

REPORT ON STUDENTS' FEEDBACK (2018-2019)

Students of the university, are the primary and dominant stakeholder, who are groomed with the intent to prepare them for the professional world and take on all challenges of the dynamic world with their well prepared, sharpened and chiseled arsenal. Students and their needs are catered to in the best possible way through academic, cultural, co-curricular, personality development and other critical inputs. An attempt is made to keep them abreast of the happenings of the outside world and prepare them to excel in all challenges. A constant touch is maintained with the students, the heart beat of the university and their take on initiatives by the university and constant efforts of the faculty is taken through comprehensive feedback. Students' survey is an initiative taken in the light of growth and development of both the students and also the faculty and the institute and to steer all actions in the right fruitful direction. The students' response to their facilities, infrastructure, curriculum, its coverage, teachers and their ability to communicate and overall working and efficiency of the university is garnered, recorded, analyzed and acted upon to scale heights in student development and enrichment.

In light of this healthy practice, the responses of the students from different departments, from different programs, across graduation and post-graduation levels are gathered on a five point scale about various criteria. The results of the data gathered are put together in the table below and analyzed and interpreted for a reality check and future course of action.

Table: Percentage of Responses of the students about different attributes on a five-point scale along with the weighted average mean score (WM)

S.No	Attributes	Very poor	Poor	Avg	Good	Very good	
	Weights	0	1	2	3	4	WM
1	Publicity about the course/s and curriculum	0	0	0	75	25	3.25
2	Fairness and transparency in the process of admission	0	0	5	70	25	3.2
3	Response of administration to the needs of students	0	0	20	75	5	2.85
4	Proper orientation provided for freshers admitted to the course	0	0	0	40	60	3.6
5	General facilities, infrastructure and eco-friendly nature of campus	0	0	0	50	50	3.5
6	Opportunities provided to students to participate in sports and cultural events	0	0	5	30	65	3.6
7	Facilities at Central Library	0	0	25	70	5	2.8
8	Availability and access to internet facility/Wi-Fi, e-books and e-journals	0	0	35	50	15	2.8
9	Organization of special coaching for personality development and competitive exams	0	0	15	70	15	3

10	Guidance and counseling provided by the University for employment	0	0	30	60	10	2.8
11	Ambience of the Department	0	0	10	50	40	3.3
12	Cooperation and helpfulness of the office of the department	0	0	10	45	45	3.35
13	Curriculum/course content	0	0	20	50	30	3.1
14	Adequacy and maintenance of Lab/Studio/Workshop etc. of your course	0	0	10	60	30	3.2
15	Overall facility in the department	0	0	15	50	35	3.2
16	Knowledge of the teacher about the subject	0	0	0	45	55	3.55
17	Completion of the prescribed syllabus as per time table	0	0	0	40	60	3.6
18	Regularity of the teacher to take classes	0	0	15	45	40	3.25
19	Communication and presentation skill of the teachers	0	0	5	55	40	3.35
20	Use of ICT by the teachers	0	0	20	55	25	3.05
21	Conduct of internal assessment and evaluation on time	0	0	0	60	40	3.4
22	Accessibility of teacher beyond the class hours	0	0	15	60	25	3.1

A careful perusal of the table and the overall numbers highlight that the students hold an above average response towards the university, its policies, working, teaching methods and other facilities as the weighted mean score is found to be at least 2.8 (which stands very close to good) for all the gauged dimensions. The highest score of 3.6 (which is approaching very good on the scale) is recorded for the parameter of completion of the prescribed syllabus as per time table which highlights the sense of commitment on the part of faculty making no compromises on syllabus and its coverage. The provision of preparation for the competitive exams and initiatives to work for personality development of the students which has been appreciated by the students saw a little uptick in overall score. The provision of preparation for the competitive exams and initiatives to work for personality development of the students are well taken and appreciated by the students who look at these coaching sessions as a means to a secure future. Response of administration to the needs of the students leaves scope for improvement as the total score stands at 2.85 which is a decline from previous year. This can be attributed to the induction of new staff who occupy chairs of students' dealing and may not be very conversant with the processes and rules. An orientation of the employees on seats involving public dealing generally and student dealing specifically would be a good idea to communicate a sense of support and cooperation. Sports and cultural activities and efforts at GNDU are enviable where umpteen opportunities are unfolded for the interested students and the total weighted mean stands at the highest across all parameters of 3.6. The students can showcase their talent and

also take advantage of the facilities for better preparation and meaningful inputs from the experts. Sports grounds, training facilities and provisions, cultural activities and assistance by professionals to groom them for zonal, regional, national and international level competitions remain perceived positively. With regards to the teachers, their performance, preparation and abilities, the overall scores are good highlighting the inherent strengths and capabilities of the teachers. Be it their regularity in taking classes, conduct of assessment and evaluation, communication and presentation skills, knowledge about the subject, the weighted average score is more than 3.2 establishing teachers as a strength of the university. Over the years teachers have also succeeded in blending technology in their teaching and keep pace with the present times of information and technology. However, teachers need to make themselves more accessible beyond the designated class hours for a more fulfilling experience of the students for lending constant and comprehensive support to the students.

As a low, however, remain the facilities at central library the weighted mean for which hovers a little above average and close to good (2.8) which displays scope for making it all the more good. Library facilities call for a challenge to keep the attention and fancy of the students in times of technology boom when all that you want to read or consult can be accessed at the tip of your finger using internet and a smart phone. The students must be groomed to realise the indispensability of healthy reading habits and motivated for regular use of library facilities which necessitates the upkeep and modernisation of library facilities. University authorities have already initiated the process of streamlining the library processes for a smoother experience of library facilities. The parameter relating to ambience of the departments has seen a significant improvement with overall score of 3.3 where the contribution of practices of landscaping, aggressive planation, investment in maintenance and upkeep of departments has played a dominant role. The other area which has been identified is the need to instil a spirit of cooperation and helpfulness amongst the office staff of the university across different departments where the efforts taken have reaped benefits and unfolding in better camaraderie with the office staff of the departments. The admission processes of the university which has been made online has not just facilitated the students and their families avoiding them the physical ordeal but has also made the entire process transparent and unbiased and has an overall mean score of 3.25.

Overall, the feedback from the students is positive and highlights that the university is succeeding in providing a good learning environment and experience to its students though there is a big room for improvement which calls for policy initiatives and corrective action by the authorities.