

## UNITY COLLEGE

### PARENT FEEDBACK ANALYSIS 2022-23

The feedback from Parents is an important measure for the college to evaluate its service provision and thus cater to providing excellent service towards the students.

For the academic year 2022-23, the parents of UG 3<sup>rd</sup> and 5<sup>th</sup> semesters were asked to complete a feedback form to gain insight into how the college could improve on various parameters. The link to the form was dispatched through the IQAC while the mentors took prompt initiatives to ensure timely return of the duly filled form (statistics provided below). The college value feedback and treat it with highest respect, courtesy, value and confidentiality.

#### Objectives

1. To provide a platform to the parents to comment on the quality of their ward's learning experience.
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.

#### Area of focus

The feedback questionnaire was constructed based on six aspects,

1. Curricular aspects
2. Co-curricular aspect
3. Student-teacher relationship
4. Infrastructural facilities
5. Administration
6. Overall development of the students

Sl.no	Parameters
1.	Admission procedure
2.	Teaching-learning process
3.	Academic Discipline
4.	Transparency in the assessment/evaluation methodologies
5.	Quality of teaching faculty
6.	Student- teacher relationship

7.	Student- teacher ratio
8.	Opportunities given to the students toward self-development
9.	Co-curricular activities
10.	Exposure of students to career orientation and placement opportunities
11.	Use/availability of Information and communication technology in the college
12.	Teaching-learning support facilities
13.	Additional physical facilities
14.	Support from academic / administrative official for discussions / clarifications
15.	Academic as well as personal growth of ward since joining the college

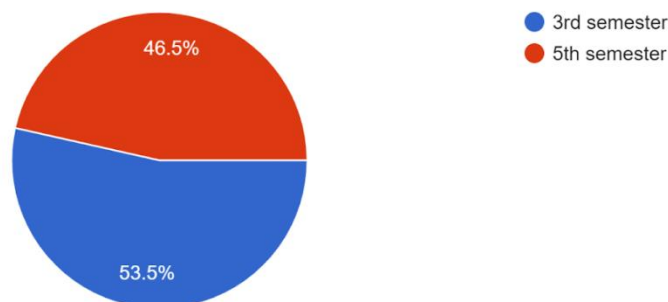
Besides the parameters mentioned above, comments/opinions were also requested from the parents.

**Statistics of responses:**

Number of respondents	157
UG 3 <sup>rd</sup> semester	84(53.5%)
UG 5 <sup>th</sup> semester	73 (46.5%)
B.A	103(65.6%)
B.Com	54(34.4%)

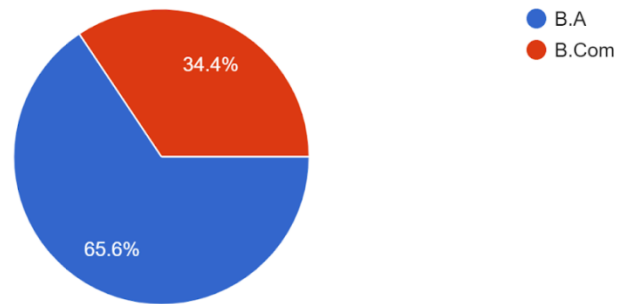
**Figure: 1**

Semester:  
157 responses



**Figure: 2**

Course:  
157 responses



**Figure: 3**

Admission procedure  
157 responses

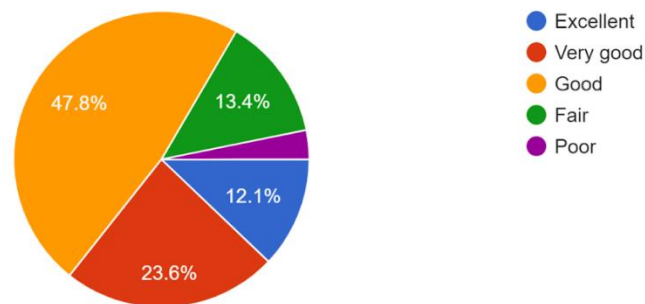


Figure 3 depicts parents' opinion regarding the admission procedure of the college. Based on the responses, it can be seen that the parents are satisfied with the procedure with an overall average of 83.4% positive response as against 16.5% negative response.

**Figure: 4**

Teaching-learning process (student centric, experimental, participatory etc.)  
157 responses

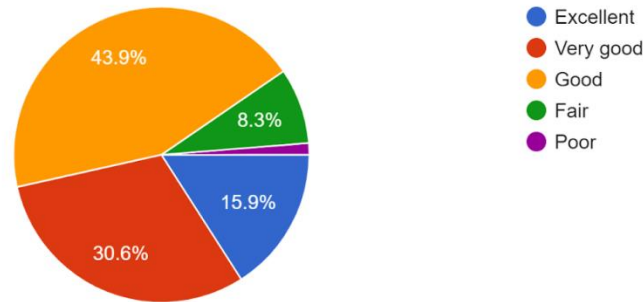


Figure 4 depict the data on teaching-learning process. Overall average percentage of 90.4% respondents expressed positive opinion while only 9.5% expressed negative opinion.

**Figure: 5**

Academic Discipline (timely conduct of lectures, assessment , evaluation and other activities related to academics)  
157 responses

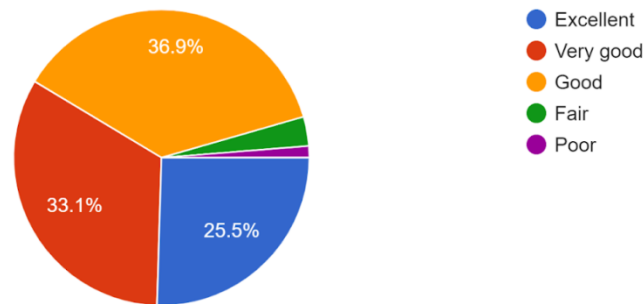


Figure 5 presents the data on academic discipline of the college as opined by the parents. From the data, it can be seen that the parents felt that the academic discipline of the college is good. The average positive response is seen at 95.5% and only 4% responded negative.

**Figure: 6**

### Transparency in the assessment/evaluation methodologies

157 responses

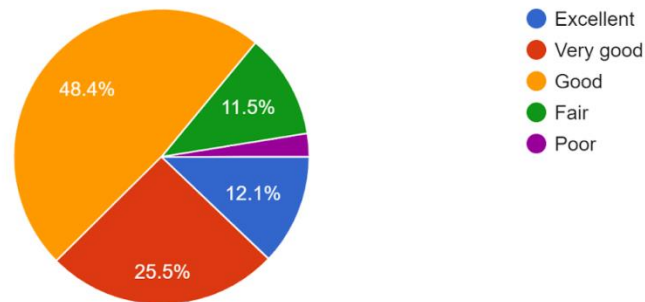


Figure 6 indicates parents' opinion with regard to transparency in the internal assessment and evaluation methodology. On an average, 86% felt that there is transparency in the methodologies applied for internal assessment and evaluation at the college, while 14% felt that it is not transparent enough for the students and parents.

### Figure: 7

### Quality of teaching faculty

157 responses

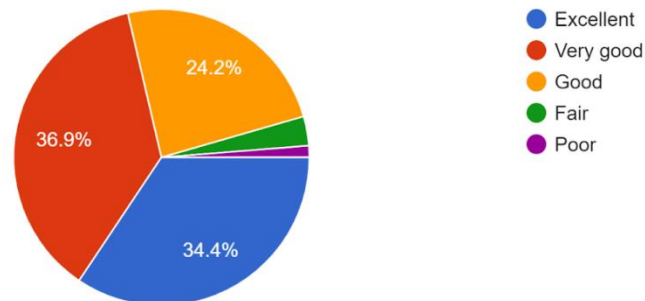


Figure 7 depicts the parents' opinion on the quality of teaching faculty of the college. It can be seen that the parents have a positive opinion with regard to this aspect with an overall average percentage of 95.5% positive response and only 4.4% negative response.

### Figure: 8

### Student- teacher relationship

157 responses

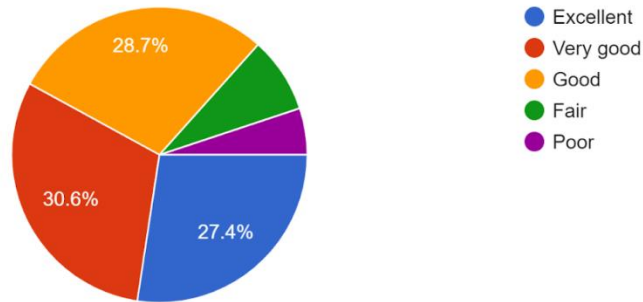


Figure 8 presents parental opinion on student-teacher relationship. It is observed from the data that the parents felt that the student-teacher relationship is positive with an overall average positive response at 86.6% and only 13% negative response.

**Figure: 9**

### Student- teacher ratio

157 responses

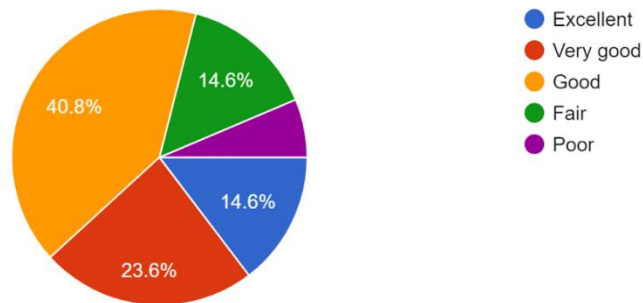
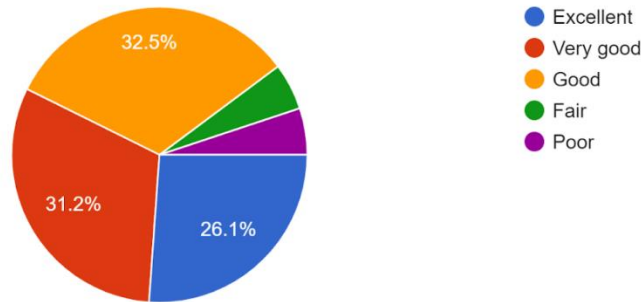


Figure 9 depicts parents' opinion on the student-teacher ratio. It can be noticed that an average of 78% opined positively. However, it is also seen that the overall average negative response is more than 20% on this aspect which is concerning.

**Figure: 10**

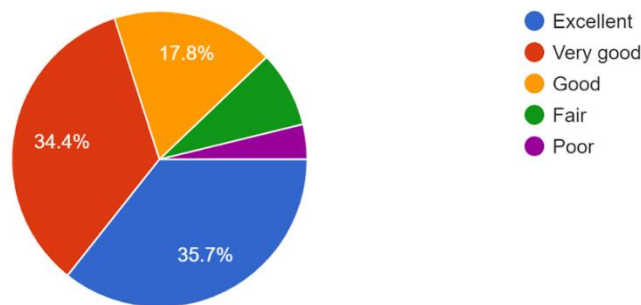
Opportunities given to the students toward self-development  
157 responses



With regard to the opportunities provided to the students towards their self-development (**fig. 10**), it is seen from the data that majority of the parents (90%) have positive opinion while only 10% felt that it is not sufficient enough for the student.

**Figure: 11**

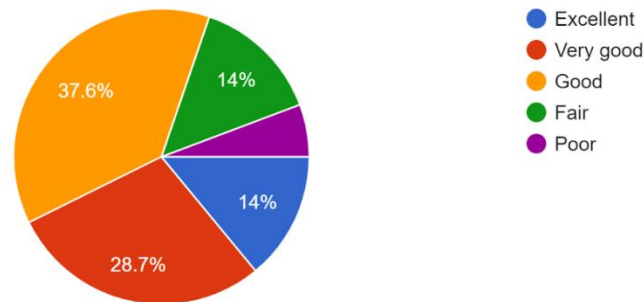
Co-curricular activities( sports, cultural, literary and other activities for students)  
157 responses



As per parents' inputs on the aspect of co-curricular activities at the college (**fig. 11**) it is seen that an average of 88% gave positive response, while 12% have negative response.

**Figure: 12**

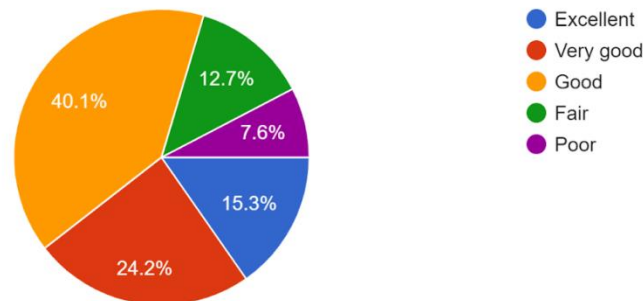
Exposure of students to career orientation and placement opportunities  
157 responses



In the aspect of students' exposure to career orientation and placement opportunities created by the college for the students (**fig. 12**), the parents' inputs shows positive opinion with overall average of 80%. However, with an overall average of 20% negative responses, remedial measures can be undertaken by the management on this regard.

**Figure: 13**

Use/availability of Information and communication technology in the college  
157 responses

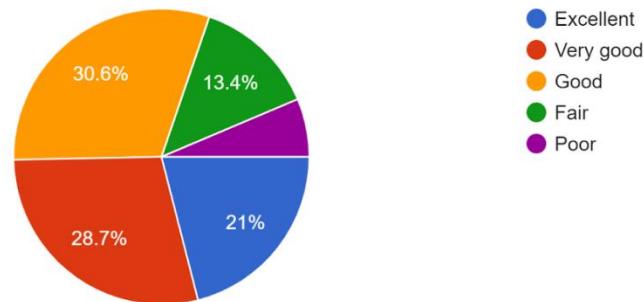


As per the parents' inputs on the use/availability of ICT (**fig. 13**), it is observed that an average of 79.6% have positive opinion. However, it is also seen that an overall average of 20% have negative opinion. The management can undertake necessary measures on the regard.

**Figure: 14**



Teaching-learning support facilities (laboratory, library, classrooms, smart classrooms etc.)  
157 responses



With regard to teaching learning support and facilities (**fig.14**) majority of parents (80%) had positive opinion. However, the data also depicts an average of 20% negative response. This shows that the particular aspect can be improved. For which, the management can undertake necessary action.

**Figure: 15**

Additional physical facilities (transportation, canteen, playground, common-rooms, multi-purpose halls etc.)  
157 responses

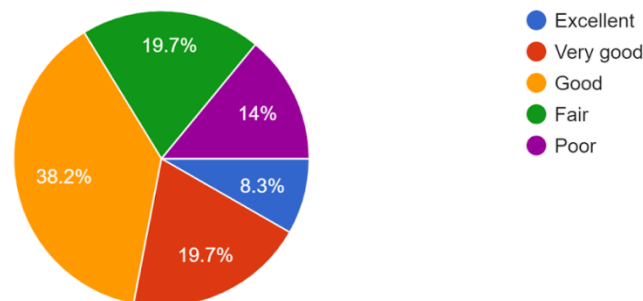
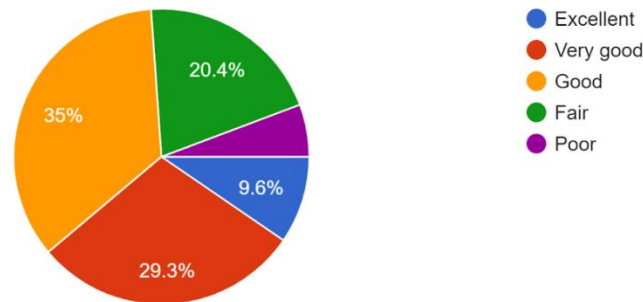


Figure 15 depict the parents' opinion on additional physical facilities such as transportation, canteen, playground, multi-purpose halls etc., it is seen that an overall average of 66% had positive opinion. However, it is also observed that there is an average of 34% negative response with an independent response percentage of 19.7% Fair and 14% Poor. This indicates that there is serious issue/concern on this aspect. The management can undertake necessary measure on the regard.

**Figure: 16**

Support from academic / administrative official for discussions / clarifications  
157 responses



In the area of academic and administrative support with regard to discussions/clarifications of doubts and issues from the office to the parents (**fig. 16**), it is indicated that an average of 74% parents had positive opinion. However, an overall average percentage of 26% had negative opinion with an independent percentage of 20% responding Fair. This aspect can be improved for better communication and ultimately better relationship between the college and the parents/guardians.

**Figure: 17**

Academic as well as personal growth of ward since joining the college  
157 responses

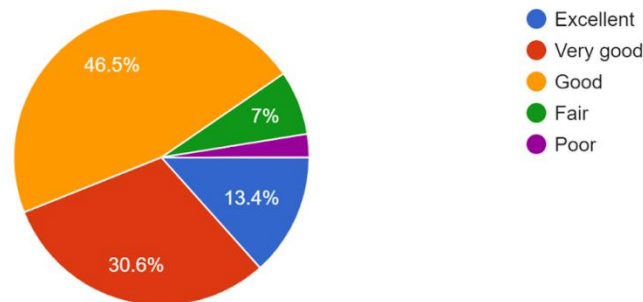


Figure 17 indicates parents' opinion regarding their child/ward's overall academic as well as personal growth since joining the college. An overall average percentage of 90% gave positive response while an average of 10% gave negative response.

### **Analysis of the feedback**

#### **Areas/ aspects in which the parents show satisfaction as per the feedback data:**

1. Admission procedure
2. Teaching –learning process
3. Academic discipline

4. Assessment and evaluation process
5. Quality of teaching faculty
6. Student- teacher relationship
7. Opportunities given to the students toward self-development
8. Co-curricular activities
9. Academic as well as personal growth of ward since joining the college

**Areas/ aspects that needs improvement as per the feedback data:**

1. Student- teacher ratio
2. Exposure of students to career orientation and placement opportunities
3. Use/availability of Information and communication technology in the college
4. Teaching-learning support facilities (laboratory, library, classrooms, smart classrooms etc.)
5. Additional physical facilities (transportation, canteen, playground, common-rooms, multi-purpose halls etc.)
6. Support from academic / administrative official for discussions / clarifications

**Additional suggestions from the parents:**

1. Increase the number of transportation facility in accordance with the enrollment
2. Need for auditorium/ multipurpose hall
3. Provision of ICT enabled classroom/ smart classrooms
4. Improve Student- teacher ratio
5. Provision of indoor/outdoor sports space/facilities
6. Organize Orientation programs for the parents supplemented by periodic newsletters, email updates or workshops on relevant topics such as financial aid, academic progress, and career guidance.
7. Improvement in the college uniform fabric

Sd/

Dr. Lichumo Enie  
Principal  
Unity College.