APPENDICES
**QUESTIONNAIRE TO DISTANCE EDUCATION INSTITUTES**

1. Name and Address of the University : 

2. Year of Establishment : 

3. Name of the DEI : 

4. Year of Establishment of DEI : 

5. Whether your University recognized by UGC? : Yes ☐ No ☐

6. Status of the University : 
   - 1. Single Mode ☐
   - 2. Dual Mode ☐

7. How many full-time employees do you have? : 
   - Permanent ☐ Temporary ☐
   - Administrative ☐
   - Academic ☐

8. How many admission session do you have in a year? : 
   - Academic year only ☐
   - Calendar year only ☐
   - Both Academic and Calendar year ☐

9. What are the Programmes offered by your Institution? (Attach detailed List Level-wise) : 
   - U.G. _______ P.G. _______
   - PG Diploma _______
   - Diploma _______
   - Certificate level _______
   - Listed out by U.G.C. ☐
   - Specialised Nomenclatures ☐

10. i) Are your programmes recognized by DEC : 
    - Yes ☐ No ☐
    - U.G. ☐ P.G. ☐ PG Diploma ☐

11. i) What is your opinion in offering M.Phil. Programmes through Distance Education? : 
    - Can be offered ☐
    - Should not be offered ☐
ii) Which Science programmes do you feel can be offered through Distance Education?

- No Science programme
- Physical Sciences only
- Biological Sciences only
- Computer Science only
- Mathematics only
- All Science Programmes

iii) If agreed, at what level?

- U.G
- P.G.
- P.G. Diploma

12. What system do you adopt?

- Semester pattern
- Nonsemester pattern

ii) How many Programmes are offered under Semester pattern?

13. i) Do you offer vocational/job-oriented programmes?

- Yes
- No

ii) If yes, at what level?

iii) How would you get technical support?

- Own facilities
- Using expertise from professional bodies
- At Collaborative Instns.
- other Institutes

iv) What is the response for vocational programmes?

- Satisfactory
- Not bad
- Poor

14. What is the student enrolment in the last five years – Programme-wise?

- U.G
- P.G.
- P.G. Dip

<table>
<thead>
<tr>
<th>Year</th>
<th>U.G.</th>
<th>P.G.</th>
<th>P.G. Dip</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002-03</td>
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<td>2003-04</td>
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<td>2004-05</td>
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<td>2005-06</td>
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<td>2006-07</td>
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</tbody>
</table>

15. Do you allow migration from DEIs to regular education in College/Universities & Vice-versa?

- Yes
- No
<table>
<thead>
<tr>
<th></th>
<th>Question</th>
<th>Options</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>16.</td>
<td>What is the medium of instruction do you offer?</td>
<td>Tamil □, English □, Any other □ (please specify)</td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td>What is your opinion on the decision that OUS to be run only by Open Universities?</td>
<td>Agree □, Not agree □, No opinion □</td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>Do you have regular teaching faculty?</td>
<td>Yes □, No □</td>
<td></td>
</tr>
<tr>
<td>19.</td>
<td>How many of your teachers have qualification in distance education? Indicate the nature</td>
<td>M.A. Distance Edn □, P.G. Dip. Distance Edn. □</td>
<td></td>
</tr>
<tr>
<td>20.</td>
<td>Do you organize any orientation programme on Distance Education methodology for the benefit of your faculty?</td>
<td>Yes □, No □</td>
<td></td>
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<tr>
<td>21.</td>
<td>Have you availed DEC financial assistance for the above purpose?</td>
<td>Yes □, No □</td>
<td></td>
</tr>
<tr>
<td>22.</td>
<td>Do you depute your faculty to participate in Seminars/ Workshops organized by CEMCA/ IGNOU/ STRIDE or any other bodies</td>
<td>Yes □, No □</td>
<td></td>
</tr>
<tr>
<td>23.</td>
<td>How many of your teachers have undertaken research projects in Distance Education?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24.</td>
<td>i) Do you think that different criteria be laid down for recruiting the faculty of DEIs?</td>
<td>Yes □, No □</td>
<td></td>
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<tr>
<td></td>
<td>ii) If yes, what should be the criteria?</td>
<td></td>
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</tr>
</tbody>
</table>
25. To what extent do the faculty represented in academic bodies of your institution?
   - Yes
   - No
   - Syndicate
   - Senate
   - Academic Council
   - Board of Studies

26. i) Do you have separate Board of Studies for drafting Curriculum for Distance Education Programmes?
    - Yes
    - No

ii) If no what is your opinion to have separate Board of Studies for Distance Education Programmes?
    - Necessary
    - Not necessary

iii) In case of no separate Board of Studies for DEI, are your faculty members associated with the development of curriculum?
    - Yes
    - No

27. i) At what interval spell do you revise curriculum?
    - Once in a year
    - Once in five years
    - Depending on need

ii) When the revision was done last?

28. Whether your course materials prepared on Self-Instructional Pattern?
    - Yes
    - No
    - To some extent

29. Who prepares the materials?
    - Internal only
    - External only
    - Both

30. Are materials written by Course Team?
    - Yes
    - No

31. Do you following any criteria for selection of Course Writers, other than qualification/ experience?
    - Yes
    - No

32. Do you prescribe the following guidelines to the lesson-writers?
    - Yes
    - No
    - No. of Pages
    - Learning Objectives
    - Language
    - Presentation
    - Illustrations
    - Styles
<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>33. After receiving course materials from writers, whether you do –</td>
<td></td>
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<tr>
<td>(a) the content editing</td>
<td></td>
<td></td>
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<tr>
<td>(b) the language editing</td>
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<tr>
<td>(c) the format editing of lessons/course units?</td>
<td></td>
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<tr>
<td>34. Do you organize any orientation programmes for course writers</td>
<td></td>
<td></td>
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<tr>
<td>before they are asked to write units?</td>
<td></td>
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<tr>
<td>ii) What problems do you normally face from lesson writers?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a) Not receiving the materials on time</td>
<td></td>
<td></td>
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<tr>
<td>(b) No serious preparation</td>
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<tr>
<td>(c) Inadequate content</td>
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<td>(d) Any other (specify)</td>
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<tr>
<td>35. Are the Course materials revised/updated periodically?</td>
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<td></td>
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<td>ii) If yes, when?</td>
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<tr>
<td>(a) Once in three years</td>
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<td></td>
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<tr>
<td>(b) Once in five years</td>
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<tr>
<td>(c) More than 5 years</td>
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<tr>
<td>(d) Depending on the need</td>
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<tr>
<td>36. When you normally go for revision of lessons?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a) Change in the curriculum</td>
<td></td>
<td></td>
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<tr>
<td>(b) Quality of content is inadequate</td>
<td></td>
<td></td>
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<tr>
<td>(c) Quantity of content is inadequate</td>
<td></td>
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<tr>
<td>(d) Students feedback</td>
<td></td>
<td></td>
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<tr>
<td>(e) Any other (specify)</td>
<td></td>
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<tr>
<td>37. Do you collect any feedback from learners regarding the quality of</td>
<td></td>
<td></td>
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<tr>
<td>lesson materials?</td>
<td></td>
<td></td>
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<tr>
<td>38. Do you share/exchange Course Materials with other DEIs?</td>
<td></td>
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</tr>
</tbody>
</table>
39. What is the turnaround time for sending the course materials after admission?

40. i) How will you send the course materials to the learners?  
   - In one lot
   - In two instalments
   - In three instalments
   - Depending on arrival from printing Press

41. Is the schedule of despatch of course materials sent to learners in advance?  
   - Yes
   - No

42. i) Do you have the system of submission of assignments by the learners?  
   - Yes
   - No
   ii) If yes, is it compulsory?  
      - Yes
      - No
   iii) If no, why?  
      - Administrative difficulty in maintaining records
      - Problem of evaluation
      - Other DEIs do not have
      - Learners do not prefer
      - Any other (specify)

   iv) How would you evaluate the assignments?  
      - Awarding marks
      - Awarding grades

   v) Do you return the assignment with suggestive comments to students?  
      - Yes
      - No

43. What are the supplementary reading materials do you provide besides print material?  
   - CD
   - Radio broadcast
   - Video-conferencing
   - E-learning facility
   - Any other (specify)

44. i) Are you supplying CD in addition to print material?  
   - Yes
   - No

   ii) If yes, is it exactly the content of print material or in different format?  
      - Same
      - Different
35. iii) If different, how? All contents ☐ Selective portion ☐
iv) Whether CD is given for all programmes? Yes ☐ No ☐
45. i) Do you have the system of Yes ☐ No ☐
establishing Study Centres?
ii) If yes, what is the system do you follow?

iii) How many Study Centres you have? Within the State ☐ Outside the State ☐ Outside India ☐
iv) What are the norms adopted for establishing Study Centres?

46. Do you have the system of Regional Yes ☐ No ☐
Centres?
47. i) Where do you make admissions? At the University ☐
At the Study Centres ☐ Adhoc Spot Admissions ☐
On-line Admission ☐ Any other (specify) __________
ii) What is the turnaround time for admissions? Less than 15 days ☐ 15 days to one month ☐ More than one month ☐
48. What services your Study Centres offer? Sale of Applications ☐
Collecting filled-in Applications ☐
Distribution of course materials to the learners ☐
Conduct of PCP ☐ Any other (specify) __________
49. What facilities the Study Centres have?
   - Library
   - Multimedia equipments
   - OHP, LCD
   - Audio/Video cassette Player

50. Do you provide/ allot teachers to Study Centres or permit them to engage local College teachers?
   - Provide DEIs teachers
   - DEIs teachers and local teachers
   - Own arrangement by SCs

51. How many hours of teaching is provided for each subject in PCP, including practicals per year?
   - Arts
   - Science
   - U.G. Programmes
   - P.G. Programmes

52. Is it compulsory to attend the PCP?
   - Compulsory
   - Optional

53. How do you fix PCP Centres?
   - At University Campus
   - At the places where Study Centres are established
   - At the places where Learners concentration is more

54. What problems do you face in the functioning of SCs?
   - Charging unauthorized fees from learners
   - Not properly organizing PCPs
   - Incompetent teachers
   - Inadequate classes
   - Any other (specify) ______

55. How do you monitor the functioning of Study Centres?
   - Not monitoring
   - Surprise visit
   - Thro’ periodical reports
   - Students feedback
   - Any other (specify) ______

56. How do you fix fees for the Programmes?
   - Basing on -
     - Learners’ ability to pay
     - Demand for the Programme
     - Levels of the Programme
     - In comparison with other DEIs
     - Any other (specify) ______
57. When often do you revise your fees? : Once in 3 years □ 
   Once in 5 years □ 
   No fixed schedule □ 

58. Do you allow instalment payment? : Yes □ 
   No □ 

59. Do you provide fee concession to any specific category? 
   Own employees of DEIs □ 
   Employees of Affiliated Colleges □ 
   Students of regular Programmes □ 
   Physically handicapped □ 
   Destituted women □ 
   Any other (specify) ________ 

60. What is the range of fee concession given? 
   Upto 25% □ 
   25% to 50% □ 
   50% to 75% □ 
   More than 75% □ 

61. In which media do you advertise your Programmes? 
   Newspapers □ 
   Magazines □ 
   Radio □ 
   T.V. □ 
   Local Cable Network □ 
   Bit Notices □ 
   Posters □ 
   Banners/ Hoardings □ 
   Vehicle advertising □ 
   Any Other (specify) ________ 

62. Which media do you think most effective for advertising DE Programmes? 

63. Do you go for all India or Statewise advertisements? 

64. What is your approximate budget for advertisements in a year? 
   1 to 2 lakhs □ 
   2 to 5 lakhs □ 
   5 to 10 lakhs □ 
   More than 10 lakhs □
65. **What are other promotional/publicity efforts do you undertake?**

- Canvassing bulk enrolment from potential organizations
- Concession for bulk enrolment from single organization
- Conducting PCP at their Places/ Campus
- Organising/ Sponsoring Cultural events
- Any other (specify) ________

66. **Do you offer student support services in your DEIs?**

- Library
- Computer Centre
- Conference Hall
- Hostel
- Canteen
- Grievance Redressal Cell
- Placement Cell
- Any Other (specify) ________

67. **What are the usual grievances of learners?**

- Programme enquiries
- Course materials
- Admission status
- Examination Schedule
- Release of Results
- Any Other (specify) ________

68. **How many times University Examinations are conducted in a year?**

69. **Do you have fixed schedule of Examination?**

   Yes ☐  No ☐

70. **What is turnaround time for declaration of results?**

71. **Do you have trained people in Information Cell in your institution?**

   Yes ☐  No ☐

71. **Do you have financial autonomy**

   (i) Do the Finance Section of your institution provides required financial support adequately and without delay to run the DEI effectively?

   Yes ☐  No ☐
(ii) Do the Finance Section understands your prime obligation of meeting the requirements of learners? 

No ☐ Yes ☐

72. What are your suggestions to improve the marketing of Distance Education programmes?
ATTITUDE OF LEARNERS TOWARDS DISTANCE EDUCATION SERVICES

PERSONAL INFORMATION

1. Name of the Learner (optional) : 

2. Age : Upto 20 years □
   21 – 30 years □
   31 – 40 years □
   41 – 50 years □
   51 years and above □

3. Sex : Male □ Female □

4. Marital Status : Married □ Unmarried □

5. Residential Area : Rural □ Semi-urban □ Urban □

6. Employment Details : Unemployed □
   Teachers □
   Ministerial Staff □
   Executives □
   Self-employed □
   Workers □
   Any other (specify) ____________________________

7. Mode of Learning : Distance Education □ Open University □

8. In which University you have enrolled : Alagappa University □
   Annamalai University □
   Madurai Kamaraj University □
   University of Madras □
   Tamil Nadu Open University □
9. Why do you have chosen this University? (Please rank your preference)

- Reputation of the University
- Less Course fee
- Course I want is available only with this University
- Updated Curriculum
- Better service
- Study Centre is available in my place
- Examination Centre is available in my place
- Quick Results
- Any other (specify) ____________

10. Name and Place of the Study Centre through which you enrolled______________________________

11. In which Programme do you have enrolled?

- Under Graduate
- Post Graduate
- P.G. Diploma
- Diploma/ Vocational

LEARNING RESOURCES

12. i) Does your University provide these learning resources

- Print materials
- Radio-broadcast
- CD
- Video Conferencing
- e-Learning
- Any other (specify) ____________

ii) Which of the above resources do you use?

- Print materials
- Radio-broadcast
- CD
- Video Conferencing
- e-Learning
- Any other (specify) ____________

iii) Which learning resources would you consider most important?
iv) If electronic media resources are not offered at present, would you avail if these facilities are offered?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radio-broadcast</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CD</td>
<td></td>
<td></td>
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<tr>
<td>Video Conferencing</td>
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<tr>
<td>e-Learning</td>
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<tr>
<td>Any other (specify)</td>
<td></td>
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</tr>
</tbody>
</table>

13. Opinion about the Curriculum and Course Materials

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statements</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Don't Know</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The curriculum is not updated</td>
<td></td>
<td></td>
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<td>2.</td>
<td>I find the syllabus is heavy</td>
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<td>3.</td>
<td>I don’t get the course materials on time</td>
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<td>4.</td>
<td>The content of the material is strong</td>
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<tr>
<td>5.</td>
<td>The subject coverage of the material is inadequate</td>
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<tr>
<td>6.</td>
<td>I am happy with lucid presentation</td>
<td></td>
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<tr>
<td>7.</td>
<td>I find review questions useful</td>
<td></td>
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<tr>
<td>8.</td>
<td>The style of language is not pleasant</td>
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<tr>
<td>9.</td>
<td>The structure of the lessons are well organised</td>
<td></td>
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<tr>
<td>10.</td>
<td>The quality of printing irritates me</td>
<td></td>
<td></td>
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<tr>
<td>11.</td>
<td>I find the size of the book comfortable to handle</td>
<td></td>
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<tr>
<td>12.</td>
<td>The appearance of the wrapper is impressive</td>
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</tbody>
</table>
STUDY CENTRES

14. Whether the University in which you have enrolled has Study Centre at your place? : Yes ☐ No ☐

14. Is the Study Centre located in a prominent place? : Yes ☐ No ☐

15. Is your Study Centre easily accessible? : Yes ☐ No ☐

16. i) Do you know the working time of your Study Centre? : Yes ☐ No ☐

ii) Is the working time convenient to you? : Yes ☐ No ☐

iii) If no, what working time do you suggest? : ____________________________

iv) What should be the holiday for the Study Centres : Any Day ☐ Only Sunday ☐ Any Working Day ☐ No holiday ☐

17. For what purposes normally you visit the Study Centre : For enquiry ☐ For taking admission ☐ To attend the classes ☐ To get the course materials ☐ Any other (specify) ☐

18. Attitude of Learners’ Towards the Services of Study Centres

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statements</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Don’t Know</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The employees in Study Centres are informative</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>2.</td>
<td>I don’t like the behaviour of the employees</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>3.</td>
<td>I am happy with the counselling given by the employees</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>4.</td>
<td>The employees are polite, courteous and responsive</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>5.</td>
<td>Employees do not listen what I say</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
6. My problems/enquiries are attended to immediately
7. I am given sufficient hands-on training in Computer Programmes
8. The other physical facilities such as toilet/drinking water are provided
9. I find employees lack communication skills
10. I don’t get required information immediately
11. The practical classes are ineffective
12. I am not satisfied with the library facilities

PERSONAL CONTACT PROGRAMME
19. How many hours PCP is conducted in a year? _____________________________
   ii) Do you get advance notice of: Yes ☐ No ☐ Sometimes ☐ PCP?

20. Whether feedback collected from: Yes ☐ No ☐ students after PCP?

21. Whether the entire syllabus is: Yes ☐ No ☐ Partly ☐ covered in PCP?

22. Attitude Towards the Personal Contact Programme

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statements</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Don't Know</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The PCP timings do not suit me</td>
<td></td>
<td></td>
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<tr>
<td>2.</td>
<td>I am not given sufficient lecture hours</td>
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<td></td>
</tr>
<tr>
<td>3.</td>
<td>I don’t find it difficult to reach the venue of PCP</td>
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</tr>
<tr>
<td>4.</td>
<td>The venue of PCP has sufficient infrastructure</td>
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<td>5.</td>
<td>The teachers are competent</td>
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</tbody>
</table>
6. Teachers don’t encourage interaction in PCP
7. I find the classes are not informative
8. I have not gained anything in attending PCP
9. I shall be happy if multimedia equipments are used in PCP
10. I like teacher using both English and Tamil languages in the class
11. I prefer conduct of written test in PCP
12. The PCP is well organised

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statements</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Don’t Know</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>I find it difficult to access university website for required information</td>
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<td>2.</td>
<td>I am not happy with the attitude of the staff in the reception counter</td>
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<td>3.</td>
<td>I could see friendly attitude among the employees of DEI</td>
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<td>4.</td>
<td>I don’t get any response for my enquiries</td>
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<td>5.</td>
<td>I find the communication system with the University is good</td>
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<td>6.</td>
<td>The programmes offered are innovative and job oriented</td>
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<td>7.</td>
<td>My grievances are settled immediately</td>
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<td>8.</td>
<td>I am quiet satisfied with the library services provided by DEI</td>
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<td>9.</td>
<td>I am unable to get counselling service from the DEI</td>
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<td>10.</td>
<td>I have to wait a long time even for minor requirements</td>
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<tr>
<td>11.</td>
<td>I will not rejoin any other course in this institution in future</td>
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<td>12.</td>
<td>I will recommend to my friends to choose this DEI</td>
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</tbody>
</table>

23. Attitude towards the Services of Distance Education Institution
24. Attitude Towards the Examinations

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statements</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Don't Know</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The examinations are conducted as per schedule</td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>I am not sure whether I will be receiving the Examination Application</td>
<td></td>
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<td>3</td>
<td>I get the examination schedule in last moment only</td>
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<td>4</td>
<td>I prefer the Hall-Tickets to reach my home in advance</td>
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<td>5</td>
<td>Issue of Hall-Tickets at the exam centre in the last minute creates anxiety</td>
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<tr>
<td>6</td>
<td>I don’t have the confidence in valuation system of the university</td>
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<td>7</td>
<td>I am satisfied the way in which the exams are conducted in Exam Centres</td>
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<tr>
<td>8</td>
<td>I am happy that the results are declared within the reasonable time</td>
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<tr>
<td>9</td>
<td>I feel revaluation is not done seriously</td>
<td></td>
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<tr>
<td>10</td>
<td>Enquiries relating to exam are well responded by the University</td>
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<tr>
<td>11</td>
<td>The quality of paper used in mark statements is poor</td>
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<tr>
<td>12</td>
<td>The quality and appearance of Degree Certificate is impressive</td>
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</tr>
</tbody>
</table>

25. What is your overall opinion/ experience with the services offered by this DEI?

26. What suggestions do you want to make for improving the functioning of the DEI?
QUESTIONNAIRE TO PROGRAMME OFFICERS OF STUDY CENTRES

GENERAL PROFILE

1. Name of the Programme Officer/ Liaison Officer/ Special Officer :

2. Age : Less than 30 years □
31 – 40 years □
41 – 50 years □
51 and above □

3. Sex : Male □ Female □

4. Qualification : SSLC/ HSC/ Diploma □
Graduate □
Post Graduate □
Any other (specify) ____________

5. Name and Place of the Study Centre :

6. Nature of Organisation : Own Study Centre □
College/ School as Study Centre □
Registered Society/ Trust □
Private Partnership □

7. Area : Rural □ Urban □

8. For how many years you have been the Study Centre of this University? ____________

9. What is your enrolment in the last three years?
   2006-07 : ____________
   2005-06 : ____________
   2004-05 : ____________

PHYSICAL INFRASTRUCTURE :

10. Building : Owned □ Rented □
   i) Area of the building : ____________ sq. ft.
11. No. of rooms (please tick): Enquiry/Reception ☐
   Admission Office ☐
   Computer Lab ☐
   Library ☐
   Classrooms ☐
   Specify the Number: ______
   Toilet ☐

12. How many computer systems do you have?: __________

13. Which one of the Multimedia equipments do you have?: Audio-Video Cassettes ☐
   Internet connection ☐
   Overhead Projector (OHP) ☐
   LCD Projector ☐

14. What is the working hours of your Centre?: ______________________

   i) Which is the weekly holiday?: ______________________

15. How many staff do you have in your Centre?:

   i) Teaching Staff: Full-time _____ Part-time _____
   ii) Administrative Staff: Full-time _____ Part-time _____

16. State the profile of the teaching staff:

   i) No. of College Teachers ☐
   ii) No. of School Teachers ☐
   iii) Teachers with M.Phil. degree ☐
   iv) Teachers with Ph.D. degree ☐
   v) Educated unemployed ☐

17. What are the advertisement/publicity activities do you undertake?: Newspapers ☐
   Hoardings/ Banners/ Posters ☐
   Leaflets/ Bit notice ☐
   Local Cable Network ☐
   Vehicular Advertisement ☐
   Exhibitions ☐

   i) If advertised in Newspapers, state the Language and Name of the Paper

   Name of the Paper: __________
   Language published: __________
18. Do you have internet facilities? : Yes ☐ No ☐ 
   i) If yes, do you allow students to browse the internet? : Yes ☐ No ☐ 

19. Do you have library facilities? : Yes ☐ No ☐ 
   i) If yes, specify the number of books and journals available 
   ii) How many students visit the library in a day? : 

20. How do you distribute the materials to the students? : Door Delivery ☐ During the PCP ☐ Students have to collect at the Centre ☐ 

21. Where do you conduct PCP? : In your own building ☐ In Colleges/ Schools ☐ 

22. How would you schedule the PCP? : Convenient timing of students ☐ During holidays ☐ According to student strength ☐ 

23. How many hours of PCP class you conduct for each Subject? : Theory  Practical 
   U.G.  _____ hrs _____ hrs 
   P.G.  _____ hrs _____ hrs 

24. Do you invite teachers from your University? : Yes ( ) No ( ) 
   i) If yes, on how many occasions? : Very often ☐ Occasionally ☐ For specific subjects ☐ 

25. Do you take attendance in PCP? : Yes ☐ No ☐ 
   i) If yes, how is the response of the students? : Less than30% ☐ 30 to 50% ☐ 50 to 70% ☐ 70% and above ☐
26. What are the other innovative marketing strategies do you adopt? Conducting Seminars in collaboration with other Institutions
Sponsoring Cultural activities
Providing additional skill development at free of cost
Classes at industries
Any other (specify) __________

27. Do you conduct any Special Seminars/ Workshops other than usual PCP? Yes ☐ No ☐

i) If yes, how many times have you organised such Seminars? Once in a year ☐ Twice in a year ☐ Once in Two years ☐

28. Do you have any linkage with industries? Yes ☐ No ☐

i) If yes, provide details For industrial training ☐
Industrial visits ☐
Any other (Specify) __________

29. Perception of Study Centres on Student’s Behaviour

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statements</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Don’t Know</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Students are satisfied with the services rendered by our employees</td>
<td></td>
<td></td>
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<td>2</td>
<td>Students make false complaints about us</td>
<td></td>
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<td>3</td>
<td>Students are happy with the classes arranged by us</td>
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<td>4</td>
<td>Students are satisfied with our infrastructure</td>
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<td>5</td>
<td>Inspite of many reminders students do not come and collect the books</td>
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</tbody>
</table>
6. Students feel that Study Centres are cheating them

7. Students are not serious in attending the PCP

8. Most of the students blame the Study Centres for any failures

9. Students feel that Study Centres are not providing complete information

10. Students prefer to deal directly with the University than through the Study Centres

### 30. Opinion of Study Centres on DEIs

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statements</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Don’t Know</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The Administrators of the University are courteous and flexible</td>
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<td>2.</td>
<td>Admissions are processed quickly</td>
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<td>3.</td>
<td>Course materials are not sent on time</td>
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<td>4.</td>
<td>The communication from the University is poor</td>
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<td>5.</td>
<td>Better understand the problems faced by Study Centres</td>
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<tr>
<td>6.</td>
<td>The employees in DEI do not respond to any enquiry by the Study Centres</td>
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<tr>
<td>7.</td>
<td>Prospectus provides comprehensive information</td>
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<td>8.</td>
<td>Whenever Study Centres face problems, the University comes to our rescue</td>
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<tr>
<td>9.</td>
<td>Study Centres are satisfied with the remuneration paid by the University</td>
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<tr>
<td>10.</td>
<td>Examinations are well organised and conducted</td>
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</tbody>
</table>
31. Do you have any mechanism of collecting feedback from the students?  
   Yes □  No □

32. Do you arrange any Placement/Campus Interview to your students?  
   Yes □  No □
   i) If yes, provide details: _________________________

33. What are the main problems faced by you from the DEI?

34. What sort of assistance/support do you expect from your University?