

# **Report on Analysis of Learner's Feedback About Career Counselling**

**Director /Head of School: Prof. Gagan Singh**

## **About the School**

The School of Management Studies and Commerce offers a wide variety of programs in the fields of Management and Commerce. Dedicated to maintaining excellence in all academic pursuits, the school upholds the philosophy that quality standards must be consistent, particularly in Open and Distance Learning (ODL). Driven by this commitment, the school focuses on providing learners with high-quality, value-based education.

## **About the Department of Commerce**

The Department of Commerce offers B. Com and M. Com programs, drawing a steady stream of learners each year. In addition, it provides the Certificate Course in Office Management (CCOM), designed to create valuable opportunities for prospective learners. With a dedicated team of five faculty members, the department is committed to fostering learner success through various initiatives.

Interactive online counseling sessions are regularly organized, allowing learners to engage in real-time discussions, seek clarifications, and deepen their understanding of the course offered to them. To ease the transition for new students, the department conducts online induction programs at the start of each academic session.

To further support academic achievement, special pre-exam counseling sessions are held, offering guidance on study techniques, time management, and academic planning. These initiatives collectively ensure a supportive and enriching learning experience for all learners.

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**Department of Commerce**

## **Session 2023-2024**

### **Introduction**

On December 28, 2024, at 11:00 AM, a workshop titled “Virtual Career Counseling: Expert Guidance at Your Fingertips” was successfully organized. The event was a collaborative initiative by the School of Management Studies and Commerce, Placement Cell, and Centre for Internal Quality Assurance (CIQA). The workshop aimed to provide valuable insights into leveraging virtual platforms for effective career counseling and professional growth. The program began with Dr. Akhilesh Singh's warm welcome, who set a positive tone for the event by addressing the significance of career planning in today's rapidly evolving professional phase.

Following the welcome note, Prof. Girija Pandey, Director of CIQA, provided a concise yet impactful introduction to the workshop. Prof. Pandey emphasized the importance of integrating education into real-life applications and how the student can shape their future using the right tools of guidance. The keynote speaker and expert was Dr. Sunil Kumar Tripathi, Assistant Professor of B.H.U, IUCTE. His talk highlighted the importance of skill development and staying relevant in a competitive job market, strategies applied for effective time management, and An overview of the National Education Policy (NEP) 2020, focusing on its role in empowering students with a holistic and flexible learning framework. Tripathi also shed light on various Government of India schemes that support skill enhancement and career development, urging learners to take full advantage of these initiatives. His address was met with enthusiastic engagement from the learners, who found his guidance both practical and inspiring. The workshop concluded with a vote of thanks proposed by Prof. Gagan Singh, Head of the Department of Commerce. Prof. Gagan Singh expressed gratitude to the organizing teams, the keynote speaker, and all participants for making the event a resounding success. This workshop not only enriched the participants with expert career advice but also underscored the importance of adopting virtual tools and staying proactive in one's professional endeavors.

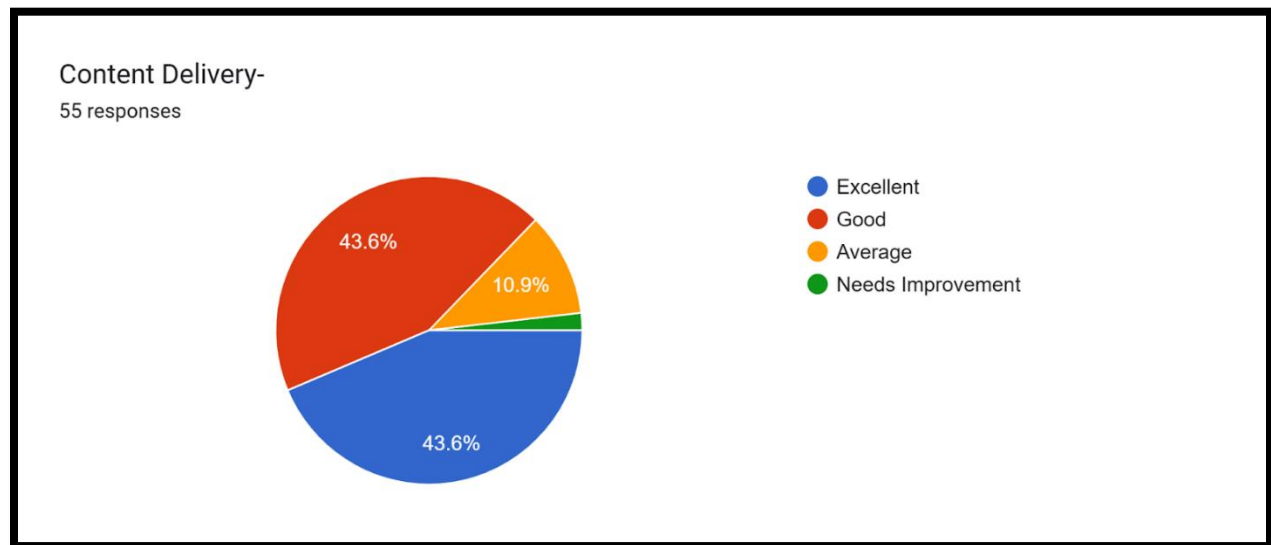
### **METHODOLOGY**

A standardized feedback form about career counseling was developed and shared during the counseling session with the enrolled commerce and Management learners, including the learners of other departments, at the end of the 2023-2024 academic session. The same feedback form was circulated to the learners of other departments. Among the 115 learners present in the virtual career counseling, fifty-five (55) responses were received.

### **Analysis of Learners' Feedback**

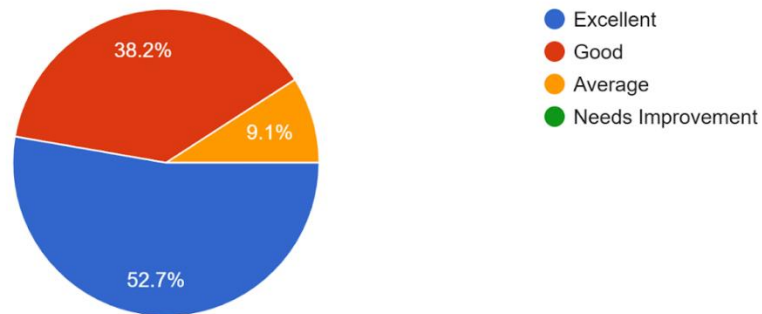
The feedback Performa includes dimensions namely the university's Curriculum, Teachers, and Information Resources. A simple statistical method involving percentages and a graphical representation of data through 5 5-point Likert scale has been applied to analyze learners' feedback.

Q1.



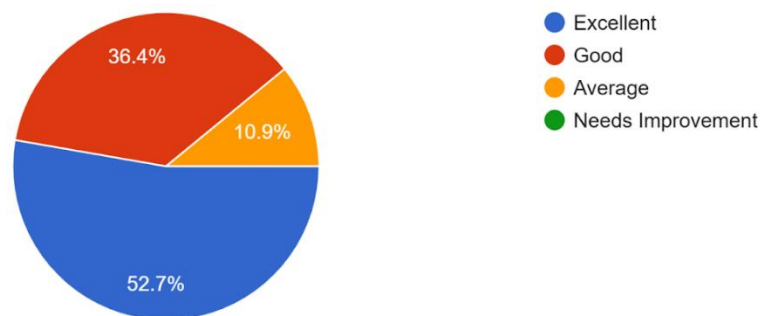
Q2.

Expert Lecture-  
55 responses



Q3.

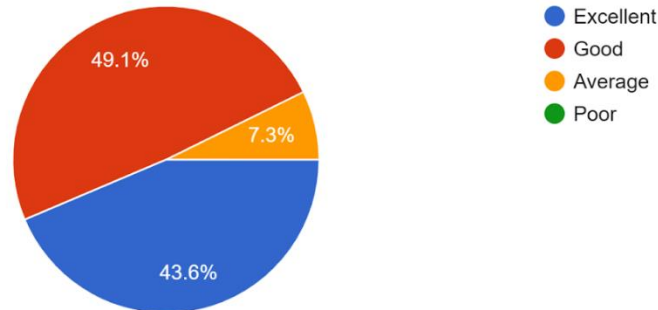
Communication Skill of Expert-  
55 responses



Q4.

How would you rate the overall session?

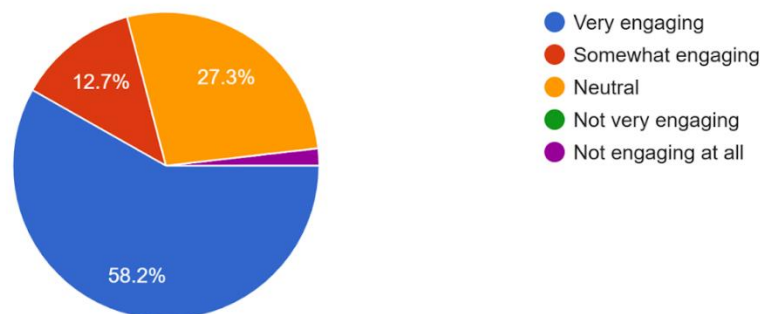
55 responses



Q5.

How was the expert 's engagement with the learners in the session?

55 responses



In addition to the five close-ended questions mentioned earlier, learners were also asked about their suggestions for improvement in the future. Learners were invited to share their overall experience of the session and provide suggestions for any improvement in the future.

| Expert- ▾ | How would you rate the overall session? ▾ | How was the expert 's engagement with the l ▾ | Additional comments/Suggestions for improv ▾         |
|-----------|---|---|--|
|           | Excellent                                 | Very engaging                                 | Nothing  |
|           | Good                                      | Neutral                                       | NO   |
|           | Excellent                                 | Very engaging                                 | Please provide subject lectures                      |
|           | Excellent                                 | Very engaging                                 | Please try to conduct more meetings                  |
|           | Excellent                                 | Very engaging                                 | Very good  |
|           | Good                                      | Very engaging                                 | अधिक से अधिक मेहनत                                   |
|           | Excellent                                 | Neutral                                       | Nothing  |
|           | Good                                      | Neutral                                       | Yes  |
|           | Good                                      | Not engaging at all                           | .  |
|           | Good                                      | Very engaging                                 | Overall Good   |
|           | Good                                      | Neutral                                       | Video call needs betterment                          |
|           | Excellent                                 | Very engaging                                 | great communtiation skills                           |
|           | Excellent                                 | Very engaging                                 | Placement for the m.com students                     |
|           | Excellent                                 | Somewhat engaging                             | Such career consulting sessions should be condu      |
|           | Excellent                                 | Neutral                                       | Firstly fix your goal and keep trying until it's 🙌 . |

| Expert- ▾ | How would you rate the overall session? ▾ | How was the expert 's engagement with the l ▾ | Additional comments/Suggestions for improv ▾         |
|-----------|---|---|--|
|           | Good                                      | Neutral                                       | video call needs betterment                          |
|           | Excellent                                 | Very engaging                                 | great communtiation skills                           |
|           | Excellent                                 | Very engaging                                 | Placement for the m.com students                     |
|           | Excellent                                 | Somewhat engaging                             | Such career consulting sessions should be condu      |
|           | Excellent                                 | Neutral                                       | Firstly fix your goal and keep trying until it's 🙌 . |
|           | Good                                      | Very engaging                                 | Ok   |
|           | Excellent                                 | Very engaging                                 | more counseling for mba student                      |
|           | Excellent                                 | Very engaging                                 | Provide science workshop                             |
|           | Average                                   | Very engaging                                 | Sudar ke liye mehanat                                |
|           | Good                                      | Neutral                                       | Nothing  |
|           | Good                                      | Neutral                                       | .  |

## Summary of the analysis of Learners' feedback about Career counseling:

In the academic session 2023-24, input from various learners enrolled in different subjects was analyzed, with a sample of 55 learners providing their insights. Regarding the content delivery

by the expert among the 55 learners 43.6% found it excellent. When asked about the expert lecture 52.7% found it excellent. Regarding the communication skills of the expert, 52.7% of them found it excellent. About rating the overall session 43.6% of learners found it excellent. When asked about the expert's engagement with the learners in the session 58.2% of them found it very engaging whereas 27.3% of them had neutral responses.

When reflecting on their overall experience, learners provided positive responses with several offering suggestions for improvement. The department has taken these suggestions seriously and carefully considered the recommendations. Faculty members are committed to improving and enhancing further while conducting career counseling.

**Report Prepared by:**

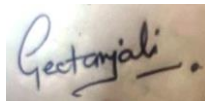
**Date:30/12/2024**

**Dr. Geetanjali Bhatt Sharma**

**Assistant Professor (A.C) Department of Commerce**

**Uttarakhand Open University**

**Haldwani**

A small, square image showing a handwritten signature in blue ink. The signature appears to be 'Geetanjali' followed by a small flourish or dot.