

Parents Feedback Report

Objective of Feedback

An annual survey was conducted to assess the satisfaction of parents regarding the services of the college. Each year we ask parents to complete a feedback form to gain an insight into how college could improve on various parameters. We value feedback and treat it with highest respect, courtesy, value and confidentiality.

Process Adopted for Feedback

In each academic session (2012-13, 2013-14, 2014-15, 2015-16, 2016-17) we asked parents to complete a printed feedback form (provided by college). The feedback form is also available on the college website. Filling of feedback is voluntary.

Design of Feedback

The feedback collected included rating of key services on a four point scale:

1. Excellent
2. Very good
3. Good
4. Poor

Areas assessed were

1. Admission preference amongst other colleges
2. Admission procedure
3. Security and discipline of college campus
4. Academic atmosphere
5. College infrastructure

Besides this, comments/opinions were also requested from the parents.

Analysis of Feedback

Feedback was sorted and the opinion obtained for each parameter is represented as percentage of total number of feedback response obtained for that parameter represented in parentheses. Percentage overall average of rating was also computed for each academic session.

Parents Feedback Analysis

Academic Year 2012-13

Overall average of the parent's feedback was excellent (about 43%) on academic and non-academic facilities, 38% felt it was very good and about 18% felt as good and few reported it as poor.

Admission, of their ward in this college as first preference, was rated very high by the parents (70%) and parents have provided "Excellent" feedback rating for admission procedure (40%) adopted by the college. Security and discipline of the college campus was also highly commended by most of the parents (42%).

Parents also rated academic atmosphere very high (45%), and most parents found college infrastructure adequate (40%) rated very good. However some also reported the infrastructure to be inadequate.

Suggestions of Parents

1. Cycle stand fee should be collected one time per student per year.
2. There should be a parent-teacher interaction at least once in a session.
3. Parents requested for regular class tests for their ward year round as internal performance evaluation.

Academic Year 2013-14

Rating for almost all the parameters fell in the range of “Excellent” to “Good”. On an average 44% of the parents’ feedback were excellent regarding the services of the college, 39% felt it was very good and 16% felt as good.

For the admission of their ward, it was parent’s first preference (72%) for this college. Parents have given highest ranking, excellent for academic atmosphere (41%) of the college. They were also satisfied with the college infrastructure (40%), admission procedure (42%) and security and discipline of the college campus (43%) by rating very good.

Suggestions of Parents

1. Parents suggested installation of more water coolers in the college premises.
2. Regular cleaning of toilets, common room, classrooms, labs and college campus.
3. Use of latest technology aids in teaching (digital and smart classes).

Academic Year 2014-15

Among the five parameters for rating, about 48% parents rated overall excellent, 38% as very good and 14% as good. Admission to this college was given first preference (69%) by majority of parents. Parents (45%) have given excellent rating for admission procedure, security and discipline of the college campus (44%). Very good rating, by the parents, was received for the college infrastructure and lab facilities (37%) and academic atmosphere (48%).

Suggestions of Parents

1. Proper arrangement for safe drinking water in the college. More number of water coolers and RO systems required.
2. There should dress code for the students of the college.
3. Most of the parents felt a need for a canteen in the college premises.

Academic Year 2015-16

Almost all the parameters' overall rating fell between good and excellent. As per the ratings provided by the parents, 46% felt excellent, about 34% rated very good and 19% as good on various parameters.

It was observed that parents (75%) in general have consistently opted this college as first preference for admission of their wards. Similarly admission procedure have also been rated highest by the parents (48%). Parents were also satisfied with the security and discipline of the college campus (42%), academic atmosphere (40%) and college infrastructure (41%) by rating them very good.

Suggestions by Parents

1. Library and labs should be upgraded.
2. Requirement of college canteen and play ground
3. Required more cleanliness of the campus

Academic Year 2016-17

It is found that all the parameters were rated highly by the parents. As per parents input regarding the services provided by the college about 45% of them felt excellent, about 37% parents rated very good and 18% as good.

Consistently about 75% parents have given first preference of this college for admission. Regarding security and discipline of the college campus and academic atmosphere (45%) parents rated excellent. For parameters like college infrastructure (45%) and admission procedure (48%) parents rated very good.

Suggestions by Parents

1. More improvement is needed in college infrastructure.
2. Some parents demanded more books on newer topics in the library.
3. Parents suggested that campus should have WI-FI connectivity

Feedback Outcome

Feedback response from the parents indicated on an average high satisfaction rate on different parameters. Parents rated opting for admission to this college very high on three grounds viz. location, teaching, security and discipline. Most of the parents have given first preference to the college for admission of their ward in their rating.

The majority of parents have given very high ranking for well managed and transparent admission procedure to attract meritorious students.

Parents were very satisfied by the security and overall discipline of the college by giving it very high rating.

Highest rating was given to the academic atmosphere. There were numerous positive comments on teaching and teacher-student interaction and teachers were described as caring, cooperative, approachable and efficient.

Largely the concern reflected by the parents was on infrastructure of the college, some comments were also made on size of classroom and lab as well but overall there is high satisfaction.

On analyzing the feedback received, over the course of time by the parents, it is observed that parents are largely satisfied by the efforts made by the college administration in admissions, teaching and learning, discipline and other related matters and high degree of satisfaction has been shown by the parents on implementations of some of the suggestions made by them.