

## REPORT ON PARENTS' FEEDBACK (2017-2018)

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	20	5	5	0	4.55
2	Your opinion about the subject faculties and the lab equipments	25	60	10	5	0	4.05
3	Your opinion about the department staff and their support to your ward	15	60	15	10	0	3.8
4	Your opinion about other activities like seminars, meditation classes, sports etc. conducted	30	50	10	10	0	4
5	Your opinion about library facilities	20	25	40	15	0	3.5
6	Your opinion about sports facilities	30	60	10	0	0	4.2
7	Your opinion about green initiatives leading to environmental improvement of the university	45	15	15	25	0	3.8
8	Your opinion about the response of the authorities to your queries.	20	20	45	15	0	3.45
9	Your confidence on the employability of your ward based on this programme of study	30	45	20	5	0	4
10	Academic growth of your ward	30	60	10	0	0	4.2
11	Communication skill of your ward	25	20	40	15	0	3.55
12	Your ward's consciousness about environment, energy conservation, cleanliness.	20	25	50	5	0	3.6
13	The overall atmosphere of the University	15	25	50	10	0	3.45
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 4.55 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. 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 started working towards building resilient systems at library to provide all facilities to enhance the reading habits of students. Providing cleaner and larger reading spaces, ease in issue and return of material, more trained and patient staff have been some of the initiatives in this direction. University has been constantly updating its sports and recreational facilities by introducing state of art sports and training facilities. Catering to the different sporting needs, provision for gymnasiums and working towards the concept of open gym for the overall development of students and faculty have been the priority areas of university.

The responses of the parents to other dimensions like communication skills, query handling mechanism, and overall academic environment have been good , with a weighted score of 3.5 approximately 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 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. To make the parents doubly sure of the employability and dependable skill sets of their children, university

is thinking on organising specialised training sessions for the students planning them in-house and from outside corporate, industry and academic experts to brighten their chances of securing and retaining a good employment source. 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. 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.