

## REPORT ON PARENTS' FEEDBACK (2023-2024)

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 2023-2024 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   | Excellent | Very Good | Good | Avg | Poor | WA   |
|-----|--|-----------|-----------|------|-----|------|------|
|     |  | 5         | 4         | 3    | 2   | 1    |      |
| 1   | Your opinion about the quality of education  | 87        | 12        | 1    | 0   | 0    | 4.86 |
| 2   | Your opinion about the subject faculties and the lab equipments                              | 57        | 39        | 4    | 0   | 0    | 4.53 |
| 3   | Your opinion about the department staff and their support to your ward                       | 56        | 43        | 1    | 0   | 0    | 4.55 |
| 4   | Your opinion about other activities like seminars, meditation classes, sports etc. conducted | 51        | 42        | 7    | 0   | 0    | 4.44 |
| 5   | Your opinion about library facilities  | 58        | 42        | 0    | 0   | 0    | 4.58 |
| 6   | Your opinion about sports facilities   | 61        | 37        | 2    | 0   | 0    | 4.59 |
| 7   | Your opinion about green initiatives leading to environmental improvement of the university  | 55        | 40        | 5    | 0   | 0    | 4.5  |
| 8   | Your opinion about the response of the authorities to your queries.                          | 61        | 33        | 6    | 0   | 0    | 4.55 |
| 9   | Your confidence on the employability of your ward based on this programme of study           | 41        | 47        | 12   | 0   | 0    | 4.29 |
| 10  | Academic growth of your ward   | 58        | 41        | 1    | 0   | 0    | 4.57 |
| 11  | Communication skill of your ward   | 47        | 42        | 11   | 0   | 0    | 4.36 |
| 12  | Your ward's consciousness about environment, energy conservation, cleanliness.               | 51        | 42        | 7    | 0   | 0    | 4.44 |
| 13  | The overall atmosphere of the University   | 49        | 47        | 4    | 0   | 0    | 4.45 |
| 14  | Is your ward given enough exposure as far as career orientation is concerned?                | 51        | 32        | 17   | 0   | 0    | 4.34 |

The responses have been compiled and analyzed using weighted averages and the results are encouraging and reassuring where the weighted average scores on all the aspects are at least 4.25 which is nothing but a testimony to the exemplary methods, materials, infrastructure and policies adopted by Guru Nanak Dev University. Parents were found to have no worries with regards to the quality of education which was described as excellent and had 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 feedback of the parent of the wards at the university has been encouraging and improving over the years whereby the frantic and comprehensive efforts of the university have been proving rewarding. It is a ratification of the university's spree of making policies in accordance with the changing developments.

Parents of the university students nurture no doubts with regards to the quality of educational inputs being provided to their wards supplemented with best of infrastructure in the name of library facilities, sports opportunities, seminars, meditation classes and other inputs on critical aspects contributing to total personality development of the student. The assurance to the parents also emanated from the career orientation and employability, though some scope remains to be stronger and better on this dimension. University, its curriculum and efforts of the faculty are directed towards chiselling the technical as well as soft skills of the students preparing them for the challenges of outside world, and to this the parents registered their agreement. It is concluded that the positive academic environment, facilitating equipment and resources, handling of queries, environment friendly green campus provides a conducive environment for 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.

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 can be more rigorous with respect to efforts 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 repute of university. The university's consistent efforts in keeping pace with the developments in outside world are definitely reflecting in the opinions of the parents, though a lot needs to be still done.