

Report on analysis of M.Com Learners Feedback

Director /Head of School: Dr. Gagan Singh

About the School

The School of Management Studies & Commerce offers many programmes of study in 'Management' and 'Commerce'. The aim of the School is to achieve excellence in all its academic pursuits. The School believes in the philosophy that 'Open and Distance Learning' (ODL) and 'Face-to-Face' learning cannot afford to have the two distinct sets of standards in terms of quality. Thus, the guiding norm of the School is to strive for value-based quality education for its learners.

About the Department Of Commerce

In the Department of Commerce, B.Com and M.Com programmes are on offer and a large number of learners take admission in these programmes every year. Further, the Department of Commerce offers one certificate programme (Certificate Course in Office Management- CCOM). There are five faculty members in the department of commerce. Department organizes time to time online counseling sessions for their learners. These online sessions provide opportunities for real- time interactions, allowing learners to ask questions, seek clarification and engage in discussion which can enhance understand and retention of material .Department also organizes online induction programmes in every session for new entrants. Besides that, pre-exam special counseling sessions are also conducted by the department in which the faculty members advice them on study habits, time management and academic planning. For the larger interest of the learners enrolled in various programmes of the study, department also organize placement conclaves by inviting learned and professional experts from reputed institutes and organization of the country.

Report on analysis of M.Com Learners Feedback

Session 2023-2024

Department of Commerce

Introduction

Feedback is the data collected from learners about their experiences with the educational institutes. It plays an important role by improving academic and work culture of an institution. A properly planned as well as chalked out feedback is crucial in aiding the transition to higher education and supporting student's retention.

Methodology

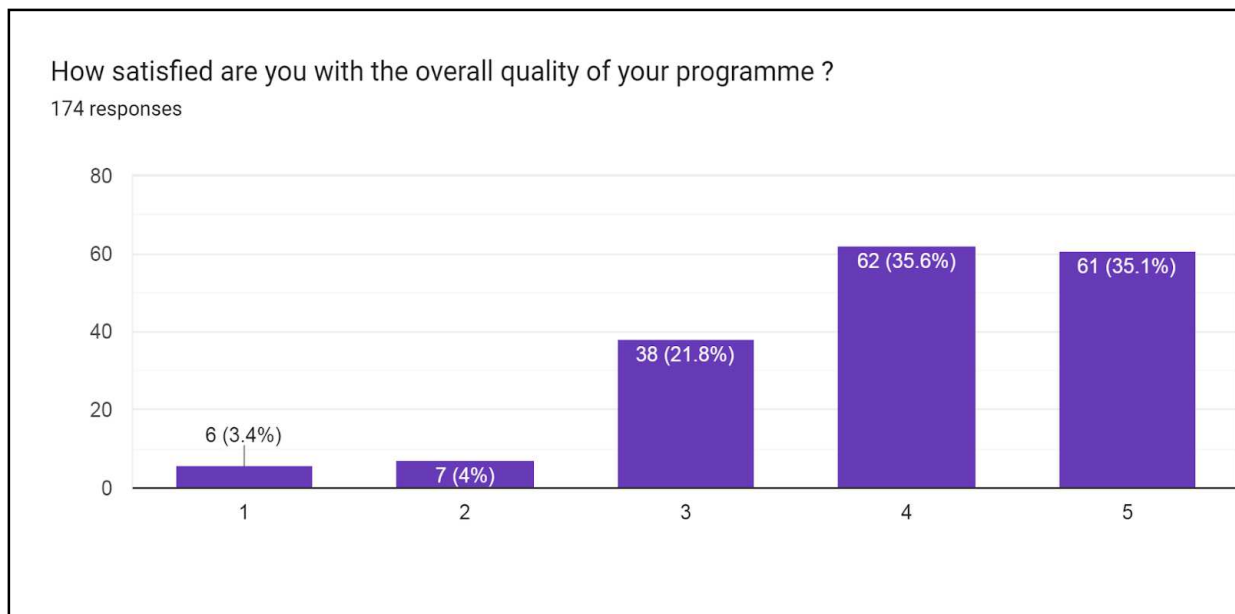
A prescribed Performa of feedback of learners on curriculum and teaching learning process has been prepared and broadcast in all the four semesters' telegram channels of M.Com learners at the end of the academic session of 2023-2024. Out of approx. 800 learners 174 learners responded for the feedback analysis.

Analysis of Learners Feedback

The feedback Performa includes dimensions namely Curriculum, Teachers and Information Resources of the university. A simple statistical method of percentage and graphical representation of data has been applied in analysis of students' feedback.

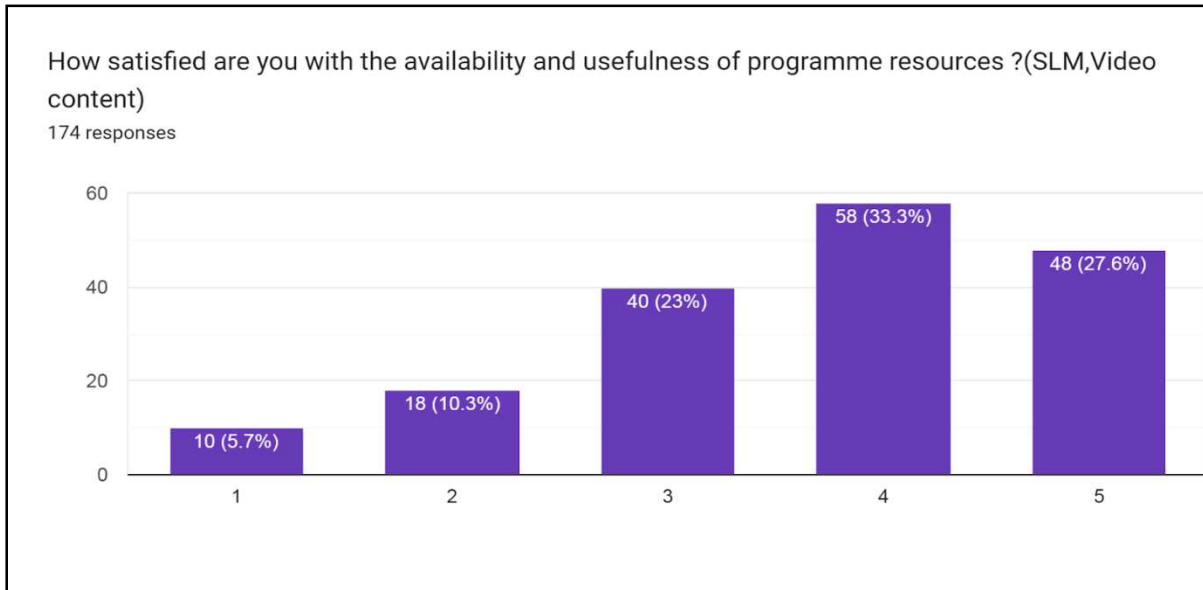
1. Learner's satisfaction level on quality of their programme.

- A. 35.1% highly satisfied
- B. 35.6 % Satisfied
- C. 21% neither dissatisfied nor satisfied



2. Learners Comments on the availability and usefulness of programme resources.

- A. 27.6% highly satisfied
- B. 33.3% satisfied
- C. 23 % neither dissatisfied nor satisfied
- D. 5.7% dissatisfied

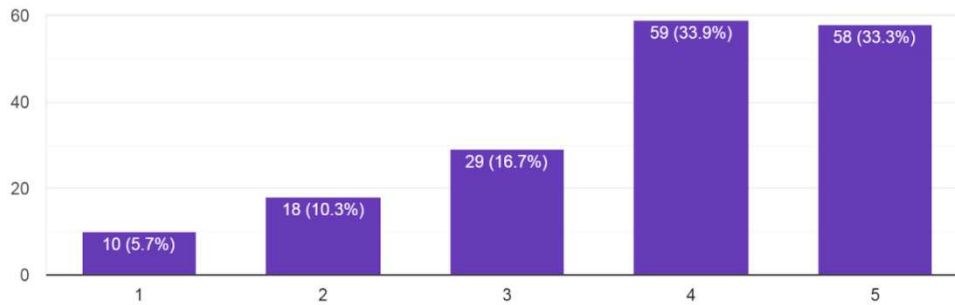


3. Satisfaction on clarity and frequency of communication from UOU faculty members.

- A. 33.3 % highly satisfied
- B. 33.9% Satisfied
- C. 16.7% neither dissatisfied nor satisfied
- D. 10.3% dissatisfied
- E. 5.7% highly dissatisfied

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

174 responses

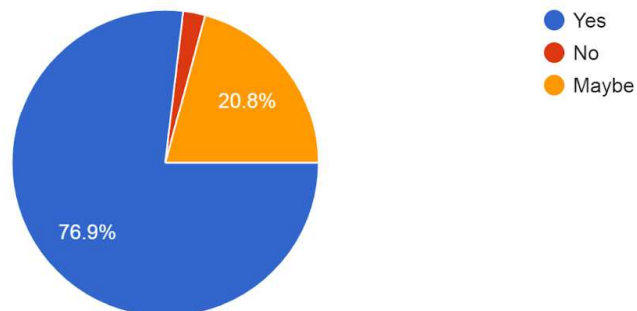


4. Perception on the fairness and on timely assessment of assignments.

- A. 76.9% said Yes
- B. 2.3% said No
- C. 20.8% said may beASMI@2010

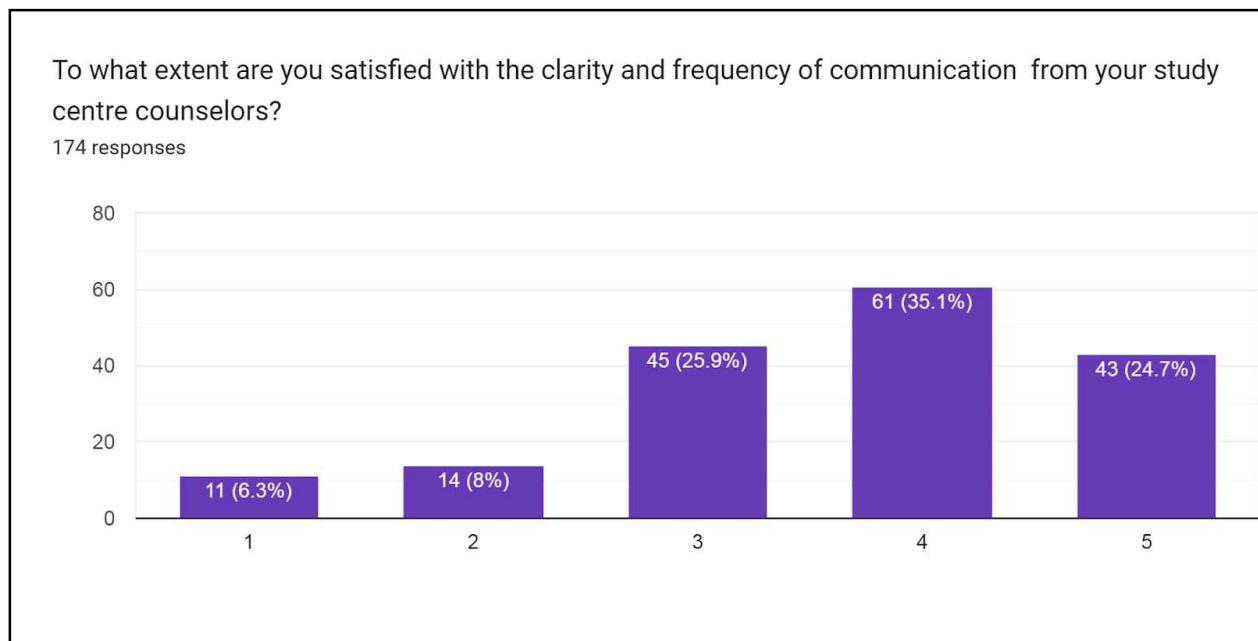
Do you think that internal assessment through assignments was fair and timely ?

173 responses



5. Satisfaction with regards to clarity and frequency of communication from study centre counselors.

- A. 24.7% highly satisfied
- B. 35.1% satisfied
- C. 25.9% neither dissatisfied nor satisfied
- D. 8% dissatisfied
- E. 6.3% highly dissatisfied

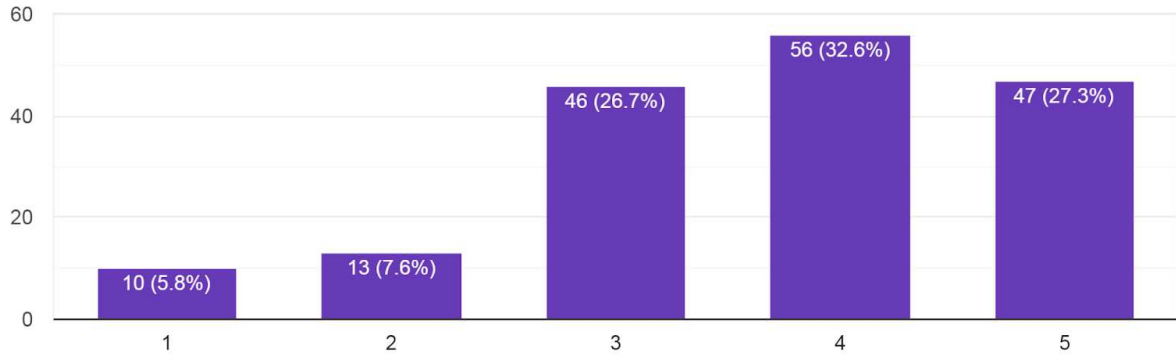


6. Satisfaction with regards to counseling sessions organized.

- A. 27.3% highly satisfied
- B. 32.6% satisfied
- C. 26.% neither dissatisfied nor satisfied
- D. 7.6% dissatisfied
- E. 5.8% highly dissatisfied

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

172 responses

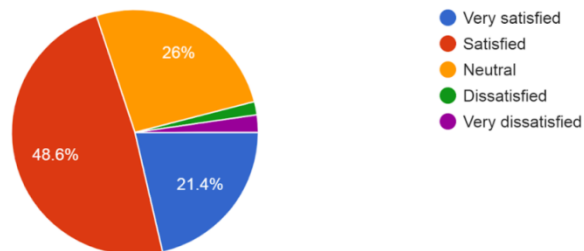


7. Satisfaction on overall schedule of admission and term end examination.

- A. 21.4% Highly satisfied
- B. 48.6% Satisfied
- C. 26% neither dissatisfied nor satisfied
- D. 1% dissatisfied
- E. 3% highly dissatisfied

How satisfied are you with overall schedule of admission and term end examination?

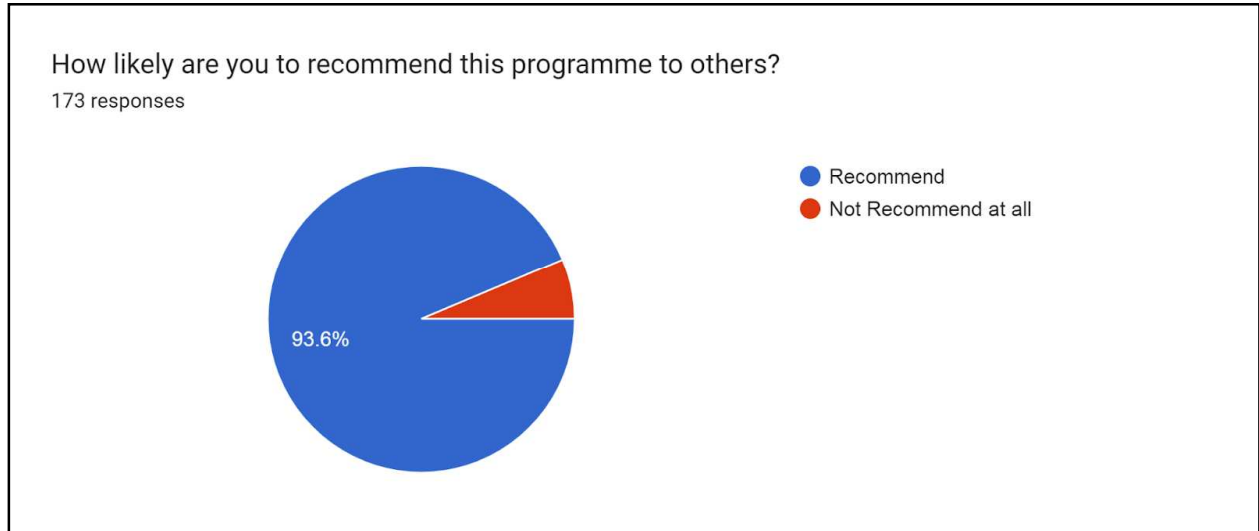
173 responses



8. Whether they recommend this M.Com programme to others also?

A. 93.6% Said they recommend this programme to others

B. 6.4% said they won't recommend



Besides these 8 close ended questions given above 2 open ended questions were also asked to learners regarding to describe their overall experience with this M.Com programme and they were also asked to give their suggestions on improvement of the university.

Q. Describe your overall experience on this programme.

175 learners respond on this question. Experiences of the some of the learners are given below.

	K	Q	R
		How would you describe your overall experience in this programme?	Please give suggestions for the improvement of the university.
1	To what extent are y		
2	4	Yes	No
3	4	2	No
4	4	Very satisfied	
5	5 Yes		
6	5 Yes		
7	4	The experience was good	Please provide books as soon as possible.
8	4	It ia good	cause it become problem for us to travel if our study centre code is 16
9	3 Yes		
10	5	Good	I have no Query
11	4	Good	Available video lectures on all subjects.
12	3	Fair	English material video on each topic with MCQ type test to test know
13	3	Not very good but ok	Teachers must be available
14	4	My Experience is Overall Good in this program ☐	Keep it up☐
15	2	Satisfied	Please upload videos in sequence
16	3	Good experience	Books in english
17	1	Good	Anything
18	2	Good	Anything
19	5	Good	
20	1	Yes	No
21	3	Good experience	No suggestion
22	5	Very good. Exam should be timely. Full time to do assignment.	Every thing is good ☐ I am fully satisfied

Form Responses 1

EN English (United States) Help

1:17 PM 8/3/2024

	L75	Q	R
		How would you describe your overall experience in this programme?	Please give suggestions for the improvement of the university.
1			
56		Very nice	Please try this it's very good ☐
57		Good	Consistent with students
58		Good ☐	By providing books in English also
59		My experience is very good because they set question papers from Programme's book only and given easy language.	Please give examination time limit 2.5 hours. It is not easy to complete answers in 2 hours.
60		Amazing	Nothing
61		Very good ☐ experience overall programme	I think we should improve the time
62		The experience is good for learning more new things.	future also.
63		It's not so bad	Do not mute the reply section
64		Nice experience	Kindly send the emails' reply as soon as possible
65		Good	
66		Good	study material vedios of every topic should provide so students can easily leran from their
67		My Experience is great but only one problem arises English book not available	Provide English language book also
68		Very good experience	No suggestion
69	Maybe		
70		Very useful program for a commerce's student	Books must be available in english medium
71		Satisfied	Provide SLM in English language also
72		Not good	
73	Yes		
74		Good	
75		Yes	Statistics vedios not covered all topics
76		Good and smooth one	Books should be provide in english too this time i not a book in hindi only

Form Responses 1

EN English (United States) Help

1:19 PM 8/3/2024

Q1	Q	R
	How would you describe your overall experience in this programme?	Please give suggestions for the improvement of the university.
97	Yes	
98	Good	None
99	Program is managed nicely	SLM should be made available in english language also for English medium students
100	Yes	
101	It Was a Good	Please provide books in English too
102	Very good	No
103	Great	
104	Very satisfied	Kindly share updates wof enrolled student with wtsapp msgs
105	Overall experience is good but we are unable to know the information about the marksheet and degree after completion of programme.	Suggestion - please try to give information about how and from where to get marksheet and Improve assignment time
106	Nice	
107	Maybe	
108	Not good not bad	Work good
109	Really too good:- experience	No suggestions
110	Yes	Collaborate with industries to offer internships, projects, and job placements.
111	Maybe	
112	It's good	
113	Very great	in my opinion everything is good no need for suggestions
114	It's good	More videos
115	Excellent	
116	Nice	Should provide online classes
117	Good	About exam related information and other information about study
139	Great	
140	Good	More subjects add
141	My experience was really good... Uttarakhand Open University is very provided a good service related to Books , Syllabus , SLM nd everything.. I will definitely recommend my family nd friends to go for UOU.	One would give only one suggestion that- Dear Sir/Madam , Please try to do lenient/easy checking for examinations. Atleast give minimum 60% to every student so that they could apply for their further courses or exams.. So , Its A Request. Thankyou.
142	Here's a corrected and improved version of your text:	would help us score better. As working professionals, we choose Open University to
143	Yes	
144	It is good experience for me...	Provide more videos content regarding syllabus
145	Good	No
146	I am so happy that I could enroll in the M com program of UOU. Nice classes, timely provision of study resources. Overall it's great.	
147	Maybe	
148	Good	
149	Yes	

2. Please give suggestions for the improvement of the university?

Feedback Form (Responses) (1) - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Conditional Formatting Styles Cell Styles Insert Delete Format Cells AutoSum Fill Clear Sort & Find & Select Editing

R1 Please give suggestions for the improvement of the university.

	I	R	S	T	U	V	W
1	How satis	Please give suggestions for the improvement of the university.					
2	1	No					
3	5	No					
4	5						
5	5						
6	5						
7	3	Please provide books as soon as possible. Sometimes they send us to other study centre for exam pls dont change study centre cause it become problem for us to travel if our study centre code is 16034 mbpg haldwani then send us there only not any other centre					
8	5						
9	5						
10	5	I have no Query					
11	4	Available video lectures on all subjects.					
12	3	English material video on each topic with MCQ type test to test knowledge					

Form Responses 1

EN English (United States) Help

1:42 PM 8/3/2024

Feedback Form (Responses) (1) - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Conditional Formatting Styles Cell Styles Insert Delete Format Cells AutoSum Fill Clear Sort & Find & Select Editing

R1 Please give suggestions for the improvement of the university.

	I	R	S	T	U	V	W
1	How satis	Please give suggestions for the improvement of the university.					
37	4	please add English study material & improved your Hindi material					
38	5	Books dispatch very late. You should dispatch books within 2 months of admission.					
39	3	We need frequently video of all units and counselling for numericals in accounts and economics and slm should be in English language also and it should be available in every centres because maldevta centre doesn't have Hindi slm also					

Form Responses 1

EN English (United States) Help

1:42 PM 8/3/2024

Feedback Form (Responses) (1) - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Conditional Formatting Styles Cell Styles Insert Delete Format Cells AutoSum Fill Clear Sort & Filter Find & Select Editing

R1 Please give suggestions for the improvement of the university.

	I	R	S	T	U	V	W
1	How satis	Please give suggestions for the improvement of the university.					
7	3	Please provide books as soon as possible. Sometimes they send us to other study centre for exam pls dont change study centre cause it become problem for us to travel if our study centre code is 16034 mbpg haldwani then send us there only not any other centre					
8	5						
9	5						
10	5	I have no Query					
11	4	Available video lectures on all subjects.					
12	3	English material video on each topic with MCQ type test to test knowledge					
13	3	The books we get should be in English Teachers must be available					

Form Responses 1

EN English (United States) Help 100% 1:42 PM 8/3/2024

Feedback Form (Responses) (1) - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Conditional Formatting Styles Cell Styles Insert Delete Format Cells AutoSum Fill Clear Sort & Filter Find & Select Editing

R1 Please give suggestions for the improvement of the university.

	I	R	S	T	U	V	W
1	How satis	Please give suggestions for the improvement of the university.					
53	5						
54	5	Video content for all subjects					
55	3	Please provide online classes and lecture videos					
56	4	Please try this it's very good =					
57	5	Consistent with students					
58	4	By providing books in English also					

Form Responses 1

EN English (United States) Help 100% 1:44 PM 8/3/2024

Feedback Form (Responses) (1) - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Conditional Formatting Styles Cell Styles Insert Delete Format Cells AutoSum Fill Clear Sort & Filter Find & Select Editing

	I	R	S	T	U	V	W
1	How satisfied	Please give suggestions for the improvement of the university.					
106	3	Improve assignment time					
107	3						
108	3	Work good					
109	5	No suggestions					
110	4	Collaborate with industries to offer internships, projects, and job placements.					
111	5						
112	3						
113	5	I think all things are good they will provide us videos of our subject all teachers are good so in my opinion everything is good no need for suggestions					
114	4	More videos					
115	5						
116	3	Should provide online classes					
117	4	Giving timely updates to the students About exam related information and other information about study					

Form Responses 1

EN English (United States) Help 100% 1:45 PM 8/3/2024

Feedback Form (Responses) (1) - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Conditional Formatting Styles Cell Styles Insert Delete Format Cells AutoSum Fill Clear Sort & Filter Find & Select Editing

	I	R	S	T	U	V	W
1	How satisfied	Please give suggestions for the improvement of the university.					
125	4						
126	5	Book dispatch is poor					
127	4	I didn't get single book in 4 semester					
128	4	Everything is ok					
129	4						
130	2	Improve furniture availability					
131	1	Please provide physical book in all centres in English it is not possible at least provide the PDF of book in English and in telegram channel of University there is not all units of all subject videos are given please provide all videos of all units of all subject specially the videos of numerical questions and please take doubt solving classes twice in a week.					
132	3	Proper lecture class should be there .					
133	3	Every subject full videos should be uploaded in YouTube so it will be helpful to us and important questions class should be taken before examination thanks					
134	4	Please provide SLM in english also.					

Form Responses 1

EN English (United States) Help 100% 2:14 PM 8/3/2024

Feedback Form (Responses) (1) - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Conditional Formatting Styles Cell Styles Insert Delete Format Cells AutoSum Fill Clear Sort & Filter Find & Select Editing

R1 Please give suggestions for the improvement of the university.

	I	R	S	T	U	V	W
1	How satis	Please give suggestions for the improvement of the university.					
136	4	<p>First of all very thanks to Dr.priya Mahajan for providing the almost all video lectures of subjects 503, but I am disappoiate that professors of other subjects didn't provide us the sufficient video lectures, as being an working profession I can read books an all , video lectures are best for me.</p> <p>1) so in 2nd semester kindly provide the sufficient video lectures of all subjects 2) The online assignment site, I have noticed several errors,like repetition of questions and some time questions are correct but options are not relevant (in arrange the following) so, kindly rectify the error so the students can score 10/10 ☺ 3) In study centre electricity problem was there and in this type of humid weather students were facing problem and were swating a lot that time when we ask them to start generator they started that but only for 30 min rest of the time fans were not working until an unless the principal sir came for round and he noticed that fans were not working and he make them start 15 mins Before the exam get over ,you take that point seriously....</p> <p>Thank you for teaching us.....</p>					
138	4						

Form Responses 1

EN English (United States) Help 100% 2:15 PM 8/3/2024

Feedback Form (Responses) (1) - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Conditional Formatting Styles Cell Styles Insert Delete Format Cells AutoSum Fill Clear Sort & Filter Find & Select Editing

R1 Please give suggestions for the improvement of the university.

	I	R	S	T	U	V	W
1	How satis	Please give suggestions for the improvement of the university.					
166	3	Time management and proper classes					
167	3	Please provide subject books in English for an English medium students... It will be very helpful for students.					
168	5						
169	4	It is overall good					
170	4	Its overall good					
171	4	It's overall good					
172	4						
173	4	No suggestion					
174	3	Nothing					
175	4	None					
176	5	Providing more awareness to students					
177	4	Please share videos for all subjects					
178	3	SLM should also available in english language					

Form Responses 1

EN English (United States) Help 100% 2:15 PM 8/3/2024

Summary of the Learners Feedback Analysis

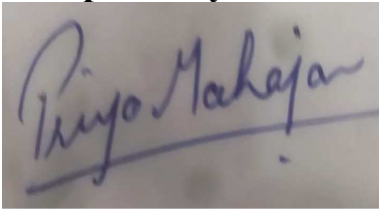
The feedback Performa for learners is based on curriculum, faculty, counseling sessions and information resources. M.Com (all 4 semesters) 175 sample learner's feedback has been analyzed during the session 2023-2024. Regarding quality of the programme 70% learners were satisfied (including 35% highly satisfied) and merely 7% learners were dissatisfied (including 3% highly dissatisfied) with the overall quality of the programme and 21% were neither satisfied nor dissatisfied. 60.9% learners were satisfied (including highly satisfied) with the resources they get from the university in the form of SLM and Video content. And 16% learners also showed their dissatisfaction (including highly dissatisfaction) with respect to the resources available. 67% learners are satisfied with the frequency of communication of UOU faculty members. UOU faculty members timely provide them information regarding their exam, assignments, admission and many more other informations relating to their programmes through telegram group and other social media channels. 60% learners satisfied with the counseling sessions conducted by the university faculty and 13% were also there who are not satisfied with these counseling sessions. 76.9% learners believe on the fairness and on timely assessment of assignments. 70% learners were satisfied with overall schedule of term end examination of university. Out of which 21.4% were highly satisfied. 93.6% learners responded that they will recommend this programme to others also.

Learners shared experiences about this programme and majority of them gave positive response. They said they are satisfied with the programme and also with the faculty members. Further in response to the suggestions which were asked from them for the improvement of university most of the learners demanded study material in English medium also. They also asked for more video content.

In response to their demand faculty members decided to prepare the SLM in English also and will try to provide the English material from the next session. Overall learners' feedback is found in positive and satisfactory direction.

Report Prepared by

Date: 7th July 2024

A photograph of a handwritten signature in blue ink on a light-colored surface. The signature reads "Priya Mahajan" in a cursive script.

Dr. Priya Mahajan
Assistant Professor (AC)
Department Of Commerce
Uttarakhand Open University
Haldwani