FEEDBACK MECHANISM

Shoolini University Center for Distance and Online Education, being unique from its very inception and foundation, has emerged as a benchmark of excellence and innovation for the world of education.

Feedback mechanism: Our online courses provide a mechanism for students to submit feedback. This is done through a feedback form, a discussion forum, or any other means that is easy for students to access.

Timeline for feedback: The timeline for feedback is clearly communicated to students. This is done after every session, at the end of the course or module, or as per the university's policies.

Feedback response: We respond to the feedback provided by students in a timely and effective manner. Responses include acknowledging the feedback, addressing the concerns raised, and providing suggestions for improvement.

Confidentiality: The feedback provided by students is treated as confidential and should not be shared with any third-party without the student's consent.
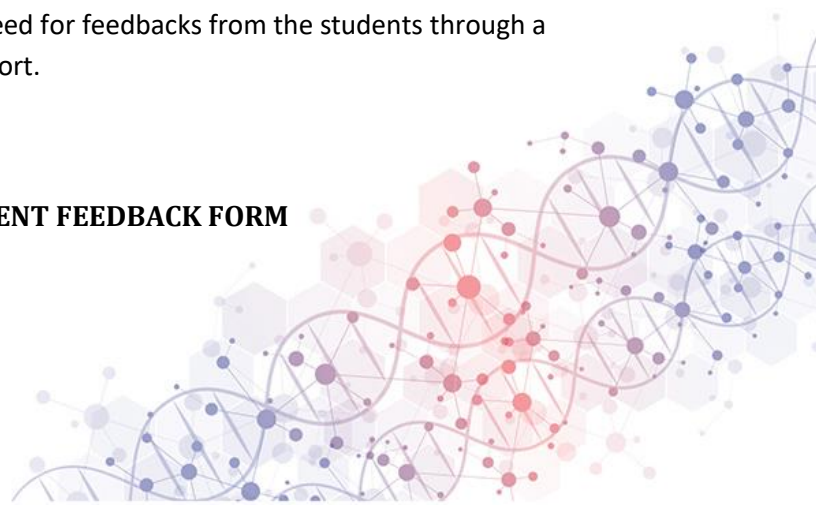
Continuous improvement: The feedback received from students is used to improve the quality of online courses. This includes revising course content, improving teaching methods, and addressing any issues raised by students.

Following is the structure /design followed to proceed for feedbacks from the students through a structured online feedback form and structured report.

Amar Raj Singh

Director
Shoolini University Centre for
Distance and Online Education (SCDOE)

SCREENSHOT OF STUDENT FEEDBACK FORM

LMS mode used for online lectures is user friendly and comfortable *

- ( ) (5)Strongly Agree
- ( ) (4)Agree
- ( ) (3)Neutral
- ( ) (2)Disagree
- ( ) (1)Strongly Disagree

Quality of recorded video lectures is engaging and interesting *

- ( ) (5)Strongly Agree
- ( ) (4)Agree
- ( ) (3)Neutral
- ( ) (2)Disagree
- ( ) (1)Strongly Disagree

Time limit assigned for the recorded video lectures is sufficient *

- ( ) (5)Strongly Agree
- ( ) (4)Agree
- ( ) (3)Neutral
- ( ) (2)Disagree
- ( ) (1)Strongly Disagree

Teacher's knowledge and expertise in the subject matter is satisfactory *

- ( ) (5)Strongly Agree
- ( ) (4)Agree
- ( ) (3)Neutral
- ( ) (2)Disagree
- ( ) (1)Strongly Disagree

Timetable for online live classes is followed strictly *

- ( ) (5)Strongly Agree
- ( ) (4)Agree
- ( ) (3)Neutral
- ( ) (2)Disagree
- ( ) (1)Strongly Disagree

Study material and resources provided online are useful and satisfactory *

- ( ) (5)Strongly Agree
- ( ) (4)Agree
- ( ) (3)Neutral
- ( ) (2)Disagree
- ( ) (1)Strongly Disagree

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Online classes are conducted smoothly without any issues

○ (5)Strongly Agree
○ (4)Agree
○ (3)Neutral
○ (2)Disagree
○ (1)Strongly Disagree

Issues related to online lectures are resolved easily *

○ (5)Strongly Agree
○ (4)Agree
○ (3)Neutral
○ (2)Disagree
○ (1)Strongly Disagree

Quizzes and assignments taken regularly *

○ (5)Strongly Agree
○ (4)Agree
○ (3)Neutral
○ (2)Disagree
○ (1)Strongly Disagree

Virtual classrooms lack interaction as in real classrooms *

○ (5)Strongly Agree
○ (4)Agree
○ (3)Neutral
○ (2)Disagree
○ (1)Strongly Disagree

SCDOE team supports as and when required *

○ (5)Strongly Agree
○ (4)Agree
○ (3)Neutral
○ (2)Disagree
○ (1)Strongly Disagree

Attending online lectures is convenient for you *

○ (5)Strongly Agree
○ (4)Agree
○ (3)Neutral
○ (2)Disagree
○ (1)Strongly Disagree

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Content delivered is as per your expectation *

○ (5)Strongly Agree
○ (4)Agree
○ (3)Neutral
○ (2)Disagree
○ (1)Strongly Disagree

Enjoy taking classes online *

○ (5)Strongly Agree
○ (4)Agree
○ (3)Neutral
○ (2)Disagree
○ (1)Strongly Disagree

Ask your friends and relatives to join online courses *

○ (5)Strongly Agree
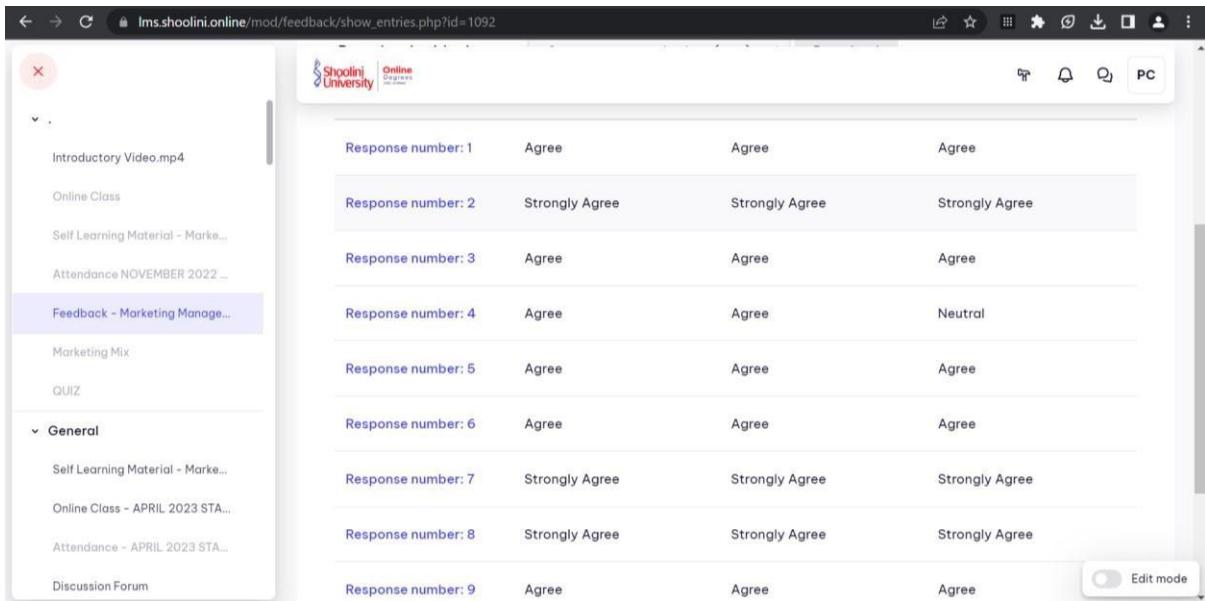○ (4)Agree
○ (3)Neutral
○ (2)Disagree
○ (1)Strongly Disagree

Comments, If any

FEEDBACK RESPONSE

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REPORT ON FEEDBACK.

The session was convened with the aim of eliciting feedback from students. Dr. Amar Raj Singh Suri, the Director of Shoolini Online, presided over the proceedings, and Online Distance Learning and Online Learning students were requested to offer their input, opinions, and suggestions. The agenda of the session centered on issues related to academic learning and teaching,

During the session, the online students offered valuable feedback, appreciating the cooperative and helpful nature of the teachers in all academic aspects. Moreover, they were all happy with their weekly sessions where they praised the teachers for resolving their problems and guiding them regarding their courses. However, they raised concerns regarding network issues experienced while attending classes or exams. Additionally, they requested that exams ought to be conducted in both English and Hindi to facilitate better comprehension of the questions.

Online distance learning students also have provided feedback that highlights the diligent work of their subject teachers and the quality of the study materials offered by the institution. Additionally, they have expressed gratitude towards the staff who provided assistance in resolving any challenges they encountered during their learning journey. This feedback is of utmost importance as it serves as a valuable tool to evaluate the effectiveness of online distance learning programs, enabling institutions to identify areas for improvement and refine the learning experience.

Later on, the Director of Shoolini Online, Dr. Amar Raj Singh Suri, shared his valuable recommendations with the students, emphasizing that they could directly approach him or any other faculty member regarding any academic concerns. The Director also informed that teachers were instructed to use both Hindi and English during their live classes. He suggested that students must listen to podcasts and talks on YouTube as possible to enhance their conversational abilities. Furthermore, the Director highlighted that YouTube is an excellent resource for students to access relevant content on their subjects in the language of their choice. Lastly, he informed the students that the teachers will provide subtitles alongside their online lectures to enhance understanding.

Later on, Dr. Pooja Verma, Associate Professor, recommended that students should review recorded lectures provided for self-study, and emphasized the need to memorize the content through writing and practice until a clear understanding is achieved.

Overall, the session was highly productive, and issues related to academic learning and teaching were comprehensively deliberated. The Director's recommendations and the student's feedback will be duly considered.

Amar Raj Singh

Director
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