Report on Learners Feedback

Masters of Commerce (M.Com)

Department of Commerce

Academic Session: 2024- 2025

Introduction

Purpose of collecting feedback is to understand learner's experience, teaching effectiveness, curriculum relevance and support services provided to them. It not only reflects the level of satisfaction among learners but also provides the valuable insights for improving the quality of curriculum delivery, study materials and learners support.

Methodology

A prescribed Performa of feedback of learners on curriculum and teaching learning process has been prepared and circulated in the respective telegram groups of the M.Com programme and learners were encouraged to share their responses.   120 learners responded and gave their feedback.

Objectives of Learners' Feedback

- ➢ To assess the learners' feedback with the academic programs, study material and support services.
- ➢ To identify the challenges faced by learners.
- ➢ To gather suggestions from learners for quality of teaching, learning resources and learner support.
- ➢ To strengthen the communication between faculty and learners.

Data Presentation and Analysis

1. How satisfied are you with the overall quality of your programme?

How satisfied are you with the overall quality of your Programme?
118 responses
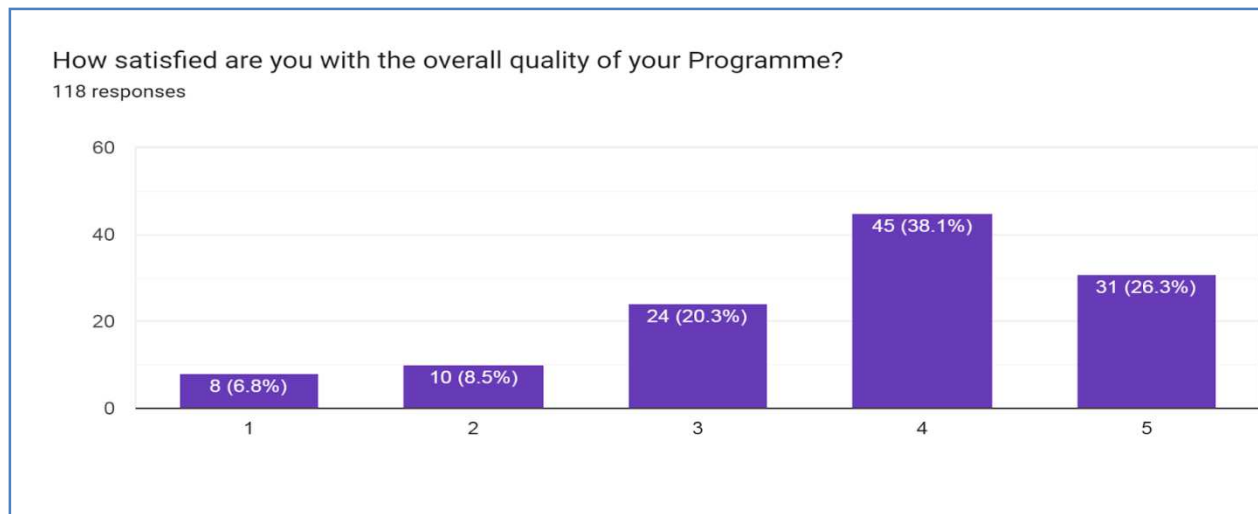
a. 31% learners are highly satisfied with the overall quality of the programme.

b. 45% learners are satisfied with the overall quality of the programme.

c. 24% learners are neither dissatisfied nor satisfied with the quality of programme.

d. 10% learners are dissatisfied with the quality of the programme.

e. 8% are highly dissatisfied with the overall quality of the programme.

2. Was the study material delivered you on time?

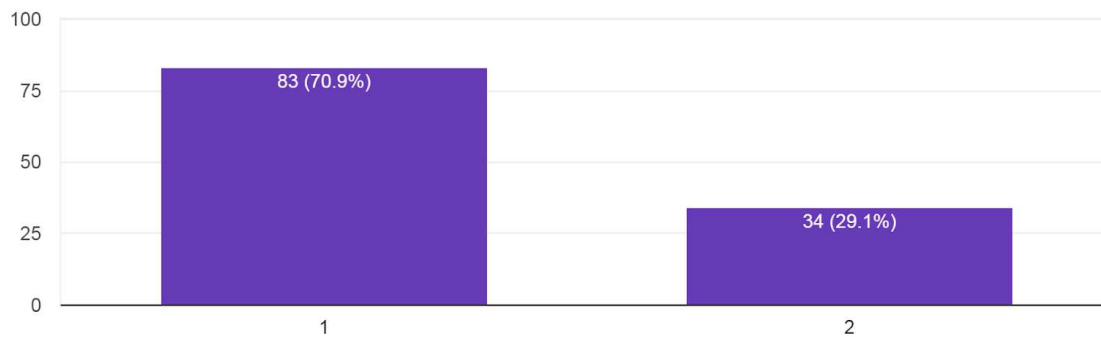**Was the study material delivered you on time?**
115 responses
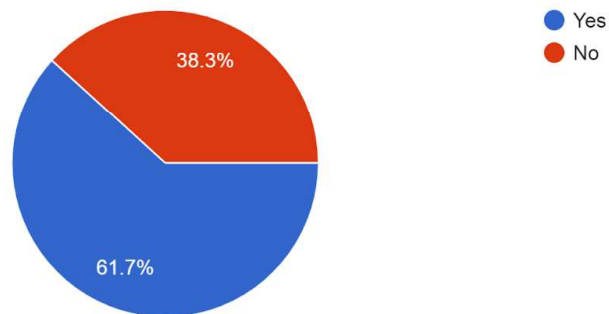
a. 61.7% learners said Yes, they got material on time

b. 38.3% learners said No , they did not get the material on time

## 3. Was the learning material easy to understand?

**Was the learning material easy to understand?**
117 responses

a) 70.9% learners said yes, learning material is easy to understand.

b) 29.1% learners said No, learning material is not easy.

4. Did you find the audio/video lectures (if any) helpful in understanding the subject?

Did you find the audio/video lectures (if any) helpful in understanding the subject?
119 responses

- Yes
- No

16.8%

83.2%
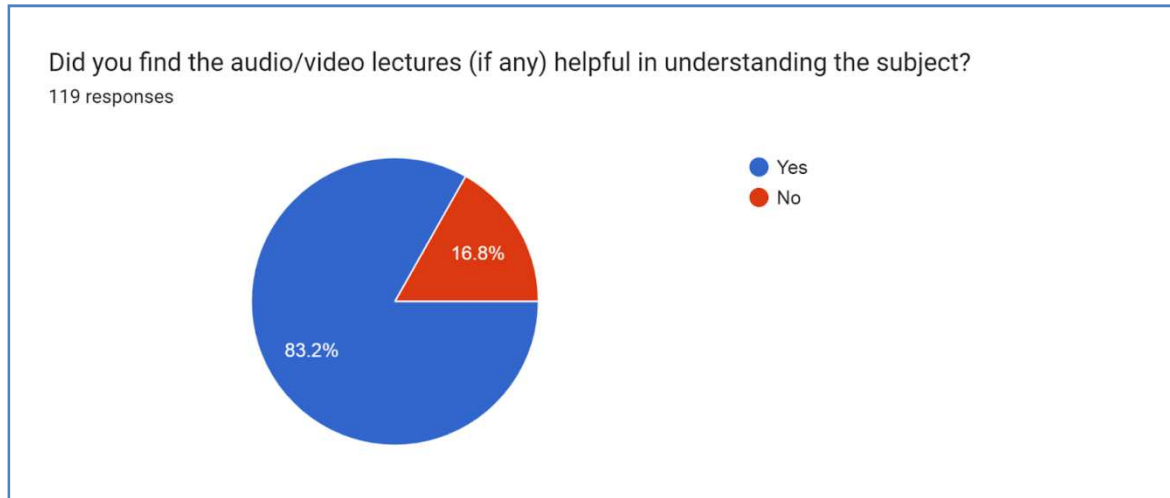
a) 83.2% said Yes , it was helpful

b) 16.8 % said No , it was not helpful

5. To what extent are you satisfied with the clarity and frequency of communication from the Uttarakhand Open University faculty members?

To what extent are you satisfied with the clarity and frequency of communication from the Uttarakhand Open University faculty members?
120 responses

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

53.3%

8.3%

30%
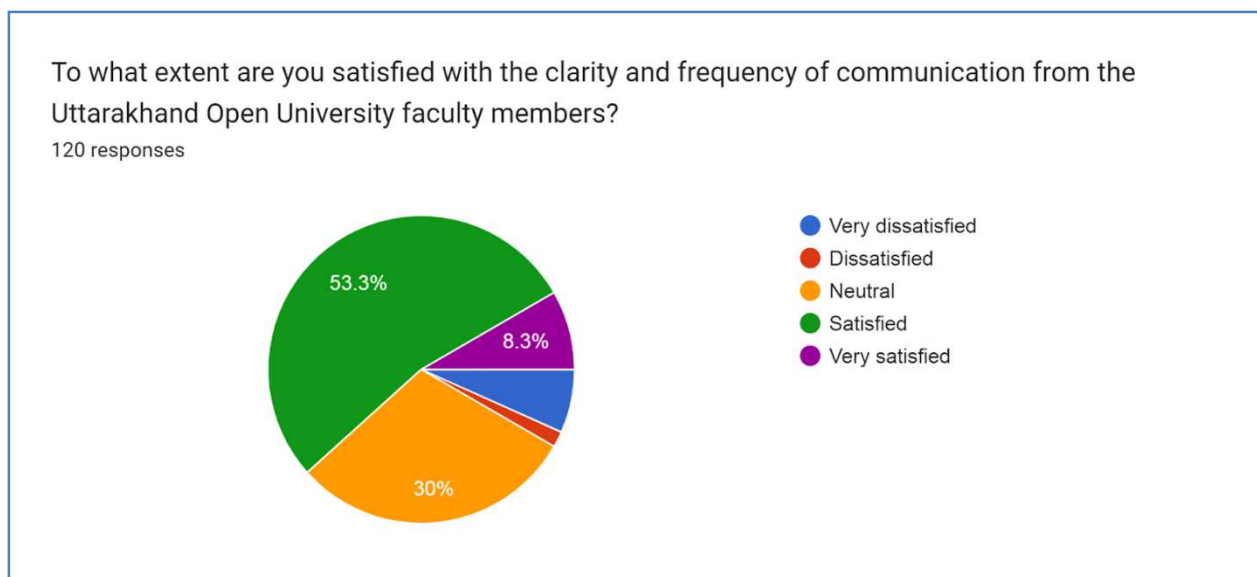
a. 8.3 % learners are highly satisfied.

b. 53.3% learners are satisfied.

c. 30% learners are (neutral) neither dissatisfied nor satisfied.

d. 7.4% learners are dissatisfied

e. 1% learners are highly dissatisfied.

## 6. Are you able to contact your study centre counselors when needed?

Are you able to contact your study centre counselors when needed?
119 responses

- Yes
- No
- Maybe

19.3%   27.7%

52.9%
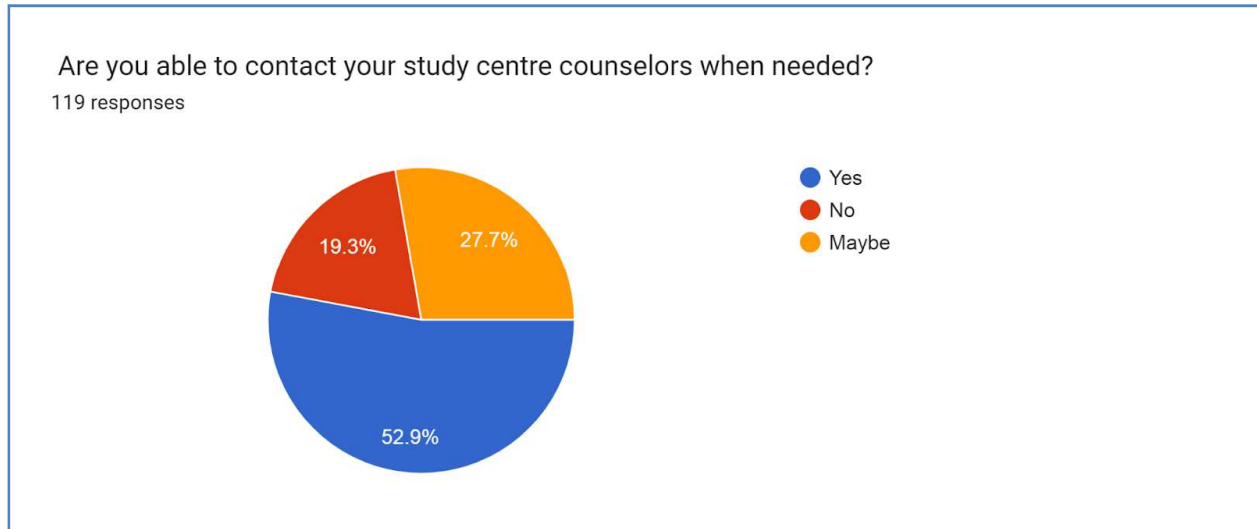
a. 52.9 % learners said Yes, they can contact their counselors when needed.

b. 19.3 % learners said No. they can't contact their counselors.

c. 27.7% learners said May be.

7. Did your study centre conduct your counseling?

Did your study centre conduct your counseling?
117 responses

Legend:
- Yes
- No
- Maybe

25.6%
17.1%
57.3%
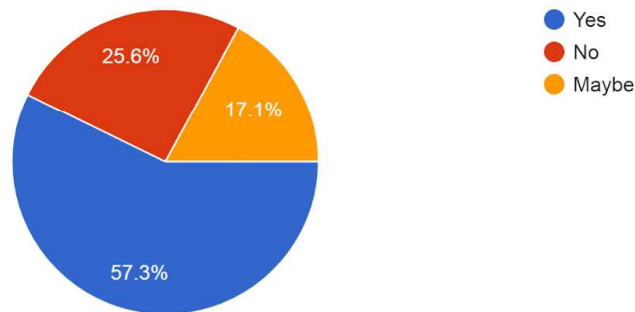
a. 57.3 % learners said Yes, their study centers conduct counseling.

b. 25.6 % learners said No, their study centers didn't conduct counseling.

c. 17.1% learners said May be.

8. Through which mode your study centers conduct counseling?

Through which mode your study centers conduct counseling?
119 responses

Legend:
- Online
- Offline
- Both
- No Counselling

22.7%
23.5%
49.6%
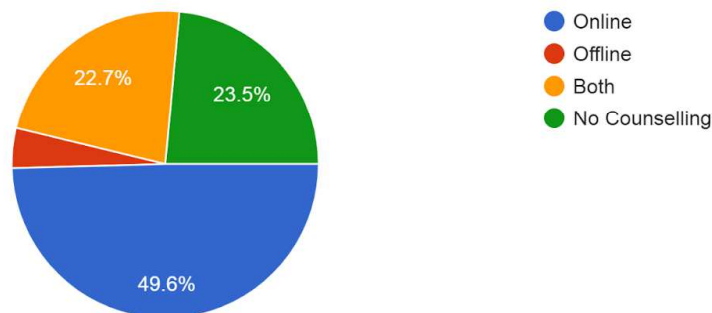
a. 49.6 % said through online mode study centers conduct counseling.

b. 4.2% said through offline mode study centers conduct counseling.

c. 22.7% said through both online and offline

d. 23.5% said no counseling at all in the study centers.

9. **How satisfied are you with the counseling sessions organized for you to clear doubts and keep you on track?**

How satisfied are you with the counseling sessions organized for you to clear doubts and keep you on track?
115 responses

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

42.6%
7%
7%
40%
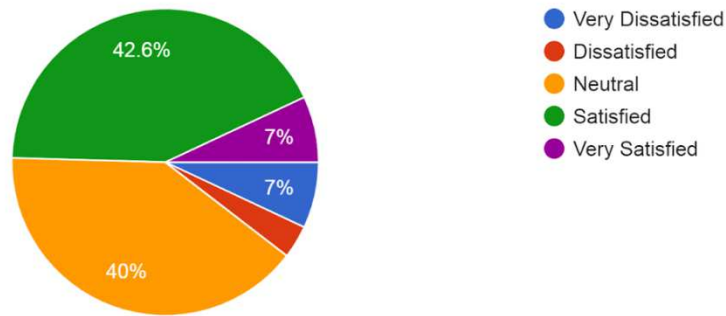
a. 7 %   learners are highly satisfied with the counseling sessions.

b. 42.6 %   learners are satisfied with the counseling sessions.

c. 40 %   learners are (neutral) neither dissatisfied nor satisfied.

d. 2 %   learners are dissatisfied with the counseling sessions.

e. 7%   learners are highly dissatisfied with the counseling sessions.

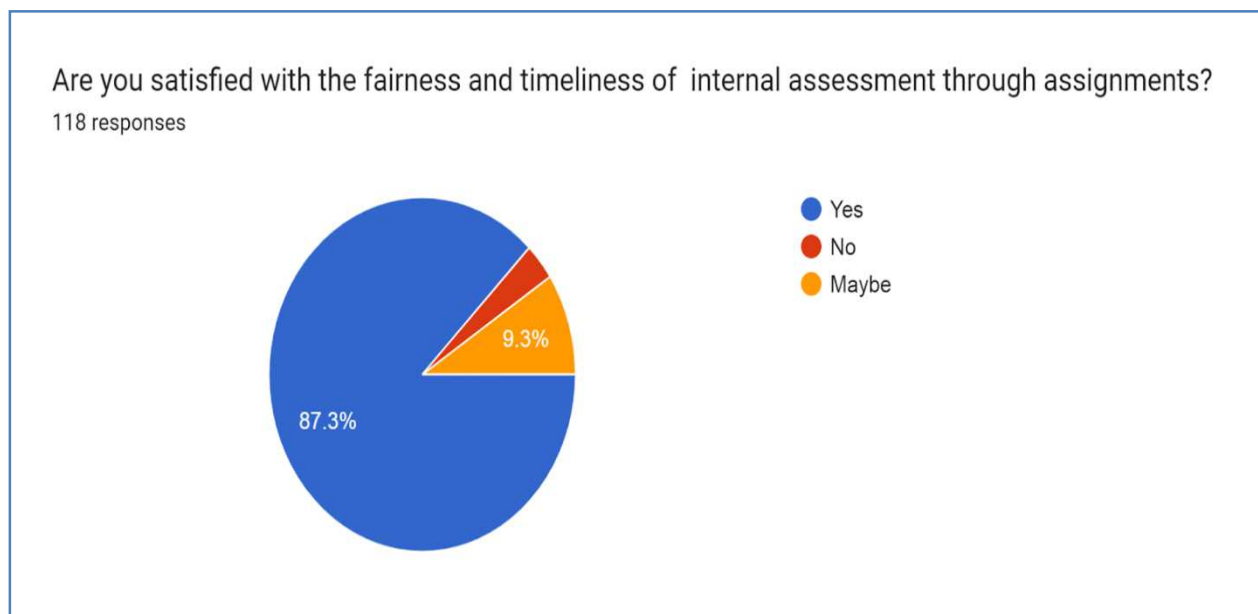10. **How satisfied are you with overall schedule of admission?**

How satisfied are you with overall schedule of admissions ?
118 responses

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

56.8%
13.6%
22%
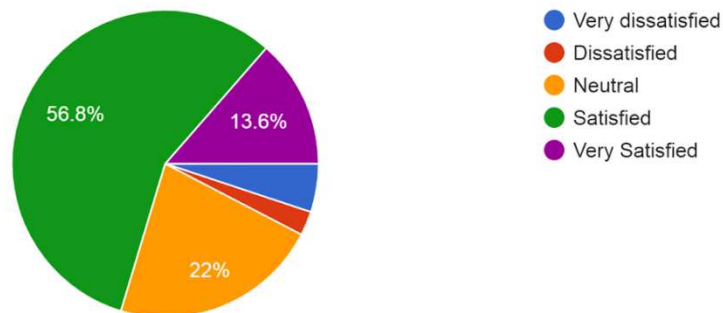
a. 13.6 % learners are highly satisfied with the overall schedule of the admission.

b. 56.8% learners are satisfied with the overall schedule of the admission.

c. 22 % learners are (neutral) neither dissatisfied nor satisfied.

d. 2.6 % learners are dissatisfied with overall schedule of the admission.

e. 5% learners are highly dissatisfied overall schedule of the admission.

## 11. Are you satisfied with the fairness and timeliness of internal assessment through assignments?

Are you satisfied with the fairness and timeliness of internal assessment through assignments?
118 responses

- Yes
- No
- Maybe

9.3%

87.3%

a. 87.3 % learners said Yes, they are satisfied with assessment through assignments.

b. 3.4 % learners said No. they are not satisfied with assessment through assignments.

c. 9.3% learners said may be.

12. **How satisfied are you with overall schedule of term end examination?**

How satisfied are you with overall schedule of term end examination ?
118 responses

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

57.6%   12.7%   22%
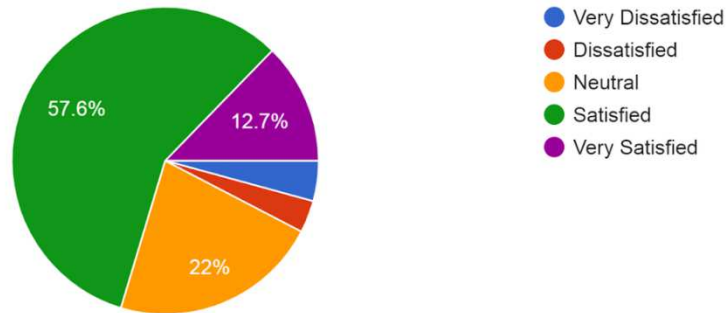
a. 12.7 % learners are highly satisfied with the schedule of term end examination.

b. 57.6% learners are satisfied with the schedule of term end examination.

c. 22 % learners are (neutral) neither dissatisfied nor satisfied.

d. 3 % learners are dissatisfied with the schedule of term end examination.

e.   4.7% learners are highly dissatisfied with the schedule of term end examination.

13. **How likely are you to recommend this programme to others?**

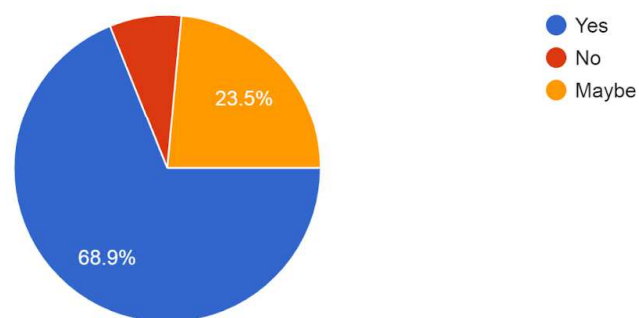**How likely are you to recommend this programme to others?**
118 responses
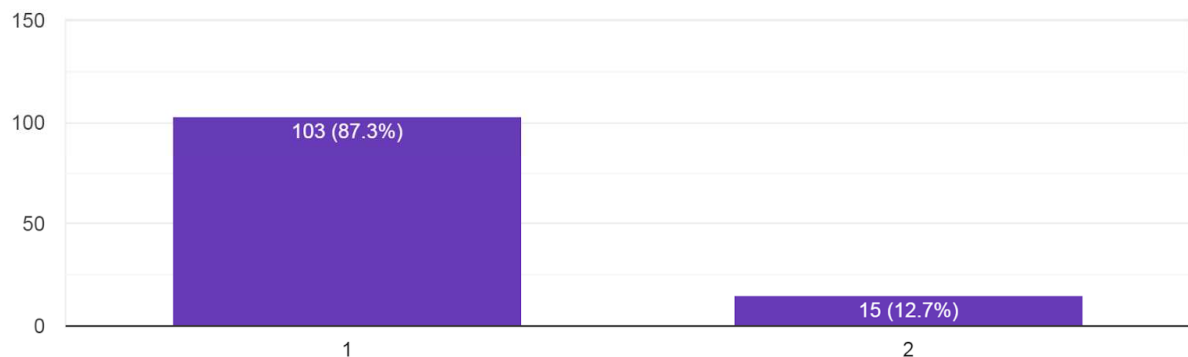
a)   87.3% said yes, they will recommend this programme to others

b)   12.7 % said no, they will not recommend this programme.

14.Did this course meet your learning expectations?

Did this course meet your learning expectations?
119 responses

a)   68.9% said Yes

b)   8.6% said No

c)   23.5 % was not sure

15.How would you describe your overall experience in this programme?

Screenshot 1:

Feedback Form for M.Com Learners (Responses)

	...arning expectatio	How would you describe your overall experience in this programme?	What areas do you think need improvement?
2		Good	Offline classes v honi chahiye har ek subject ki study center pe
3		Overall, my experience in this programme was enriching. I gained valuable knowledge and practical skills, and I appreciated the interactive sessions. While some topics could have been explored in greater depth, the programme met my expectations and provided a solid foundation for further learning.	increase career guidance, workshops, and industry connections.
4		Satisfied	
5		I had been good till now but please try to publish the study material in English language also it may help many	Study material should also be available in English.
6		All doubts are clear	Dehradun
7		nothing can be said	There are many mistakes in the books, they should be corrected or mor
8			
9		Uou all program is very bad at all	Websites and study material
10		4	Proper video material
11		Best	
12		No Online lecture provided for 3rd sem very disappointed	

Form Responses 1

Screenshot 2:

Feedback Form for M.Com Learners (Responses)

	...arning expectatio	How would you describe your overall experience in this programme?	What areas do you think need improvement?
14		It was good. Counselors helped me wherever needed.	In first semester,things were smooth and . Lecture videos by Priya Mah
15		Good	
16		It is good but the postponed exam of 7th of August is too late.	Exams of mcom should be done earlier...., it was too late in August and
17		Good experience	All areas are good
18		I am glad to say that my experience over this programme is very knowledgeable.	No one
19		Good and excellent	Nothing
20			
21		The experience of the M.Com course was very good and I got to learn new things and also got guidance from the professors from time to time.	There is a need to improve the exam schedule, there should be a gap of
22		NA	NA
23		Good	Nothing
24		Very nice	Nothing
25			Please provide study material in English medium it will be helpful for st

Form Responses 1

16.What areas do you think need improvements?

Key Findings

- Most of the learners are asking for the study material in English medium also.
- Many Learners requested (38%) that Self Learning Material (SLM) is provided on time so that they can plan their studies effectively and avoid last- minute difficulties.
- Learners are asking for frequent counseling sessions.
- Learners expressed the need for more video lectures to supplement the Self Learning Material (SLM) and enhance conceptual clarity.
- Learners demanded more communication and interaction between faculty and learners.

Action Plan

With the unanimous consent of the department following decisions have been taken.

- As far as the material in English medium is concerned, faculty members have already started the translation process. First semester of M.Com is now available in both Hindi and English medium and uploaded on the university's website. Second semester's material is in the process of translation. Soon it will be available to learners.
- As far as timely availability of SLM to learners, university's administration is taking necessary action.
- Department decided to conduct more counseling sessions for their learners in future.
- More recorded video lectures will be created by the faculty members for the learners.
- Through telegram groups now they can communicate with the faculty members. Department email –id will also be shared with each and every learner so that through mail they can contact the staff.

Conclusion

The feedback from M.Com learners indicates overall satisfaction with the programme. It also highlight the area for improvement such as material in English

medium, more counseling sessions, more video lectures and two way communication through the social media group i.e. telegram group. The department will take necessary steps to implement these suggestions to enhance learners' experience.

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