

## REPORT ON PARENTS' FEEDBACK (2016-2017)

Parents remain a pertinent stakeholder in higher education institutions and their unbiased opinion and feedback can make a real difference to the working of the institution. Acknowledging this fact and in pursuit of its goal of quality education and all-round development, the university garnered feedback from parents of the students in the academic year 2020-21 as well. In spite of the challenges of accessing them and procuring complete, unbiased responses, university again managed to get the feedback of parents of the students of university. This also helps the university to identify its strengths and weaknesses, and build stronger capabilities for better performance on all fronts.

The parents were required to register their view on a set of statements relating to different aspects of teaching, resources, facilities and overall atmosphere at the university. For the same, a five-point rating scale has been utilized the results of which are shown in below given table.

**Table: Responses of the parents (in percentages) about different attributes on a five-point scale along with the weighted average mean score (WM)**

| SNo | STATEMENTS   | Exce<br>llent | Very<br>Good | Good | Avg | Poor | WM   |
|-----|--|---------------|--------------|------|-----|------|------|
|     |  | 5             | 4            | 3    | 2   | 1    |      |
| 1   | Your opinion about the quality of education  | 60            | 30           | 10   | 0   | 0    | 4.5  |
| 2   | Your opinion about the subject faculties and the lab equipments                              | 30            | 50           | 10   | 5   | 5    | 3.95 |
| 3   | Your opinion about the department staff and their support to your ward                       | 15            | 45           | 30   | 5   | 5    | 3.6  |
| 4   | Your opinion about other activities like seminars, meditation classes, sports etc. conducted | 30            | 45           | 15   | 5   | 5    | 3.9  |
| 5   | Your opinion about library facilities  | 15            | 5            | 50   | 25  | 5    | 3    |
| 6   | Your opinion about sports facilities   | 30            | 55           | 5    | 5   | 5    | 4    |
| 7   | Your opinion about green initiatives leading to environmental improvement of the university  | 15            | 10           | 40   | 25  | 10   | 2.95 |
| 8   | Your opinion about the response of the authorities to your queries.                          | 10            | 15           | 55   | 15  | 5    | 3.1  |
| 9   | Your confidence on the employability of your ward based on this programme of study           | 25            | 45           | 20   | 5   | 5    | 3.8  |
| 10  | Academic growth of your ward   | 20            | 60           | 10   | 5   | 5    | 3.85 |
| 11  | Communication skill of your ward   | 10            | 15           | 55   | 15  | 5    | 3.1  |
| 12  | Your ward's consciousness about environment, energy conservation, cleanliness.               | 15            | 20           | 55   | 5   | 5    | 3.35 |
| 13  | The overall atmosphere of the University   | 10            | 20           | 55   | 10  | 5    | 3.2  |
| 14  | Is your ward given enough exposure as far as career orientation is concerned?                | 25            | 25           | 45   | 5   | 0    | 3.7  |
|     | <b>TOTAL</b>   |               |              |      |     |      |      |

The responses have been compiled and analyzed using weighted averages and the results are encouraging and reassuring where the scores on all the aspects are more than 3.5 highlighting the positive image of university in minds of parents. The weighted mean score for the opinion of parents regarding quality of education is 4.5 meaning very close to excellent. The educational inputs provided at university lend a sense of relief to the parents who want the best of education and learning for their children. On the aspects of library facilities weighted score stands at 3 which implies the rank as good but university realises that a higher score on this dimension can garner larger positivity and hope from both parents as well students. Library will be updated, automated in coming days and will be equipped with human and other assistance for the benefit of students. Green initiatives which are expected to enhance environmental quality are a variable scoring lowest overall mean of 2.95. In the light of growing awareness on this issue and a pressing need to contribute to be responsive to environmental degradation and contribute however possible, university will work on this asking need. It is expected that through its well thought of and diligently implemented green initiatives, university will not only decrease its carbon footprint but will also create sensitization and awareness amongst its young students about environmental sustainability.

With sincere work in the direction of making library facilities better, green initiatives, environmental consciousness, the university aims at adding to the positivity of the overall work atmosphere of the university which is reported to have a weighted mean score of 3.2. in this direction, making the system for addressing queries of students and their parents more responsive, quick and dynamic would also be included. This is because the responses of the parents to communication skills and query-handling mechanism, and overall academic environment have been good, with a weighted score of 3.1 and 3.2 approximately which can be made more positive with an aim to reach the highest point of satisfaction. University has undertaken the exercise to reorient its curriculum and steer efforts of the faculty towards soft skills in general and the indispensable communication skills is particular of the students to take on all the challenges of competitive world. It is concluded that the positive academic environment, facilitating equipment and resources, handling of queries, environment friendly green campus have the potential to bolster academic growth of the young learners.

Parents of the university students are convinced that the personality of their ward is being well groomed for a societal fit by ingraining environmental consciousness, exemplary green initiatives, provision for extra-curricular activities and mental training and a healthy positive environment. University remains committed to these initiatives and keeps them high on priority list to contribute to the edifying exercise of imparting wholesome learning.

The feedback from the parents works as a motivator for the university to stay committed for the academic, mental, emotional and overall development of the students, though efforts are being further accentuated for honing the communication skills, generating awareness regarding energy consciousness and cleanliness and providing all kinds of support in the form of infrastructure and assistance from staff to let the students conquer the world. Realizing the indispensability of lab equipment and subject material, university has continued to commit resources for the research and science labs and state of art classrooms and laboratories for quality inputs and meaningful output. It is realised that parents invest resources on the education of their ward in expectation of a better quality of life for their progeny which melts down to lucrative and satisfying employment opportunities. University has, therefore, decided to create awareness and make frantic serious efforts for the employability and career orientation of the students from different disciplines so that it is looked as a strength of university learning and lends sense of ease and assurance to the parents.