

**Diploma Programme in Teaching German  
as a Foreign Language**

**PROGRAMME GUIDE**

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**

**in collaboration with**



**GOETHE-INSTITUT**  
Max Mueller Bhavan

**and**



**School of Foreign Languages**  
**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
Maidan Garhi, New Delhi-110 068

---

*“Education is a liberating force, and in our age it is also a democratising force, cutting across the barriers of caste and class, smoothing out inequalities imposed by birth and other circumstances.”*

**– Indira Gandhi**

---



---

*“शिक्षा मानव को बन्धनों से मुक्त करती है और आज के युग में तो यह लोकतंत्र की भावना का आधार भी है। जन्म तथा अन्य कारणों से उत्पन्न जाति एवं वर्गगत विषमताओं को दूर करते हुए मनुष्य को इन सबसे ऊपर उठाती है।”*

**– इन्दिरा गांधी**

---

**Diploma Programme in Teaching German  
as a Foreign Language**

**PROGRAMME GUIDE**

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**

**in collaboration with**



**GOETHE-INSTITUT**  
**Max Mueller Bhavan**

**and**



**School of Foreign Languages**  
**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
**Maidan Garhi, New Delhi-110 068**

---

## **PROGRAMME COORDINATORS**

---

**Coordinators:** Prof. Renu Bhardwaj (IGNOU), Alicia Padros, Shatabdi Ghosh-Laskar, Prof. Dr. Hans-Jurgen Krumm, Miriam Holzel (University of Vienna)

**Assignments and Tests:** Dr. Dorothea Hartkopf

**Translations:** Puneet Kaur (MMB)

**Print and Production:** Mr. C. N. Panday, Section Officer (Publication), IGNOU

Published on behalf of the Indira Gandhi National Open University, New Delhi, by *Prof. Renu Bhardwaj, Coordinator, DTG* for the School of Foreign Languages,

Printed at **Berry Art Press A-9, Mayapuri Phase-I, New Delhi-110064**

## Contents

<b>I</b>	<b>About the University</b>	<b>5</b>
<b>II</b>	<b>About the Goethe-Institut</b>	<b>5</b>
<b>III</b>	<b>About the University of Vienna</b>	<b>6</b>
<b>IV</b>	<b>About the Programme</b>	<b>6</b>
<b>V</b>	<b>Scheme of Study</b>	<b>7</b>
<b>VI</b>	<b>Scheme of Assessment and Evaluation</b>	<b>10</b>
<b>VII</b>	<b>Credit Break-up of the Courses</b>	<b>15</b>
<b>VIII</b>	<b>Credit Break-up of Evaluation</b>	<b>16</b>
<b>IX</b>	<b>Programme is being launched in Six Cities</b>	<b>17</b>
<b>X</b>	<b>Some Forms for Your Use</b>	<b>18</b>

---

## I. ABOUT THE UNIVERSITY

---

**Indira Gandhi National Open University (IGNOU)** was established in September, 1985 by an Act of Parliament, with the aim of democratizing higher education and reaching out to learners belonging to diverse sections of our population, residing in remote, far flung areas of the country.

The University follows a learner-centric approach, with openness and flexibility in terms of relaxed entry qualifications, and place of study.

The University teaches using multiple media-print, web, A/V CDs teleconferencing, radio counseling face-to-face sessions.

The University, at present, offers over 338 programmes of study to a cumulative student strength of over 2.6 million. It operates through a strong network of 61 Regional Centers, and more than 2500 Learner Support Centers all over the country, and 52 overseas Partner Institutes (in 34 countries).

---

## II. ABOUT THE GOETHE-INSTITUT

---

The **Goethe-Institut** is the cultural institute of the Federal Republic of Germany with a global reach. The Institute promotes knowledge of the German language world wide and fosters international cultural cooperation through the network of Goethe-Institutes, Goethe Centres, cultural societies and reading rooms, alongside the examination and language learning centres. The curriculum conveys a comprehensive picture of Germany by providing information on Germany's cultural, social and political life and faces the challenges of globalisation by developing innovative concepts for a world made more human through mutual understanding.

The Institute combines the experiences and conceptions of its partners in Germany and worldwide with its professional skills and engages in a dialogue rooted in partnership. In doing so, it functions as service provider and a partner for everyone taking an active interest in the German language, culture and higher education. The Institute draws on the rich variety of the many-faceted German society and culture and acts independently with no political affiliations.

The **Goethe-Institut India** is named after Max Mueller (1823-1900), the eminent scholar of comparative religion and co-founder of modern Indian studies. The institute organises and promotes a wide spectrum of cultural events in major Indian cities with the aim of presenting German culture, particularly its contemporary aspects. Its artistic and reflexive programmes and projects are developed in close cooperation with Indian partner institutions. The Goethe-Institut Max Mueller Bhavan is a renowned centre for:

- German language courses (Beginners -Advanced Level)
- Internationally recognised examinations
- Teacher's training Programme
- Special Courses for the Corporate Sector
- Intercultural Training
- Students - teacher's exchange programme
- Cooperation with universities & educational institutions
- Cultural Programmes
- Translations Services

„Students-teacher’s exchange programme“: „Cooperation with partner schools within the network of „Schools – Partners for the Future“ of the German government

---

### III. ABOUT THE UNIVERSITY OF VIENNA

---

The University of Vienna was founded in 1365. It is the oldest university in the German-speaking world and one of the largest in Central Europe (currently about 85.000 students and 6.500 scientists). The main task and goal of this university lies in creating and sustaining top-quality research and teaching which are regarded as one inseparable entity.

UoV’s activities include more than 180 Bachelor/ Master/ and Ph.D. programmes. A strong focus is on research, combining fundamental with application-oriented research.

The UoV has always been strongly orientated towards international research and teaching and therefore is continuing its efforts to maintain its relationships with other countries.

The department of German as a Foreign and Second Language has specialized in the following research fields: theories of second/ foreign language learning, methods, language testing and diagnosis, academic writing, teacher training, language and migration. It is a partner in programs of the Council of Europe and has established a cooperative network with 50 universities worldwide and with international agencies such as the International Association of Teachers of German. In its teaching program theory, empirical research and teaching practice are integrated.

---

### IV. ABOUT THE PROGRAMME

---

#### **What are the aims of the programme?**

To meet the increasing demand for qualified German language teachers/ counsellors for IGNOU in India is the main aim of the programme. This specially designed training programme will help the teacher in:

- Classroom Management: How to organize a successful and effective classroom and how to deal with any problems which may arise
- Lesson planning: How to create interesting, challenging and stimulating lesson plans for students
- Teaching Skills: How to teach Speaking, Reading, Listening, Writing, Vocabulary, and Grammar lessons with confidence.
- Vocabulary: How to increase vocabulary during the course with our special emphasis on developing the students’ range of vocabulary
- Grammar: How to acquire a detailed knowledge of several key grammar areas and be able to apply them to teach at several different levels
- Pronunciation: How to be able to teach Pronunciation successfully and have a thorough knowledge of key aspects of the sounds and structure of the Language
- Assessing and motivating your students: How to acquire the skills to assess a student’s level of the Language with our practical Assessment Techniques and be able to motivate students to perform better.

The DTG is meant for all persons who have a B.A., German knowledge of B1 (according to the Common European Framework of References for Languages) and who want to teach German as a Foreign Language at Indian secondary schools.

### **Credit System**

As per University's policy of following the credit system, the DTG programme comprises of 24 credits in all. Each credit amounts to 30 hours of study comprising all learning activities. To successfully complete the programme, you will have to earn 24 credits over a period of one year. Distribution of credits is as follows:

- Course 1: 6 credits
- Course 2: 4 credits
- Course 3: 4 credits
- Course 4: 10 credits (8 credits for the practicum and 2 credits for the theory)

### **Duration of the Programme:**

Minimum: 1 year

Maximum: 3 years

**Note: The programme will commence in the January of each year. It will have one academic session only.**

---

## **V. SCHEME OF STUDY**

---

DTG is a tightly structured, progressive programme where each course, block and unit is important to successfully complete the programme.

It involves:

### **Course 1 - *General principles of teaching***

In this Course we will be dealing firstly with strategies of vocabulary learning and encoding texts with special reference to the text which the participants will be reading during the course of the teachers training.

Then we shall take up the different approaches in methodology and didactics chronologically starting from translation method and coming to today's modern communicative-multi-media method and how multilingualism today has been integrated into foreign language teaching. This will then lead to learner orientation, the varied learners groups and their different learning strategies, the learner playing the determining role in modern teaching methodology. Therefore how to deal with this internal differentiation and how to work with large groups would be our next chapter which in turn will lead to intercultural sensitization and learning. We will close this Course with the methodology of a class analysis, explaining the various terminology and concepts which are essential for such an analysis and finally come to the varied teaching material and aid which are an integral part of language teaching today.

#### **1. Language**

- Introduction into the DTG and into teaching of German in India
- Working with words and texts:
  - Concept of words: Word Families, Question Words, etc.
  - Patterns to decode words: Syllabication, Compound Words, Antonyms, Synonyms etc.

- Introduction to language structure
- Principles of language analysis
- Range of texts

## 2. Teaching Methods

- Approaches in didactics (Methods and Concepts of teaching):
  - Grammar Translation Method
  - Audio Lingual Method
  - Communicative Approaches
- Multilingualism:
  - Resources of the target and host culture
  - Linguistic resources in the class room
- Learning to learn:
  - Ways of learning autonomy
  - Learning Styles
- Internal differentiation/ Coping with heterogeneity:
  - Multiple intelligence
  - Learner variables in FLA
- Working with large groups:
  - Teaching & learning in large groups

## 3. Intercultural Learning

- Culture and Civilization in a German Class:
  - Concepts of 'culture' and 'civilization' and how they are related to each other
  - German Culture and language learning
- Intercultural Learning:
  - Advantages of intercultural competence in a multi-cultural society

## 4. Focus on the German classroom

- Analysis of a German language class:
  - Techniques of Class room analysis
- Analysis and Evaluation of teaching material:
  - External and internal teaching aids

## Course 2 - *Skill Development*

This Course encompasses the development of the various skills starting with vocabulary learning and phonetics training and going to the four basic skills i.e. the reading, listening, speaking and writing skill. It emphasises both on the fluency and accuracy of vocabulary usage and elucidates the theoretical updates and new insights on the teaching of these four skills.

### 1. Teaching Vocabulary

- Vocabulary Learning Strategies:
  - Techniques of vocabulary improvement, formulating phrases, lexical chunks, Context-based usage etc.

### 2. Receptive Skills I

- Reading:
  - Reading comprehension , the four reading skills: skimming, scanning, extensive and intensive reading

### **3. Receptive Skills II**

- Phonetics and Listening:
  - Articulatory phonetics: vowels, consonants, stress, phonological systems
  - Strategies for improving listening skills

### **4. Productive Skills**

- Speaking
  - Use of vocabulary, of the correct register, guidelines for a oral discourse
- Writing
  - Strategies and guidelines of improving writing skills

### **Course 3 - Classroom Teaching**

In this Course we will be taking up the topic of how Grammar is integrated into foreign language learning. This will be then combined with the various types of exercises, games and project work, which is not only an integral part of Grammar teaching but also of the skill development in the previous course. The second part of this Course shall prepare the participants for the practical training in the final course. Here he/she shall be acquainted with the techniques of class room observation, how communication takes places there, how visual aids are put into practice and enhance the teaching & learning quality. We shall close the Course with error correction procedures.

#### **1. Teaching Grammar**

- Techniques of teaching grammar
- Grammar games, grammar for editing purpose both spoken and written

#### **2. Classroom techniques:**

- Teaching children and adolescents
- Games in the classroom
- Projects in the classroom including the multi media

#### **3. Classroom observation:**

- Classroom observation and assessment

#### **4. Communication in a classroom:**

- Types of Communication
- Visual aids
- Errors and error correction

### **Course 4 - Lesson Planning, Preparation and Evaluation**

Course 4 comprises of practical training, preceded by planning and preparing class room teaching. Here the participant shall be required to attend practical classes in a school referred by the Goethe-Institut, where he/she shall first sit in a class and observe live teaching and analyze this with the help of all that he/she has learnt in all the previous three Courses, plan a teaching unit of 90 minutes or 2 teaching units of 45 minutes each independently. At the end of the practical training the candidate will be required to give two demonstration lesson of 90 minutes each- as a part of the final examination in the school where the he/she did his/her practical training. The schools referred by the Goethe-Institut

would be mainly in the cities and the neighbouring areas where the Goethe-Institutes are located are located i.e. in Delhi, Mumbai, Pune, Bangalore, Kolkata, and Chennai. We will close this chapter with methods of testing and evaluation and student counselling procedures.

### **1. Lesson Planning**

### **2. Practice Teaching- Practicum**

### **3. Evaluation and counselling**

- Assessment and Testing
- Evaluation
- Student counselling

### **Contact Classes**

The contact classes are a very important aspect of the programme. You will be helped by the especially trained tutors to learn all the necessary skills by a judicious combination of activities and methodology and further improvisation. In order to guarantee your progress, we made 50% of these DTG-sessions compulsory (i.e. there will be 20 contact classes of 2hr 30mins each plus one induction workshop). The sessions give you the opportunity to build learning teams with other participants and to enhance your knowledge and speaking skills of German as you have to attend a language proficiency of B2 (according to the Common European Framework of References for Languages) during the DTG. Additionally, you will be assessed during these sessions.

### **Distribution of Material**

The material will be received by you after registration. Subsequently, you will receive information about the induction workshop where you will also be introduced to the Open and Distance Education systems. A detailed discussion on the entire programme will also take place.

---

## **VI. SCHEME OF ASSESSMENT AND EVALUATION**

---

There will be three components of evaluation for DTG

1. Continuous assessment (Theory)
2. Practical assessment in course four only
3. Term-End (Theory)

The weightage is 30% for the theory assignments and 70% for the term-end examination in courses 1-3, and 80% to practical assessment and 20% for the term-end examination in course 4

### **1. CONTINUOUS ASSESSMENT**

Continuous assessment will be done during the study of the course. It will consist of two parts:

- i. Theory Assignment
- ii. Practical assignment

The weightage of continuous assessment for theory assignment will be 30% of the overall marks in each course.

### **Theory Assignments**

Courses 1, 2 and 3 will have one theory assignment each. The student can do it at home and submit to the Counsellor at the study centre. Detailed instructions for these assignments will be provided separately.

### **Practical Assignment**

Student will be assessed during practical training for Course 4 in the designated schools (for details read page 9 course 4). The weightage given to practical assessment would be 80%. This will be conducted by their Counsellors.

### **Pass Percentage**

Every student will have to obtain at least 50% marks in each theory assignment and 50% in the practical assessment. The average pass percentage will be 50%. Attendance requirement minimum of 70% attendance is a must to complete the programme.

## **2. TERM-END EXAMINATION**

First Term-End examination for each course will be held in December and subsequently June and December every year. Students can take up examination whenever it is convenient to them. The Term-End examination will have a weightage of 50% in overall assessment scheme. Students will have to obtain 50% marks in each course separately to successfully complete this programme.

### **Scheme of Examination**

Examination for Courses -1, 2 and 3 will be held of 3 hours duration each. Course 4 will have a 1½ hours theory paper.

### **Examination Fee**

Student will have to pay Rs. 50/- for each course as examination fee. Students will have to pay Rs. 200/- for all the four courses as examination fee. In case a student fails to secure pass marks in any of the courses S/he will have to reappear in that course again after paying the fee @ Rs. 50/- per course.

### **Examination Date Sheet**

Examination Date sheet (Schedule which indicates the date and time of examination for each course) is put on the IGNOU website ([www.ignou.ac.in](http://www.ignou.ac.in)) well in advance.

### **Examination Centre**

Normally the study centre is the examination centre. However, a student is required to fill the exam centre code in the examination form. For the purpose you are advised to go through the list of study centres available in the Student Handbook and Prospectus/ Programme Guide. In case any student wishes to take examination at a particular centre, the code of the chosen centre be filled up as examination centre code. However, examination centre chosen by a student, if it is not activated, the University will allot another examination centre under the same Region.

### **Examination Form**

Filling up of examination form is compulsory for taking term-end examination. A copy of the Examination form is given in the Programme Guide. You can use it or download examination form from IGNOU website i.e. [www.ignou.ac.in](http://www.ignou.ac.in). Examination form can be submitted as per the following scheme:

June, TEE	December, TEE	Late Fee	Where to Submit the Form
1 <sup>st</sup> March to 31 <sup>st</sup> March	1 <sup>st</sup> Sept to 30 <sup>th</sup> Sept	NIL	Either at respective Regional Centres or Headquarter
1 <sup>st</sup> April to 20 <sup>th</sup> April	1 <sup>st</sup> Oct to 20 <sup>th</sup> Oct	Rs. 100/-	At Regional Centres
21 <sup>st</sup> April to 15 <sup>th</sup> May	21 <sup>st</sup> Oct to 15 <sup>th</sup> Nov	Rs. 500/-	
16 <sup>th</sup> May to 28 <sup>th</sup> May	16 <sup>th</sup> Nov to 26 <sup>th</sup> Nov	Rs. 1000/-	

Please write your correct enrolment number, programme code and name at the back of the Demand Draft/IPO drawn in favour of IGNOU, and payable at respective place.

The examination form received after due dates or without late fee, wherever applicable, shall be rejected.

### Issue of Examination Hall Ticket

University issues Examination Hall Ticket to the students at least two week before the commencement of Term-end Examination. The same could also be downloaded from the University's website [www.ignou.ac.in](http://www.ignou.ac.in). In case any student fails to receive the Examination Hall Ticket within one week before the commencement of the examination, the students can download the hall ticket from the website and approach the exam centre for appearing in the exam.

### Eligibility for Examination

Before taking examination a student should meet the following conditions:

- i) Submitted the assignments prescribed for the courses
- ii) Submitted the examination form within prescribed dates
- iii) Submitted the examination fee as prescribed

### Scheme of Awarding Divisions

As already indicated a student has to obtain minimum 50% marks in each component of the assessment i.e. theory assignment, practical assignment and term-end examination in each course. Overall scheme of awarding Division is as follows:

Distinction	-	75% and above
I Division	-	60% to 74.9%
II Division/Pass	-	50% to 59.9%
Unsuccessful	-	Below 50%

### Specific Instructions for Assignments

The top of the first page of your response sheet should look like this:

---

Enrolment No. \_\_\_\_\_ Programme Title: **DTG**  
Course Code: \_\_\_\_\_ Assignment No. \_\_\_\_\_  
Course Title: \_\_\_\_\_  
Student's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Signature with date \_\_\_\_\_

---

1. Write your Enrolment Number, Name, Full Address, Signature and Date on the top right hand corner of the first page of your response sheet.
2. Write the Programme Title, Course Code, Assignment number and Name of you Study Centre on the left hand corner of the first page of your response sheet.

**Course Code and Assignment Code may be reproduced from the assignment.**

3. Read the assignments carefully and follow the specific instructions, if any given on the assignment itself about the subject matter or its presentation.
4. Use only foolscap size paper for your response and tie all the pages carefully. Avoid using very thin paper. Allow a 4 cm margin on the left and at least 4 lines in between each answer. This may facilitate the evaluator to write useful comments in the margin at appropriate places.
5. Write the responses in your own hand. Do not print or type the answers.
6. Do not copy from the response sheets of other students. If copying is noticed, the assignments of such students will be rejected.
7. Write each assignment separately. All the assignments should not be written in continuity.
8. Write the question number and the question with each answer.
9. The completed assignment should be submitted to counsellor of your respective centres. Under any circumstances do not send the tutor marked response sheets to the Student Registration and Evaluation Division at the Head Quarters for evaluation.
10. After submitting the assignment get the acknowledgement from the counsellor on the prescribed assignment remittance-cum-acknowledgement card.

#### **Admit Card**

After receiving the examination forms from you, the University will send admit card to you before the commencement of examination. If you do not receive the admit card 15 days before the commencement of examinations, you may contact the Regional Director, Chennai. If your name is registered for examinations in the list sent to the Study Centre, even if you have not received admit card or misplaced it, you can take the examination by showing your Identity Card (Student Card) to the examination centre superintendent.

**Every student must bring identity card for appearing in Term End Examination along with the Admit Card.**

**Examination Centre**

The University at its discretion may allot you any examination centre. Change of examination centre is not generally permitted. In exceptional cases change of centre may be considered.

Your enrolment number is your Roll Number for examinations. Be careful in writing it. Any mistake in writing the Roll Number will result in non-declaration of your result.

**Declaration of Result**

It is your duty to check whether you are registered for that course and whether you are eligible to appear for that examination or not. If you neglect this and take the examination without being eligible for it, your result will be cancelled.

**Although all efforts are made to declare the result in time, there will be no binding on the University to declare the results of the last examination before commencement of next examination. You are therefore, advised to fill up the form without necessarily waiting for the result and get it cancelled at a later date if so required.**

While communicating with the University regarding examination, please clearly write your enrolment number and complete address. In the absence of such details, the University will not be able to attend to your problems.

**Refund of Fees**

Fee once paid will not be refunded under any circumstances whatsoever.

## VII. CREDIT BREAK-UP OF THE COURSES

Course	Block	Title/Marks			Course/ Marks	Credits
Course 1	1	Introduction 0	Working with word and texts 20		100	1
	2	Teaching Concepts and Methods 10	Multilingualism 5	Learning to learn 10		3
		Internal Differentiation 10	Working with large groups 10			
	3	Culture and civilization 5	Intercultural Learning 5			1
	4	Focus on the German Classroom 15	Analysis and Evaluation of Teaching Material 10			1
Course 2	1	Teaching Vocabulary 20			100	1
	2	Reading 20				1
	3	Phonetics 10	Listening 20			1
	4	Speaking 20	Writing 10			1
Course 3	1	Teaching Grammar 20			100	1
	2	Teaching Children and Adolescents 20	Games in the class room 10	Projects in the Class room 5		1
	3	Classroom observation and assessment 20				1
	4	Types of communication 10	Visual Aids 10	Error and error correction 5		1
Course 4	1	Lesson planning 20			100	1
	2	Practice Teaching: 2 Demonstration lessons of 90 Minutes each 60				8
	3	Testing and Assessment 10	Evaluation 5	Student counselling 5		1

## VIII. CREDIT BREAK-UP OF EVALUATION

Course	Block	Title/Marks			Course/ Marks	Credits
Course 1	1	Introduction 0	Working with word and texts 20		100	1
	2	Teaching Concepts and Methods 10	Multilingualism 5	Learning to learn 10		3
		Internal Differentiation 10	Working with large groups 10			1
	3	Culture and civilization 5	Intercultural Learning 5			1
	4	Focus on the German Classroom 15	Analysis and Evaluation of Teaching Material 10			1
Course 2	1	Teaching Vocabulary 20			100	1
	2	Reading 20				1
	3	Phonetics 10	Listening 20			1
	4	Speaking 20	Writing 10			1
Course 3	1	Teaching Grammar 20			100	1
	2	Teaching Children and Adolescents 20	Games in the class room 10	Projects in the Class room 5		1
	3	Classroom observation and assessment 20				1
	4	Types of communication 10	Visual Aids 10	Error and error correction 5		1
Course 4	1	Lesson planning 20			100	1
	2	Practice Teaching: 2 Demonstration lessons of 90 Minutes each 60				8
	3	Testing and Assessment 10	Evaluation 5	Student counselling 5		1

**IX. PROGRAMME IS BEING LAUNCHED IN THE FOLLOWING SIX CITIES**

<b>Cities</b>	<b>Centre Address</b>
<b>Chennai</b>	The Regional Director, Chennai Regional Centre, Indira Gandhi National Open University, CIT Campus, Taramani, Chennai - 600113. Phone : +91 - 44 - 2254 1919, 2254 2727 Fax : +91 - 44 - 2254 2828 Email : rgnldirector@yahoo.co.in , ignou_rc@dataone.in
<b>Delhi</b>	Regional Centre, NCT of Delhi-2 Gandhi Smriti & Darshan Samiti Rajghat New Delhi - 110 002 INDIA Ph. No: (O)+91-11-23392376/77 Tele FAX: +91-11-23392375 E-Mail: ignourd2@ndf.vsnl.net.in, ignourd2@rediffmail.com
<b>Kolkata</b>	Regional Director IGNOU, Regional Centre, Bikash Bhavan, 4 <sup>th</sup> Floor, North Block, Bidhan Nagar (Salt Lake City) Kolkata-700091 Phone (033) 2334 9850 (033) 2359 2719 Fax (033) 23347576 E-mail : rd28cal@rediffmail.com
<b>Bangalore</b>	IGNOU Regional Centre No.293, 39th Cross, 8th Block, Jayanagar Bangalore 560 070 Tel. : 080 2665 4747, 2665 7376 Fax : 080 2664 4848 Email : ignourcblr@gmail.com
<b>Mumbai</b>	Regional Director IGNOU Regional Centre Om Leva Vikas Niketan Nanepada Road, Mulund (E) Mumbai-81 09869087130 (MOB) ignourcmumbai@gmail.com, rcmumbai@ignou.ac.in
<b>Pune</b>	IGNOU Regional Centre 1St Floor, Msfc Building 270, Senapati Bapat Road Pune - 411 016 Maharashtra Tel: 020-25671867 Fax : 020-25671864 rcpune@ignou.ac.in

---

**X. SOME FORMS FOR YOUR USE**

---

Enrolment No. : <input type="text"/>		Programme : <input type="text"/>
Name : _____		
Course Code : _____		Medium : <input type="text"/>
S. No.	Assignment No.	For Office Use Only
		Sr. No. : _____
		Date of Receipt : _____
		Name of Evaluator : _____
		Date of despatch of the Evaluator : _____
Sig. of dealing Accountant Date : _____		Date of receipt from Evaluator : _____

INDIRA GANDHI NATIONAL OPEN UNIVERSITY ASSIGNMENTS REMITTANCE-CUM-ACKNOWLEDGEMENT FORM		
Enrolment No. : <input type="text"/>		Programme : <input type="text"/>
Name : _____		
Course Code : _____		Medium : <input type="text"/>
S. No.	Assignment No.	FOR OFFICE USE ONLY
		Sr. No. : _____
		Signature of the receiver
		Date : _____
Signature of the Student _____		Seal
Date : _____		

- Notes : 1. Submit this form to the coordinator of your study centre alongwith the assignment.  
2. When you submit the assignment by post, enclose a self-addressed stamped envelop along with this.

**CHANGE/CORRECTION OF ADDRESS AND STUDY CENTER**

If you change your address please complete the form using block capitals and indication :

Programme of Study  
Enrolment Number  
Name  
New or Corrected Address including Pin  
New Study Centre Code  
Choice for Medium of Study  
Date of Change

For change/correction of address and or change of study centre the form should be mailed to the Director of your concerned Regional Centre.

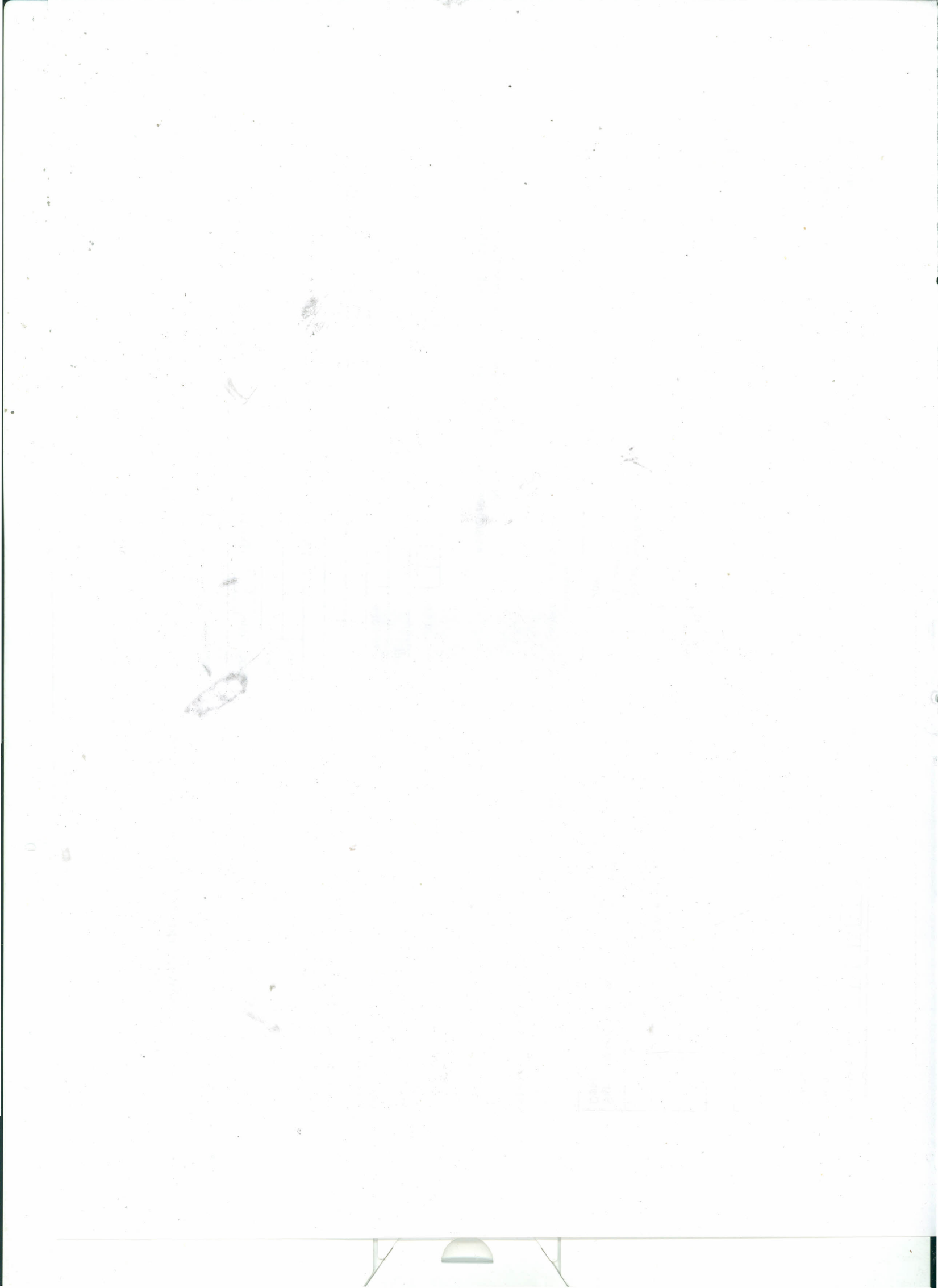
**INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
ASSIGNMENTS REMITTANCE-CUM-ACKNOWLEDGEMENT FORM**

Enrolment No. : <input type="text"/>		Date Change effective from <input type="text"/>	Programme Code <input type="text"/>
Name <input type="text"/>			
New Address			
Town <input type="text"/>			Existing Study Centre Code : <input type="text"/>
State <input type="text"/>		Pin <input type="text"/>	New Study Centre Code : <input type="text"/>
State Code <input type="text"/>		(See Code List 2 of Guide to Applicant)	

Signature :

Date :

**NOTE : TWO FORMS ARE PRESENTED IN THIS PAGE, USE THE RELEVANT FORM ONLY.**



To  
The Regional Director

.....  
.....  
.....

**Sub: Non-receipt of Study Material and Assignments**

Enrolment No.

--	--	--	--	--	--	--	--	--

Programme

--

Medium of Study

--

I have not received the Study Materials/Assignments in respect of the following.:

Sl. No.	Course Code	Blocks	Assignment No.
1.			
2.			
3.			
4.			
5.			
6.			

**I have remitted all the dues towards course fee and there is NO CHANGE in my address given as follows:**

Name and Address .....

Signature .....

.....

Date .....

.....

.....

..... Pin .....

**For Official Use**

Date of despatch of study material/assignments to the student

1. The first part of the report is a general introduction to the subject of the study. It discusses the importance of the study and the objectives of the research. It also provides a brief overview of the methods used in the study.

2. The second part of the report is a detailed description of the methods used in the study. It discusses the design of the study, the selection of the sample, and the procedures used for data collection and analysis.

3. The third part of the report is a presentation of the results of the study. It discusses the findings of the study and compares them with the results of previous studies. It also discusses the implications of the findings for practice and research.

4. The fourth part of the report is a discussion of the limitations of the study and suggestions for future research. It discusses the strengths and weaknesses of the study and provides suggestions for how the study could be improved.

5. The fifth part of the report is a conclusion. It summarizes the main findings of the study and provides a final statement on the importance of the study.

Please read the Instructions overleaf before filling up this form.



**Indira Gandhi National Open University**  
**New Delhi**  
**REQUISITION FOR FRESH SET OF ASSIGNMENTS**

Programme of Study

Enrolment Number

--	--	--	--	--	--	--	--

Study Centre Code

--	--	--

Write in BLOCK CAPITAL LETTERS only.

Name Shri/Smt./Km. ....

Please indicate course code, assignment code and course title for which you need the assignments in the following columns. The assignments of the course which you have already passed should not be mentioned.

Sl. No.	Course Code	Assignments Code	Course Title	Medium
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				

**Reasons for request for fresh set of assignments**

(Please Tick(✓) whichever is applicable)

1. Assignments not received at all earlier.
2. Assignments were received after the due dates prescribed for their submission.
3. Assignments submitted but could not secure minimum qualifying score.
4. Assignments submitted earlier but misplaced at Study Centre/Post/HQ.
5. Assignments responses submitted after due dates were rejected by the Study Centre.
6. Failed to secure over-all qualifying grade in course(s) mentioned above and wish to improve over-all qualifying grade only by attempting one assignments.

Name and Address .....

.....

.....

..... Pin .....

Signature .....

Date .....

**For Official Use Only :**

Date of Despatch of Assignments to the student

## INSTRUCTIONS FOR FILLING THE FORM AND DOING ASSIGNMENTS

1. Read instructions for submission of assignments given in your **Programme Guide** carefully.
2. Assignments should be demanded only if your registration for that course (subject) is valid.
3. Please ensure that you have mentioned your correct Enrolment No. (it consists of 9 digits), Name, Course Code/Title, Name of Semester/year, (wherever applicable), and Programme Study Centre Code on your assignment responses before submitting it to concerned authorities.
4. **Submission of assignments within due dates is pre-requisite for appearing in the term-end examination.** You are, therefore, advised to submit your TMA at your Study Centre, within the prescribed dates. Assignments received after due dates will be summarily rejected.
5. You can appear in term-end examination or submit only minimum required number of assignments if you fail to secure over-all qualifying grade in a course (subject).
6. Assignments should not be demanded to improve your score if you have secured minimum qualifying score in a course (subject).
7. Please do not submit your assignment responses twice either at the same Study Centre or at different Study Centres for evaluation.

**Please mail this form to Regional Director of your Regional Centre.**



# INDIRA GANDHI NATIONAL OPEN UNIVERSITY

STUDENT REGISTRATION & EVALUATION DIVISION

MAIDAN GARHI, NEW DELHI-110 068

TERM-END EXAM JUNE, DECEMBER - 20\_\_

**EXAM FORM**

### INSTRUCTIONS

1. Use BLACK BALL PEN in boxes using English capital letters or English numerals.
2. Do not staple. Only Clip the documents along with it.
3. Write in CAPITAL LETTERS only within the box without touching the lines as shown in the Sample below.

Form Number

0 1 2 3 4 5 6 7 8 9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Programme Code	<input type="text"/>	Study Centre Code	<input type="text"/>
----------------	----------------------	-------------------	----------------------

Enrolment No.	<input type="text"/>	Exam Centre Code (Where you wish to appear in Exam)	<input type="text"/>
---------------	----------------------	--	----------------------

Name of the Candidate

<input type="text"/>
----------------------

Address for Correspondence (Do not give Post Box No. address. Leave a blank box between each unit of address like House No., Street Name, P.O., etc.)

<input type="text"/>
<input type="text"/>

City	<input type="text"/>	District	<input type="text"/>
------	----------------------	----------	----------------------

State	<input type="text"/>	Pin Code	<input type="text"/>
-------	----------------------	----------	----------------------

### COURSE OPTION:

Course codes for which appearing for the First time OR failed in the earlier TEEs	Course Code (Exam already taken in Jast TEE but result awaited on the date of submission of the exam form) (For result please visit IGNOU site www.ignou.ac.in) NO EXAM FEE TO BE PAID
Fee @ Rs. 50/- PER COURSE	

S.No.	Course Code	S.No.	Course Code	S.No.	Course Code
1.	<input type="text"/>	9.	<input type="text"/>	1.	<input type="text"/>
2.	<input type="text"/>	10.	<input type="text"/>	2.	<input type="text"/>
3.	<input type="text"/>	11.	<input type="text"/>	3.	<input type="text"/>
4.	<input type="text"/>	12.	<input type="text"/>	4.	<input type="text"/>
5.	<input type="text"/>	13.	<input type="text"/>	5.	<input type="text"/>
6.	<input type="text"/>	14.	<input type="text"/>	6.	<input type="text"/>
7.	<input type="text"/>	15.	<input type="text"/>	7.	<input type="text"/>
8.	<input type="text"/>	16.	<input type="text"/>	8.	<input type="text"/>

### FEE DETAILS (Please write your Name & Enrolment No. at the back of the Draft)

Total No. of Courses	<input type="text"/>	Total Amt.	<input type="text"/>	Draft No.	<input type="text"/>
Practical Courses	<input type="text"/>			Amount	<input type="text"/>
Late Fee	<input type="text"/>			Date	<input type="text"/>
<b>TOTAL</b>				Issuing Branch	
				Payable at	N E W D E L H I

### ISSUING BANK

<input type="text"/>
----------------------

SIGNATURE OF THE STUDENT  
(within the Box only)

<input type="text"/>
----------------------

Control No.  
(For Official use Only)

<input type="text"/>
----------------------

### DECLARATION

I hereby affirm that I have submitted/will submit all the required number of assignments as applicable for the above course(s) within the deadlines prescribed by the University to the appropriate authority for evaluation. I also affirm that my registration for the above course(s) is valid and not time barred. If any of my above statements are found to be untrue, I will have no claim for taking examination. I undertake that I shall abide by the rules and regulations of the University.

Date: \_\_\_\_\_

(Signature of the Student)

Dates for Submission of Exam Forms			
FOR JUNE FEE	LATE FEE	FORDEC FEE	LATE FEE
1 March to 31 March	NIL	1 Sept to 30 Sept.	NIL
1 April to 20 April	Rs. 100/-	1 Oct to 20 Oct.	Rs. 100/-
21 April to 15 May*	Rs. 500/-	21 Oct to 15Nov*	Rs. 500/-
16 May to 28 May*	Rs. 1000/-	16 Nov to 28 Nov*	Rs. 1000/-

\* During these dates submit the examination form with late fees to the concerned Regional Centre (For outside Delhi); For Delhi, submit to the Registrar (SRE), Exam for these students will be conducted at Regional Centre city only.

### INSTRUCTIONS FOR FILLING UP THE EXAM FORM

1. Please send the examination form by Registered Post/Speed post and retain the proof of its mailing till you receive the Hall Ticket.
2. Students should submit the examination form only once for each Term-end Examination.
3. Examination fee @ Rs. 50/- per course in the form of demand draft drawn in favour of IGNOU and payable at New Delhi is required to be sent along with the Examination Form.
4. It is advisable that students fill-up the examination form without waiting for the result of the previous examination. No Examination fee is required to be paid for the courses for which the student appeared in the preceding TEE and the result has not been declared on the date of submission of the Examination form.
5. Term-end Examination result is also available on the university website i.e., [www.ignou.ac.in](http://www.ignou.ac.in). Please see the result status before filling examination form.
6. If you fail to receive Examination Intimation Slip one week before commencement of examination, you may visit our website [www.ignou.ac.in](http://www.ignou.ac.in) and download Hall Ticket and report to Examination Centre with your Identity Card.
7. Normally the Study Centre is the Examination Centre. In case you wish to take examination at a particular centre, the code of your chosen centre be filled up as Examination Centre Code. However, if Examination Centre chosen by you is not activated, you will be allotted another Examination Centre under the same Region.
8. Change of Examination Centre, once allotted, is not permissible under any circumstances.
9. Please write correct course code(s) as indicated in your Programme Guide, failing which the course(s) will not be included in Hall Ticket for taking examination. (For example ECO-01/MS-02.)
10. In case wrong/invalid course code is mentioned in examination form, the course will not be included in the Hall Ticket and the examination fee paid will not be refunded.



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
**Maidan Garhi, New Delhi-110 068**

**APPLICATION FORM FOR OBTAINING DUPLICATE GRADE CARD/MARKSHEET**

Name .....

Enrolment No.

--	--	--	--	--	--	--	--	--	--

Address .....

.....  
.....  
.....

Pin

--	--	--	--	--	--

Programme .....

Month and Year of the Exam. ....

Centre from where appeared at  
last examination .....

Bank Draft/IPO NO. .... Dated .....

for Rs. 25 in favour of IGNOU, New Delhi .....

.....  
Signature

Dated .....

**Note :** Fee for duplicate grade card Rs. 25. The duplicate grade card/marksheet will be sent by Registered post.

The filled in form with the requisite fee is to be sent to:

Registrar (Exam. II)  
Indira Gandhi National Open University  
Maidan Garhi,  
New Delhi-110 068



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
**SR&E Division**  
**Maidan Garhi, New Delhi-110 068**

**APPLICATION FORM FOR ISSUE OF PROVISIONAL CERTIFICATE**

Enrolment No. 

--	--	--	--	--	--	--	--	--	--

Programme Title .....

Regional Centre .....

Name .....

Father's Name .....

Month and year of last examination in which you have completed the Programme .....

Mailing Address .....

.....

.....

.....

(Please Enclose a copy of your complete grade card.)

Filled in Application Form should be sent to :

**Registrar (SR & E)**  
**IGNOU**  
**Maidan Garhi,**  
**New Delhi-110 068**

Date .....

.....  
**Signature**



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
**Maidan Garhi, New Delhi-110 068**

**APPLICATION FORM FOR RE-EVALUATION OF RESULT OF ANSWER SCRIPTS**

1. Name : .....

2. Programme: .....

Enrolment No. 

--	--	--	--	--	--	--	--	--	--

4. Address: .....

Pin: 

--	--	--	--	--	--

5. Month and Year of the Examination: .....

6. Examination Centre Code: .....

7. Address of the Examination Centre: .....

8. Courses, in which  
re-evaluation is sought

COURSE CODE

MARKS/GRADE OBTAINED

.....  
 .....  
 .....  
 .....  
 .....

.....  
 .....  
 .....  
 .....  
 .....

9. Fee detail:-

(The fee for this purpose is to be paid through Demand Draft drawn in favour of 'IGNOU' & payable at 'New Delhi')

No. of Course(s): ..... X Rs. 500/- = Total Amount: .....

Demand Draft No. .... Date: .....

Issuing Bank: .....

Signature of the student

Date: .....

**(Rules and Regulations are mentioned in the next/reverse side of this form)**

## **RULES & REGULATION FOR RE-EVALUATION OF ANSWER SCRIPTS**

1. The request for re-evaluation by the student must be made before 31st March for December TEE and 30th September for June TEE or within one month of declaration of results, whichever is later.
2. The date of declaration of result will be calculated from the date on which the result are placed on the IGNOU website.
3. After re-evaluation, the better of the two scores of original marks/grade and marks/grade after re-evaluation will be considered.
4. The revised marks/grade after re-evaluation shall be communicated to the student on receipt of re-evaluation result and result of re-evaluation will also made available on the IGNOU website at [www.ignou.ac.in](http://www.ignou.ac.in). The minimum time required for re-evaluation shall be 30 days from the date of receipt of application.
5. Re-evaluation is permissible in TEE only and not in the Project/Dissertation Practicals/Lab courses, Workshops, Assignments & Seminar etc.
6. Application form must reach within the prescribed dates at the following address:-

**Deputy Registrar (Exam-III)  
Student Evaluation Division,  
Indira Gandhi National Open University,  
Maidan Garhi, New Delhi-110068.**



## INDIRA GANDHI NATIONAL OPEN UNIVERSITY

(To be submitted to the concerned Regional Director)

### APPLICATION FORM FOR ISSUE OF MIGRATION CERTIFICATE

(To be filled in by the Applicant—Before filling in the form, see instructions on reverse)

1. Name : .....
2. Father's Name: .....
3. Address: .....
4. Particulars of last examination .....

Examination Passed (Programme)	Year of Passing	Enrolment No.	Marks Obtained	Grade Obtained

5. Name of the Regional Centre and Study Centre to which the Candidate attached  
.....

6. Name of the University to which the candidate wants to migrate  
.....

Draft Details		
Amount Rs. ....	D.D. No. ....	Date .....
Bank Name & .....	Place of Issue .....	

1. I hereby declare that the information provided is correct to the best of my knowledge and I have paid all the fee due to the University.
2. I have not taken any migration certificate from the University before this.
3. I further certify that I have not enrolled with any other University/Institution after passing out from IGNOU up to this date.
4. In the event of any of the above information being found incorrect the Certificate shall be liable to cancellation by the University.

(To be filled in by the Regional Centre/SE Division)

1. The information furnished by Shri/Smt./Km. ....  
is correct as per Grade Card.
2. He/She may be issued the Migration Certificate applied for .....  
Date ..... Dealing Assistant ..... Section Officer .....

## INSTRUCTIONS

1. A fee Rs.200/- should be remitted by way of a Demand Draft drawn in favour of IGNOU and payable at the city of the Regional Centre or New Delhi as the case may be.
2. At the time of submission of the application for issue of Migration Certificate the applicant should attach Xerox copy of consolidated statement of Marks or Provisional Certificate issued by this University (duly attested) for the verification.
3. Duplicate Migration Certificate can be issued on payment of Rs.200/- only in case the same has been lost, destroyed or mutilated on submission of an Affidavit drawn upon a non-judicial stamp paper the value of Rs.2/- to be sworn before a Magistrate on the following format :

I, ..... son / daughter of ..... resident  
of ..... hereby  
solemnly declare that the Migration Certificate No. .... dated ..  
..... issued to me by the ..... to enable me to  
join ..... University has been lost and that I did not join any other  
University on the basis of the same nor have I submitted the same for joining any other University.

To  
The Regional Director

.....  
.....  
.....

Change of Courses : Rs. 400/- for 2/4 credits per courses and Rs. 800/- for 6/8 credit per courses  
This is permitted within 30 days from receipts of first set of course materila.

**SUB:**

**CHANGE OF COURSES OF STUDY**

Enrolment No.

--	--	--	--	--	--	--	--	--	--

Change of courses of study as per following details:

Title of the Courses offered at the time of Registration	Medium	New Courses to be offered	Medium

**Fee Details:** Demand draft is to be made in the name of IGNOU payable at the city of your Regional Centre

Demand Draft No. .... Date .....

Amount Rs. .... Drawn on .....

Signature .....

Name.....

Address .....

.....

.....

.....





**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
**Maidan Garhi, New Delhi-110 068**

**FORM OF APPLICATION FOR ISSUE OF A DUPLICATE COPY OF UNIVERSITY  
DIPLOMA/DEGREE/CERTIFICATE**

Note: For Instructions, please see reverse

To  
The Director  
Student Evaluation Division  
Indira Gandhi National Open University  
Maidan Garhi, New Delhi - 110 068.

Sir,

I wish to have a duplicate copy of my diploma/Degree/Certificate or the Programme .....  
..... Examination for the following reasons.

The prescribed fee of Rs. 500/- is submitted herewith.

The required particulars are given below.

Name of Candidate (in Block Letters in English) .....  
(in Hindi) .....

Father's Name (in Block letters) .....

Programme  Enrolment Number

Examination Passed in Term End Examination—June/December .....

Result .....

Name of the Study Centre : .....

Name of the Regional Centre : .....

& other particulars : .....

Full Permanent Address of student : .....

I solemnly declare that the particulars given above are correct to the best of my knowledge.

Yours Faithfully

Signature of the student

Postal Address .....

.....

Date .....

I Certify that the above entries made by the application are correct.

**Signature of Regional Director**  
**with Stamp**

**INSTRUCTIONS TO CANDIDATES FOR ISSUE OF DUPLICATE COPY OF UNIVERSITY DEGREE/DIPLOMA/CERTIFICATE**

1. The form should be filled in duplicate legibly and signed by the candidate
2. The form should be submitted through the Regional director of the concerned Regional Centre through which the candidate appeared at the said examination and duplicate copy will be sent through the regional director concerned.
3. A duplicate copy of the Diploma, Degree or Certificate will be issued on submission of an affidavit signed by a First Class Magistrate together with an attested copy of the F.I.R. lodged with the nearest Police Station to this effect by the candidate on the grounds that either the original Diploma, Degree or Certificate has been irrecoverably lost destroyed or defaced and on payment of the prescribed.
4. In very special cases subsequently copies of the Diploma, Degree or Certificate may be issued for not more than four times, on submission of an affidavit signed and certified by a First Class Magistrate to the effect that the Diploma, Degree or Certificate issued previously by the university has been lost or destroyed, and on payment of the fees as prescribed for the issue of duplicate copy.

**FORM FOR AFFIDAVIT TO BE EXECUTED ON A NON-JUDICIAL STAMP PAPER OF THE VALUE OF RS. 10/- BEFORE A FIRST CLASS MAGISTRATE**

I ..... Son/Daughter of Shri ..... resident of ..... do hereby solemnly declare that the original degree Certificate dated ..... Issued to me by the Director, Student Evaluation Division, Indira Gandhi National University, Maidan Garhi – 110 068 on my having passed the ..... Examination in ..... under University Enrolment No. .... has been lost/destroyed.

I have filed an F.I.R. with ..... Police Station ..... and a copy of the same duly attested by a Gazetted Officer/First Class Magistrate is appended hereto.

I also undertake that if my Original Diploma/Degree/Certificate which have been lost is put to any unfair use by the person who may hands on it. I shall stand for the damage which may accrue from such use.

Deponent

Signature .....  
Address .....

**Verification**

Verified ..... this ..... day of ..... year that the contents of my affidavit are true to the best of my knowledge.

**SWORN BEFORE ME**

Signature  
Designation  
Office seal

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
Maidan Garhi, New Delhi-110 068**

**FORM OF SEXUAL HARASSMENT**

**FORM No. 1**

To

.....  
.....  
.....

A complaint of sexual harassment has been made against you by Ms. ....  
on ..... The complaint refers to incidents (s) that allegedly took place  
on/between ..... in ..... where you allegedly .....  
.....  
.....  
.....

The ..... Committee Against Sexual Harassment is at present examining the  
complaint. The Committee would like to meet you on ..... at ..... a.m/p.m in  
the ..... Office.

You are also requested to submit a written statement in this regard to the Committee.

If in the opinion of the Committee a prima facie case is made out against you, an enquiry shall be  
instituted into the complaint. In such an event, you shall be informed in writing.

For any change in the time or date of your appointment with the Committee, please contact undersigned.

Yours truly,

.....  
Member Committee Against Sexual Harassment

Tel (O) ..... (R) .....

Date: .....

To

.....  
.....

This is with reference to the complaint of sexual harassment made against you by Ms.....  
..... with the Committee Against Sexual Harassment on .....

The Committee has determined that a prima facie case of sexual harassment is made out against you and has instituted enquiry proceedings under the IGNOU IGNOU's Policy and Rules & Procedures for prevention, prohibition and punishment of sexual harassment of women at the workplace.

The Committee has designated an enquiry committee consisting of ..... persons, the names and other details of whom are listed below.

The Enquiry Committee has prepared a chargesheet against you and the same is enclosed.

You are requested to meet the Enquiry Committee on ..... at ..... a.m/p.m,  
at the ..... Office.

You are also requested to submit a written statement to the Enquiry Committee

If you wish to be accompanied by a person known to you in this hearing, and/or to have any witness examined with regard to this complaint, please provide in writing the names, postal addresses and telephone numbers of such person (s) to the Enquiry Committee.

Any requested for a change in time or date of your deposition must also be addressed to the Convenor of the Enquiry Committee.

Please find enclosed a copy of IGNOU's Policy and Rules & Procedures for prevention, prohibition and punishment of sexual harassment of women at the workplace.

Yours truly,

Members Enquiry Committee

Name: ..... Convenor Enquiry Committee

Tel (O) ..... (R) .....

Name: ..... Member

Name: ..... Member

Name: ..... Member

Name: ..... Member

Encl:

Copy of Chargesheet

Copy of complaint

Copy of IGNOU's Policy and Rules & Procedures for Prevention, Prohibition and Punishment of Sexual harassment of Women.



# Indira Gandhi National Open University

## Student Satisfaction Survey

**Kind Attention: AH Past and Present Students of IGNOU!**

**Now you rank our Performance...**

Dear Student,

As the largest distance education institution in the world. We have always endeavoured to imbibe values and skills for the development of knowledge and competencies. And it is our belief that you as the former or present student are the best person to judge how far we have succeeded in our efforts. To gain your invaluable impression, we present here a short questionnaire. All you have to do is fill it and mail it back to us. You can also fill this questionnaire online by logging on to [www.ignou.ac.in](http://www.ignou.ac.in). Your invaluable inputs shall guide us towards a direction where we shall improve our services and evolve more student-friendly study programmes.

Vice-Chancellor, IGNOU.

Enrolment No. .... Name .....

Gender:  M  F Age Group:  Below 30  31-40  41-50  Above 51

Programme of Study .....

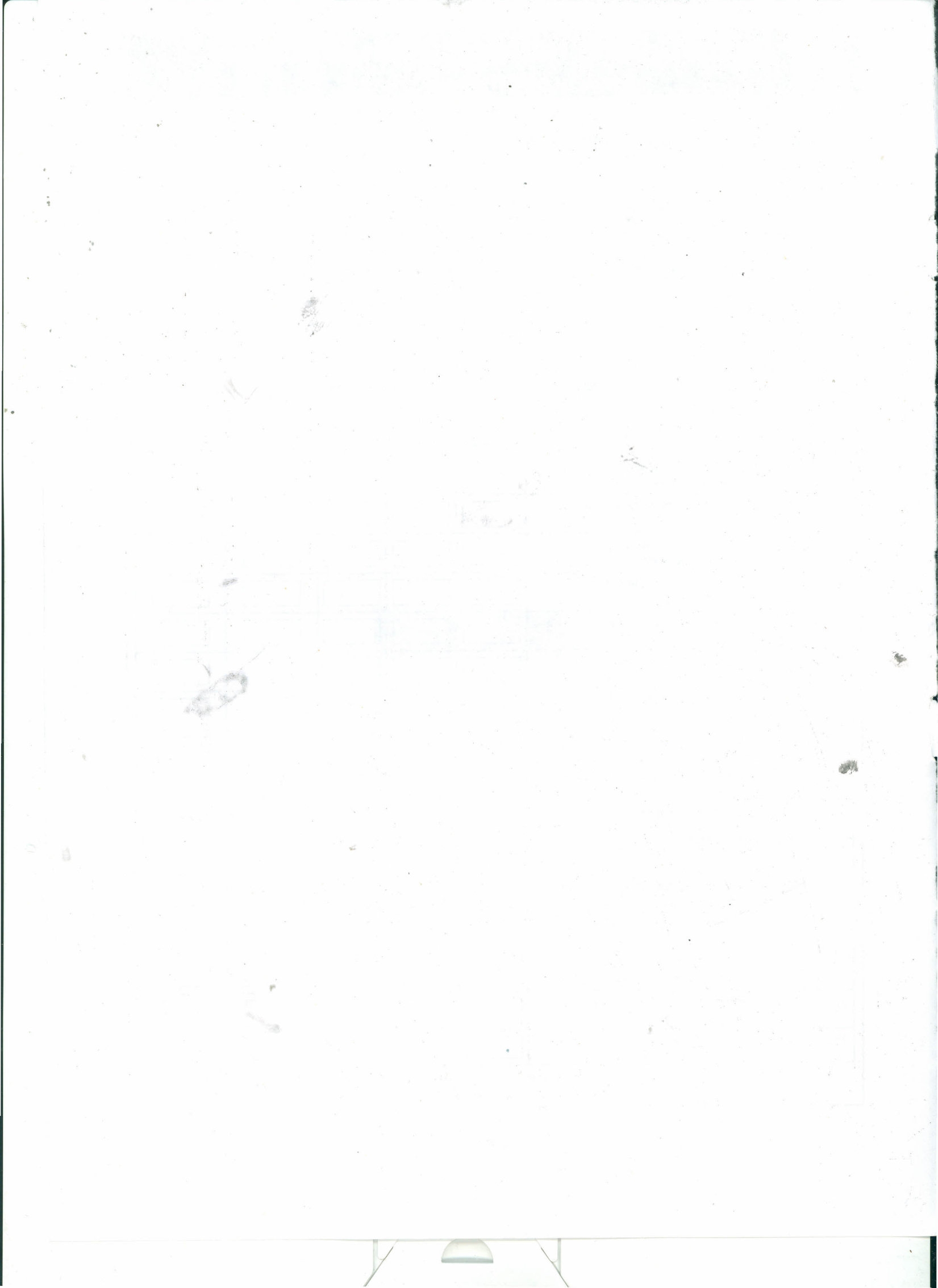
Year of Enrolment ..... Year of Completion .....

Regional Centre ..... State ..... Study Centre .....

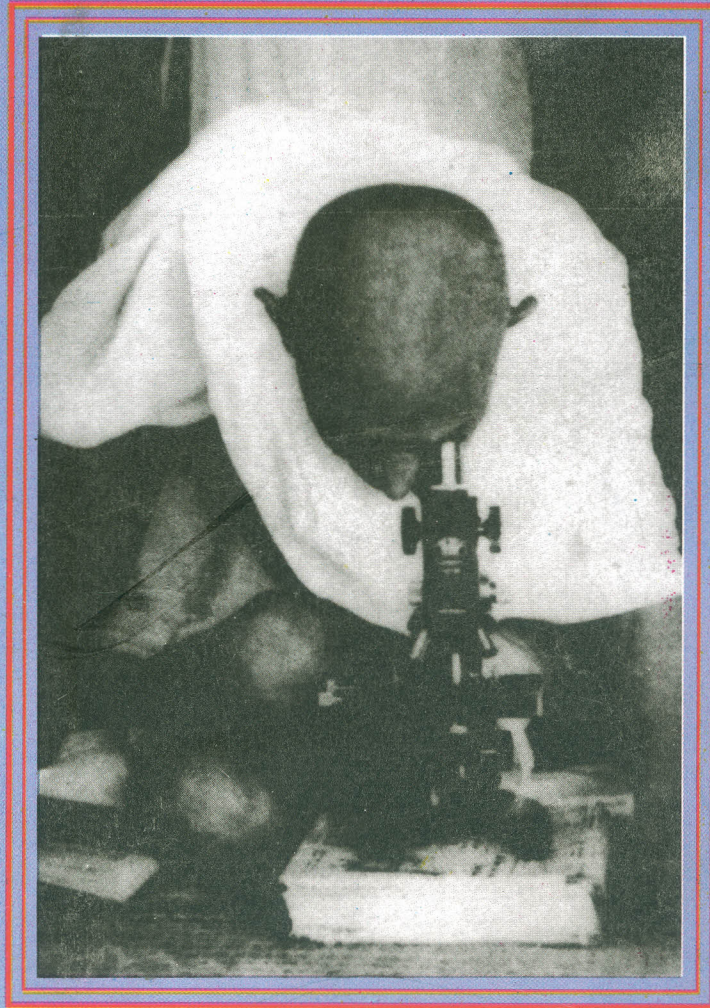
Please Indicate your satisfaction level by putting a tick mark on your choice.

Serial No.	Questions	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
1.	Concepts are clearly explained in the printed learning material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	The learning materials were received in time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Supplementary study material (like video/audio) available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Academic counsellors explain the concepts clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	The counselling sessions were interactive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Changes in the counselling schedule were communicated to you on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Examination procedures were clearly given to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Personnel in the study centres are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Academic counselling sessions are well organised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Guidance from the Programme Coordinators and Teachers from the School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	Assignments are returned in time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	Feedback on the assignments helped in clarifying the concepts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	Project proposals are clearly marked and discussed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	Studying in this programme provided the knowledge of the subject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Results and grade card of the examination were provided on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Overall, I am satisfied with the programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

After filling cut out this questionnaire and mail it to:  
STRIDE, Block-14, IGNOU, Maidan Garhi, New Delhi-110 068



**IGNOU**  
for  
Inclusive Growth  
through  
Education



We must be the change we wish to see.

*Mahatma Gandhi*



**Indira Gandhi National Open University**

Maidan Garhi, New Delhi-110 068

Tel +91 11 2953 6441

Fax +91 11 2953 2175

[www.ignou.ac.in](http://www.ignou.ac.in)