

Impact Assessment of Nirmaan VHL Tele counselling

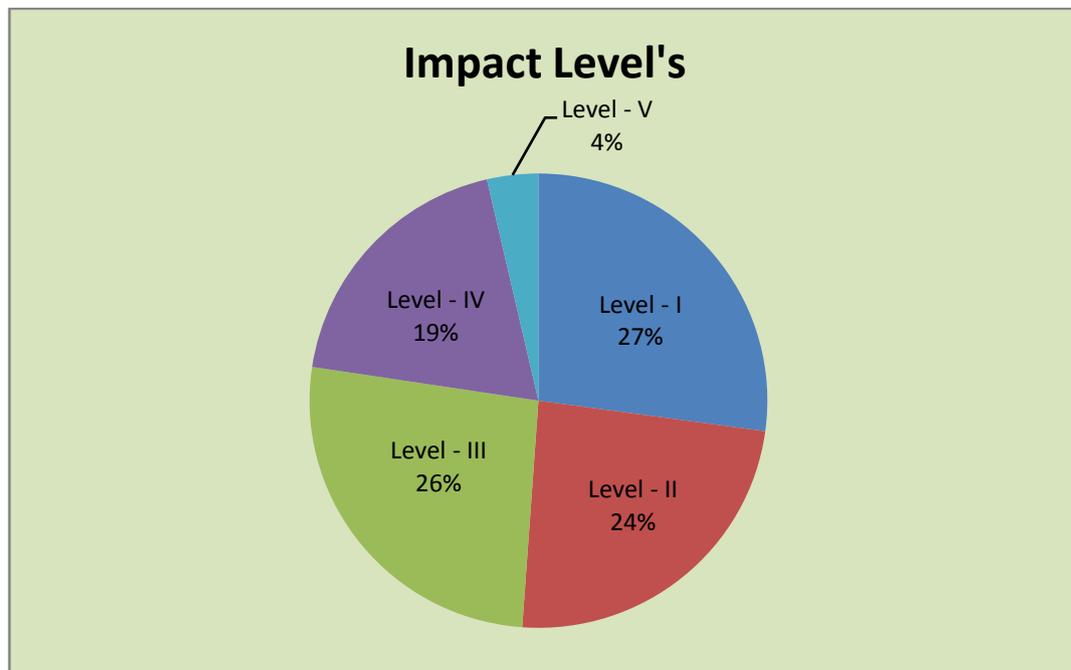
Tele counselling helpline provides the information and guidance to the students primarily from the rural areas in the areas related to Careers, scholarships, Entrance exams, jobs, training institutes etc.,

The current document details about the overall impact of the Tele Counselling HelpLine service since inception. Due to technological advancements, the access of authentic information is playing a major role in the career advancement of the students. The impact of the project can be well understood only on understanding the background of the students as what seem trivial piece of information is a life changing intervention for many of the students from such backgrounds.

Procedure followed

- A sample of 221 calls out of 3175 unique callers for the June 2010 to October 31st 2016 has been taken.
- The sample is exactly based on the proportion of the calls for various categories
- A questionnaire has been developed to capture the responses of the students
- Feedback survey has been done for 221 calls and analysis presented below
- The impact has been classified into 5 levels with Level 1 being life changing (significant impact) and level 5 being no impact.

221 calls Sample data analysis



The sample of 221 calls has been used to estimate the overall impact of the Tele Guidance HelpLine and summary presented below.

Overall Impact Summary

- 3,67,441 queries addressed from June 2010 to October 2016 about 122480 unique callers.
- More than 90% of callers have come to know about the helpline through word of mouth publicity.
- There could also be a significant ripple effect of beneficiary supporting friends / siblings
- 27% significant impact and in most cases life changing, snapshot presented below

Impact Levels	Description	%	No. of Beneficiaries
Level 1	Very significant impact and in most cases life changing intervention such as course selection, getting scholarship, enrolling in training institute etc.,	27%	33252
Level 2	Very high impact on student but the student did not get selected. VHL suggested alternatives and providing multiple kinds of information for student career growth.	24%	29373
Level 3	The information was very useful, he called for second opinion or have other sources of information along with VHL.	26%	32144
Level 4	The information was taken but did not use it much	19%	23277
Level 5	No use at all	4%	4434

Below is the detailed explanation on the levels.

Level 1: This is a very significant impact and in most cases life changing intervention category where a student has taken a career decision or got into a better college or got a scholarship etc., with the support majorly from VHL.

Level 2: Through the intervention of VHL, the student has applied based on the information and guidance but did not get selected and VHL has been providing multiple kinds of information for student career growth, because this overall remote area, student do not have alternative to get information.

Level 3: VHL has suggested possible alternatives. The student got the information and guidance from VHL but would have even got the information from other sources. However, the expert guidance would have been missed if they did not call VHL. They also used this as a second opinion from VHL.

Level 4: The student took the information from VHL but did not use it much.

Level 5: It was not much of use.