



Skill Development Programmes of IGNOU: Retention, Success Rate and Placement Issues: A Case Study of IGNOU

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ABSTRACT

Indira Gandhi National Open University (IGNOU) is a world renowned Mega University with more than 300 Programmes and a huge network of learner support centres. The programmes include Ph.D, Masters, Degree, Advance Diploma, Diploma and Certificates. In 2008, the University also started much needed skill development vocational courses of short duration (1-3 months) and of non credit nature. Such programmes are called Short Term Non Credit Programmes. The University allowed the Regional Centres to develop and coordinate with collaborators for such programmes. The Regional Centre Delhi-I in collaboration with Alliance Educare (AE) and Security Skills Council of India (SSCI) is offering 14 such programmes in streams like IT, Retail, Garments, School Services, Publishing and Security. In the present paper, we have analyzed the progress made so far like total number of students trained, the success rate and employment status of the students of these programmes. The student satisfaction about various components of training has also been analysed. The success rate and placement in some of the programmes is as high as 100%

KEY WORDS: Short Term Non Credit Programmes, Retention Rate, Success Rate, Student Satisfaction

INTRODUCTION

Indira Gandhi National Open University (IGNOU) is world's largest university in terms of all operational areas like no. of programmes, no. of school of studies and the network of learner support centres (IGNOU 2010). The programmes offered by the University are of diverse nature starting from Ph.D programmes, Masters, Degree, Post Graduate Diploma, Diploma and Certificate. The learner's satisfaction for some of the IGNOU's programmes has been studied by Chandra et.al (2004). The University has also started offering Short Term Non Credit programmes from 2008. As the name implies, these are short term programmes of duration 1-3 months and are vocational in nature. IGNOU Regional Centre Delhi-1 in collaboration with Alliance Educare and Security Skills Council of India (SSCI) is offering 14 such programmes since 2008. More than 30,000 students have already been admitted, trained and certified under these programmes and majority of them have got employment. In this paper, we have analyzed, for the first time, the success rate and employment status of the student of these programmes.

SHORT TERM NON CREDIT PROGRAMMES AT RC DELHI-I

IGNOU has collaboration with various reputed organizations to offer different types of programmes. As far as Short Term Non Credit programmes are concerned, IGNOU Regional Centre Delhi-I has collaboration with two organizations as shown as in Fig. 1. The details of the programmes are given in Table.1. These are short term programmes of duration 1- 3 months. We will now analyse these programmes and see the success rate of the students.

SUCCESS RATE OF SHORT TERM NON CREDIT PROGRAMMES

We have analysed the success rate of the students taking these programmes with Alliance Educare and SSCI.

Success Rate of Programmes with Alliance Educare (AE)

The short term non credit programmes were launched in June'08. The number of students admitted trained and certified under different industries (Management in IT, Retail, School, Garment and Publishing) is given in Table 2 for the period May 2008 to December 2008, January 2009 to December 2009 and January 2010 to February 2010. The results for security programme are given in

Table 3 for the period January 2009 to December 2009 and January 2010 to August 2010. These tables also show the number of students passed and dropout/fail. It is seen that success rate of the students with AE is 100%. A total of 3238 students have been admitted trained and certified up to August 2010. All these students have undergone training while in service.

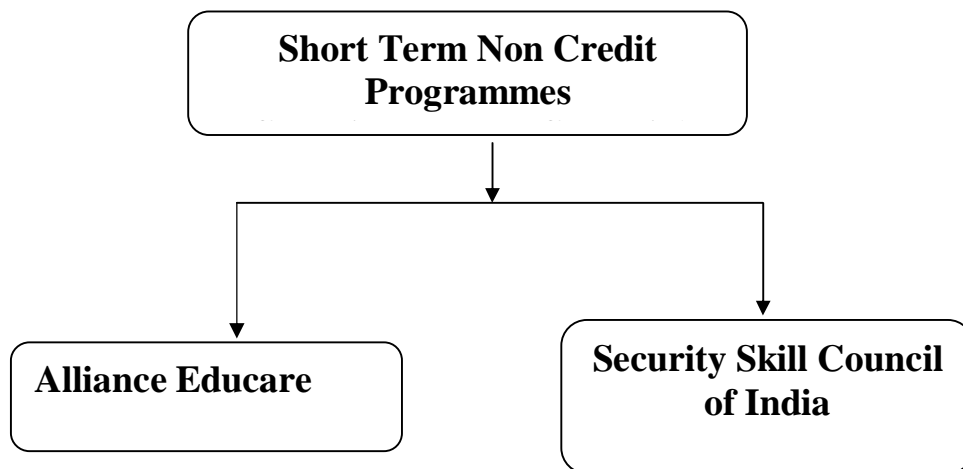


Fig 1: Collaborators for Short Term Non Credit Programmes

Table 1: Short Term Non Credit programmes in collaboration with Alliance Educare and SSCI

S. No	Industry Type	Course Name	Duration (months)
1.	Awareness Programme	Certificate in Communication skills	1
2.	Retail	Certificate in Retail Marketing	1
3.	Publishing	Certificate in Desk Top Publishing	1
4.	Garment	Certificate in Garment Stitching	1
5.	Security	Basic Course	1
6.	Entrepreneurship programme	Certificate in Business Entrepreneurship Development	3
7.	IT	Certificate in IT Services Management	3
8.	Retail	Certificate in Retail Services Management	3
9.	Publishing	Certificate in Publishing Services Management	3
10.	Garment	Certificate in Garment Manufacturing Services Management	3
11.	School	Certificate in School Services Management	3
12.	Security	Advance Course	3
13.	Security	Security Guard Programme	1
14.	Security	Security Supervisor Programme	1

Table 2: Students Trained and Success Rate in IT, Retail, School, Garment, Publishing for the period May 2008 to December 2008, January 2009 to Dec.2009 and Jan 2010 to Feb 2010.

Month	2008 Student Admitted	2008 Passed	2008 Dropout/Fail	2009 Student Admitted	2009 Passed	2009 Dropout/Fail	2010 Student Admitted	2010 Passed	2010 Dropout/Fail
January	-	-	-	15	15	0	101	101	0
February	-	-	-	-	-	-	28	28	0
March	-	-	-	42	42	0	-	-	-
April	-	-	-	-	-	-	-	-	-
May	13	13	0	17	17	0	-	-	-
June	23	23	0	-	-	-	-	-	-
July	-	-	-	47	47	0	-	-	-
August	31	31	0	70	70	0	-	-	-
September	-	-	-	56	56	0	-	-	-
October	79	79	0	-	-	-	-	-	-
November	-	-	-	20	20	0	-	-	-
December	13	13	0	-	-	-	-	-	-
Total	159	159	0	267	267	0	129	129	0

Table 3: Students Trained and Success Rate in Security at Army Training Centres Nasik and Bangalore during the period January 2009 to December 2009 and Jan 2010 to August 2010

Month	2009 Student Admitted	2009 Passed	2009 Dropout/Fail	2010 student Admitted	2010 Passed	2010 Dropout/Fail
January	-	-	-	110	110	0
February	-	-	-	110	110	0
March	-	-	-	110	110	0
April	58	58	0	100	100	0
May	168	168	0	100	100	0
June	204	204	0	100	100	0
July	291	291	0	100	100	0
August	341	341	0	100	100	0
September	264	264	0	-	-	-
October	279	279	0	-	-	-
November	112	112	0	-	-	-
December	110	110	0	-	-	-
Total	1827	1827	0	830	830	0

Success Rate of Programmes with SSCI

There are two programmes with SSCI: (1) Security Guard Programme (SGP) and (2) Security Supervisor Programme (SSP). These short term non credit programmes were launched in September 2008. There are 14 training centres across the country. We have analysed the success rate in all the training centres. A summary of the success rates for 8 training centres is given in Fig. 2. It may be seen that success rate varies among the training centres. The highest success rate (97.85%) is for Dehradun and lowest (66.18%) for Lucknow. The average success rate is 88.61%.

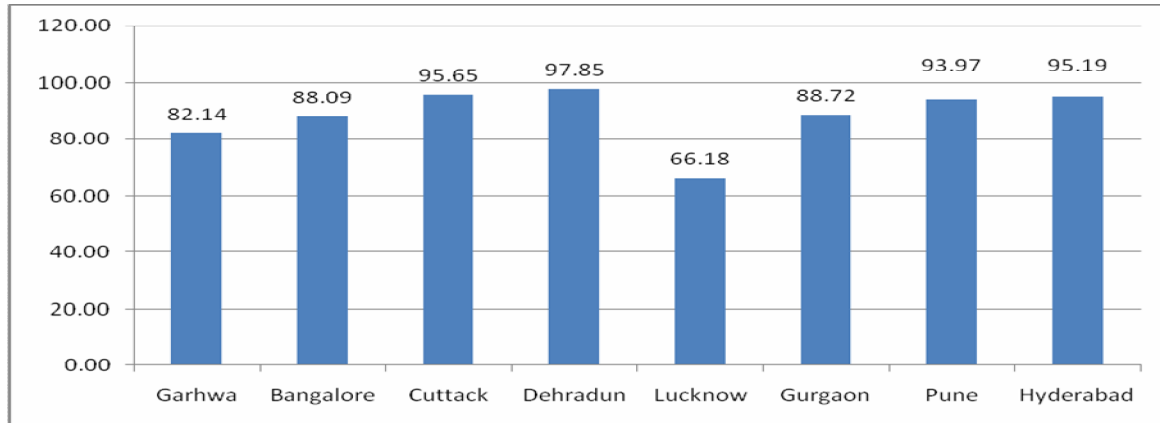


Fig 2: Success Rate of the Students in Security Programmes with SSCI

The success rate varies amongst the batches in the same training centre. The results for Garhwa training centre, the largest training centre of SSCI, are given in Table 4. The similar results for Bangalore and Dehradun training centres are given in Tables 5 and 6 respectively. In Garhwa training centre, the percentage of successful candidates varies from 60.37% to 100% and average being 82.14%. In Bangalore training centre, the percentage of successful candidates varies from 41.67% to 100% and average being 88.09%. On the other hand, in Dehradun training centre, the percentage of successful candidates varies from 81.13% to 100% and average being 97.86%.

Table 4: Success Rate of Students for Training Centre Garhwa

Sr. No.	Training started on	Total Students	Success Rate		% Passed
			Passed	Dropout/Fail	
1	10.03.09	213	155	58	72.77
2	25.03.09	537	350	187	65.18
3	10.04.09	708	474	234	66.95
4	25.04.09	108	98	10	90.74
5	10.05.09	40	32	8	80.00
6	25.05.09	44	44	0	100.00
7	10.06.09	213	167	46	78.40
8	25.07.09	164	99	65	60.37
9	10.08.09	156	135	21	86.54
10	25.08.09	401	335	66	83.54

11	10.09.09	354	329	25	92.94
12	25.09.09	347	274	73	78.96
13	10.10.09	166	166	0	100.00
14	25.10.09	140	140	0	100.00
15	10.11.09	147	143	4	97.28
16	10.12.09	212	198	14	93.40
17	25.12.09	290	281	9	96.90
18	10.01.10	219	187	32	85.39
19	25.02.10	123	101	22	82.11
20	10.03.10	195	166	29	85.13
21	25.03.10	357	343	14	96.08
Total		5134	4217	917	82.14

Table 5: Success Rate of Students for Training Centre Bangalore

Sr. No.	Training started on	Total Students	Success Rate		% Passed
			Passed	Dropout/Fail	
1	25.03.09	72	45	27	62.50
2	10.04.09	12	5	7	41.67
3	25.04.09	17	17	0	100.00
4	10.05.09	62	60	2	96.77
5	25.05.09	146	128	18	87.67
6	10.06.09	62	62	0	100.00
7	25.06.09	36	34	2	94.44
8	10.07.09	15	15	0	100.00
9	25.07.09	19	19	0	100.00
10	10.08.09	45	43	2	95.56
11	25.08.09	28	28	0	100.00
12	10.09.09	45	43	2	95.56
13	25.09.09	99	99	0	100.00
14	10.10.09	35	28	7	80.00
15	25.10.09	3	3	0	100.00
16	10.11.09	12	10	2	83.33
17	25.11.09	56	51	5	91.07
18	10.12.09	51	48	3	94.12
19	25.12.09	70	60	10	85.71
20	10.01.10	80	58	22	72.50
21	25.01.10	44	39	5	88.64
22	10.02.10	32	28	4	87.50
23	25.02.10	33	31	2	93.94
24	10.03.10	68	52	16	76.47
25	25.06.10	58	50	8	86.21
Total		1142	1006	136	88.09

Table 6: Success Rate of Students for Training Centre Dehradun

Sr. No.	Training started on	Total Students	Success Rate		% Passed
			Passed	Dropout/Fail	
1	10.03.09	46	46	0	100.00
2	25.03.09	60	60	0	100.00
3	10.04.09	40	40	0	100.00
4	25.04.09	17	17	0	100.00
5	10.05.09	8	8	0	100.00
6	25.05.09	13	13	0	100.00
7	10.06.09	8	8	0	100.00
8	25.06.09	111	111	0	100.00
9	10.07.09	61	61	0	100.00
10	25.07.09	42	42	0	100.00
11	10.08.09	106	86	20	81.13
12	25.08.09	71	71	0	100.00
13	10.09.09	11	9	2	81.82
14	25.09.09	21	21	0	100.00
15	10.10.09	29	29	0	100.00
16	25.10.09	9	9	0	100.00
17	10.11.09	92	91	1	98.91
18	25.11.09	63	63	0	100.00
19	10.12.09	56	56	0	100.00
20	25.12.09	80	80	0	100.00
21	10.01.10	61	61	0	100.00
22	25.01.10	23	23	0	100.00
23	10.02.10	29	29	0	100.00
24	25.02.10	8	8	0	100.00
25	10.03.10	8	8	0	100.00
Total		1073	1050	23	97.86

EDUCATIONAL QUALIFICATIONS OF THE STUDENTS UNDERGOING TRAINING

It is interesting to see the educational qualifications of the students undergoing training at different training centres. The percentage variation of students having qualification High School, Intermediate and Graduate are discussed separately for below poverty line (BPL) and above poverty line (APL) categories as shown in Fig. 3. It may be seen that under BPL, 55% of the students were High School passed, 39.03% were Intermediate and 5.91% were Graduate. On the other hand, under APL category, 48.74% were High School, 46.22% were Intermediate and 5.04% were Graduate.

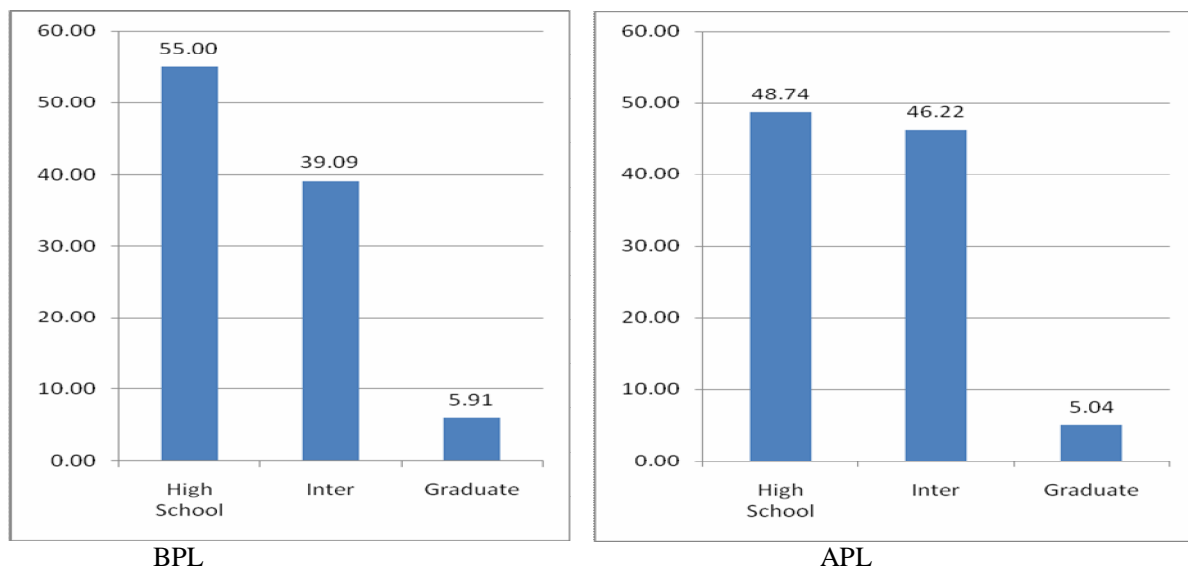


Fig 3: Percentage of the Students with Qualifications under BPL and APL Categories

STUDENT SATISFACTION ABOUT TRAINING PROGRAMMES AND SERVICE CONDITIONS

We have tried to analyse the student satisfaction of those students who are undergoing training as well as of those who are employed after getting training. We have taken feedback from the students under both the categories. We have done this exercise at training centres Gurgaon, Bangalore, Hyderabad, Pune, Lucknow, Bharatpur, Chandigarh, Udaipur, Jodhpur and Bikaner.

A questionnaire was designed to take the feedback. The following information was collected:

- Training Centre from where training was taken
- Batch number and programme (SGP or SSP)
- Members in the family
- Monthly income of the family
- Satisfaction in the Class Room Training, Field Training, Boarding/Lodging and Overall was taken on 4 point scale (1 for poor, 2 for average, 3 for Good and 4 for Excellent).

The results for in service candidates at Bangalore, Hyderabad and Pune are discussed in the following sections:

Student Satisfaction in Bangalore Training Centre (in service candidates)

The survey data are listed in Table 10. It may be seen that the candidates surveyed and employed in Bangalore have taken training from three training centres: Dehradun, Garhwa and Bangalore.

The percentage distribution of the candidates is shown in Fig. 4. The number of the family members in the trainee's house varies tremendously as shown in Fig. 5 and so is their income as shown in Fig. 6. The percentage distribution of the trainees wrt their satisfaction about class room teaching, field training, boarding and lodging and service is shown in Fig. 7.

The maximum number of students (48.28%) employed in Bangalore have taken training in Bangalore training centre, followed by Garhwa (31.03%) and Dehradun (20.69%). A significant number of students (10.34%) were having family members from 10-12. The percentage of students having family members 3 to 5 was 41.38% and family members 6 to 9 was 48.28%.

As far as income of the family is concerned, we have grouped the students into 4 categories; the monthly income level up to Rs. 5000, Rs. 5000 to 10000, Rs. 10000 to 15000 and above Rs. 15000. About 37.93% of the students were having monthly income less or equal to Rs. 5000 whereas about 13.79% were having monthly income more than Rs. 15000.

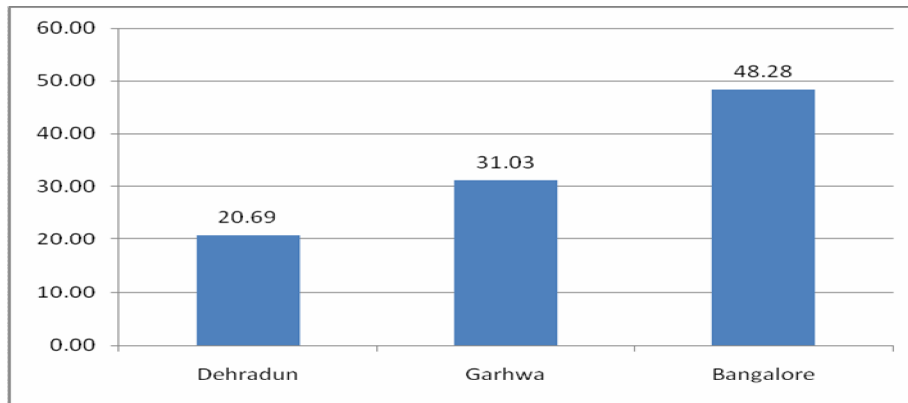


Fig 4: Distribution of the Trainees among the Training Centre at Bangalore

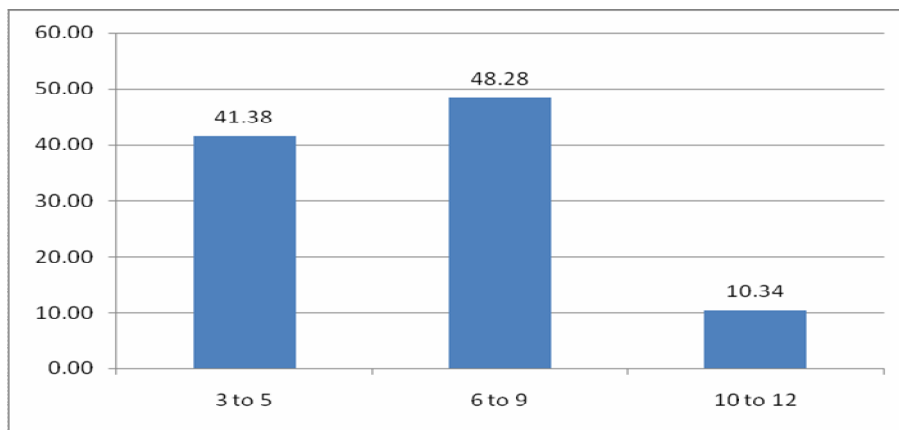


Fig 5: Distribution of the Trainees wrt Family Members at Bangalore

The response of the students to various components of training (class room training, field training, boarding and lodging) and overall was examined and the results are shown in Fig. 7. We have categorized the response as poor, average, good and excellence. The results show that 75.86% of the students rated class room teaching as good as against 55.17% to the field training and 62.07% to the boarding and lodging. About 24.14% of the students rated class room teaching as excellent, as against 44.83% to the field training and 17.24% to the boarding and lodging. Almost 100% of the students were satisfied with the service conditions.

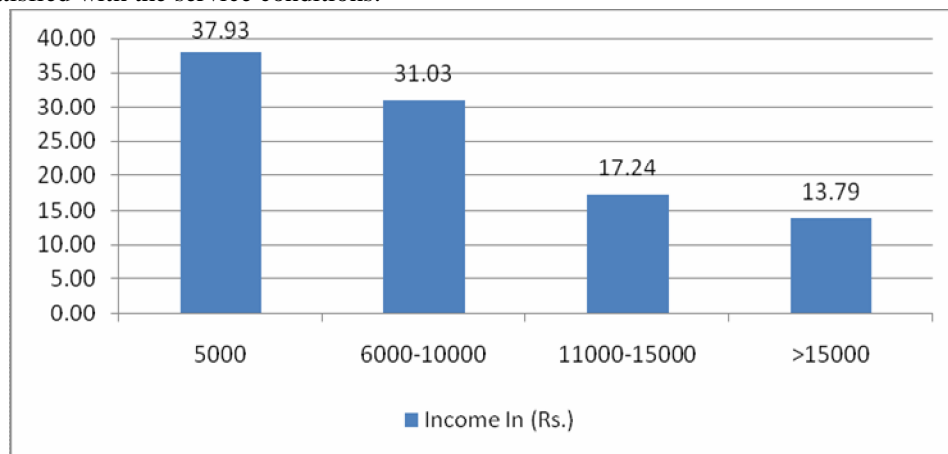


Fig 6: Distribution of the Trainees wrt Income of the Family at Bangalore

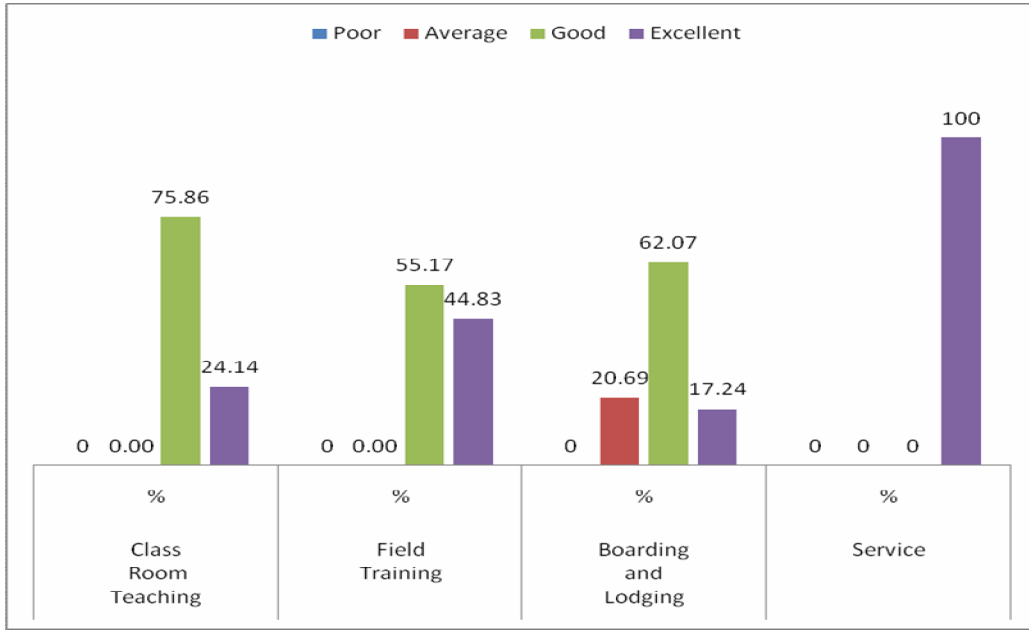


Fig 7: Distribution of the Trainees wrt Their Satisfaction about Training Components and Service Conditions at Bangalore

Student Satisfaction in Hyderabad Training Centre (in service candidates)

Candidates surveyed and employed in Hyderabad have taken training from five training centres: Hyderabad, Udaipur, Pune, Garhwa and Bangalore. The percentage distribution of the candidates among these training centres is shown in Fig. 8. The number of the family members in the trainee’s house is shown in Fig. 9 and their income is shown in Fig. 10.

The maximum number of the employee (50%) has got the training in Garhwa training centre, followed by Udaipur (35%) training centre. The remaining employees have got training at Bangalore, Hyderabad and Pune training centres. About 40% of the candidates were having family members in the range 3-5. In other three categories (6 to 9, 10 to 12 and more than 12), the distribution was equal, 20% each. The maximum numbers of students (55.17%) were in the monthly income range Rs. 6000 - 10,000. About 6.90% of the candidates were having monthly income greater than Rs. 15, 000.

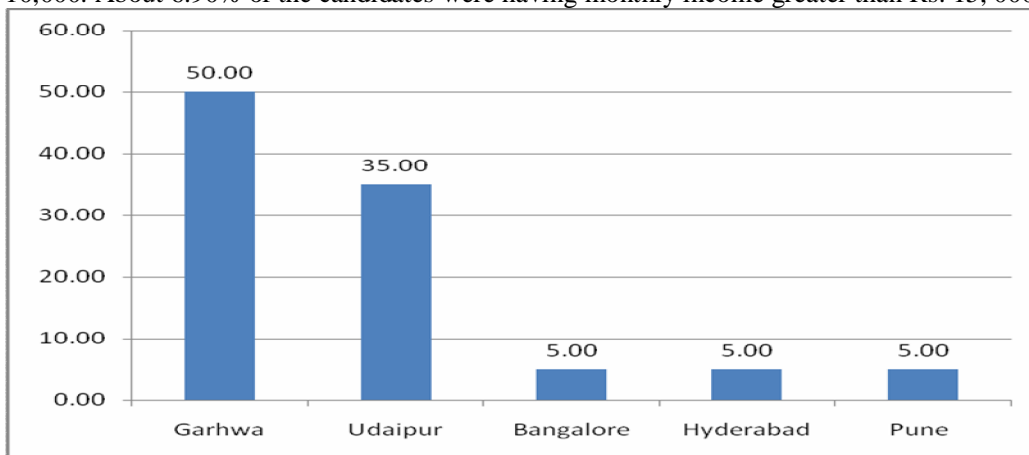


Fig 8: Distribution of the Trainees among the Training Centre at Hyderabad

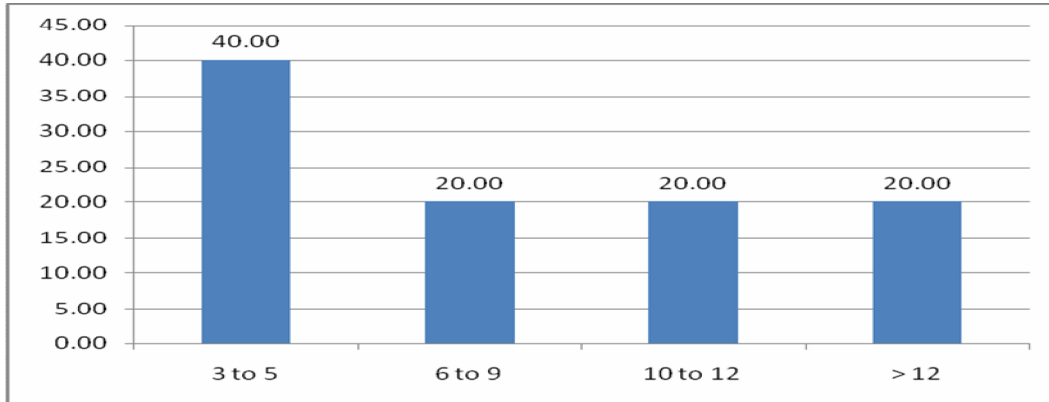


Fig 9: Distribution of the Trainees wrt Family Members at Hyderabad

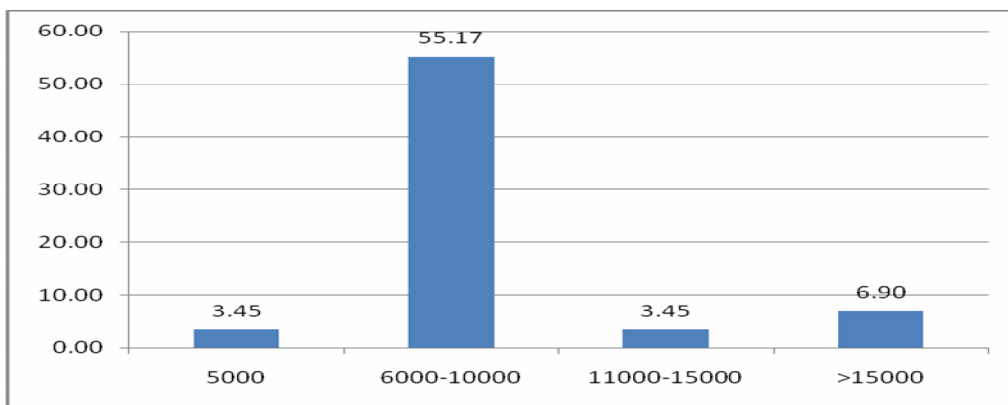


Fig 10: Distribution of the Trainees wrt Income of the Family at Hyderabad

The percentage distribution of the trainees wrt their satisfaction about class room teaching, field training, boarding and lodging and service is shown in Fig. 11. It may be seen that 90% of the students rated class room teaching as excellent as compared to 95% to the field training and 65% to the boarding and lodging. About 10% of the students rated class room teaching as good as compared to 5% in field training and 20% in boarding and lodging. Surprisingly 10% of the students rated boarding and lodging as average whereas 5% rated this activity as poor. About 80% of the students rated service conditions satisfactory whereas 20% were not satisfied. The reason given was that there is inordinate delay in getting the salary.

Student Satisfaction in Pune Training Centre (in service candidates)

Candidates surveyed and employed in Pune have taken training from three training centres: Pune, Cuttack and Bangalore. The percentage distribution of the candidates among these training centres is shown in Fig. 12. The number of the family members in the trainee’s house varies tremendously as shown in Fig. 13 and so is their income as shown in Fig. 14.

It may be seen that 66.67% of the students have taken training from Pune training Centre, followed by Cuttack (20%) and Bangalore (13.33%). About 66.67% of the students were having family members in the range 3-5 and remaining students were equally distributed among other two groups i.e. 6-9 and 10-12 respectively. About 60% of the students were having their monthly income of about Rs. 5000 whereas 40% were having their income in the range Rs 6000 -10,000.

The percentage distribution of the trainees wrt their satisfaction about class room teaching, field training, boarding and lodging and service is shown in Fig. 15. For satisfaction to the training components and service conditions, about 80% of the students rated class room teaching as good as against 66.67% to field training, 86.67% boarding and lodging. Less number of students rated these training components as excellent. In fact, 6.67% of the students rated class room teaching as average

whereas 13.35% rated boarding and lodging as poor. Service conditions are not good according to some of the students; only 60% rated the service conditions as good.

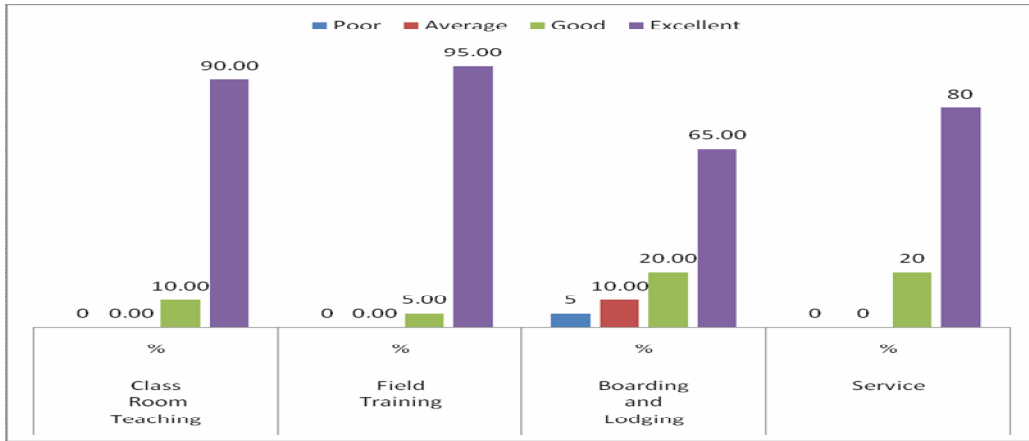


Fig 11: Distribution of the Trainees wrt Their Satisfaction at Hyderabad

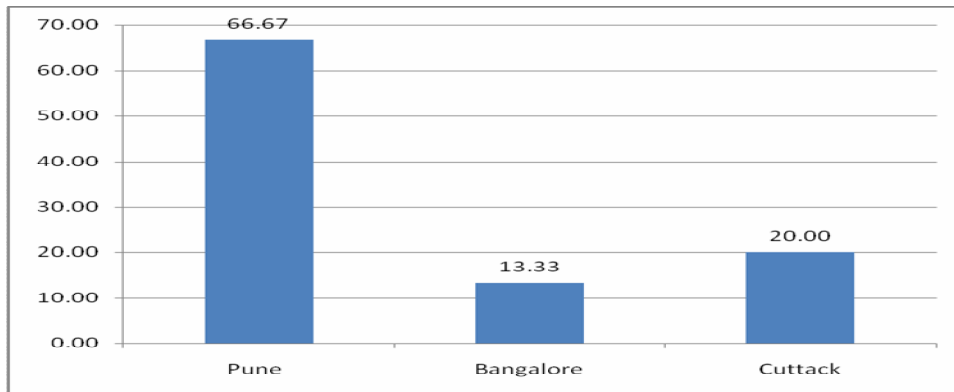


Fig 12: Distribution of the Trainees among the Training Centre at Pune

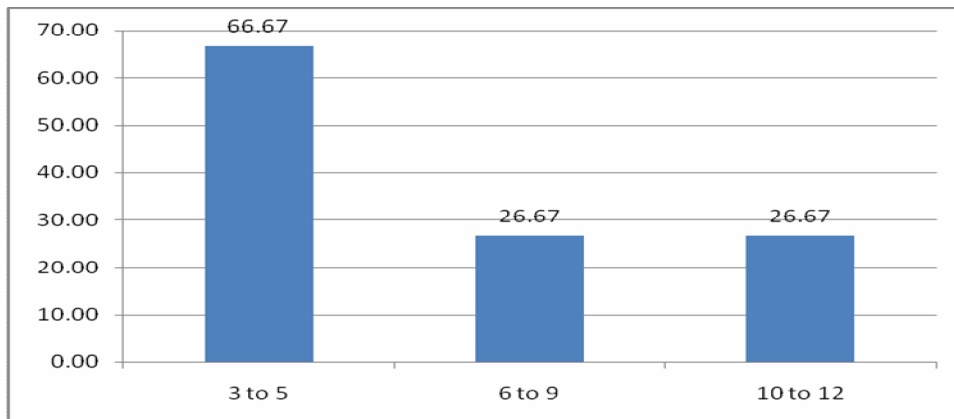


Fig 13: Distribution of the Trainees wrt Family Members at Pune

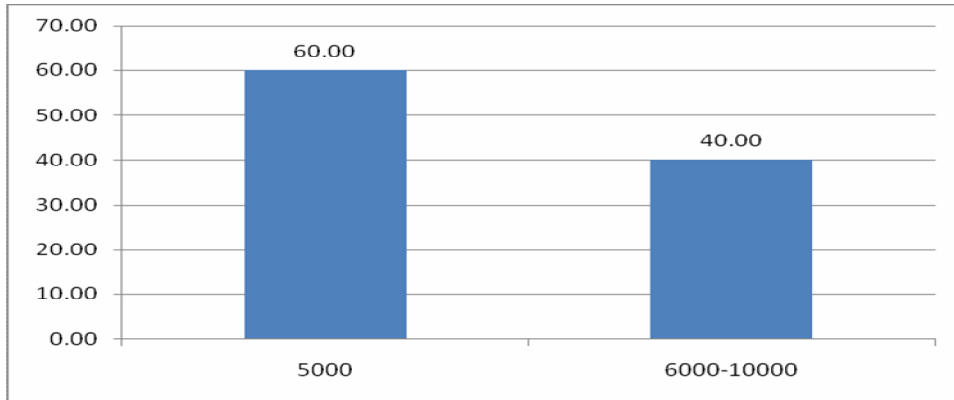


Fig 14: Distribution of the Trainees wrt Income of the Family at Pune

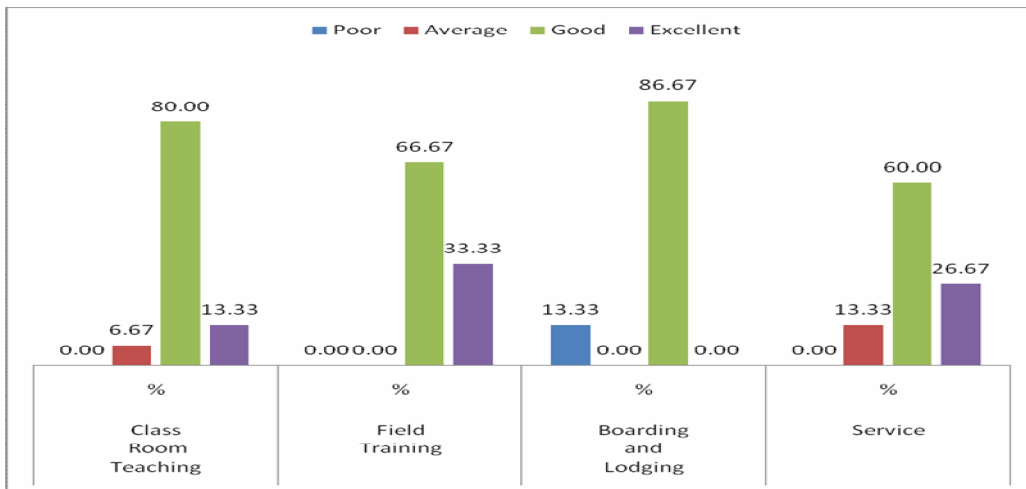


Fig 15: Distribution of the Trainees wrt Their Satisfaction at Pune

Analysis of Responses of Students Ongoing Training

We have analysed the feedback from the students’ ongoing training at all the training centres. The results for training centres at Gurgaon, Hyderabad, Lucknow, Pune and Bangalore are discussed here. The percentage distribution of the candidates among these training centres is shown in Fig. 16. The income of the family of the trainee’s vary among the training centres as shown in Fig. 17. The percentage distribution of the trainees wrt their satisfaction about class room teaching, field training, boarding and lodging and service conditions is shown in Fig. 18.

The maximum number (38.11%) of candidates surveyed were from training centre Lucknow followed by Bangalore (19.67%) and Gurgaon (19.26%). For ongoing training conditions, the maximum numbers (59.02%) of the candidates were in the lowest income group (Rs 1000 to 2000); followed by the next higher group (Rs 2000 to 3000) which is 18.85% as far as satisfaction to the training is concerned, 84.84% of the candidates rated class room teaching as excellent. The similar percentage for field training and boarding and lodging was 90.16%. 56.16% respectively, thus boarding and lodging needs improvement because 3.69% students have rated this activity as poor. 4.51% have rated as average. Overall, 84.02% of the students have rated training as excellent.

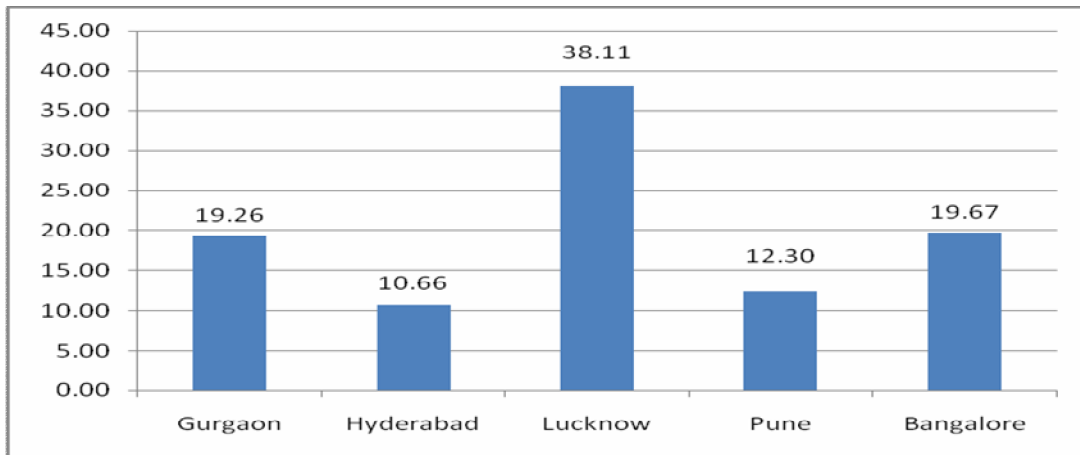


Fig 16: Distribution of Students among the Surveyed Training Centres

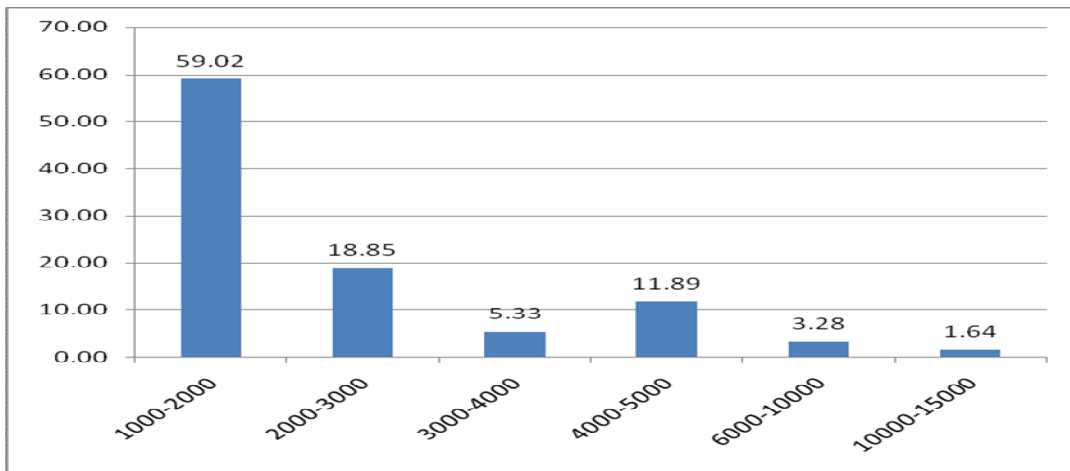


Fig 17: Distribution of the Trainees wrt Income of the Family

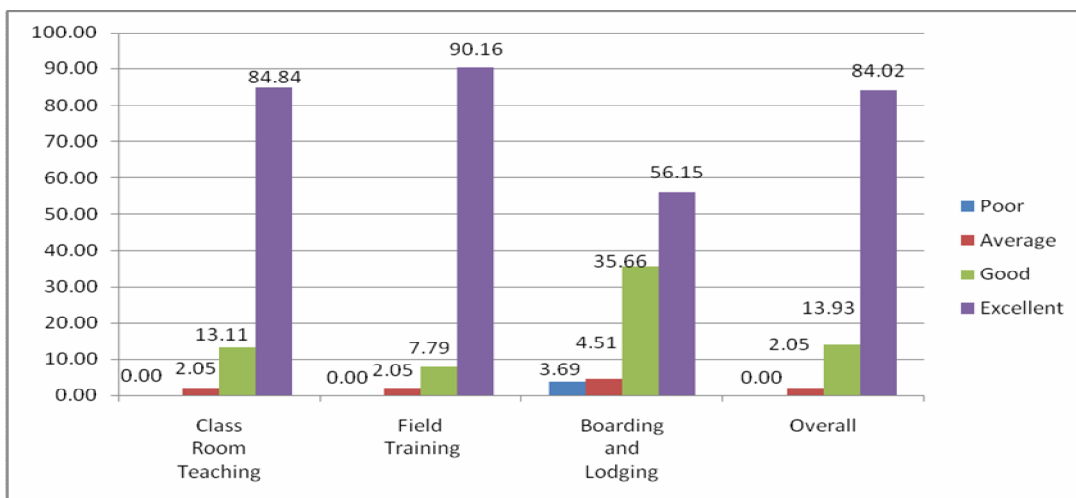


Fig 18: Distribution of the Trainees wrt Their Satisfaction

CONCLUSION

The issues related to the enrolment, retention rate, success rate, satisfaction to various components of training programmes and service conditions have been analysed. The success rate of the students for the programmes with AE is 100%. The success rate of the students for the programmes with SSCI varies among the training centres. The highest success rate (97.85%) was observed for Dehradun and lowest (66.18%) for Lucknow. The average success rate was 88.61%. The success rate varies among the batches in the same training centre. In Garhwa training centre, the percentage of successful candidates varies from 60.37% to 100% and average being 82.14%. In Bangalore training centre, the percentage of successful candidates varies from 41.67% to 100% and average being 88.09%. On the other hand, in Dehradun training centre, the percentage of successful candidates varies from 81.13% to 100% and average being 97.86%.

The feedback from the students about their satisfaction of the training programmes at training centres Gurgaon, Bangalore, Hyderabad, Pune, Lucknow, Bharatpur, Chandigarh, Udaipur, Jodhpur and Bikaner has been taken. The response of the students to various components of training (class room training, field training, boarding and lodging) and overall was examined. We have categorized the response as poor, average, good and excellence. The results show that 75.86% of the students rated class room teaching as good as against 55.17% to the field training and 62.07% to the boarding and lodging. About 24.14% of the students rated class room teaching as excellent, as against 44.83% to the field training and 17.24% to the boarding and lodging. Almost 100% of the students were satisfied with the service conditions.

As far as the feedback from the candidates surveyed and employed in Hyderabad is concerned, about 90% of the students rated class room teaching as excellent as compared to 95% to the field training and 65% to the boarding and lodging. About 10% of the students rated class room teaching as good as compared to 5% in field training and 20% in boarding and lodging. Almost 10% of the students rated boarding and lodging as average whereas 5% rated this activity as poor. About 80% of the students rated service conditions satisfactory whereas 20% were not satisfied. The reason given was that there is inordinate delay in getting the salary.

On the other hand, at Pune about 80% of the students rated class room teaching as good as against 66.67% to field training, 86.67% boarding and lodging. Less number of students rated these training components as excellent. In fact, 6.67% of the students rated class room teaching as average whereas 13.35% rated boarding and lodging as poor. Service conditions are not good according to some of the students; only 60% rated the service conditions as good.

The feedback from the students' undergoing training at all the training centres shows that 84.84% of the candidates rated class room teaching as excellent. The similar percentage for field training and boarding and lodging was 90.16% and 56.16% respectively. Thus, boarding and lodging needs improvement because 3.69% students have rated this activity as poor. 4.51% have rated as average. Overall, 84.02% of the students have rated training as excellent.

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