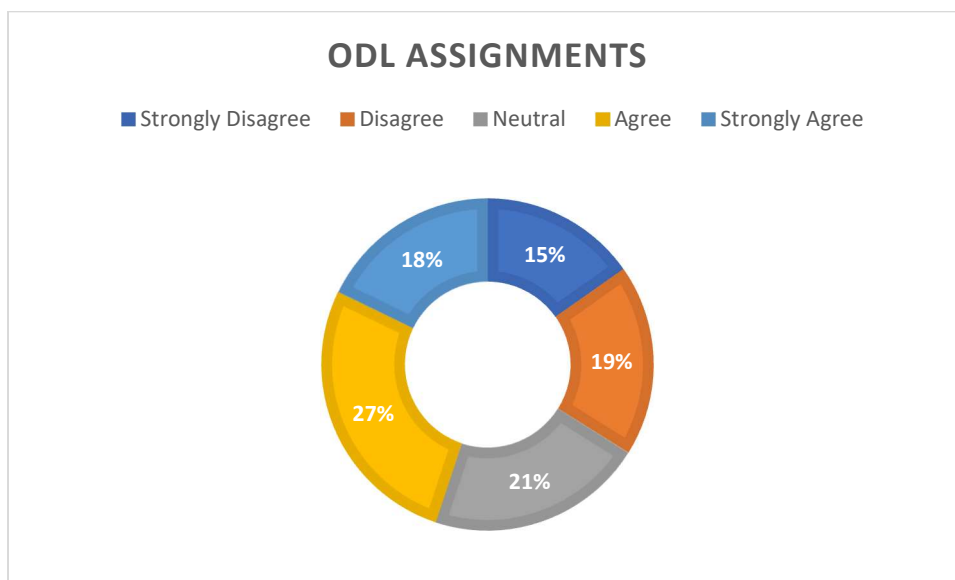
The parent satisfaction survey revealed that most of the parents agree that they were able to contact program coordinator at Uttarakhand Open University, regarding their enquiries and problems. Parents who showed agreement represented 30% of the survey, while parents who showed a strong agreement represented 22% of the survey.

2. Open And Distance Learning Education System is Good



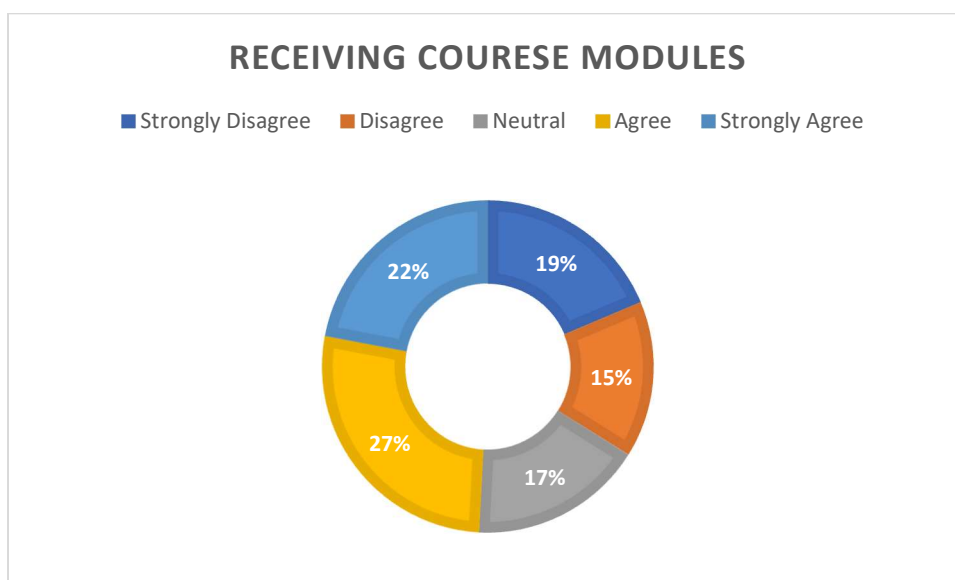
The satisfaction survey revealed that vast majority of parents has a neutral response about the nature of open and distance learning education system. The respondent also showed that agreement and disagreement representation of parent's opinion is near similar. The reason to this stance can be various as ODL system is not very popular as synchronous mode of education is the first choice of students, majority of ODL students are working professional, during the COVID-19 period the gap between regular education and distance education has decreased, etc. Parents who showed agreement represented 21% of the survey, while parents who showed a strong agreement represented 20% of the survey.

3. Open And Distance Learning Education System Assignments Are Difficult



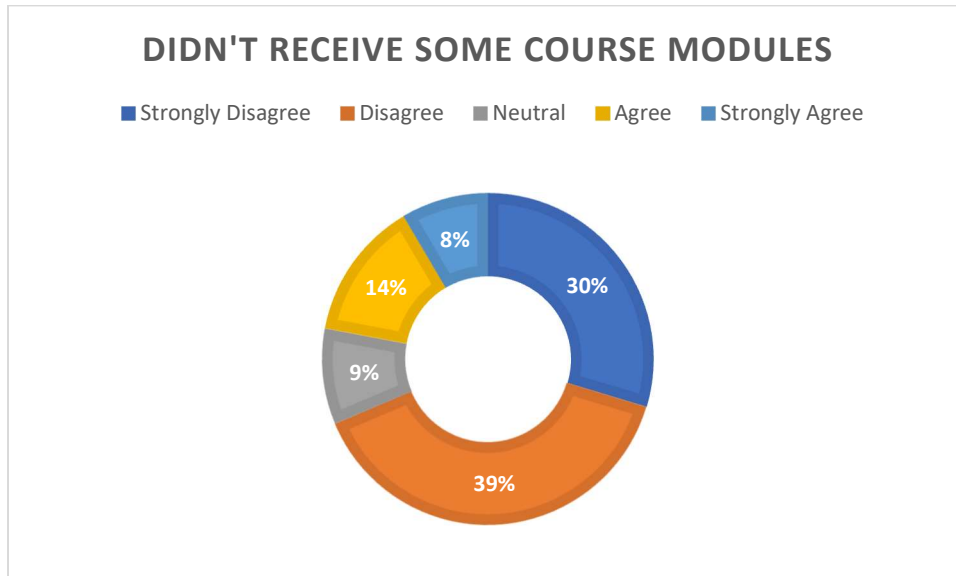
The analysis showed that a high number of parents agree that the open and distance learning education system assignments are difficult. The Uttarakhand Open University has adopted an online assignment system from the 2020-21 academic session and it can be stated that students belong to hilly areas, where internet facilities hinder connectivity for the students. Parents who showed agreement represented 27% of the survey, while parents who showed a strong agreement represented 18% of the survey. Parent who gave a neutral response represented 19%.

4. Learners Received Course Modules Before the Tutorial Sessions



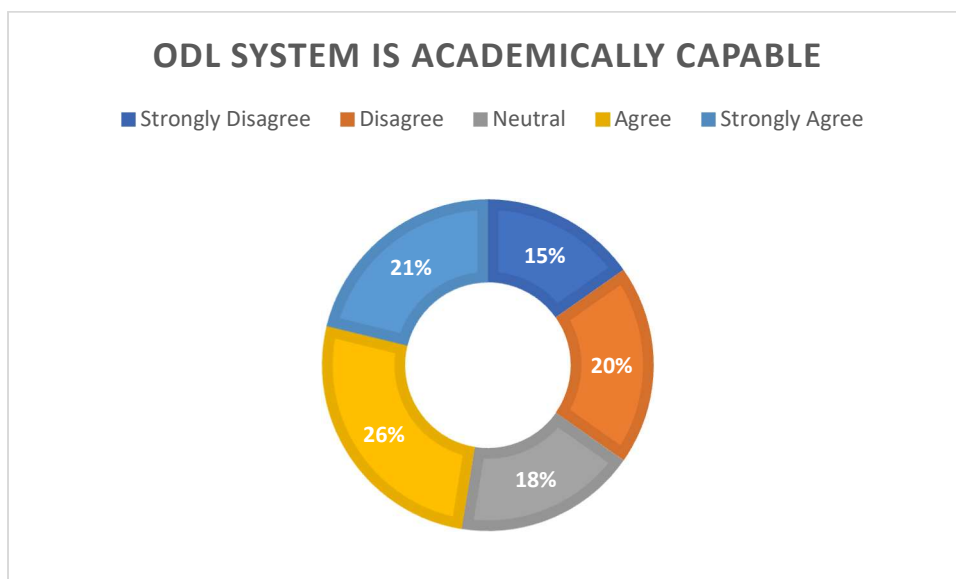
The analysis showed that a very high number of parents agree that the learners received course modules before the tutorial sessions. But there is also a segment of parents that disagree in terms of their opinion, the reason for delay can be due to various factors due to which the University is unable to dispatch the modules in a timely manner. The University has noticed that there is problem in the SILM distribution system and necessary step are being taken. Parents who showed agreement represented 27% of the survey, while parents who showed a strong agreement represented 22% of the survey.

5. Learners didn't receive some course modules for the course which they opted



The analysis revealed that a very high number of parents think that learners received course modules for the course which they opted. While there are parents who believe that learners did not receive course modules. The University has assessed this issue and found that there are various reasons to this, i.e., learners changing their study centre, no information in SIS with MPDD section about learner's change of address, lack of learner's connectivity to study centre, etc. Parents who showed disagreement represented 39% of the survey, while parents who showed a strong disagreement represented 30% of the survey.

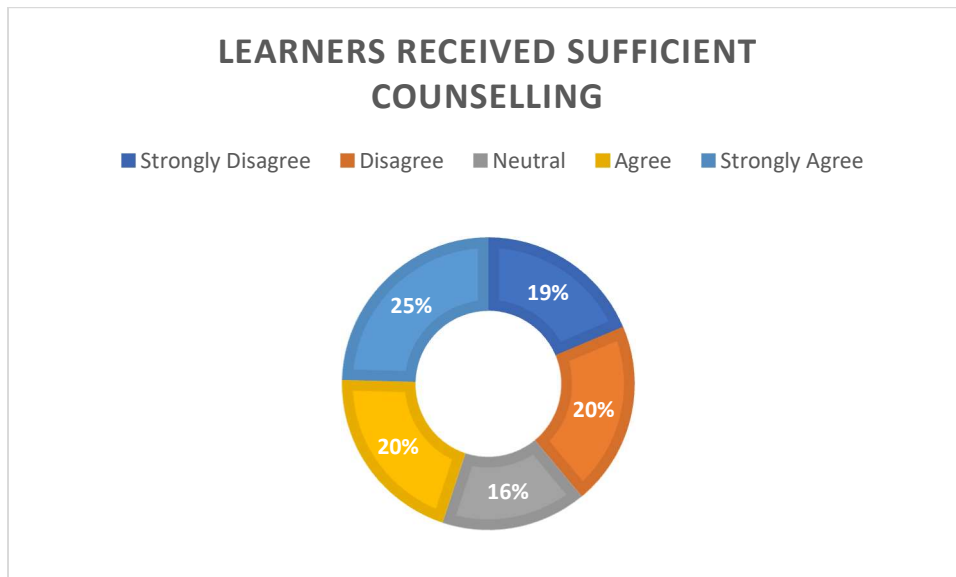
6. Do you think that the open and distance learning system of education is academically capable?



The satisfaction survey revealed that most of the parents think that the open and distance learning system of education is academically capable for their students. Parents who showed

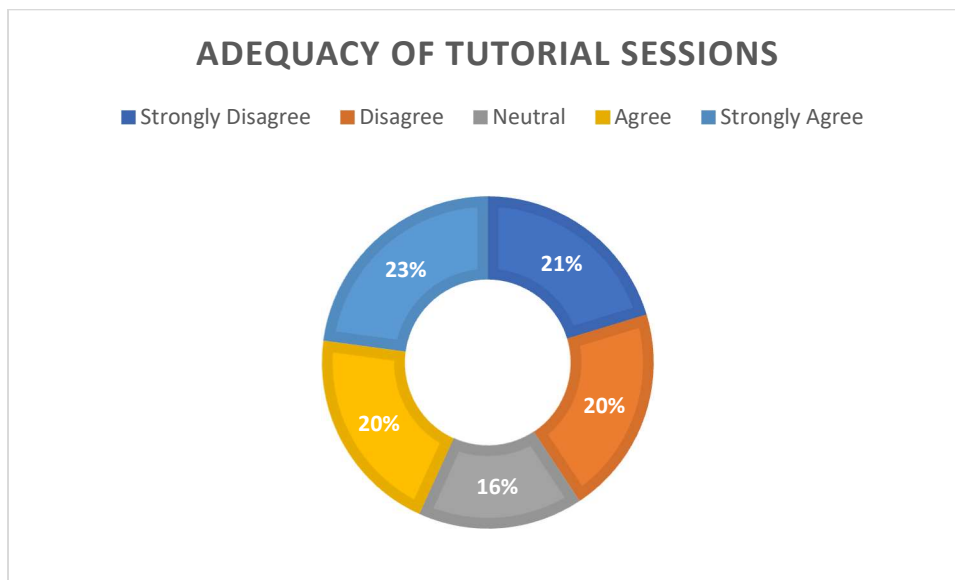
agreement represented 26% of the survey, while parents who showed a strong agreement represented 21% of the survey. Parent who gave a neutral response represented 18%. Parents who showed disagreement represented 20% of the survey, while parents who showed a strong disagreement represented 15% of the survey.

7. Do you think that learners have received sufficient counselling support?



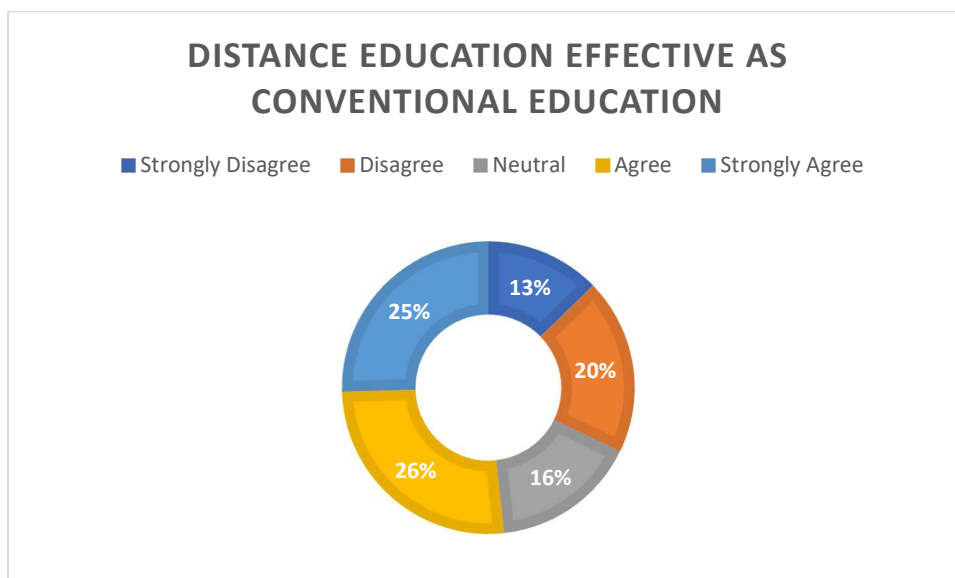
The analysis showed that a very high number of parents agree that learners have received sufficient counselling support. Even though there are few parents who disagree to learners not receiving sufficient counselling. The Uttarakhand Open University from the 2020-21 academic session has conducted regular online counselling sessions, but usually reported that learners' absences are high in the online sessions, due to various factors. Parents who showed agreement represented 20% of the survey, while parents who showed a strong agreement represented 25% of the survey. Parent who gave a neutral response represented 16%. Parents who showed disagreement represented 20% of the survey, while parents who showed a strong disagreement represented 19% of the survey.

8. Was the number of tutorial sessions adequate to cover the contents of the module?



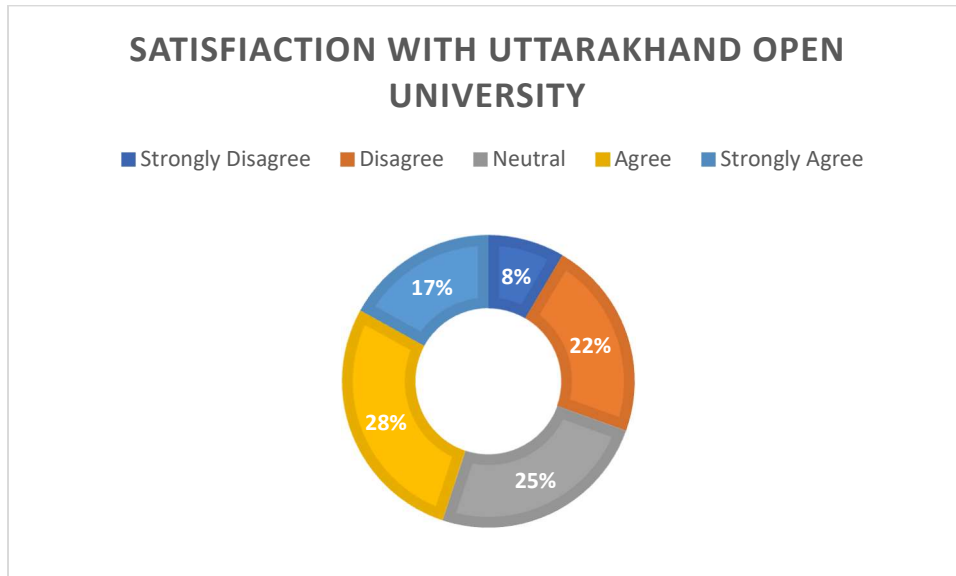
The analysis revealed that the parents had mixed opinions about the adequate number of tutorial sessions to cover the contents of the module provided by the Uttarakhand Open University. Parents who showed agreement represented 20% of the survey, while parents who showed a strong agreement represented 23% of the survey. Parent who gave a neutral response represented 20%. Parents who showed disagreement represented 20% of the survey, while parents who showed a strong disagreement represented 21% of the survey.

9. Do you believe that distance education can be as effective as the conventional education?



The analysis reveal that a very high number of parents agree that distance education can be as effective as the conventional education. Parents who showed agreement represented 26% of the survey, while parents who showed a strong agreement represented 25% of the survey. Parent who gave a neutral response represented 16%. Parents who showed disagreement represented 20% of the survey, while parents who showed a strong disagreement represented 13% of the survey.

10. Are you satisfied with Uttarakhand Open University



The satisfaction survey revealed that most of the parents has agreed that they are satisfied with the Uttarakhand Open University. Parents who showed agreement represented 28% of the survey, while parents who showed a strong agreement represented 17% of the survey. Parent who gave a neutral response represented 25%. Parents who showed disagreement represented 25% of the survey, while parents who showed a strong disagreement represented 22% of the survey.