

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

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	
	<b>Weights</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>WM</b>
1	Publicity about the course/s and curriculum	0	0	20	70	10	2.9
2	Fairness and transparency in the process of admission	0	0	35	55	10	2.75
3	Response of administration to the needs of students	0	0	0	45	55	3.55
4	Proper orientation provided for freshers admitted to the course	0	0	5	55	40	3.35
5	General facilities, infrastructure and eco-friendly nature of campus	0	0	15	55	30	3.15
6	Opportunities provided to students to participate in sports and cultural events	0	0	5	50	45	3.4
7	Facilities at Central Library	0	10	45	40	5	2.4
8	Availability and access to internet facility/Wi-Fi, e-books and e-journals	0	0	5	65	30	3.25
9	Organization of special coaching for personality development and competitive exams	0	0	40	55	5	2.65

10	Guidance and counseling provided by the University for employment	0	5	40	50	5	2.55
11	Ambience of the Department	0	0	30	60	10	2.8
12	Cooperation and helpfulness of the office of the department	0	0	45	40	15	2.7
13	Curriculum/course content	0	0	30	50	20	2.9
14	Adequacy and maintenance of Lab/Studio/Workshop etc. of your course	0	0	20	55	25	3.05
15	Overall facility in the department	0	0	25	55	20	2.95
16	Knowledge of the teacher about the subject	0	0	0	50	50	3.5
17	Completion of the prescribed syllabus as per time table	0	0	0	25	75	3.75
18	Regularity of the teacher to take classes	0	0	5	60	35	3.3
19	Communication and presentation skill of the teachers	0	0	15	55	30	3.15
20	Use of ICT by the teachers	0	0	30	50	20	2.9
21	Conduct of internal assessment and evaluation on time	0	0	5	55	40	3.35
22	Accessibility of teacher beyond the class hours	0	0	25	60	15	2.9

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 above 2 for all the gauged dimensions (with minimum weighted average score of 2.4 which is way above average). The highest score of 3.75 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 decline in overall score possibly in the light of changes in pedagogy and course need to be introduced in the light of updation of syllabus and preparation strategies of competitive exams. Support and cooperation of the administration in terms of response to queries was registered as a facilitation where the students rated this parameter as more than good (3.55). Sports and cultural activities and efforts at GNDU are enviable where umpteen opportunities are unfolded for the interested students. 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 are perceived positively and have garnered the overall weighted score of 3.4. 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. However, teachers need to integrate ICT in their teaching and class room discussions and make themselves more accessible beyond the designated class hours for a more fulfilling experience of the students.

The central library facilities recorded a relatively low weighted mean of 2.4 which highlights the scope for improvement of these facilities in line with technology and national and international developments. Students need to be facilitated 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 embracing the technology driven innovations for a smother experience of library facilities and are in the implementation phase. Another area where scope for improvement is noticed is the parameter relating to ambience of the department where total weighted score stands at 2.8, a little improvement than the past year. The university has taken up the efforts in the direction of greener campus through aesthetic and other plantation drives and beautification of the campus as a whole. This is being thought and worked upon so as to make the experience at university a satisfying and enriching one. With the programme meant to cover the entire campus, students from different departments will experience a better ambience. 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. It is only the need to sensitise the staff who are already doing their work and bridge the communication gap as to help the students get their queries addressed timely and at right desk. The admission processes of the university, as highlighted from the students' feedback need to be built stronger for greater fairness and transparency as the weighted score stand at 2.75. It is felt that the admission processes can be made indisputably transparent and fair with the blend of technology. University is building systems to take the admission process online and weed out disparities and biases, if any which are so perceived.

Overall, the feedback from the students is positive and highlights that the university is succeeding it 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.