



**Centre for Distance & Online Education  
University of Jammu, Jammu**

**Annual Report of Students Feedback 2024-25**

**1. Preface**

The feedback of the students and stakeholders plays a pivotal role in the development of an institution. Center for Distance and Online Education, University of Jammu has collected feedback on curricular aspects so that the corrective actions could be incorporated well on time. The feedback is obtained from Students and from different Stakeholders viz Alumni, Parents, Employers, Teachers through Online and Offline mode. After the compilation of all responses the report is prepared and efforts are made to lay down the action strategies for improvement based on the suggestions given by students & other stakeholders.

**2. Objectives of Feedback Process**

- To determine the gap analysis of the programme.
- To ascertain the need for the revision of the course content.
- To develop the syllabus as per needs of job market.
- To strengthen the curriculum as per the recent advancement in technology sector.

**3. Feedback Analysis**

Feedback Committee of Center for Distance and Online Education, University of Jammu, Jammu has collected feedback of students & Stakeholders in session 2024-25. A total of 534 feedback were received from students, employers, parents, Alumni, Faculty on different aspects of course objectives, course outcomes, study material, elective courses, and usefulness of curriculum towards research, innovation, skill development and employability. Analysis of the students' and Stakeholders' feedback is depicted with the help of Tables and Figures.

*Signature*  
21/4/2025

Convener,  
Feedback Committee,  
CDOE, University of Jammu

*Signature*

Director  
CDOE, University of Jammu

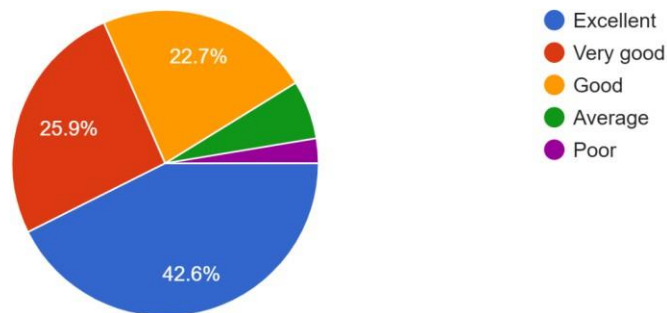
## FEEDBACK RESPONSES (TERM –END)-2024

The feedback was taken regarding different aspects of the courses pursued by the distance learners and their overall experience regarding course completion at CDOE (earlier, DD&OE). The responses were received in September, 2024, as most of the PG students had appeared in term end exams during June-July, 2024. Total 533 responses were received till the end of September, which were analysed as follows:

### I. ONLINE ADMISSION AT DD&OE

I. ONLINE ADMISSION AT DD&OE a. Your overall experience with the online admission process at DD&OE:

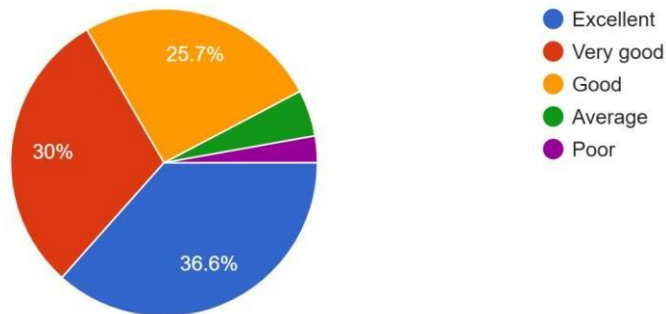
533 responses



Thus, most of the responses were obtained in Excellent category (42.6%), followed by Very good (25.9%) and Good (22.7%). Only a small percentage of the responses fell in Average or poor category.

b. The process of uploading documents during admission:

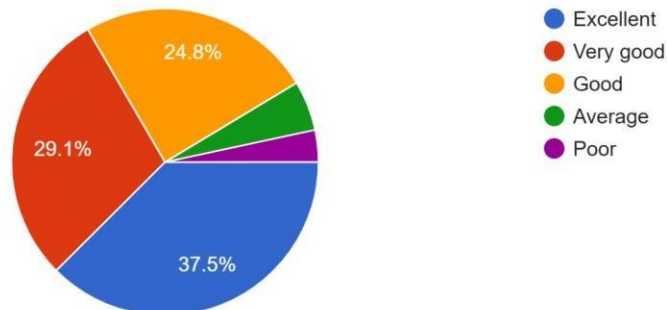
533 responses



As reflected in the chart, the experience of distance learners regarding uploading of documents during admission shows Excellent as the highest percentage (36.6), followed by Very good (30) and Good (26.7). Average and poor accounted for a small percentage.

c. Online fee payment process during the admission at DD&OE:

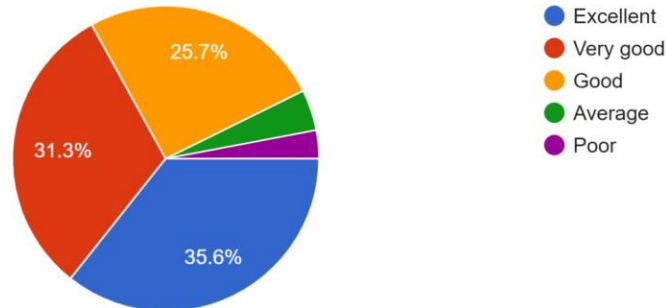
533 responses



Their experience regarding online payment of fee shows that Excellent (37.5%), Very good (29.1%) and Good (24.8%) appeared as the most dominant categories, while a minority of the respondents had an average or poor experience.

II. PROGRAMME/COURSE PURSUED/PURSUING AT DD&OE a. The aims and objectives of the programme:

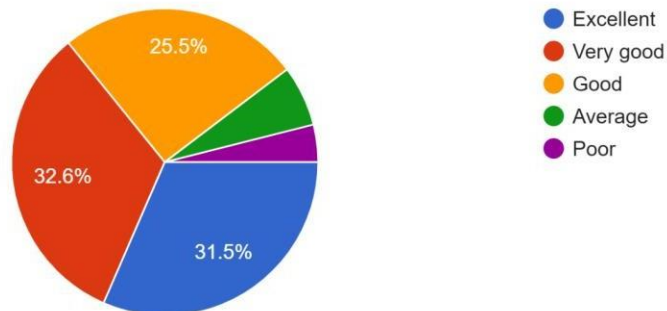
533 responses



As perceived by the learners, the aims and objectives of the programme in which they were enrolled were found excellent by most of them (35.6%) followed by Very good (31.3%) and Good (25.7%). These three categories accounted for 92.6% of the responses.

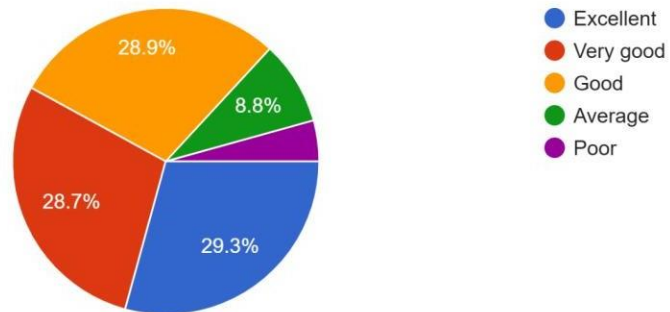
b. Programme/Course contribution towards enhancement of your knowledge and skill :

533 responses



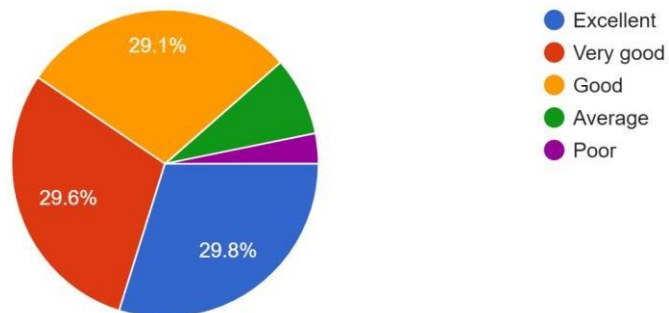
Responses regarding the contribution of the programme/course towards enhancement of knowledge and skill shows Very good (32.6%) as the most dominant category, followed by Excellent (31.5%) and Good (25.5%). A very small percentage of responses were received in average and poor categories.

III. PERSONAL CONTACT PROGRAMME (PCP) a. The time schedule of the PCP sessions:  
533 responses



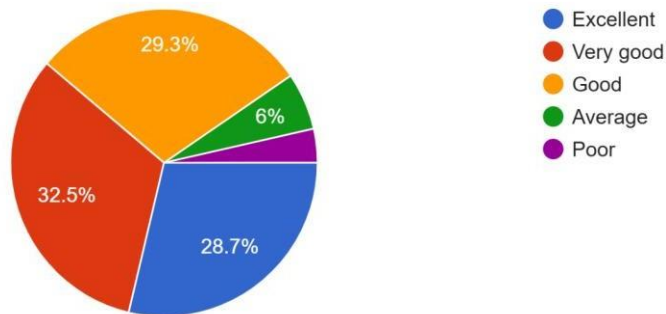
Excellent, Very good and Good emerged as the three categories in which most of the responses were received with regard to the time schedule of the PCP and faculty engaged during PCP.

b. The faculty engaged for conducting PCP:  
533 responses



c. Your experience regarding the overall quality of the PCP session:

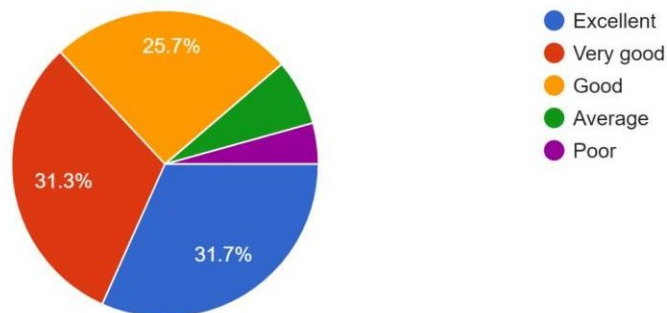
533 responses



The most dominant category regarding the overall quality of the PCP session was Very good (32.5%), followed by Good (29.3%) and Excellent (28.7%).

IV. SELF LEARNING MATERIAL (SLM) a. The content of SLM with respect to syllabus:

533 responses

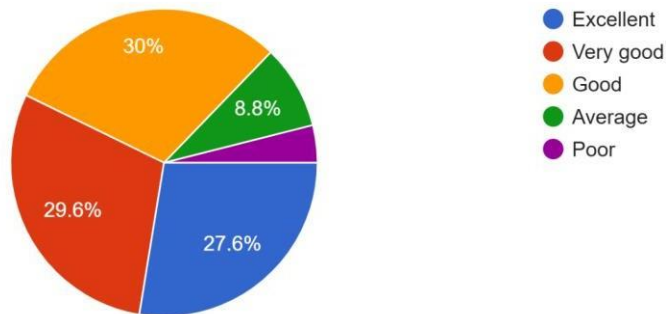


Excellent, Very good and Good were the categories in which the largest no. of responses were received as far as the content of SLM with respect to syllabus is concerned.



b. The overall efficiency of the delivery process for SLM:

533 responses

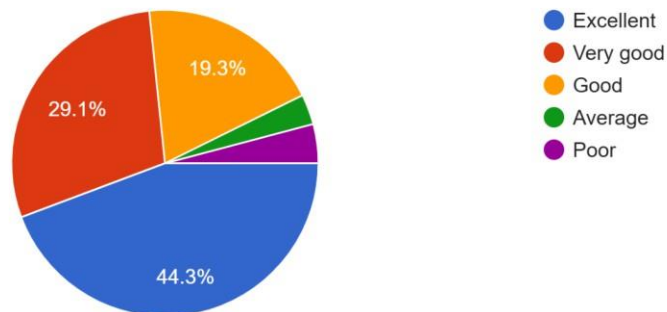


Their experience with the overall efficiency of the delivery process shows Good (30%), Very good (29.6%) and Excellent (27.6%) as the three most dominant categories, while 8.8% responses figured in Average category.

V. INTERNAL ASSESSMENT ASSIGNMENT (IAA) a. The pattern of Internal Assessment

Assignment:

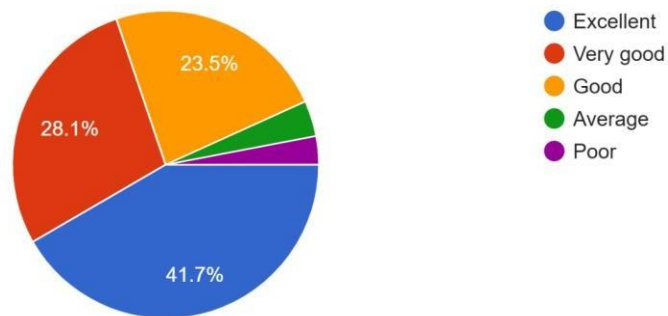
533 responses



About 44.3% responses were received in Excellent category, as far as their experience regarding pattern of assignment is concerned. The two other categories in this regard are Very good (29.1%) and Good (19.3%). Their feedback regarding instructions and time provided for submission of assignments too shows a similar structure of responses.

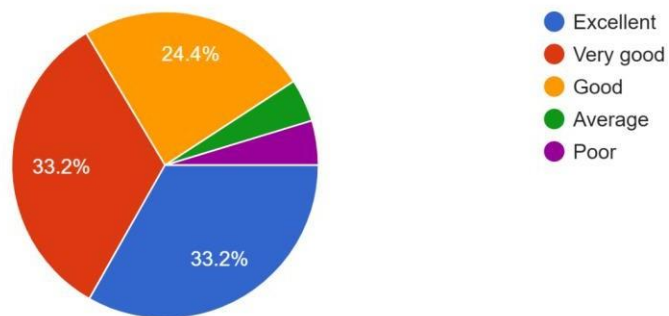
b. The instructions and time provided for submission of internal assignments:

533 responses



c. The contribution of internal assignments towards your learning:

533 responses

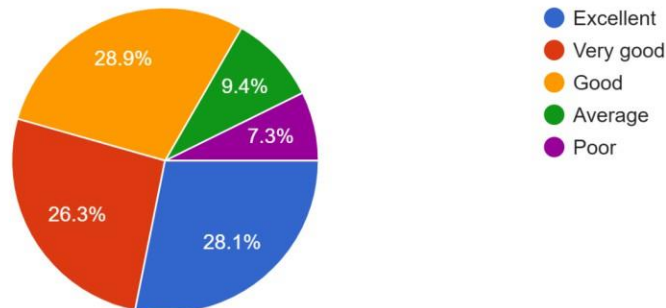


An equal no. of responses were obtained in Excellent and Very good categories (33.2%) regarding the contribution of internal assignments towards their learning. The second dominant category was Good (24.4%).



VI. LIBRARY FACILITIES a. The physical facilities in the library like seating space, ventilation and illumination:

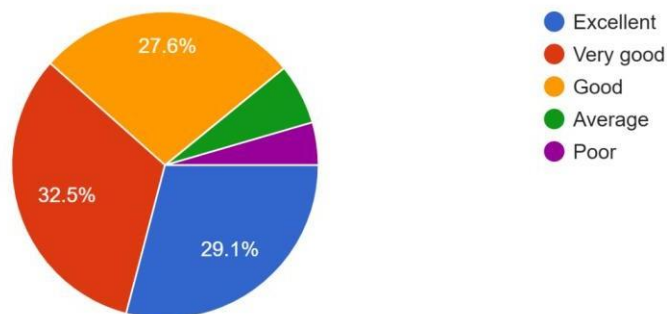
533 responses



Good emerged as the category in which most of the responses appeared regarding physical facilities in the library (28.9%), followed by Excellent (28.1%) and Very good (26.3%).

b. The availability of number of books/copies of books:

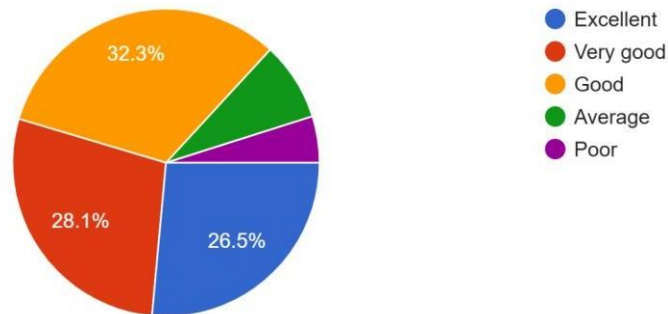
533 responses



Regarding responses with respect to the no. of books, 32.5% responded in Very good category, followed by Excellent (29.1%) and Good (27.6%). This added up to 89.2% of the responses. Thus, around 10.8% of the learners responded in average to poor category.

c. The supporting services in the library:

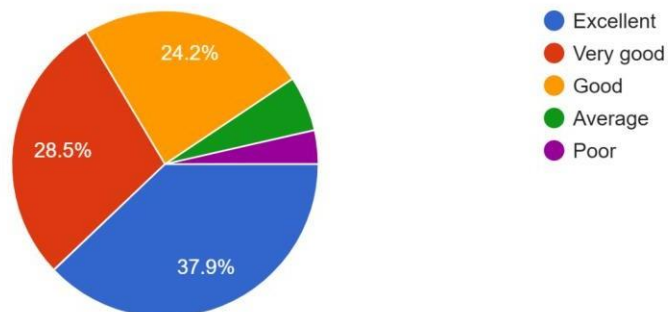
533 responses



Their responses to the supporting services in the library can be classified into three major categories: Good (32.3%), Very good (28.1%) and Excellent (26.5%).

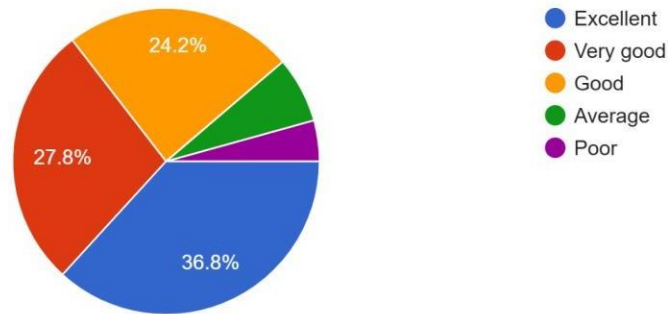
VII. EXAMINATION a. Your experience regarding the conduct of examinations by DD&OE:

533 responses



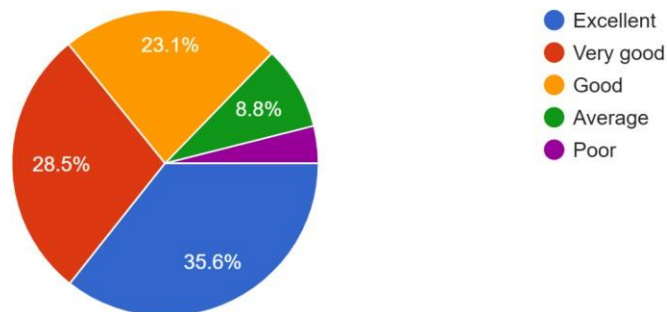
b. The declaration of result (timeliness, clarity and overall process):

533 responses



c. The experience of visiting DD&OE in getting mark sheets, provisional certificates and degree certificates, etc.

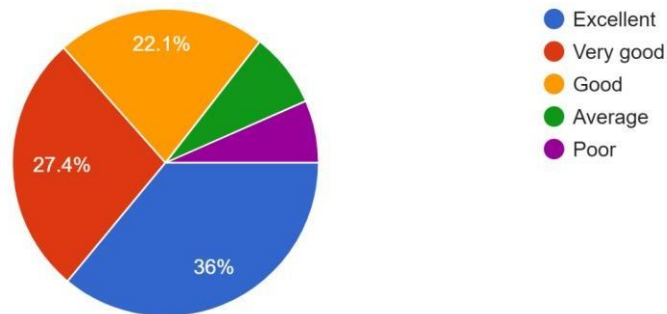
533 responses



The trend was similar in responses received in three questions related to examinations i.e. conduct, declaration of result and getting certificates. The most dominant category was Excellent, followed by Very good and Good.

VIII. INFRASTRUCTURE a. The drinking water facility available at DD&OE:

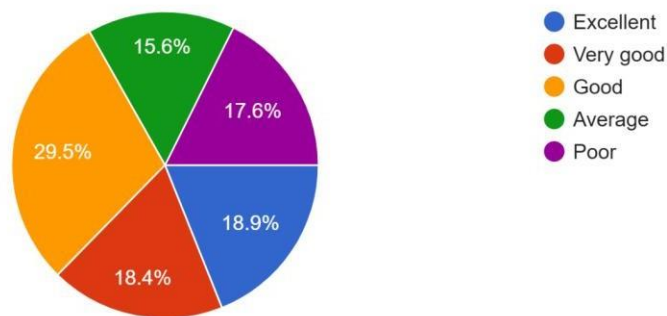
533 responses



Excellent was the dominant category with regard to drinking Water facility (36%), followed by Very good and Good.

b. The maintenance and functionality of the washroom facility:

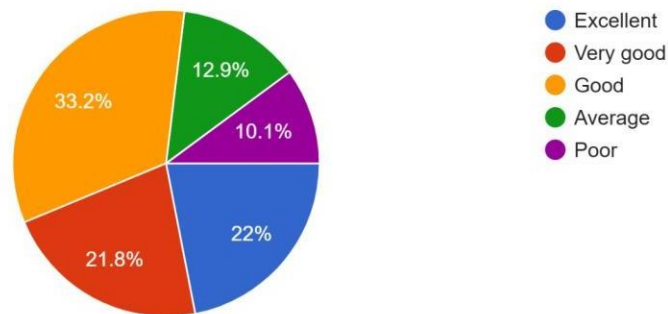
533 responses



As far as reponses regarding maintenance and functionality of washroom facility are concerned, 29.5% learners responded in Good category, followed by Excellent (18.9%) and Very good (18.4%). **However, unlike other questions where responses in poor and average category were not significant, here these two categories also got notable responses ( 17.6% and 15.6% respectively).**

c. The facilities available (like lift/ramps) for differently abled/special need distance learners:

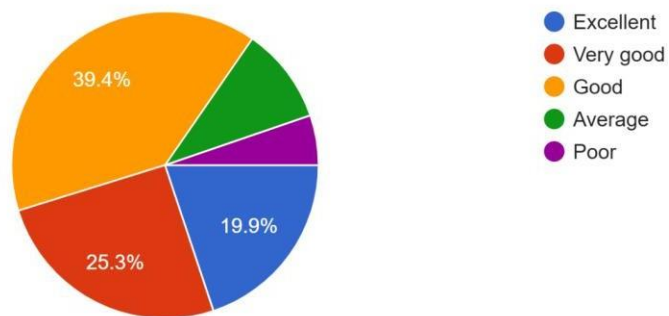
533 responses



The responses to the question regarding availability of facilities for differently abled learners too have mixed responses, with 33.2% in Good category, followed by 22% in Excellent and 21.8% in Very good category. 12.9 % responses were received in Average category, while 10.1% of the learners responded in Poor category.

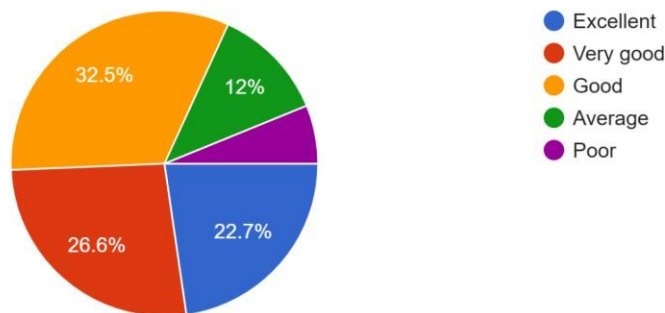
d. The grievance redressal mechanism of the DD&OE:

533 responses



e. The physical infrastructure in the PCP/smart classroom physical infrastructure for your comfort and concentration:

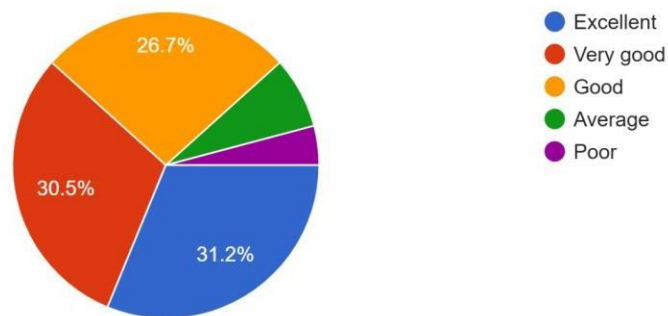
533 responses



Good, Very good and Excellent emerged as the three most dominant categories regarding the learners' experience with regard to grievance redressal mechanism and physical infrastructure. Regarding their overall experience, 31.2% responded in Excellent category, 30.5 % in Very good and 26.7% in Good, thus accounting for most of the responses.

The overall experience regarding various facilities and support extended by DD&OE:

532 responses



**Submitted to Director CIQA, CDOE for further necessary action please.** Submitted on 14.11.2024.

By Dr. Neelam Choudhary

Convener Feedback committee, CDOE.



## RESPONSES OF STUDENT FEEDBACK DURING ADMISION PROCESS (Nov.2024)

A feedback was taken from the students seeking admission in different PG courses. About 48 feedback forms were distributed to the students and taken back after 5-10 minutes. An analysis of their responses shows the following significant results:

1. How did you get to know about the admission process at Centre for Distance & Online Education?

Advertisement in newspaper	CDOE website	From friends	Visited CDOE	Others
7 (14.58%)	9 (18.75%)	25 (52.08%)	7 (14.58%)	-

2. How do you rate the online uploading of documents?

Excellent	Very good	Good	Average	Poor	Total
20 (41.66%)	14 (29.16%)	13 (27.08%)	1 (2.08%)	-	48

3. How do you rate the online payment of fee?

Excellent	Very good	Good	Average	Poor
18 (37.5%)	15 (31.25%)	10 (20.83%)	5 (10.41%)	-

4. How do you rate the dissemination of admission related information on the website of CDOE?

Excellent	Very good	Good	Average	Poor
10 (20.83%)	26 (54.16%)	9 (18.75%)	3 (6.25%)	-

5. What was your experience regarding getting proper guidance at the time of submission of hard copy of admission form?

Excellent	Very good	Good	Average	Poor
14 (29.16%)	18 (37.5%)	14 (29.16%)	2 (4.16%)	-

6. What was your experience regarding getting adequate replies to your queries during the admission process?

Excellent	Very good	Good	Average	Poor
15 (31.25%)	17 (35.41%)	14 (29.16%)	2 (4.16%)	-

7. What was your overall experience regarding the admission process?

Excellent	Very good	Good	Average	Poor
13 (27.08%)	14(29.16%)	21 (43.75%)	-	-

Submitted to Director CIQA, CDOE for further necessary action please.

Submitted by

Dr. Neelam Choudhary

Convener Feedback committee, CDOE.

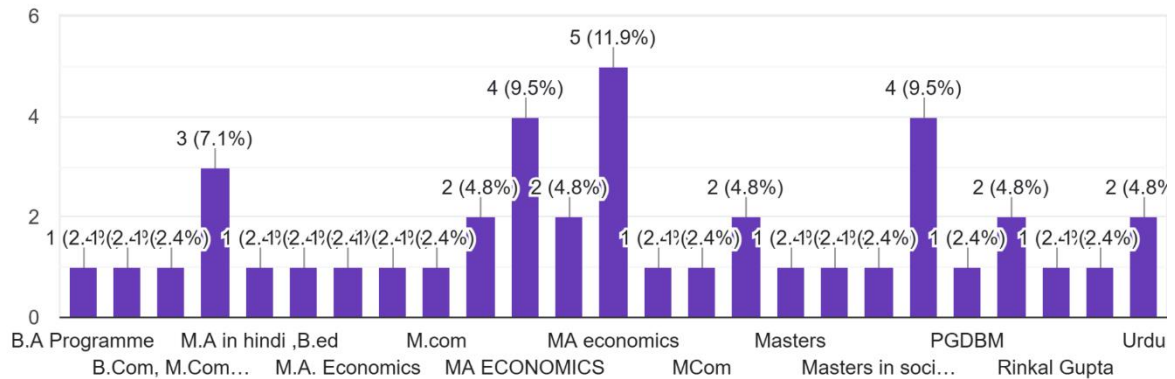
## FEEDBACK RESPONSES OF ALUMNI

Forty two responses were received till 20th of February, 2025.

### Following is the analysis

Name of the programme pursued at CDOE

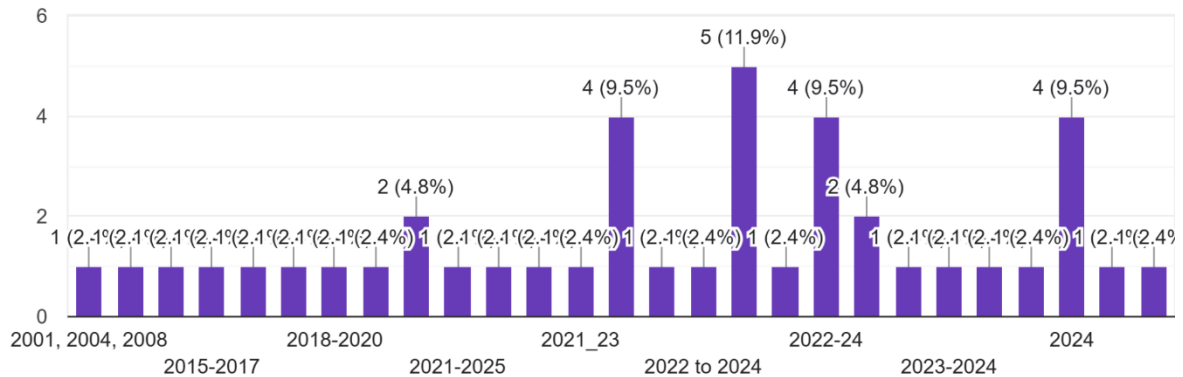
42 responses



As shown in the chart, the responding alumni belong to different courses.

Year / Session

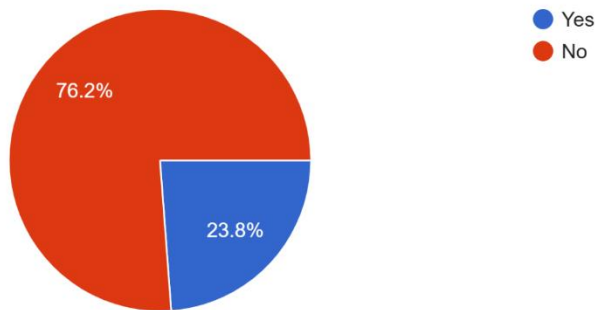
42 responses



The chart above exhibits that the first response has been made by a learner who got enrolled in 2001. However, most of the responses have been made in recent years.

Whether pursuing higher studies at present ?

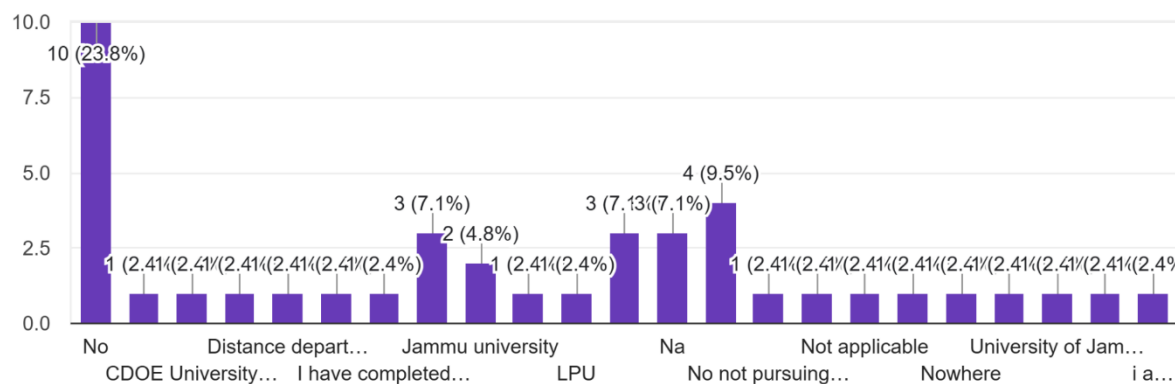
42 responses



About 76.2% of the alumni are not pursuing any degree at present, while 23.8% responded in affirmative.

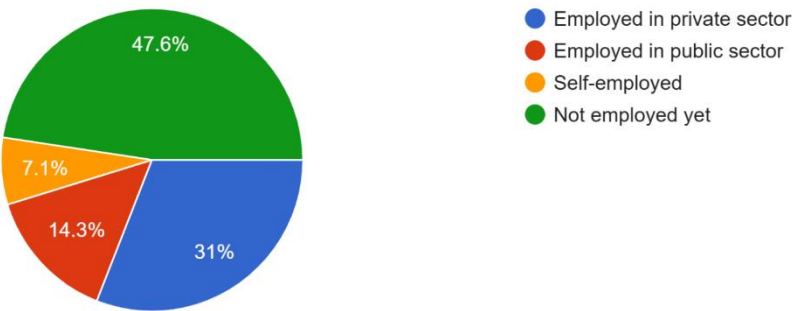
If yes, from which institute are you pursuing the course?

42 responses



Status of employment

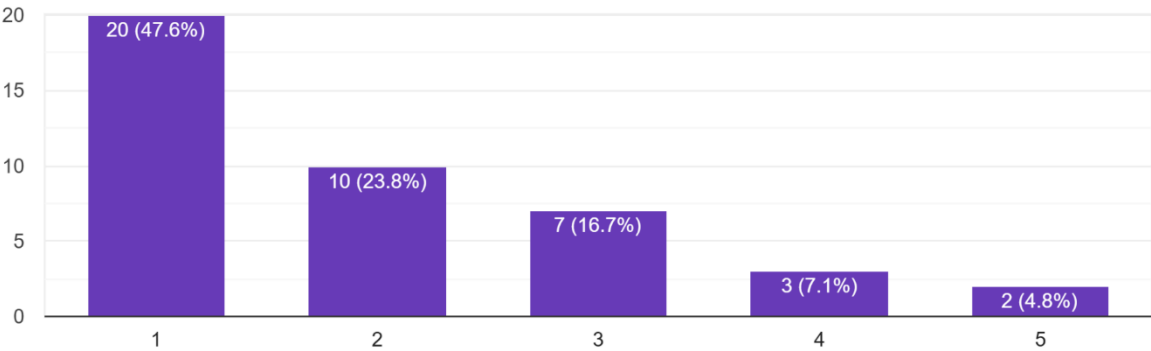
42 responses



47.6% of the alumni are not employed in any sector, while the percentage of those employed in private sector, public sector and those self employed is 31%, 14.3% and 7.1% respectively.

The programme pursued by me at CDOE strengthened my subject related skills .

42 responses

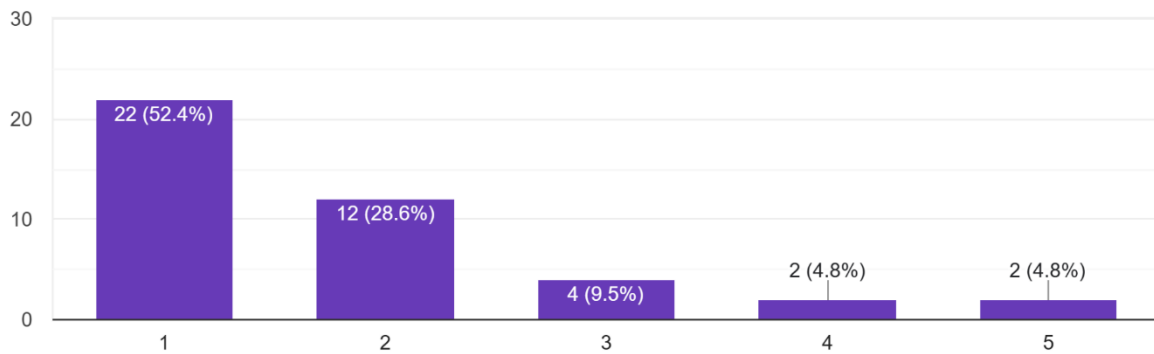


Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	2	3	4	5

In response to the above question, 47.8% strongly agreed, 23.8% agreed, 16.7% stayed neutral, while the percentage of disagree and strongly disagree was 7.1% and 4.8% respectively.

There was significant value addition to my knowledge.

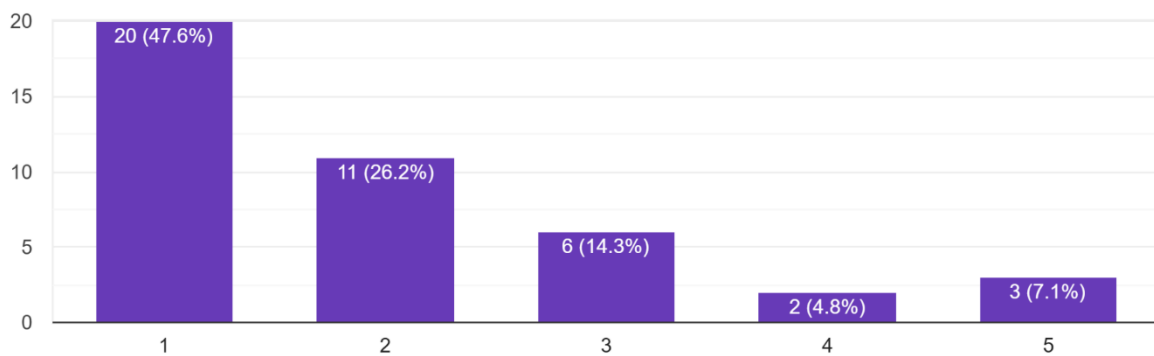
42 responses



As is depicted in the chart, a significant percentage of respondents strongly agreed and agreed to the question : “there was significant value addition to my knowledge”.

My confidence level improved a lot.

42 responses

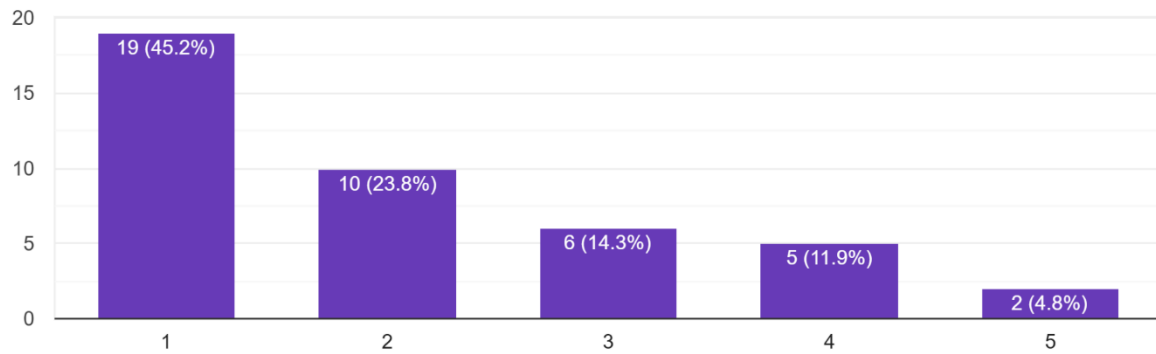


Further, the above chart shows the relative percentage of those agreeing and disagreeing to whether the course pursued by them improved their confidence or not.



The syllabus taught improved my employability prospects.

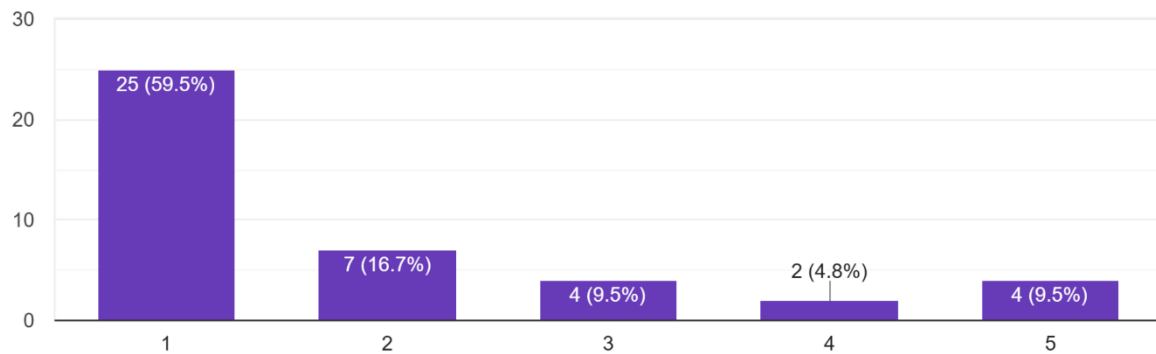
42 responses



45.2% strongly agreed and 23.8% agreed to “the syllabus taught improved my employability prospects”.14.3% stayed neutral, while 11.9% disagreed and only 4.8% strongly disagreed.

The course material proved beneficial to me during preparation of my term end exams.

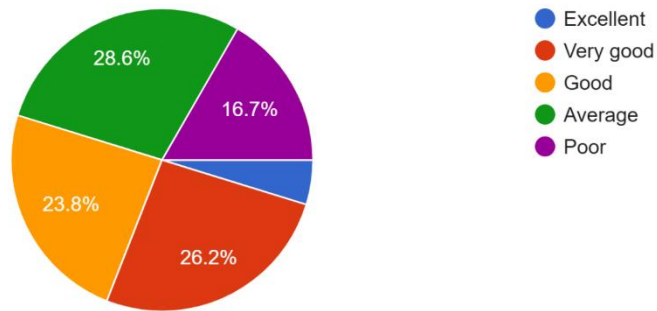
42 responses



The above chart displays that a significant percentage of the respondents strongly agreed and agreed to the above statement.

The experience of the Toilet facilities is:

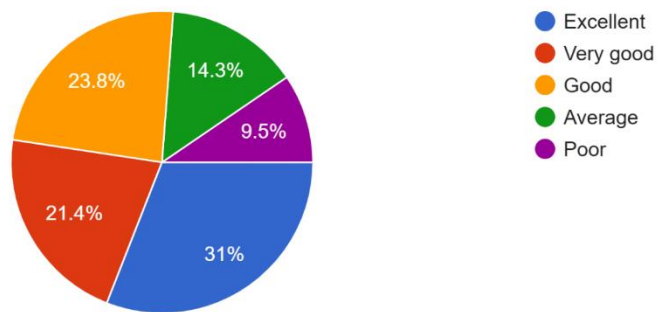
42 responses



The pictorial presentation makes clear the responses of respondents about their experience of toilet facilities at CDOE.

My experience of the facilities at Library is

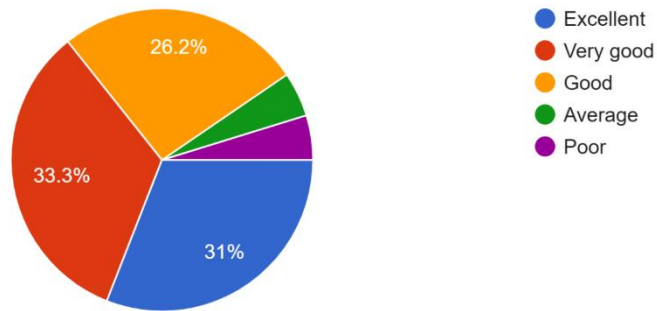
42 responses



Likewise, their experience of library facilities has been presented in the above chart.

The experience of the classrooms is

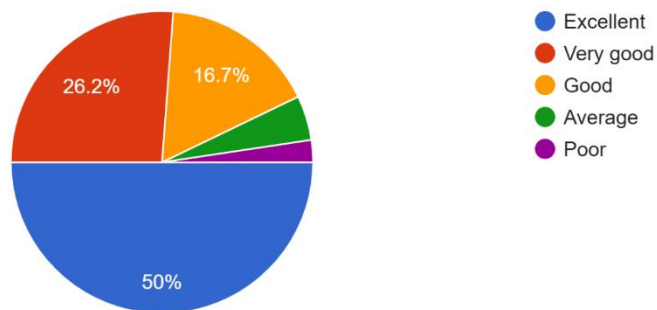
42 responses



Their experience of the classrooms is shown in the above chart.

My experience of the course coordinator (with regard to addressing queries) is:

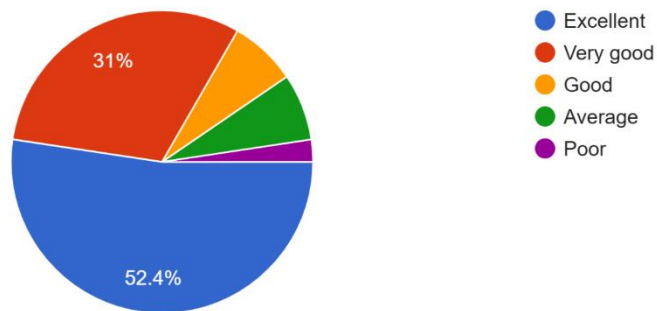
42 responses



About 50% of the respondents shared that they had an excellent experience of the course coordinator. The relative percentage of very good and good is 26.2% and 16.7% respectively.

### My experience regarding clarification of doubts by the teachers who taught during PCP

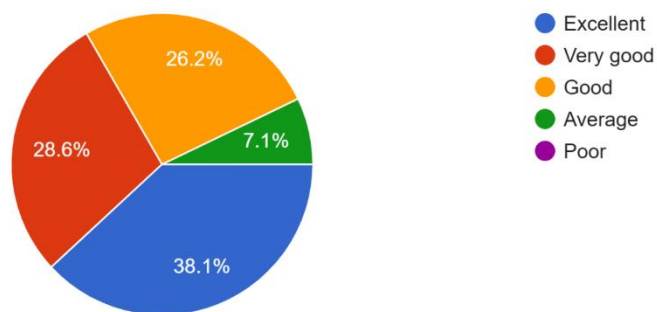
42 responses



52.4% of the alumni responded that they had an excellent experience with regard to clarification of doubts by the subject teachers during PCP. 31% had a very good experience.

### My experience with the peers at the institute is

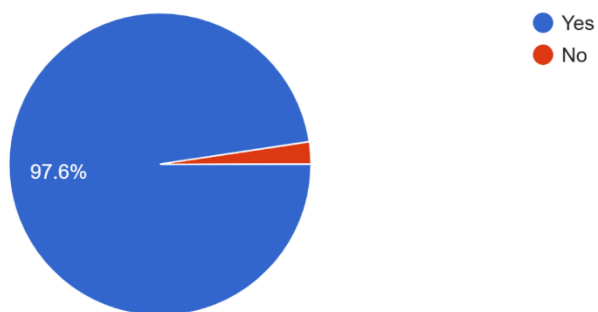
42 responses



38.1% had excellent experience with the peers, 28.6% had very good experience while 26.2% had very good experience.

Based on my overall experience with the institute, I would recommend others to pursue their graduation/postgraduation from here

42 responses



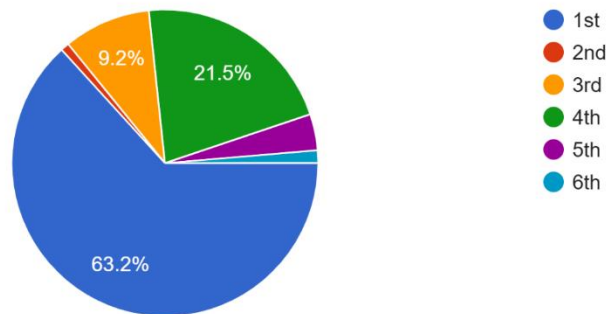
Most of the respondents i.e. 97.6% recommend CDOE to others for pursuing graduation/post graduation from here.

## PARENTS' FEEDBACK FORM RESPONSES

Total responses received: 446

In which semester is he/she currently studying ?

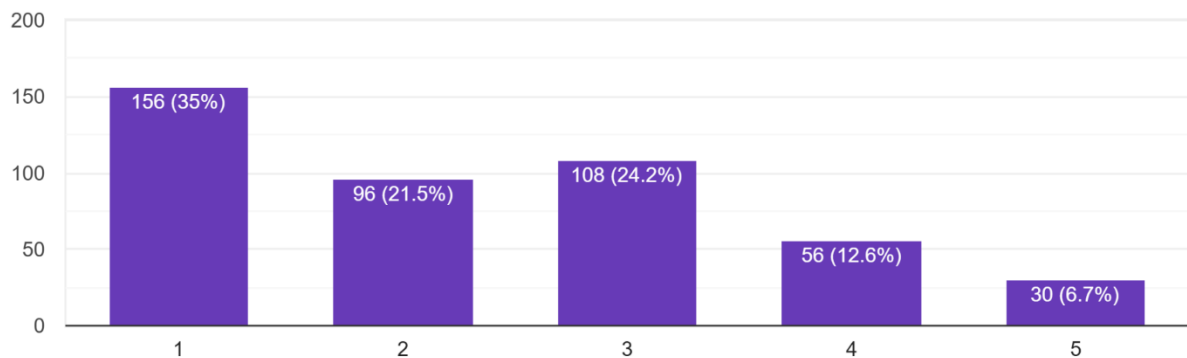
446 responses



Most of the parents have their wards studying in sem 1 of different courses.

The quality of education delivered through distance mode is as good as through face to face mode

446 responses

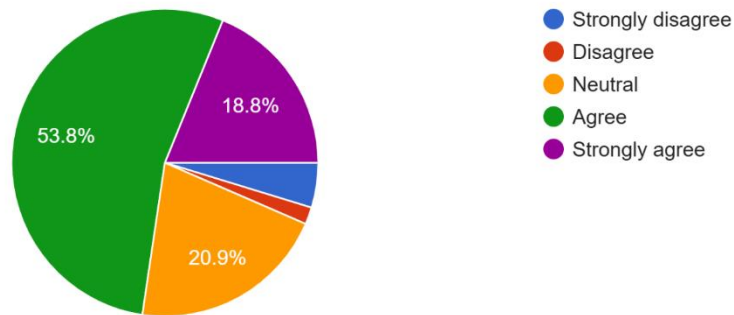


35% parents respond by strongly agreeing, while the response of 21.6% is 'agreeing' to the question whether the quality of education delivered through distance education is as good as face to face education. However, 24.8% stayed neutral.



My ward is actively engaged in studies while pursuing the degree from CDOE.

446 responses

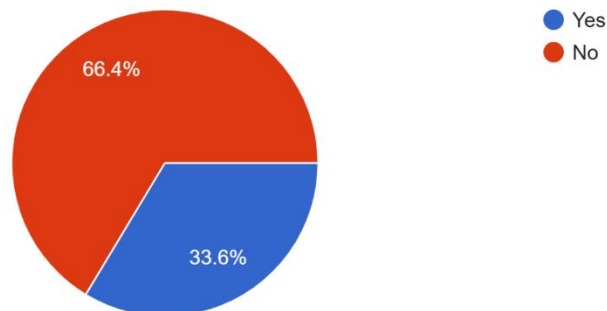


The response of parents with regard to whether their wards are engaged in studies or not is as follows:

53.8% agree, 20.9% stay neutral and 18.8% strongly agree.

My ward is pursuing dual degrees.

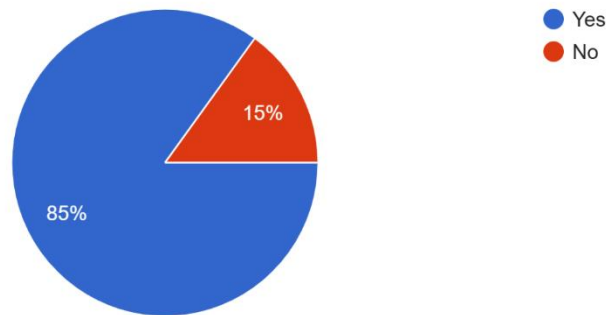
446 responses



33.6% of the parents stated that their wards were pursuing dual degrees.

My ward gets enough time to prepare for the competitive examinations.

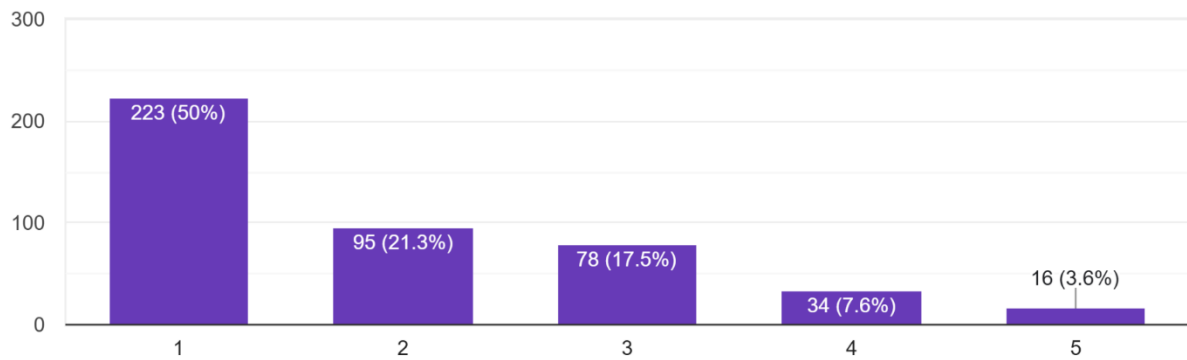
446 responses



85% parents answered in affirmative when asked whether their wards got enough time for preparation of competitive exams.

Distance education is a flexible mode of education.

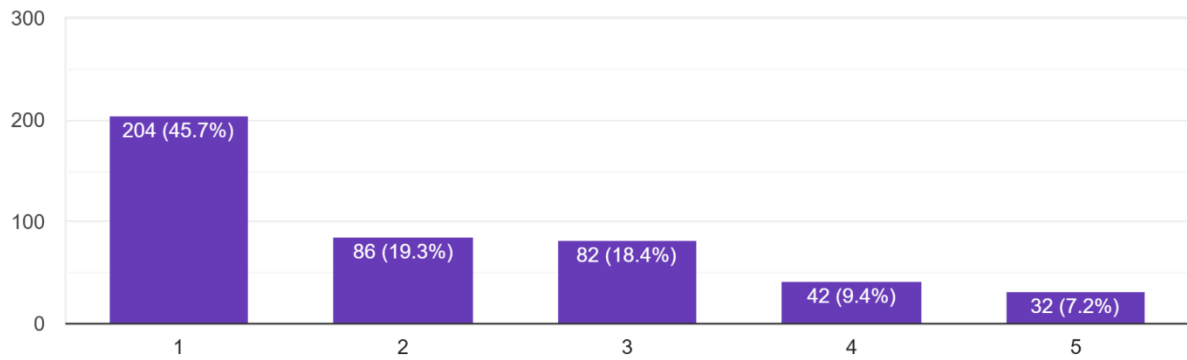
446 responses



50% parents strongly agree and 21.3% agree that distance education is a flexible mode of education.

My ward is given proper guidance by his/her teachers during PCP.

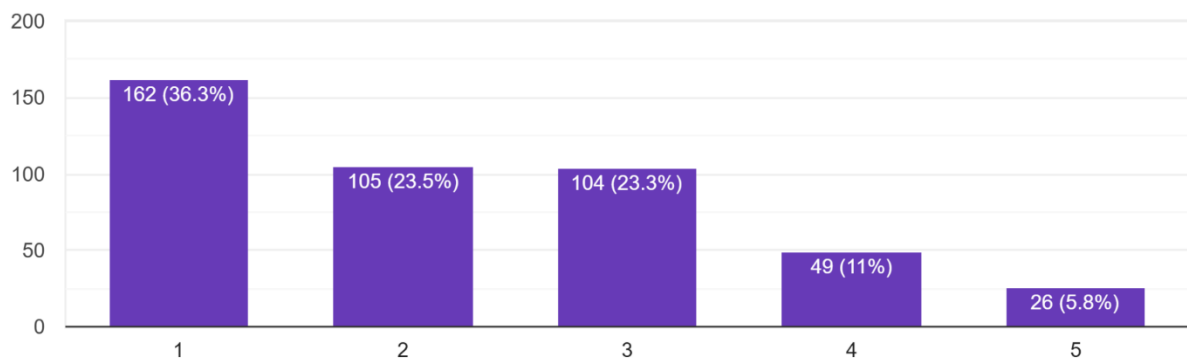
446 responses



45.7% of the parents strongly agree and 19.3% agree to the statement: “My ward is given proper guidance during PCP”.

My ward gets peer support.

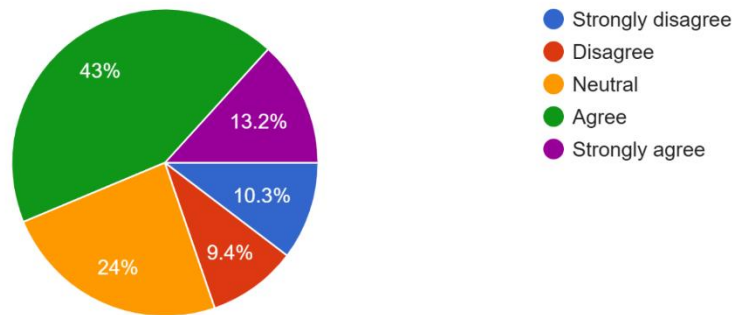
446 responses



The parents’ responses regarding peer support to their wards are displayed in the above chart.

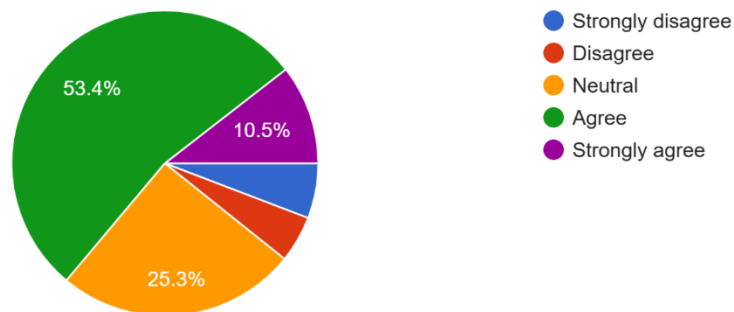
The infrastructure (toilet facilities, Library, classrooms etc.) of CDOE is adequate.

446 responses



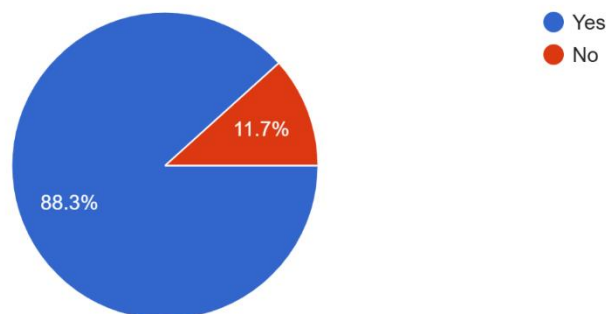
My ward has acquired essential knowledge and skills after getting enrolled in the programme, that shall help him/her to get better employment.

446 responses



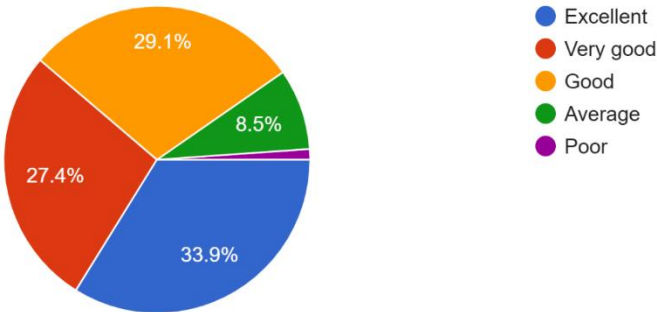
I would recommend CDOE , University of Jammu to others.

446 responses



My overall feedback about the program in which my ward has been enrolled at CDOE is:

446 responses



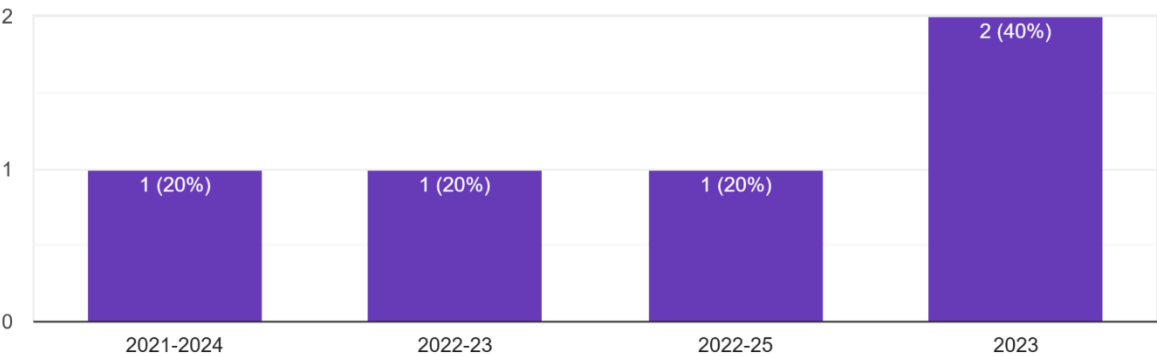
EMPLOYERS’ FEEDBACK RESPONSES

Course pursued by the employee at CDOE (earlier DD&OE)5 responses

Masters in Economics
MDP POLITICAL SCIENCE
Political science
MA (Economics)
2Yrs

Session in which the course was pursued

5 responses



The learners of CDOE who are currently employed with the responding employers did their post graduation from session 2021-22 onwards.

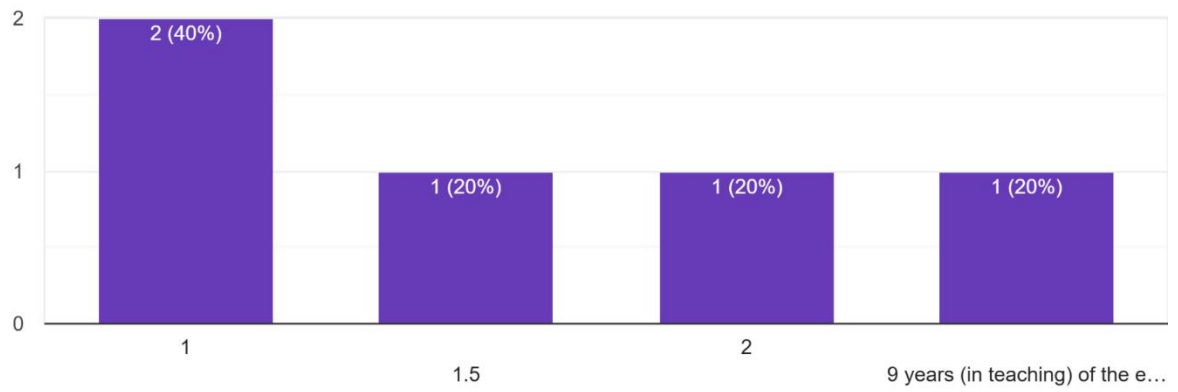
Current role of the employee (alumnus of CDOE)

HOD
Lab Assistant
Sale executive
Faculty member in Commerce



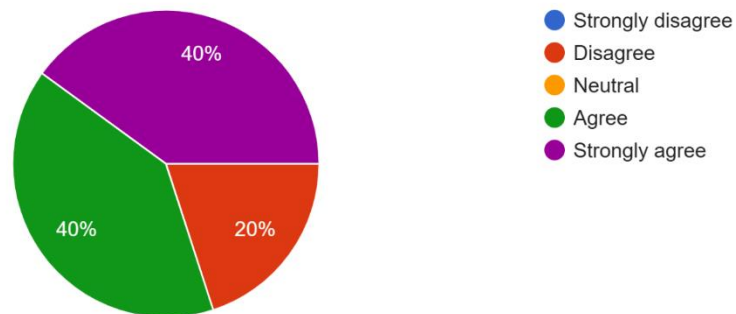
### Years of experience

5 responses



### The employee possesses adequate skills as per job requirements

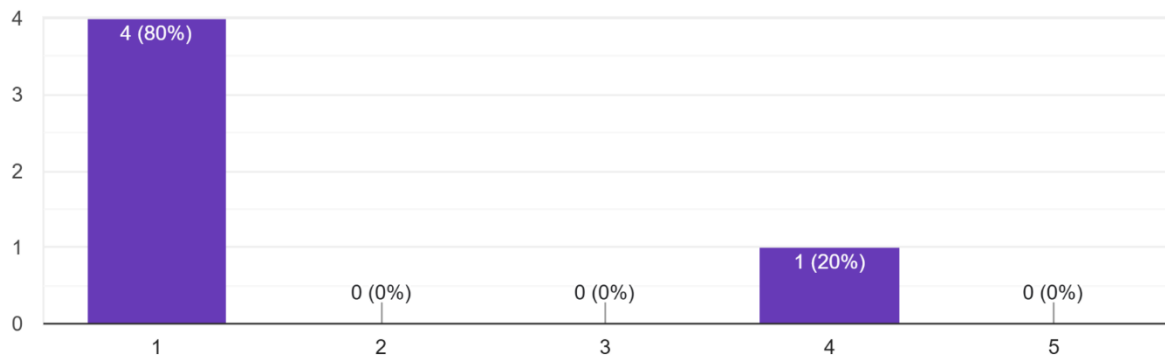
5 responses



There is equal percentage of strongly agree and agree to the above question (i.e. 40%) .20% don't agree to it.

The employee is able to solve real world problems

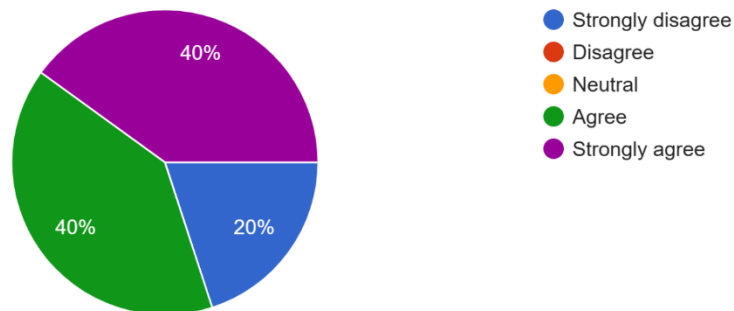
5 responses



Out of five responses, 80% responded by strongly agreeing to the above question.

The curriculum/syllabus taught by the institute is relevant to the current dynamics of workforce requirement.

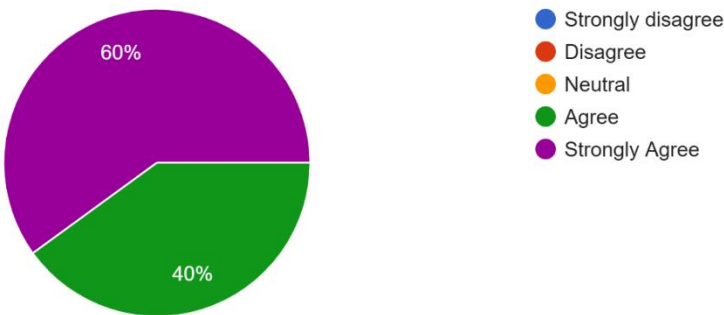
5 responses



The responses of employers regarding the relevance of syllabus to current dynamics of workforce requirements are shown in the above chart.

The employee likes to work in collaboration/team work

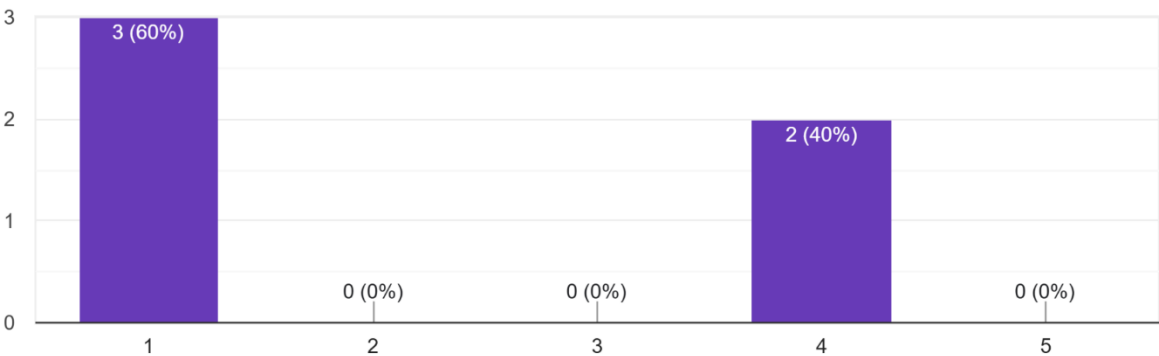
5 responses



60% of the responding employers strongly agreed that the employees worked in collaboration.

He/she tries to explore innovative ideas to improve the current scenario at workplace

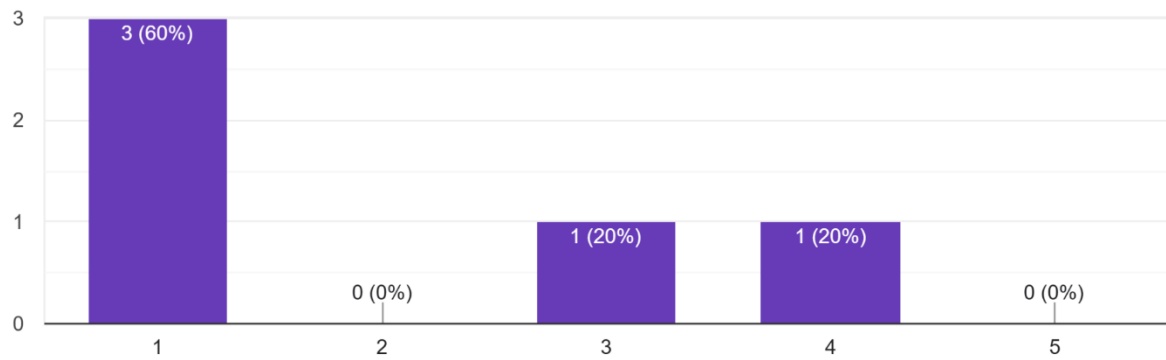
5 responses



The above chart displays the responses of employers regarding employees’ exploration of innovative ideas.

He/she has contributed substantially towards fulfilling the goals of the organisation

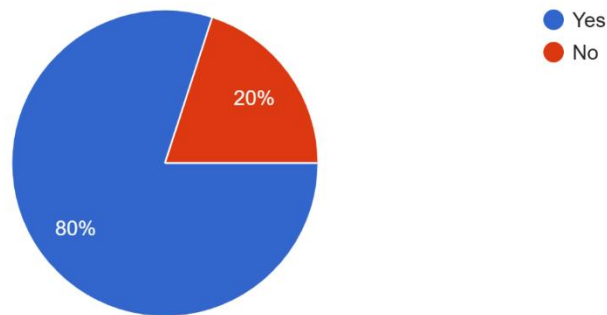
5 responses



The above chart exhibits how employers respond towards employees' contribution towards goals of the organisation.

Based on my experience, I would recommend recruiting more employees from CDOE

5 responses



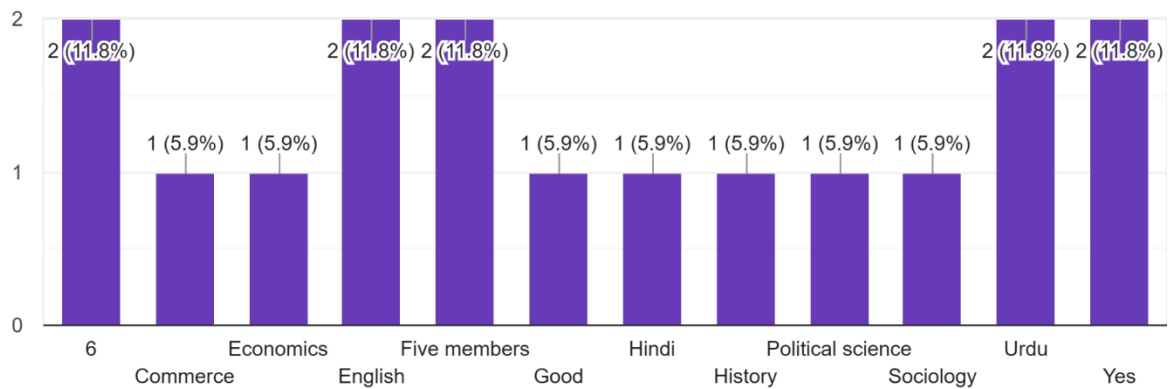
80% of the responding employers recommend recruiting employees who graduated/postgraduated from CDOE.

## TEACHERS' RESPONSES / FEEDBACK

Responses received: 17

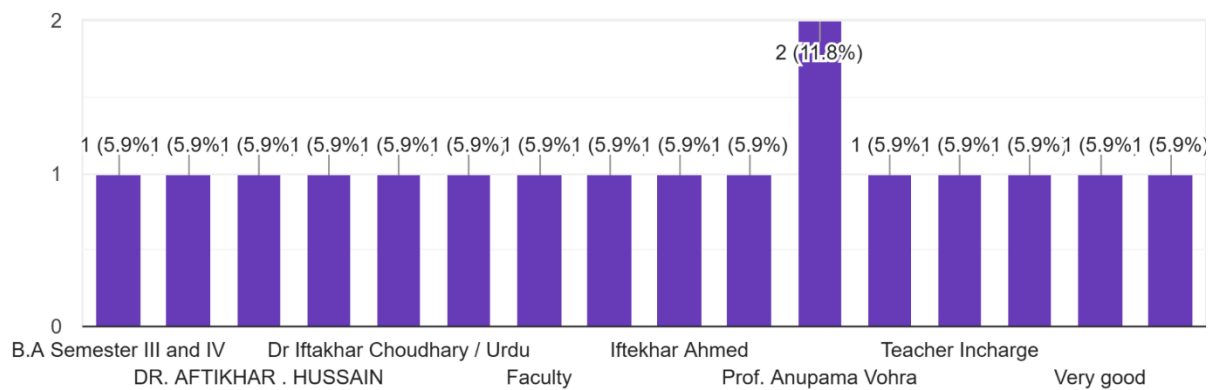
### Subject taught by the faculty member

17 responses



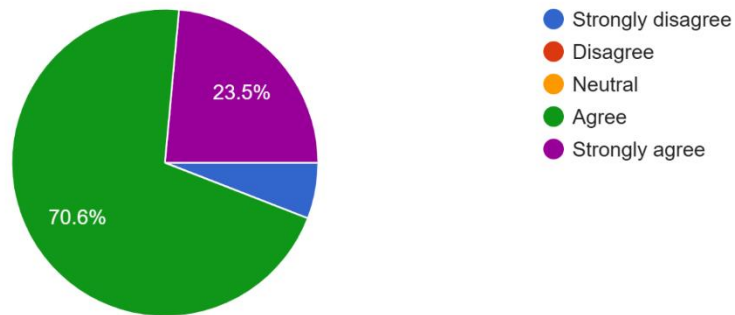
### Coordinator/ Teacher Incharge of the programme/Course

17 responses



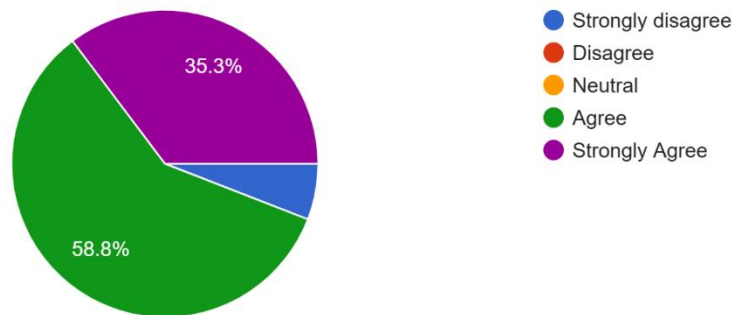
The syllabus of the course meets the job requirements of the learners.

17 responses



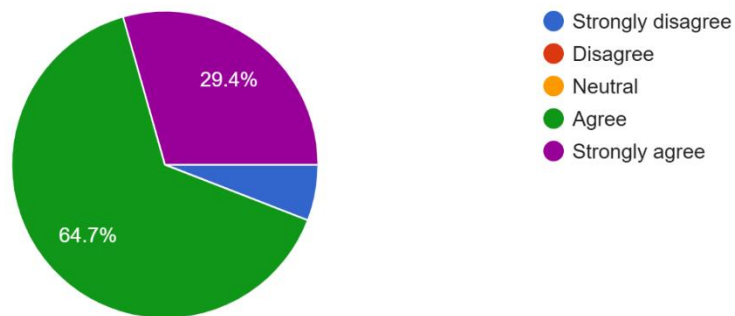
The course content is designed so as to give maximum coverage to the syllabus.

17 responses



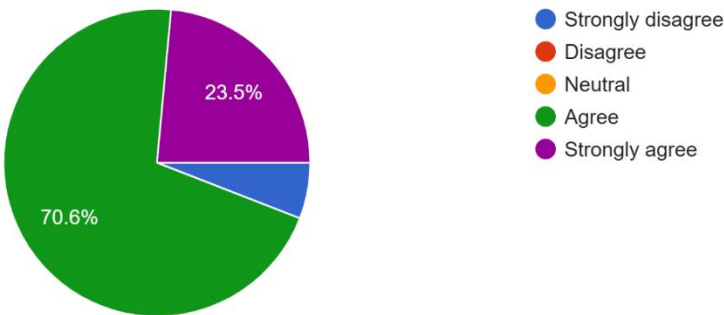
The course material is easily understandable by the learners.

17 responses



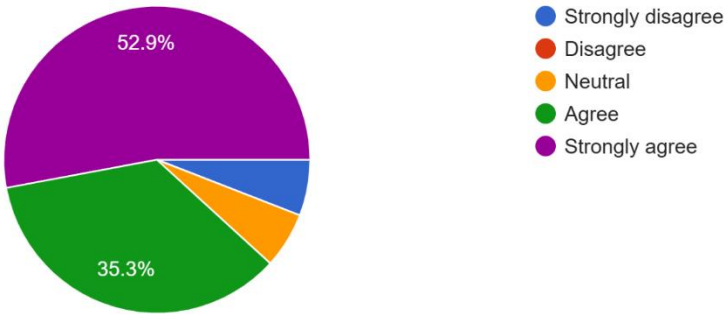
The course inculcates adequate problem solving and analytical skills among the learners.

17 responses



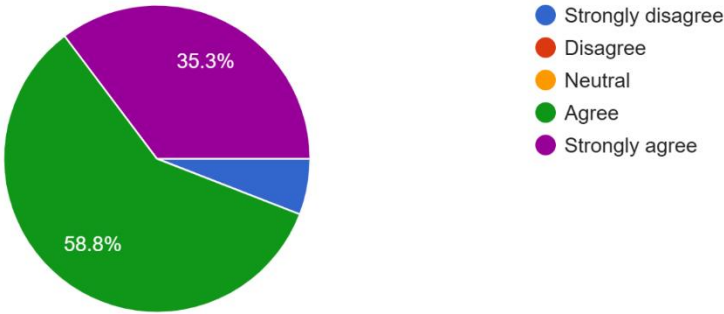
I try to stimulate the academic interests of the learners during PCP.

17 responses



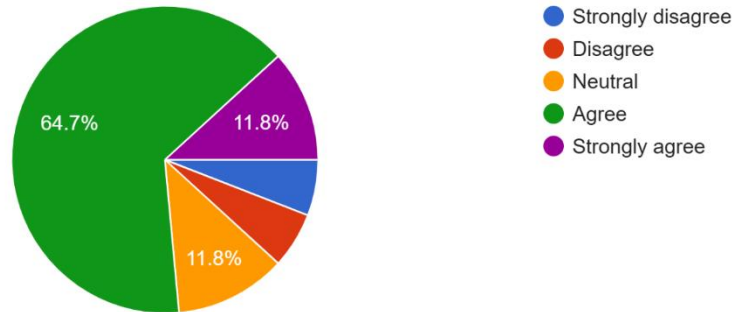
The current system of Internal Assessment is appropriate.

17 responses



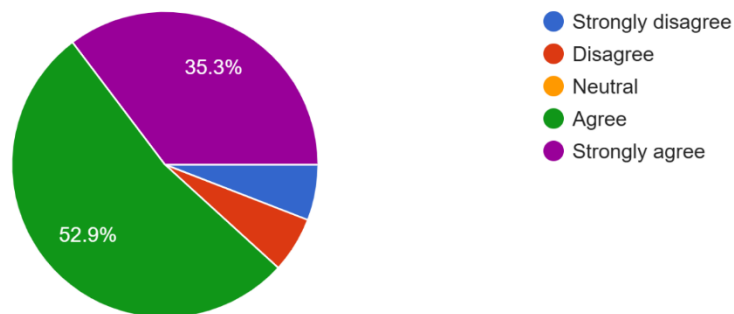
The no. of subject related books in the library is adequate.

17 responses



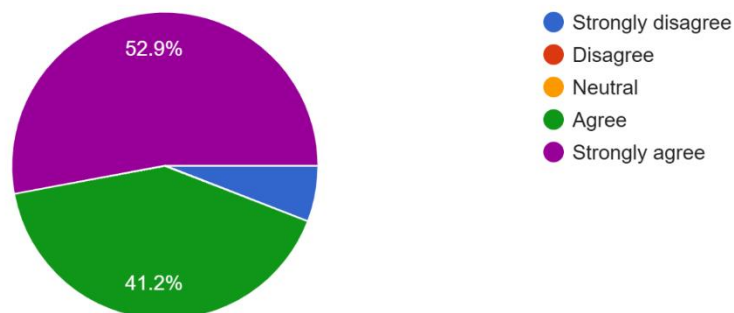
Sufficient no. of textbooks and reference books are purchased from time to time to meet the changing requirements of the curriculum.

17 responses



The environment in the institute is conducive to teaching and research.

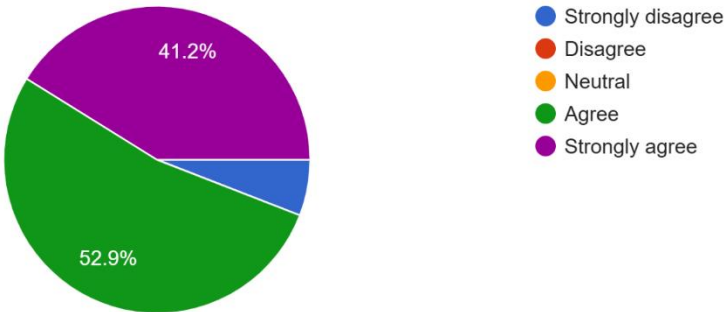
17 responses





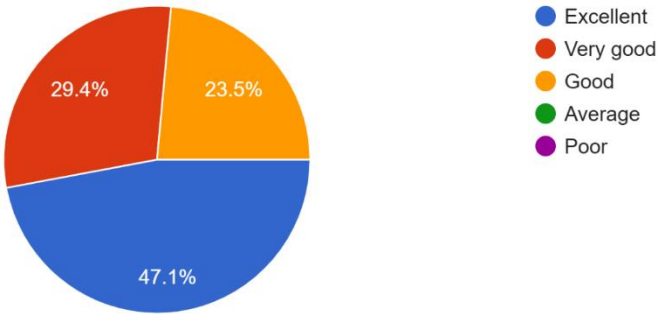
The administrative staff facilitates teaching-learning process.

17 responses



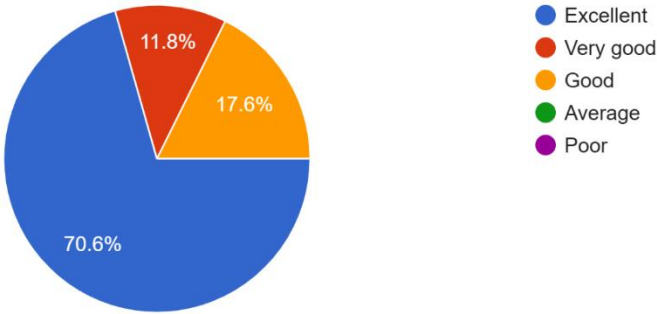
The infrastructure at CDOE is:

17 responses



My experience with my co-workers at workplace is:

17 responses



My overall experience at CDOE is:

17 responses

