

## REPORT ON PARENTS' FEEDBACK (2018-2019)

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 llent	Very Good	Good	Avg	Poor	WM
		5	4	3	2	1	
1	Your opinion about the quality of education	70	25	5	0	0	4.65
2	Your opinion about the subject faculties and the lab equipments	35	60	5	0	0	4.3
3	Your opinion about the department staff and their support to your ward	25	55	20	0	0	4.05
4	Your opinion about other activities like seminars, meditation classes, sports etc. conducted	25	60	15	0	0	4.1
5	Your opinion about library facilities	35	35	30	0	0	4.05
6	Your opinion about sports facilities	45	50	5	0	0	4.4
7	Your opinion about green initiatives leading to environmental improvement of the university	20	55	25	0	0	3.95
8	Your opinion about the response of the authorities to your queries.	25	30	45	0	0	3.8
9	Your confidence on the employability of your ward based on this programme of study	25	60	15	0	0	4.1
10	Academic growth of your ward	40	55	5	0	0	4.35
11	Communication skill of your ward	20	40	40	0	0	3.8
12	Your ward's consciousness about environment, energy conservation, cleanliness.	15	50	35	0	0	3.8
13	The overall atmosphere of the University	20	35	45	0	0	3.75
14	Is your ward given enough exposure as far as career orientation is concerned?	25	30	45	0	0	3.8
	<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 3.75 highlighting the positive image of university in minds of parents. The weighted mean score for the opinion of parents regarding quality of education is 4.65 meaning touching the points of 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. Parents held very similar views with respect to sports facilities, lab equipment, library facilities and other activities like seminars, mediation classes, sports etc. which help in grooming the overall personality of their ward. The university has been contemplating the revamping of library facilities by extending the working hours, making more resources available through additional subscriptions, facilitating reading through 24-hour open reading room, online resources and making library a clean, positive and productive place to be.

The responses of the parents to other dimensions like communication skills, environmental improvement through green initiatives, consciousness towards energy conservation and cleanliness, query handling mechanism, and career orientation, all have a weighted score of 3.8 which is close to very good but the university is working to strengthen these aspects to reach the best results. University has undertaken the exercise to reorient its curriculum and steer efforts of the faculty towards chiselling the technical as well as soft skills of the students preparing them for the challenges of outside 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 has been investing time, resources and energy to help students imbibe these initiatives and the spirit and intent behind in the right way. 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. To make the parents doubly sure of the employability and dependable skill sets of their children, university has been providing training sessions to the students as a part of their curriculum and also as additional inputs preparing them on different aspects adding to the personality development

and brightening their chances of securing and retaining a good employment source. In light of the digitalisation age, university has been strengthening its digital resources and making them accessible to the students through virtual mode. Online journals, databases, e-books and dissertations are intended to be accessible at the finger tips to prepare them on the academic front comprehensively. 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. The investment in green initiatives, sports facilities and initiatives to strengthen academic growth and career orientation still remain the priority areas of university so as to enhance the confidence of parents and reputation of university.