

I.P. (P.G.) College Campus-2, Bulandshahr

Report of Parent's Feedback Analysis

Academic Session 2024-25

This institute was established with the mission to provide guidance, identify the talent, and enhance potential, to encourage students to follow their dreams and help them in becoming successful professionals. Parents have entrusted the future of their wards into our hands and thus they play a very important role in the development and enhancement of the quality of this learning experience. Feedback from parents allows the institute to evaluate its service provision and thus cater to provide excellent service to the students. The feedback analysis process has put an increasing emphasis on the need for involvement of the parents in the quality assurance of excellent education. Parent's involvement requires that they play an active role in participating for the holistic development of their wards.

In order to capture the experiences of Parents for the academic session 2024-25, a questionnaire of 13 parameters was circulated. The feedback was taken on different attributes like; Infrastructure Facilities, Maintenance and Cleanliness, Classroom Teachings, Co-curricular and Extra-curricular activities, Library Services and Office services etc.

Objectives of parent's feedback on college:

1. To provide parents the opportunity to comment on the quality of their ward's learning experience, as required in preparation for and as part of review process.
2. To assess the success of academic provision in relation to the expectations of both the parents and the students.
3. To provide feedback to the faculties in order to improve delivery and/or content of the curriculum.

The online questionnaire is provided to the parents through their wards Google Classroom. This circulation, distribution of feedback forms and collection of filled feedback forms (online) was done by the feedback committee with the coordination of IQAC members.

The scale measures the responses as **Excellent, Very Good, Good, Average, Below Average**. The responses obtained on these dimensions are compiled into a spreadsheet, analyzed and logical conclusions are drawn there from.

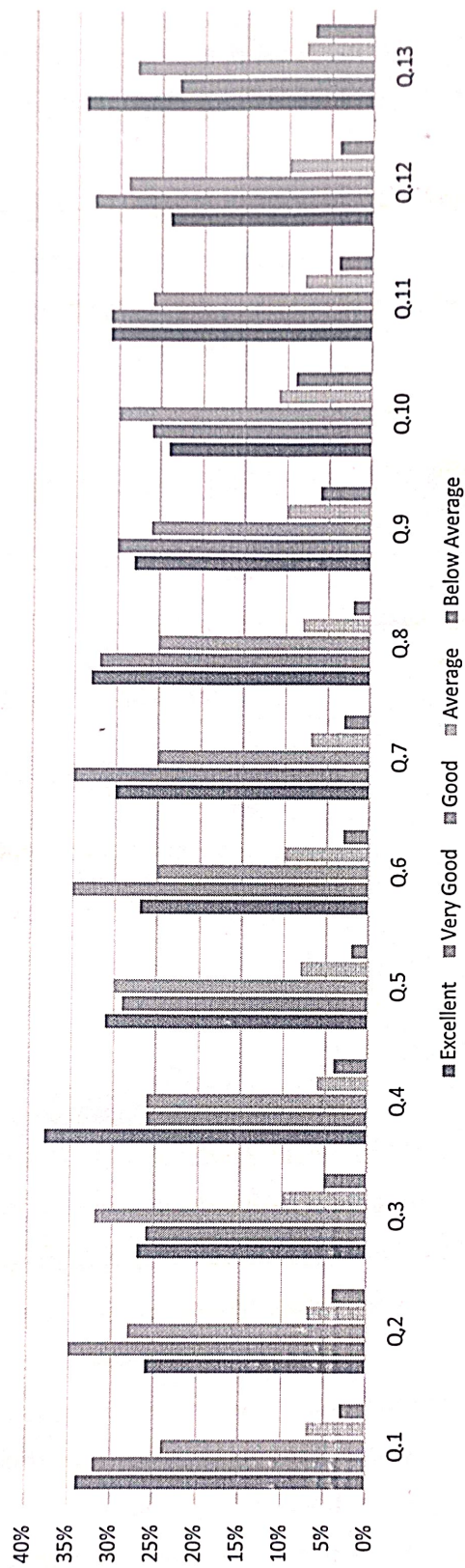
The Table 1 demonstrates the responses observed on the given scale as against the respective parameters. As a higher (or lower) proportion of Parents respond as **Excellent** to **Below Average**, indicates an outcome in favour of (or against) College attaining (or deviating from) its goal.

Table-1, Parents feedback Index Table

S. No.	Parameter	Total Responses	Percentages % of total Responses					Total % of (Excellent + Very)	Level of Satisfaction
			Excellent	Very Good	Good	Average	Below Average		
1	The Quality of the Education is	201	34%	32%	24%	7%	3%	90%	Satisfactory
2	The quality and relevancy of the courses in the curriculum	201	26%	35%	28%	7%	4%	89%	Satisfactory
3	Your Opinion about other activities like Seminars, Workshops, Guest Lectures conducted	201	27%	26%	32%	10%	5%	85%	Satisfactory
4	Your Opinion about the department staff and their support to your ward	201	38%	26%	26%	6%	4%	90%	Satisfactory
5	Your opinion about the subject facilities and lab equipment	201	31%	29%	30%	8%	2%	90%	Satisfactory
6	Academic growth of your ward	201	27%	35%	25%	10%	3%	87%	Satisfactory

7	Communication skill of your ward	201	30%	35%	25%	7%	3%	90%	Satisfactory
8	Internal examination and evaluation process adopted by college	201	33%	32%	25%	8%	2%	90%	Satisfactory
9	Library facilities	201	28%	30%	26%	10%	6%	84%	Satisfactory
10	Sports facilities	201	24%	26%	30%	11%	9%	80%	Satisfactory
11	Whole Atmosphere of the College	201	31%	31%	26%	8%	4%	88%	Satisfactory
12	Have your ward given enough exposure as far as career orientation is concerned	201	24%	33%	29%	10%	4%	86%	Satisfactory
13	Are the authorities easily approachable regarding any Queries	201	34%	23%	28%	8%	7%	85%	Satisfactory

Parent Feedback Chart 2024-2025



Criteria for Level of Satisfaction

The level of satisfaction has been calculated as per the following criteria:

- If the Level of Satisfaction in % of (Excellent + Very Good + Good) is or above 80%, then it is considered as Satisfactory.
- If the Level of Satisfaction in % of (Excellent + Very Good + Good) is between 60% and below 80%, then it is considered as Moderate Satisfactory.
- If the Level of Satisfaction % of (Excellent + Very Good + Good) is below 60%, then it is considered as Less Satisfactory.

Summary of the Feedback Received from Parents (2024-25)

Total Respondents- 201

Respondents in Department of Commerce & Business Administration - 48

Respondents in Department of Computer Science -79

Respondent in Department of Science -68

Respondent in Department of Teacher's Education - 6

Summary of Findings

Feedback Analysis

1. Many parents say facilities are excellent or satisfactory.
2. Parents also praised the dedication and teaching quality of the staff.
3. Parents complaints about office staff and administration not being supportive or polite.
4. Several responses cite dissatisfaction with the library outdated books, poor system etc.
5. Some suggestions to improve overall college atmosphere and physical infrastructure (e.g. more service windows, better canteen, road safety).
6. Parents noted a lack of cultural functions, seminar, outdoor activities.
7. A few parents find the uniform rule too strict or unnecessary.
8. Some parents complaints about rude or unprofessional security behavior.
9. Request for updated syllabus and inclusion of trending topics like AI.

Recommendations

It is recommended by the feedback committee that,

1. College should conduct staff training session focusing on communication.
2. Upgrade the library infrastructure. Add more relevant and modern books, especially in area like AI and career preparation. Implement a digital catalog or e-library system.
3. Add more service counters/windows for various courses and reduce student congestion.
4. Renovate or expand the canteen to accommodate more students.
5. Improve road safety near or within campus through signage, speed bumps, or traffic warden.
6. Organize regular extracurricular and cultural events.
7. Plans seminar/ workshops focused on career guidance, soft skills, and industry interaction.
8. Include annual sports or holistic development.
9. Consider a more flexible approach to uniform enforcement.
10. College should appoint train security staff in professional conduct and interaction. Set up a grievance redressal mechanism for such complaints.
11. Conduct a syllabus review and integrate emerging subjects or skill based modules. Invite feedback from students and faculty while doing curriculum updates.


Principal
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