

# I.P. (P.G.) College Campus-2, Bulandshahr

## Report of Parent's Feedback Analysis

### Academic Session 2023-24

This institute was established with the mission to provide guidance, identify the talent, and enhance potential, to encourage students to follow their dreams and help them in becoming successful professionals. Parents have entrusted the future of their wards into our hands and thus they play a very important role in the development and enhancement of the quality of this learning experience. Feedback from parents allows the institute to evaluate its service provision and thus cater to provide excellent service to the students. The feedback analysis process has put an increasing emphasis on the need for involvement of the parents in the quality assurance of excellent education. Parent's involvement requires that they play an active role in participating for the holistic development of their wards.

In order to capture the experiences of Parents for the academic session 2023-24, a questionnaire of 13 parameters was circulated. The feedback was taken on different attributes like; Infrastructure Facilities, Maintenance and Cleanliness, Classroom Teachings, Co-curricular and Extra-curricular activities, Library Services and Office services etc.

#### **Objectives of parent's feedback on college:**

1. To provide parents the opportunity to comment on the quality of their ward's learning experience, as required in preparation for and as part of review process.
2. To assess the success of academic provision in relation to the expectations of both the parents and the students.
3. To provide feedback to the faculties in order to improve delivery and/or content of the curriculum.

The online questionnaire is provided to the parents through their wards Google Classroom. This circulation, distribution of feedback forms and collection of filled feedback forms (online) was done by the feedback committee with the coordination of IQAC members.

The scale measures the responses as **Excellent, Very Good, Good, Average, Below Average**. The responses obtained on these dimensions are compiled into a spreadsheet, analyzed and logical conclusions are drawn there from.

The Table 1 demonstrates the responses observed on the given scale as against the respective parameters. As a higher (or lower) proportion of Parents respond as **Excellent to Below Average**, indicates an outcome in favour of (or against) College attaining (or deviating from) its goal.

**Table- 1, Parents Feedback Index Table**

| S. No | Parameter  | Total Responses | Percentages % of total Responses |           |      |         |               | Total % of (Excellent+Very Good+ Good) Responses | Level of Satisfaction |
|-------|--|-----------------|----------------------------------|-----------|------|---------|---------------|--|-----------------------|
|       |  |                 | Excellent                        | Very Good | Good | Average | Below Average |  |                       |
| 1     | The Quality of the Education is  | 247             | 30%                              | 32%       | 26%  | 9%      | 3%            | 88%  | Satisfactory          |
| 2     | The quality and relevancy of the courses in the curriculum                             | 247             | 19%                              | 34%       | 32%  | 12%     | 3%            | 85%  | Satisfactory          |
| 3     | Your Opinion about other activities like Seminars, Workshops, Guest Lectures conducted | 247             | 21%                              | 27%       | 30%  | 15%     | 7%            | 78%  | Moderate Satisfactory |
| 4     | Your Opinion about the department staff and their support to your ward                 | 247             | 36%                              | 27%       | 23%  | 10%     | 4%            | 86%  | Satisfactory          |
| 5     | Your opinion about the subject facilities and lab equipment                            | 247             | 25%                              | 32%       | 27%  | 10%     | 6%            | 84%  | Satisfactory          |
| 6     | Academic growth of your ward   | 247             | 25%                              | 36%       | 25%  | 12%     | 2%            | 86%  | Satisfactory          |
| 7     | Communication skill of your ward   | 247             | 26%                              | 34%       | 26%  | 11%     | 3%            | 86%  | Satisfactory          |
| 8     | Internal examination and evaluation process adopted by college                         | 247             | 29%                              | 34%       | 27%  | 7%      | 3%            | 90%  | Satisfactory          |
| 9     | The Quality of the Education is  | 247             | 28%                              | 24%       | 27%  | 13%     | 8%            | 79%  | Moderate Satisfactory |
| 10    | The quality and relevancy of the courses in the curriculum                             | 247             | 19%                              | 28%       | 28%  | 15%     | 10%           | 75%  | Moderate Satisfactory |
| 11    | Your Opinion about other activities like Seminars, Workshops, Guest Lectures conducted | 247             | 26%                              | 31%       | 25%  | 12%     | 6%            | 82%  | Satisfactory          |
| 12    | Your Opinion about the department staff and their support to your ward                 | 247             | 19%                              | 33%       | 24%  | 16%     | 8%            | 76%  | Moderate Satisfactory |
| 13    | Your opinion about the subject facilities and lab equipment                            | 247             | 22%                              | 34%       | 23%  | 12%     | 9%            | 79%  | Moderate Satisfactory |

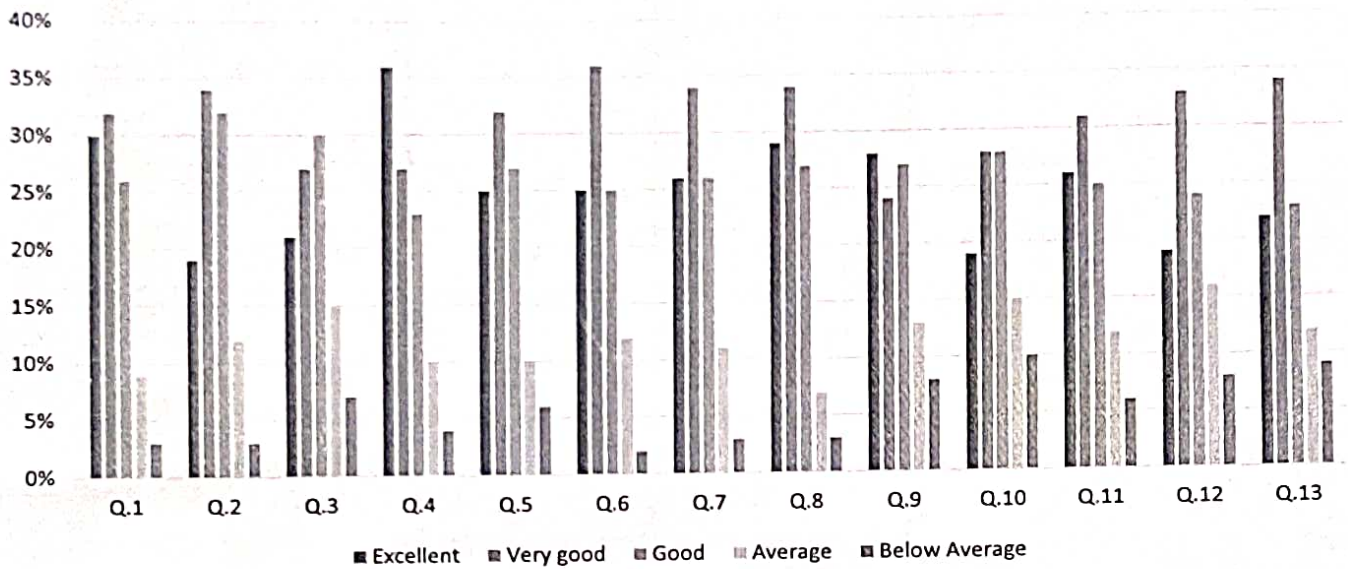
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Chart Representation of Parent's Feedback

Academic Session 2023-24

No. Of Respondents- 247

Parent's feedback



## Criteria for Level of Satisfaction

The level of satisfaction has been calculated as per the following criteria:

- If the Level of Satisfaction in % of (Excellent + Very Good + Good) is or above 80%, then it is considered as Satisfactory.
- If the Level of Satisfaction in % of (Excellent + Very Good + Good) is between 60% and below 80%, then it is considered as Moderate Satisfactory.
- If the Level of Satisfaction % of (Excellent + Very Good + Good) is below 60%, then it is considered as Less Satisfactory.

## Summary of the Feedback Received from Parents (2022-23)

Total Respondents- 247

Respondents in Department of Commerce & Business Administration - 98

Respondents in Department of Computer Science -28

Respondent in Department of Science -81

Respondent in Department of Teacher's Education - 40

## Summary of Findings

### Feedback Analysis

1. Parents are satisfied with the good infrastructure of the college and have found it to be safe and secure for their wards. They also found that their wards have a good learning experience in the college as a result of the good knowledgeable faculties teaching their wards.
2. Feedback analysis clearly indicates that more than 90% of parents from total responses are very much satisfied with the attainment of Programme outcomes.
3. It is observed from the parent's feedback that the fulfillment of expectations regarding syllabus is acceptable.
4. Teacher's time allotment for the interaction with the students is Satisfactory.
5. The analysis of the Parents feedback clearly depicts that they are well satisfied with the overall teaching learning process. Although some parents demanded the Learning process should be more practical oriented.
6. Some parents demand regular sports activities, need for well maintain laboratories and well maintained library.

7. Parents demand a canteen in college premises as the students coming from a long distance are not able to carry their lunch with them due to leaving early for college. At the time of practical examinations or other programs in college, for which they have to stay for long hours and have to leave the campus either crossing the highway to get meal or to go on bikes far away to fetch their meal.

### Recommendations

It is recommended by the feedback committee that,

1. Teacher's should interact with students by using ICT facilities.
2. College must organised workshops, Extra-Curricular/Co-curricular Activities time to time.
3. College should arrange placement drive/ personality development session/ field visit/ industrial visits to improve its teaching learning.
4. Sports facilities should be improved and a particular time schedule for sports should be allotted.
5. College should improve the availability of reference books of new technology & trends and maintain updated version of text books in library.
6. College should provide canteen as a convenient and hygiene option for the students to buy food and refreshments during college hours

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