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CENTRE FOR DISTANCE AND ONLINE EDUCATION (CDOE)
(UGC ENTITLED)

FEEDBACK MECHANISM – DAYANANDA SAGAR UNIVERSITY (CDOE)

In accordance with the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020, a robust and multi-tiered feedback mechanism is in place to ensure continuous improvement in academic delivery, student support, and administrative services.

1. PRE-ADMISSION FEEDBACK

- **Counselling Support:** Prospective learners can share feedback during pre-admission counselling via:
  - Dedicated helpline: +91-9880148004
  - Email: helpdesk@dsuonline.com
  - Website: https://dsuonline.com
- **Feedback Collection:** Queries and suggestions from prospective students are logged to improve program information and counselling services.

2. HELPDESK AND GRIEVANCE REDRESSAL

- **Centralized Helpdesk:** Acts as the first point of contact for academic, administrative, and technical concerns.
- **Online Ticketing System:** Integrated with the DSUOnline Student Portal (https://student.dsuonline.com) allowing students to:
  - Submit feedback or grievances 24/7
  - Track resolution status
  - Receive auto-acknowledgment within 2 hours
  - Expect resolution within 2 working days
- **Feedback Analysis:** Regular review of ticket data to identify recurring issues and improve services.

3. ACADEMIC FEEDBACK VIA LMS DISCUSSION FORUMS

- **Doubt Resolution:** Students can post academic queries and receive timely responses from faculty .
- **Peer-to-Peer Learning:** Encourages collaborative learning and feedback exchange among students.
- **Engagement Monitoring:** Participation metrics are analysed to enhance course delivery and learner engagement.

4. PERIODIC SURVEYS AND FEEDBACK FORMS

- **Course Feedback:** At the end of each semester, students are invited to complete structured feedback forms covering:
  - Course content and delivery
  - Faculty responsiveness
  - LMS usability
  - Overall learning experience
- **Support Services Feedback:** Surveys to assess the effectiveness of counselling, helpdesk, and administrative support.

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