

Report on Analysis of B. Com Learner's Feedback

Director /Head of School: Dr. Gagan Singh

About the School

The School of Management Studies and Commerce provides a diverse range of programs in Management and Commerce. Committed to achieving excellence across all academic endeavors, the school adheres to the philosophy that quality standards must remain consistent, in Open and distance learning (ODL). Guided by this principle, the school is dedicated to delivering value-driven, high-quality education to its learners.

About the Department of Commerce

The Department of Commerce offers B. Com and M. Com programs, attracting learners annually. Additionally, the department provides a certificate program, the Certificate Course in Office Management (CCOM), that offers various opportunities for future learners. With a team of five faculty members, the department is committed to supporting its learners through various initiatives.

Regular online counseling sessions are organized, enabling real-time interaction where learners can ask teachers questions, seek clarifications, and participate in discussions to enhance their understanding and retention of course material. Furthermore, the department conducts online induction programs at the beginning of each session to welcome and guide newly enrolled learners.

To support academic success, pre-exam special counseling sessions are also held, during which faculty members provide valuable advice on effective study habits, time management, and academic planning. These efforts collectively contribute to creating a supportive and enriching learning environment.

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Department of Commerce

Session 2023-2024

Introduction

Feedback refers to the information gathered from learners about their experiences with educational institutions. It plays a vital role in enhancing the academic and workplace culture of an institution. Well-structured and thoughtfully designed feedback processes are essential for facilitating the transition to higher education and promoting student retention.

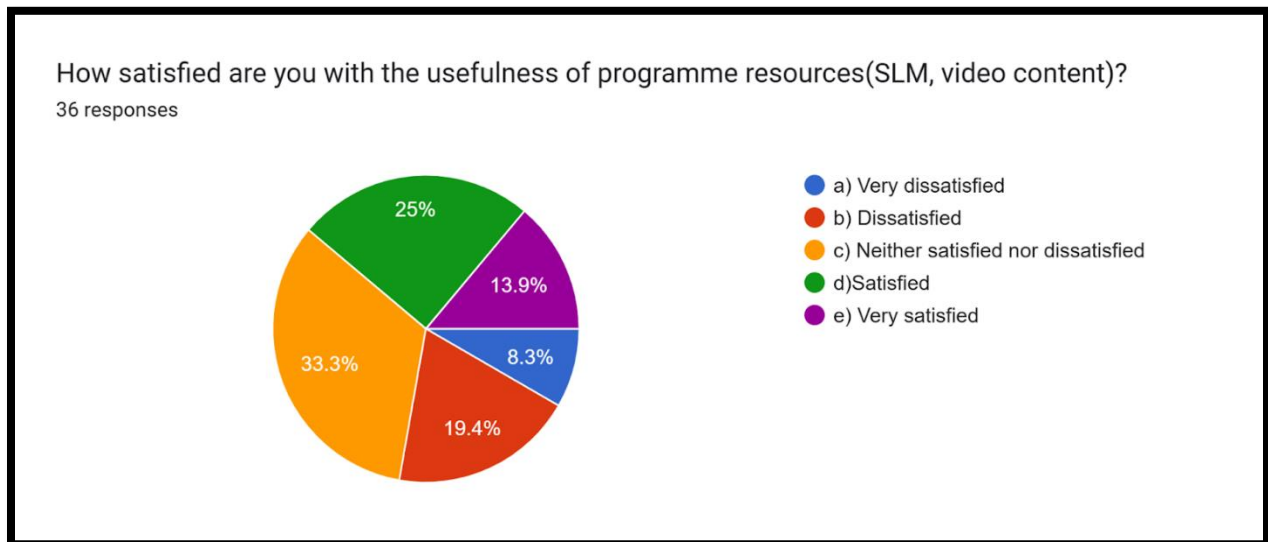
Methodology

A standardized feedback form on the curriculum and teaching-learning process was developed and shared via the Telegram channels for all the enrolled learners of B. Com at the end of the 2023-2024 academic session. Among all thirty-six learners' responses have been received.

Analysis of Learners' Feedback

The feedback Performa includes dimensions namely Curriculum, Teachers, and Information Resources of the university. A simple statistical method through percentage and graphical representation of data has been applied to analyze learner's feedback.

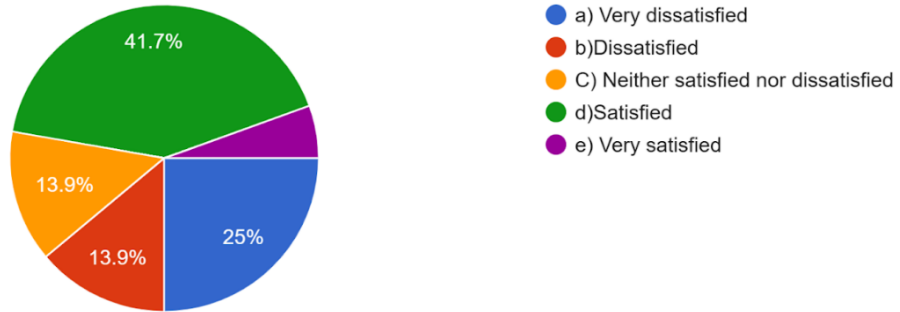
Q1.



Q2.

How satisfied are you with the availability of books and self-learning material(SLM) for the program ?

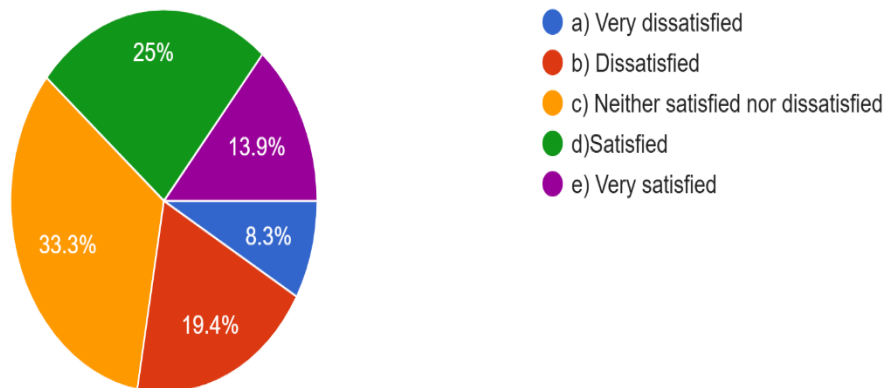
36 responses



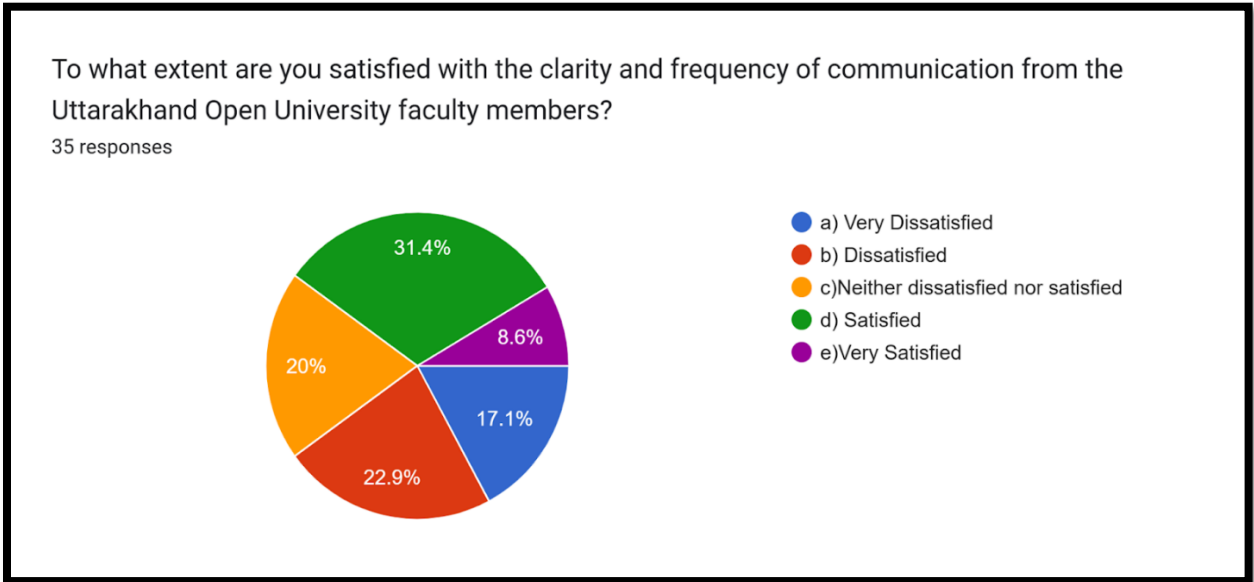
Q3.

How satisfied are you with the usefulness of programme resources(SLM, video content)?

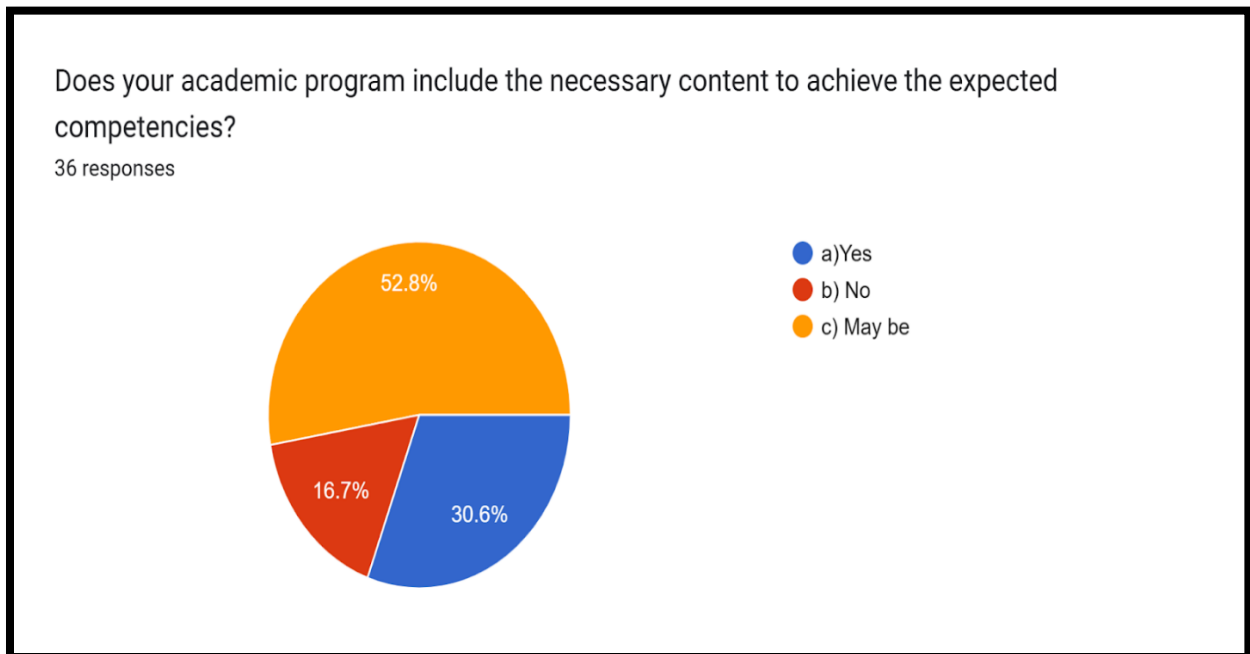
36 responses



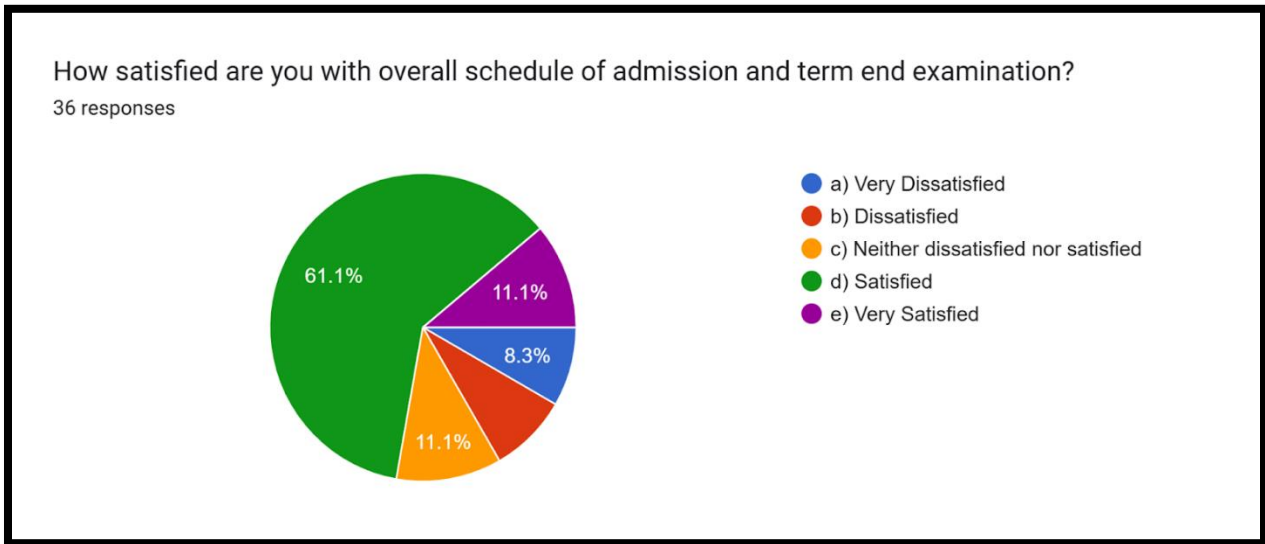
Q4.



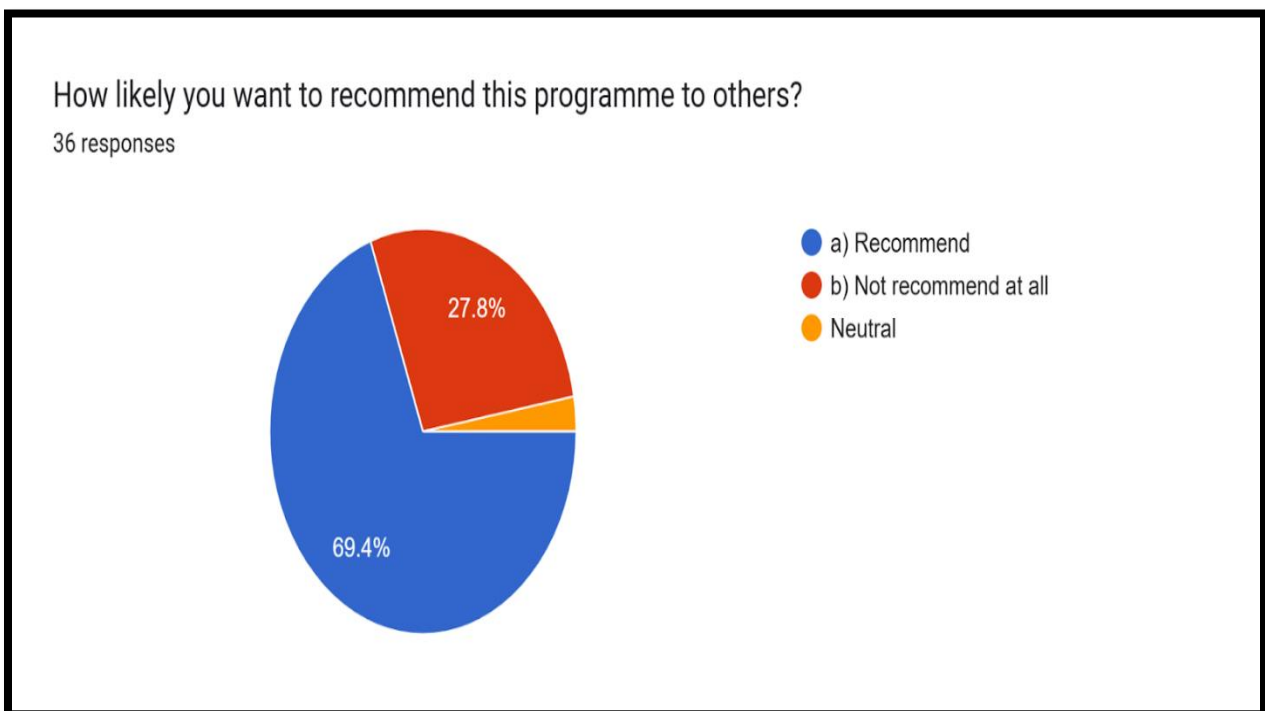
Q5.



Q6.



Q7.



In addition to the seven close-ended questions mentioned earlier, learners were also asked two open-ended questions. These questions invited them to share their overall experience with the M. Com program and provide suggestions for improving the university.

Q9. (a) How would you describe your overall experience in this programme?

- 1. Good
- 2. Better
- 3. Very bad

28 Learner's responses have been received based on good, better, and very bad:

	Q	R	S	T
1	How likely you want to recommend this progr... Does your academic program includ... How would you describe your overall experience in this programme? Give suggestions to the University for the improvement of the program(S			
16	a) Recommend	c) May be	Good	You want to improve your site rush 1st- I would like to suggest that university should provide the books 2 or 3 2nd- thing is time duration during exams which is only 2hr... Which is not 3rd- the study center teachers or exam center teachers never cooperate w 4th- the courses we are pursuing ,doesn't include the relevant subjects li
17	b) Not recommend at all	b) No	Very bad	5th- marking of question paper... There are 2 questions which are carrying And still not getting marks 6th- before exams also we are not provided with all books. There many other issues relating this... I suggest university should do improvement in these areas..
18	a) Recommend	a) Yes	Very nice and very satisfied from my study	Sometimes notifications get delayed and we are not aware of the back fc
19	a) Recommend	a) Yes	Good	Those students are from English medium they didn't provide proper book
20	a) Recommend	a) Yes		Make easy to provide study material and plz make groups of all the stude
21	a) Recommend	c) May be		
22	a) Recommend	a) Yes	I am very happy to study this programme syllabus and achieve the useful I wish that teachers should thought the study material in both languages.	
23	a) Recommend	a) Yes	Nice experience	

(b). Give suggestions for the improvement of the University.

	Q	R	S	T
1	How likely you want to recommend this program?	Does your academic program include...?	How would you describe your overall experience in this programme?	Give suggestions to the University for the improvement?
2	a) Recommend	c) May be	Good	Give suggestions to the University for the improvement
3	b) Not recommend at all	b) No	Not Good. I got my books one day before exam. Organisation and management subject is in focus.	Give suggestions to the University for the improvement
4	b) Not recommend at all	c) May be	Well I'm not here to spread hate among student who are enrolled in uou. Most importantly I'm entirely dissatisfied with the faculty from study centers as well as from teachers. I have send more 5 mails then I receive a single mail from uou apart from this I had choose er 1. Japanese 2. Kumaun 3. Sanskrit 4. Gadwal I'm entirely dissatisfied	Give suggestions to the University for the improvement
5	b) Not recommend at all	c) May be	I don't like this programme at all. We are not Provided boos before the exams . We have to adjust	Give suggestions to the University for the improvement
6	a) Recommend	c) May be	Nice	Nothing
7	a) Recommend	c) May be	Better	Online classes before exams
8	a) Recommend	c) May be	It Not too Good and Not too bad.	I Think Degree of the student is given to them in level
9	a) Recommend	c) May be	Experience was good But I have a Queries that the counseling session organized for the students	I have a suggestion that the counseling session should be
10	a) Recommend	c) May be	Good	
11	a) Recommend	a) Yes		
12	b) Not recommend at all	c) May be	I don't like this programme as I'm not provided proper study material for the exams inspite of	You should improve your SLM (books) maintainers

Summary of the Learner's Feedback Analysis:

During the academic session 2023-2024, feedback from B. Com learners across all semesters was analyzed, with a sample of 36 learners providing their insights. Regarding the usefulness of program resources, including study and learning materials, 25% of the learners expressed satisfaction, while 33% remained neutral, and 8.3% were very dissatisfied. On the availability of books and self-learning materials, 41% were satisfied, whereas 13.9% were dissatisfied or neutral.

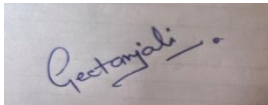
Learners' perspectives on communication with the university faculty were also evaluated. About 31.4% of the learners were satisfied with the frequency of faculty communication, as faculty members actively shared information on exams, assignments, admissions, and other program-related updates through Telegram groups and social media platforms. Moreover, 52% of the learners agreed that the academic program content was adequate for achieving the desired competencies.

The examination schedule also received positive feedback, with 61% of learners satisfied overall, and 11.1% being highly satisfied. Encouragingly, 69.4% of learners expressed that they would recommend the B.com program to others.

When reflecting on their overall experience, learners provided mixed responses, with several offering suggestions for improvement. The department has taken these suggestions seriously, and faculty members are committed to implementing feasible improvements to enhance the program's effectiveness and learner satisfaction.

Report Prepared by:

Date: 2nd August, 2024

A small rectangular image showing a handwritten signature in blue ink that reads "Geetanjali".

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Haldwani