PARENTS FEEDBACK REPORT

ACADEMIC SESSION 2018-2019

(July 2019)

INDRAPRASTHA INTERNAL QUALITY ASSURANCE CELL

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY

SEC 16-C, DWARKA, NEW DELHI-110078

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1. BACKGROUND AND PURPOSE

The leadership at Guru Gobind Singh Indraprastha University believes that in order to grow in the right direction feedback from all its stakeholders is necessary. The stakeholders in this process are students, their parents, alumni, faculty of the university and the employers who are providing opportunity to the students of the university. The feedback received every year from its various stakeholders has enabled university to improve its systems, policies, infrastructure, programme curriculum since its inception.

University understands that Parents have the right to know progress of their ward and their feedback is essential for the overall improvement and continuous development of university. The parents are thus asked about academic quality, information sharing and interaction with faculty, fair and transparent evaluation system, placement support and holistic development of their ward.

1.1 PROCEDURE

The IIQAC takes feedback from the parents of each University School of Studies every year on following parameters

1. **Academic Quality**- Under this parameters Parents are asked if academic discipline is appropriate or not in terms of timely conduct of lectures, practical and other related activities, quality of teaching and training offered to their ward.
2. **Information Sharing and Interaction**- This parameter asks parents regarding interaction with faculty and staff of the school and availability and sharing relevant information to parents.
3. **Evaluation System**- The parents are asked regarding transparency of the examination and evaluation system and effectiveness of the continuous evaluation mechanisms.
4. **Holistic Development of Student-** The parents are asked about the overall growth and personality development of their ward, balance between academics, co-curricular and sports activities, and development of soft skills, awareness about social, cultural and ethical issues.
5. **Placement Support-** Parents are asked about relevance of curriculum for attaining next level goals (further education) and placement support provided by university.

Please Note: The feedback analysis is done only for schools where feedback is received from at least 10 or more parents.

2.1 UNIVERSITY SCHOOL OF MANAGEMENT STUDIES

The feedback received from the students' Parents in 2018-19 is evaluated by calculating mean scores on various criteria. The feedback for USMS shows that parents are above average satisfied with the 'Academic Quality'. The parents are above average satisfied with the timely conduct of lectures, quality of teaching and training offered to students.
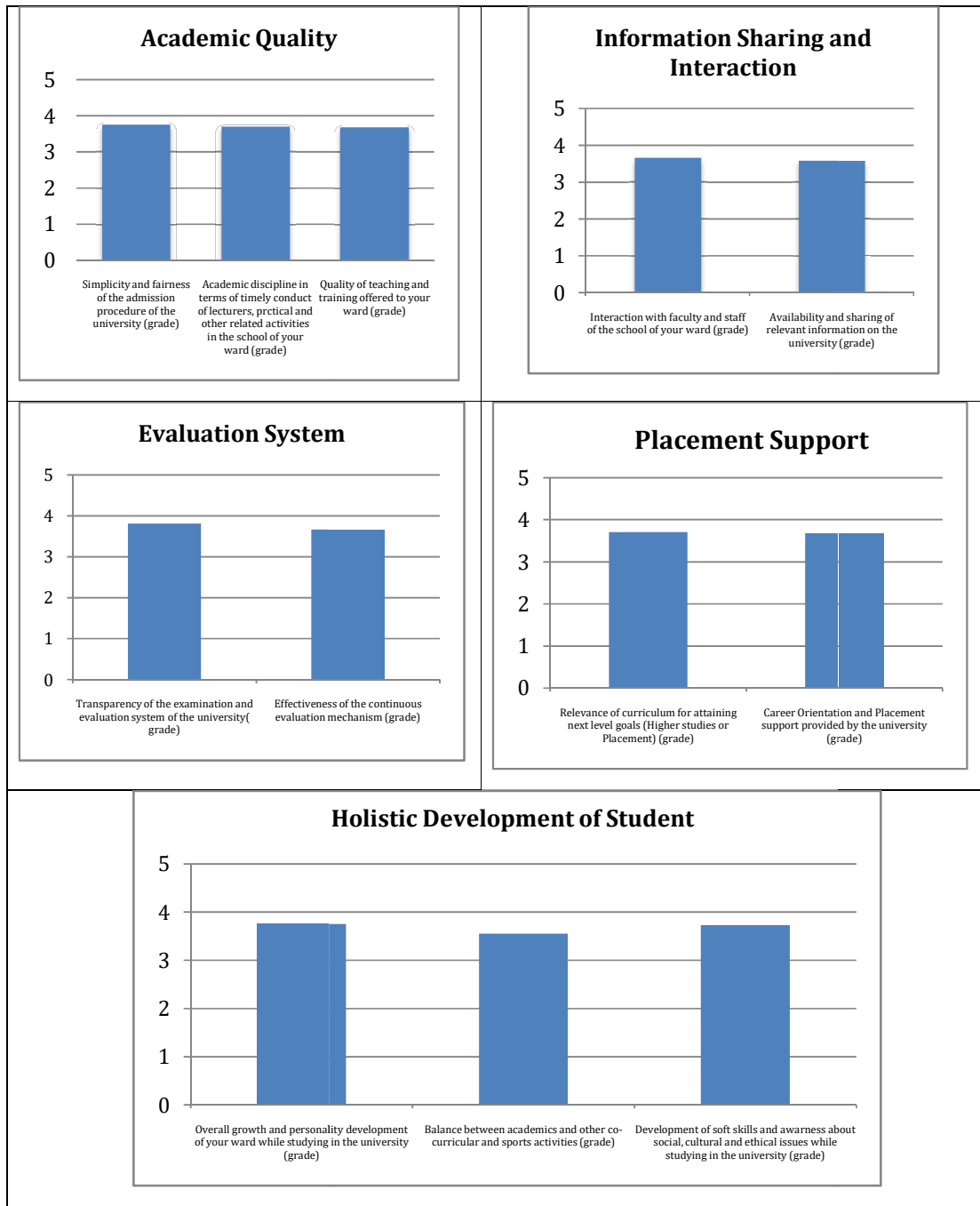
As regards with 'Information Sharing and Interaction' parents are above averagesatisfied. They found faculty available for interaction. Parents are above average satisfied with the 'Evaluation System'. They find continuous evaluation system to be effective and examination system to be completely transparent.

The parents are above average satisfied with the 'Holistic Development of Student'. They are highly satisfied with the overall growth and personality development, balance between academics and other co-curricular activities, development of soft skills, and awareness created regarding the social, cultural, and ethical issues while studying in university. The parents are also above average satisfied with the 'Placement Support'.

Table 2.1: Mean Scores of Parent's Feedback on Various Parameters

Parameters	2019
Simplicity and fairness of the admission procedure of the university	3.79
Academic discipline in terms of timely conduct of lectures, practical and other related activities in the school of your ward	3.73
Quality of teaching and training offered to your ward	3.71
Academic Quality	**3.74**
Interaction with faculty and staff of the school of your ward	3.90
Availability and sharing of relevant information on the university	3.85
Information Sharing and Interaction	**3.88**
Transparency of the examination and evaluation system of the university	3.81
Effectiveness of the continuous evaluation mechanism	3.72
Evaluation System	**3.76**
Overall growth and personality development of your ward while studying in the university	3.96
Balance between academics and other co-curricular and sports activities	3.75
Development of soft skills and awareness about social, cultural and ethical issues while studying in the university	3.73
Holistic Development of Student	**3.81**
Relevance of curriculum for attaining next level goals (Higher studies or Placement)	3.71
Career orientation and placement support provided by the university	3.90
Placement Support	**3.80**

Figure 2.1: Mean Scores of Parent's Feedback on Various Parameters

Academic Quality

- Simplicity and fairness of the admission procedure of the university (grade)
- Academic discipline in terms of timely conduct of lecturers, prctical and other related activities in the school of your ward (grade)
- Quality of teaching and training offered to your ward (grade)

Information Sharing and Interaction

- Interaction with faculty and staff of the school of your ward (grade)
- Availability and sharing of relevant information on the university (grade)

Evaluation System

- Transparency of the examination and evaluation system of the university(grade)
- Effectiveness of the continuous evaluation mechanism (grade)

Placement Support

- Relevance of curriculum for attaining next level goals (Higher studies or Placement) (grade)
- Career Orientation and Placement support provided by the university (grade)

Holistic Development of Student

- Overall growth and personality development of your ward while studying in the university (grade)
- Balance between academics and other co-curricular and sports activities (grade)
- Development of soft skills and awarness about social, cultural and ethical issues while studying in the university (grade)

In general parents has given following remarks in 'Remarks and Suggestions' column
1. Parents have requested for job offers with better packages.

2.1.1 SUGGESTED ACTION PLAN FOR USMS
   1. School may invite companies with a minimum benchmark package.

2.2 UNIVERSITY SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGY

The feedback received from the students' Parents in 2018-19 is evaluated by calculating mean scores on various criteria. The feedback for USICT shows that parents are above average satisfied with the 'Academic Quality'. The parents are above average satisfied with the timely conduct of lectures, quality of teaching and training offered to students. They have given feedback as 'Average' overall for simplicity and fairness of Admission procedure, and overall 'Satisfied' for the quality of teaching and discipline in lectures and other academic activities.

Parents were moderately satisfied with regard to information availability and interaction with staff and faculty members, as they rated it to be average. They found faculty available for interaction. Parents are above average satisfied with the 'Evaluation System'. They find continuous evaluation system to be effective and examination system to be completely transparent.

The parents are above average satisfied with the 'Holistic Development of Student'. They are highly satisfied with the overall growth and personality development, balance between academics and other co-curricular activities, development of soft skills, and awareness created regarding the social, cultural, and ethical issues while studying in university. The parents are also above average satisfied with the 'Placement Support'.

Table 2.2: Mean Scores of Parent's Feedback on Various Parameters

Parameters	2018
Simplicity and fairness of the admission procedure of the university	3.60
Academic discipline in terms of timely conduct of lectures, practical and other related activities in the school of your ward	3.64
Quality of teaching and training offered to your ward	3.62
Academic Quality	**3.62**
Interaction with faculty and staff of the school of your ward	3.80
Availability and sharing of relevant information on the university	3.77
Information Sharing and Interaction	**3.79**
Transparency of the examination and evaluation system of the university	3.88
Effectiveness of the continuous evaluation mechanism	3.85
Evaluation System	**3.87**
Overall growth and personality development of your ward while studying in the university	3.82
Balance between academics and other co-curricular and sports activities	3.64
Development of soft skills and awareness about social, cultural and ethical issues while studying in the university	3.68

Holistic Development of Student	**3.72**
Relevance of curriculum for attaining next level goals (Higher studies or Placement)	3.85
Career orientation and placement support provided by the university	3.77
Placement Support	**3.81**

Figure 2.2: Mean Scores of Parent's Feedback on Various Parameters
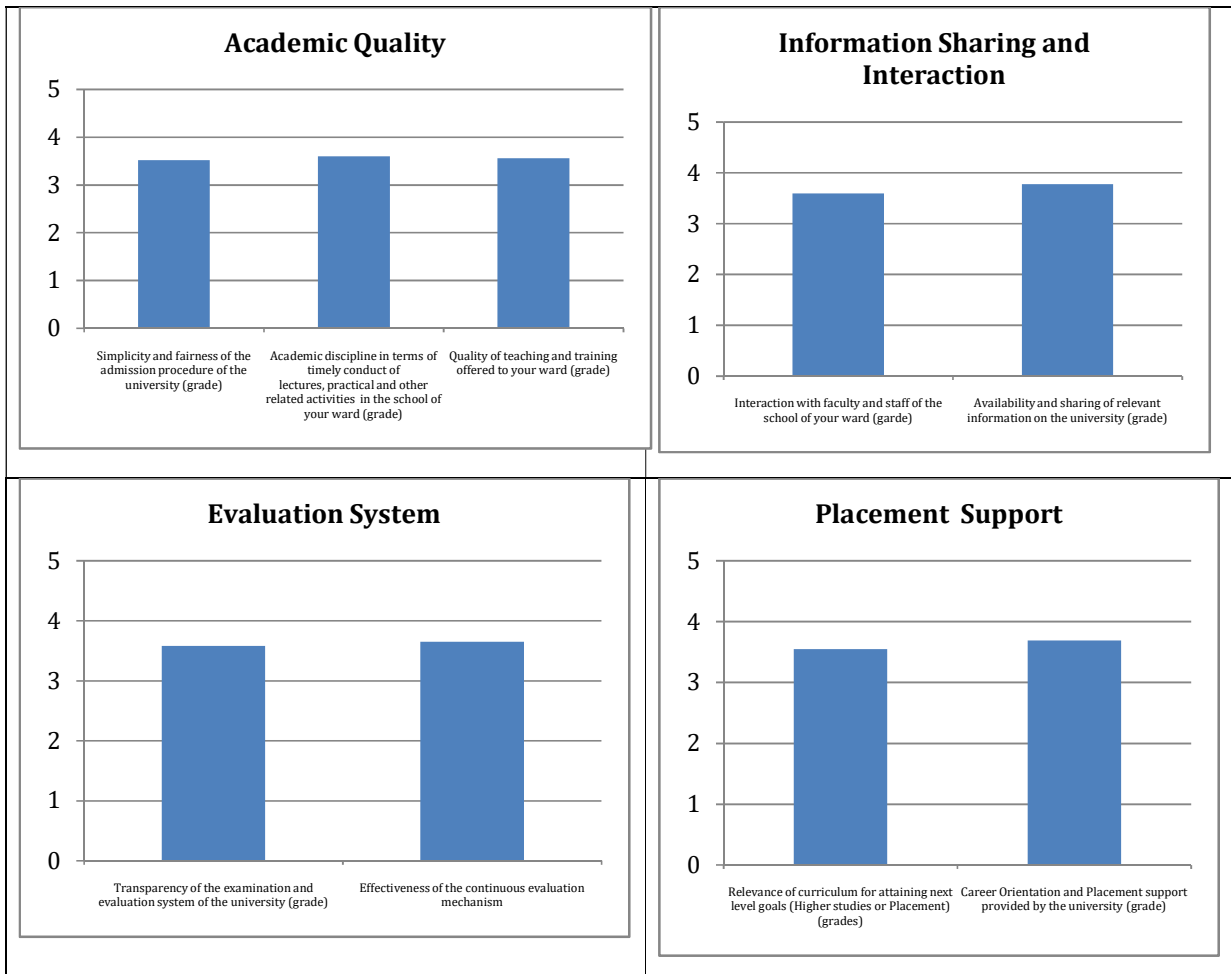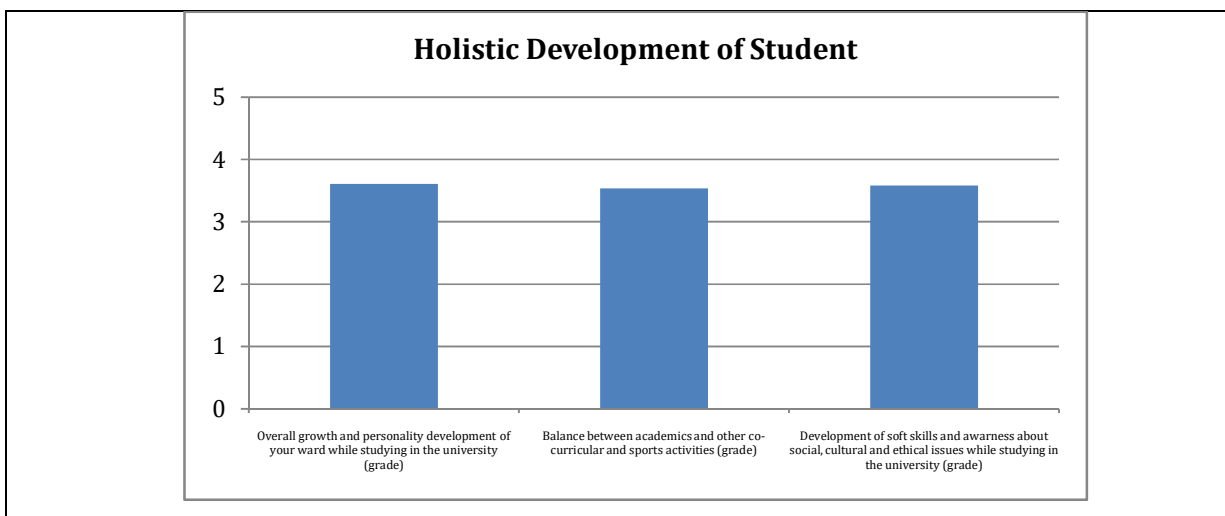
Holistic Development of Student

In general parents has given following remarks in 'Remarks and Suggestions' column
1. Few parents requested for soft skills development and interview preparation.
2. Few parents have requested for job offers with better renumeration.

2.2.1 SUGGESTED ACTION PLAN FOR USICT
1. The school is requested to incorporate the request.

2.3 UNIVERSITY SCHOOL OF ARCHITECTURE AND PLANNING

The feedback received from the students' Parents in 2018-19 is evaluated by calculating mean scores on various criteria. The feedback for USAP shows that parents are above average satisfied with the 'Academic Quality'. The parents are above average satisfied with the timely conduct of lectures, quality of teaching and training offered to students.

As regards with 'Information Sharing and Interaction' parents are above average satisfied. They found faculty available for interaction. Parents are above average satisfied with the 'Evaluation System'. They find continuous evaluation system to be effective and examination system to be completely transparent.

The parents are above average satisfied with the 'Holistic Development of Student'. They are highly satisfied with the overall growth and personality development, balance between academics and other co-curricular activities, development of soft skills, and awareness created regarding the social, cultural, and ethical issues while studying in university. The parents are also above average satisfied with the 'Placement Support'.

Table 2.3: Mean Scores of Parent's Feedback on Various Parameters

Parameters	2018
Simplicity and fairness of the admission procedure of the university	3.70

Academic discipline in terms of timely conduct of lectures, practical and other related activities in the school of your ward	3.74
Quality of teaching and training offered to your ward	3.60
Academic Quality	**3.68**
Interaction with faculty and staff of the school of your ward	3.78
Availability and sharing of relevant information on the university	3.62
Information Sharing and Interaction	**3.70**
Transparency of the examination and evaluation system of the university	3.75
Effectiveness of the continuous evaluation mechanism	3.80
Evaluation System	**3.78**
Overall growth and personality development of your ward while studying in the university	3.81
Balance between academics and other co-curricular and sports activities	3.65
Development of soft skills and awareness about social, cultural and ethical issues while studying in the university	3.60
Holistic Development of Student	**3.69**
Relevance of curriculum for attaining next level goals (Higher studies or Placement)	3.60
Career orientation and placement support provided by the university	3.62
Placement Support	**3.61**

Figure 2.3: Mean Scores of Parent's Feedback on Various Parameters

Evaluation System

(Bar chart titled "Evaluation System" with y-axis from 0 to 5)

- Transparency of the examination and evaluation system of the university (garde): ~3.65
- Effectiveness of the continuous evaluation mechanism (grade): ~3.8

Placement Support

(Bar chart titled "Placement Support" with y-axis from 0 to 5)

- Relevance of curriculum for attaining next level goals (Higher studies or Placement)(grade): ~3.6
- Career Orientation and Placement support provideed by the university (grade): ~3.5

Holistic Development of Student

(Bar chart titled "Holistic Development of Student" with y-axis from 0 to 5)

- Overall growth and personality development of your ward while studying in the university (grade): ~3.7
- Balance between academics and other co-curricular and sports activities (grade): ~3.55
- Development of soft skills and awarness about social, cultural and ethical isues whiole studying in the university (grade): ~3.55

In general parents has given following remarks in 'Remarks and Suggestions' column
  1. Few parents gave suggestions to improve on placement support.

2.3.1 SUGGESTED ACTION PLAN FOR USAP
  1. The school is requested to provide placement support.

2.4 UNIVERSITY SCHOOL OF LAW AND LEGAL STUDIES

The feedback received from the students' Parents in 2018-19 is evaluated by calculating mean scores on various criteria. The feedback for USLLS shows that parents are highly satisfied with the 'Academic Quality'. They have given feedback as 'Very Good' overall for simplicity and fairness of Admission procedure, and overall 'Above Average' for the quality of teaching and discipline in lectures and other academic activities.
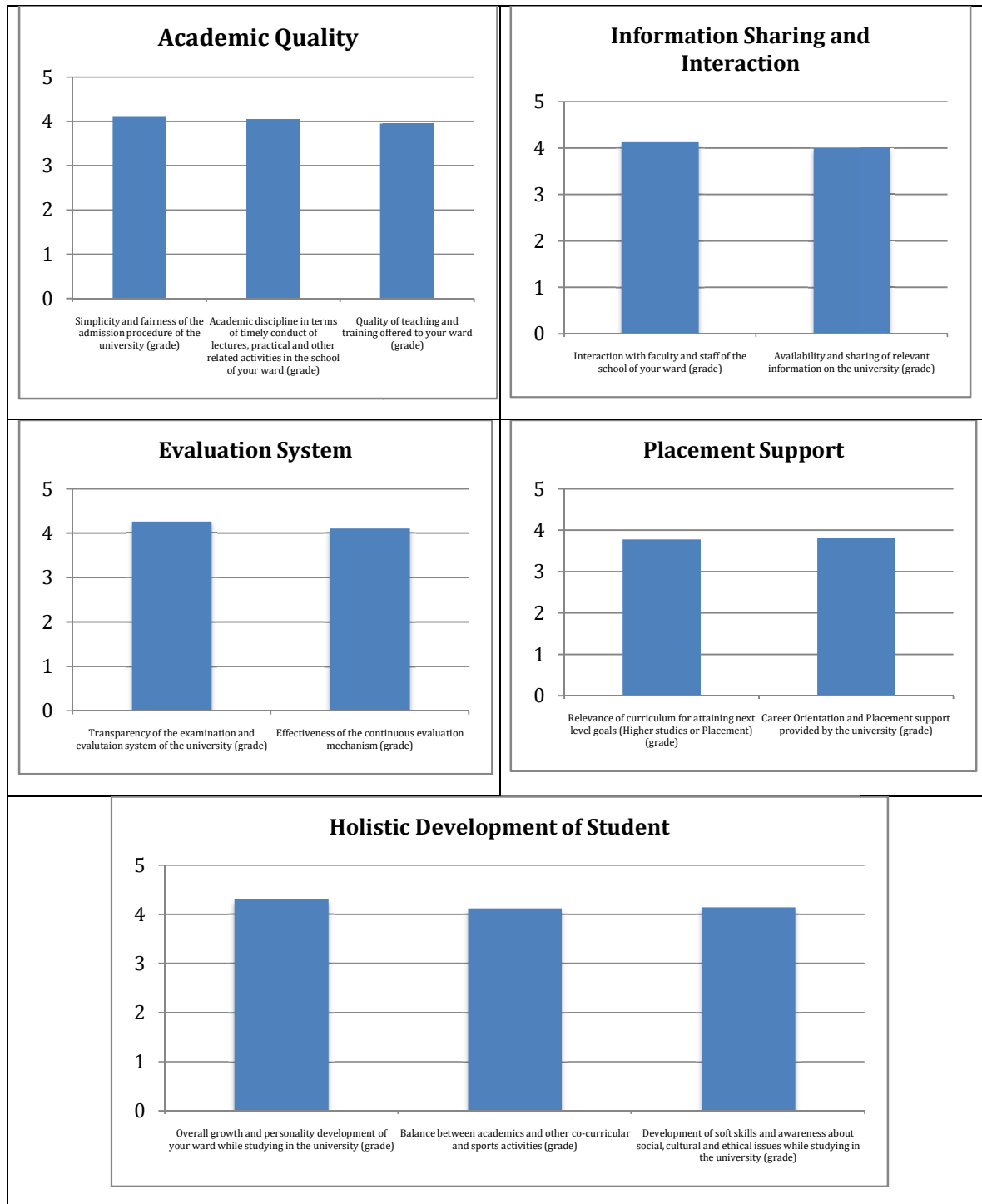
As regards with 'Information Sharing and Interaction' parents are highly satisfied. They found faculty available for interaction. Parents are highly satisfied with the 'Evaluation System'. They find continuous evaluation system to be effective and examination system to be completely transparent.

The parents are highly satisfied with the 'Holistic Development of Student'. They are highly satisfied with the overall growth and personality development, balance between academics and other co-curricular activities, development of soft skills, and awareness created regarding the social, cultural, and ethical issues while studying in university. The parents are also above average satisfied with the 'Placement Support'.

Table 2.4: Mean Scores of Parent's Feedback on Various Parameters

Parameters	2018
Simplicity and fairness of the admission procedure of the university	4.08
Academic discipline in terms of timely conduct of lectures, practical and other related activities in the school of your ward	4.00
Quality of teaching and training offered to your ward	4.00
Academic Quality	**4.04**
Interaction with faculty and staff of the school of your ward	4.22
Availability and sharing of relevant information on the university	4.0
Information Sharing and Interaction	**4.11**
Transparency of the examination and evaluation system of the university	4.23
Effectiveness of the continuous evaluation mechanism	4.21
Evaluation System	**4.22**
Overall growth and personality development of your ward while studying in the university	4.28
Balance between academics and other co-curricular and sports activities	4.22
Development of soft skills and awareness about social, cultural and ethical issues while studying in the university	4.25
Holistic Development of Student	**4.25**
Relevance of curriculum for attaining next level goals (Higher studies or Placement)	4.08
Career orientation and placement support provided by the university	3.81
Placement Support	**3.95**

Figure 2.4: Mean Scores of Parent's Feedback on Various Parameters

Academic Quality

Parameter	Score
Simplicity and fairness of the admission procedure of the university (grade)	~4.1
Academic discipline in terms of timely conduct of lectures, practical and other related activities in the school of your ward (grade)	~4.05
Quality of teaching and training offered to your ward (grade)	~3.95

Information Sharing and Interaction

Parameter	Score
Interaction with faculty and staff of the school of your ward (grade)	~4.1
Availability and sharing of relevant information on the university (grade)	~4.0

Evaluation System

Parameter	Score
Transparency of the examination and evalutaion system of the university (grade)	~4.25
Effectiveness of the continuous evaluation mechanism (grade)	~4.1

Placement Support

Parameter	Score
Relevance of curriculum for attaining next level goals (Higher studies or Placement) (grade)	~3.75
Career Orientation and Placement support provided by the university (grade)	~3.8

Holistic Development of Student

Parameter	Score
Overall growth and personality development of your ward while studying in the university (grade)	~4.3
Balance between academics and other co-curricular and sports activities (grade)	~4.1
Development of soft skills and awareness about social, cultural and ethical issues while studying in the university (grade)	~4.15

In general parents has given following remarks in 'Remarks and Suggestions' column
1. Parents have requested for placement support

2.4.1 SUGGESTED ACTION PLAN FOR USLLS
    1. The school is requested for Placement Support

2.5 UNIVERSITY SCHOOL OF BIOTECHNOLOGY

The feedback received from the students' Parents in 2018-19 is evaluated by calculating mean scores on various criteria. The feedback for USBT shows that parents are highly satisfied with the 'Academic Quality'. They have given feedback as 'Very Good' overall for simplicity and fairness of Admission procedure, and overall 'Above Average' for the quality of teaching and discipline in lectures and other academic activities.

As regards with 'Information Sharing and Interaction' parents are highly satisfied. They found faculty available for interaction. Parents are highly satisfied with the 'Evaluation System'. They find continuous evaluation system to be effective and examination system to be completely transparent.
The parents are highly satisfied with the 'Holistic Development of Student'. They are highly satisfied with the overall growth and personality development, balance between academics and other co-curricular activities, development of soft skills, and awareness created regarding the social, cultural, and ethical issues while studying in university. The parents are also above average satisfied with the 'Placement Support'.

Table 2.5: Mean Scores of Parent's Feedback on Various Parameters

Parameters	2018
Simplicity and fairness of the admission procedure of the university	3.78
Academic discipline in terms of timely conduct of lectures, practical and other related activities in the school of your ward	3.65
Quality of teaching and training offered to your ward	3.74
Academic Quality	**3.72**
Interaction with faculty and staff of the school of your ward	3.69
Availability and sharing of relevant information on the university	3.71
Information Sharing and Interaction	**3.7**
Transparency of the examination and evaluation system of the university	4.15
Effectiveness of the continuous evaluation mechanism	4.10
Evaluation System	**4.13**
Overall growth and personality development of your ward while studying in the university	3.63
Balance between academics and other co-curricular and sports activities	3.56
Development of soft skills and awareness about social, cultural and ethical issues while studying in the university	3.67

Holistic Development of Student	**3.62**
Relevance of curriculum for attaining next level goals (Higher studies or Placement)	3.59
Career orientation and placement support provided by the university	3.55
Placement Support	**3.57**

Figure 2.5: Mean Scores of Parent's Feedback on Various Parameters
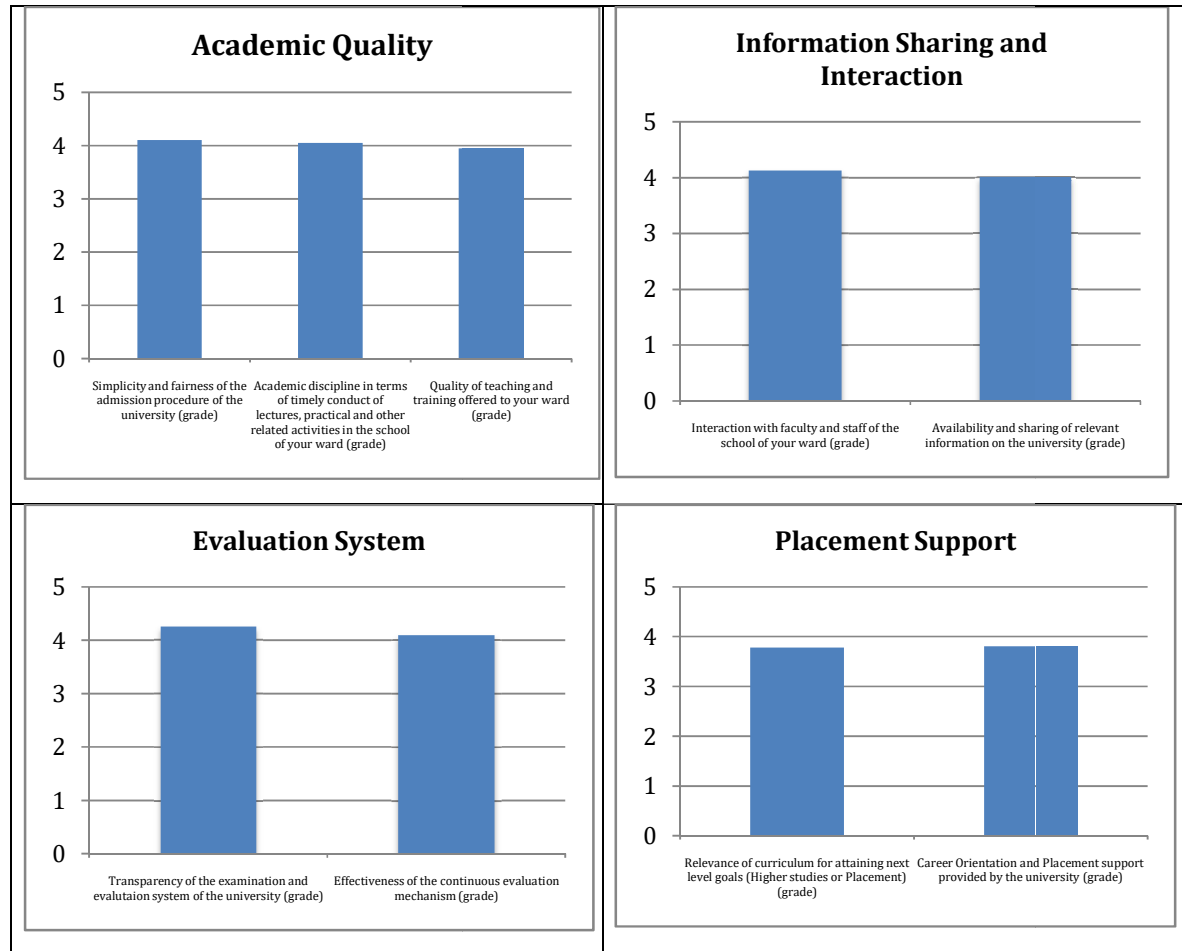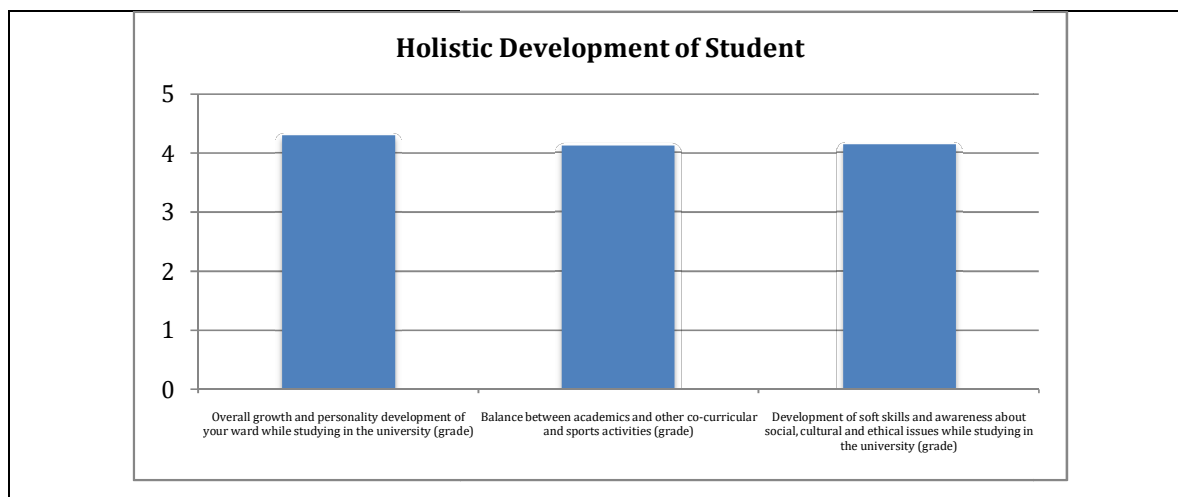
Holistic Development of Student

In general parents has given following remarks in 'Remarks and Suggestions' column
1. Parents have requested for placement support

2.5.1 SUGGESTED ACTION PLAN FOR USBT
1. The school is requested for Placement Support

2.6 UNIVERSITY SCHOOL OF CHEMICAL TECHNOLOGY

The feedback received from the students' Parents in 2018-19 is evaluated by calculating mean scores on various criteria. The feedback for USCT shows that parents are highly satisfied with the 'Academic Quality'. They have given feedback as 'Very Good' overall for simplicity and fairness of Admission procedure, and overall 'Above Average' for the quality of teaching and discipline in lectures and other academic activities.

As regards with 'Information Sharing and Interaction' parents are highly satisfied. They found faculty available for interaction. Parents are highly satisfied with the 'Evaluation System'. They find continuous evaluation system to be effective and examination system to be completely transparent.

The parents are highly satisfied with the 'Holistic Development of Student'. They are highly satisfied with the overall growth and personality development, balance between academics and other co-curricular activities, development of soft skills, and awareness created regarding the social, cultural, and ethical issues while studying in university. The parents are also above average satisfied with the 'Placement Support'.

Table 2.6: Mean Scores of Parent's Feedback on Various Parameters

| Parameters	2018
Simplicity and fairness of the admission procedure of the university	3.74
Academic discipline in terms of timely conduct of lectures, practical and other related activities in the school of your ward	3.67

Quality of teaching and training offered to your ward	3.74
Academic Quality	**3.72**
Interaction with faculty and staff of the school of your ward	3.70
Availability and sharing of relevant information on the university	3.71
Information Sharing and Interaction	**3.71**
Transparency of the examination and evaluation system of the university	4.25
Effectiveness of the continuous evaluation mechanism	4.10
Evaluation System	**4.18**
Overall growth and personality development of your ward while studying in the university	3.61
Balance between academics and other co-curricular and sports activities	3.58
Development of soft skills and awareness about social, cultural and ethical issues while studying in the university	3.67
Holistic Development of Student	**3.63**
Relevance of curriculum for attaining next level goals (Higher studies or Placement)	3.60
Career orientation and placement support provided by the university	3.54
Placement Support	**3.56**

Figure 2.6: Mean Scores of Parent's Feedback on Various Parameters
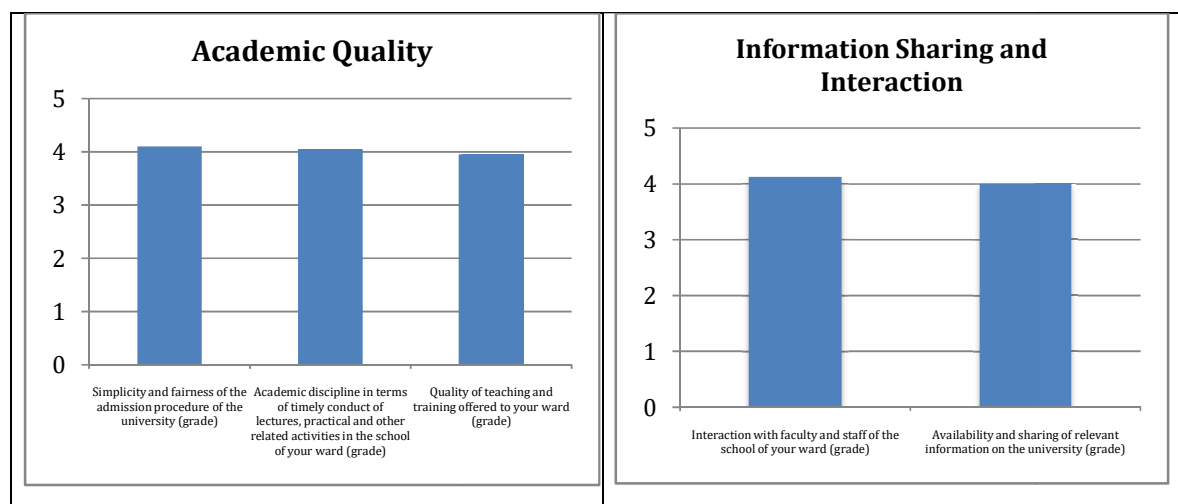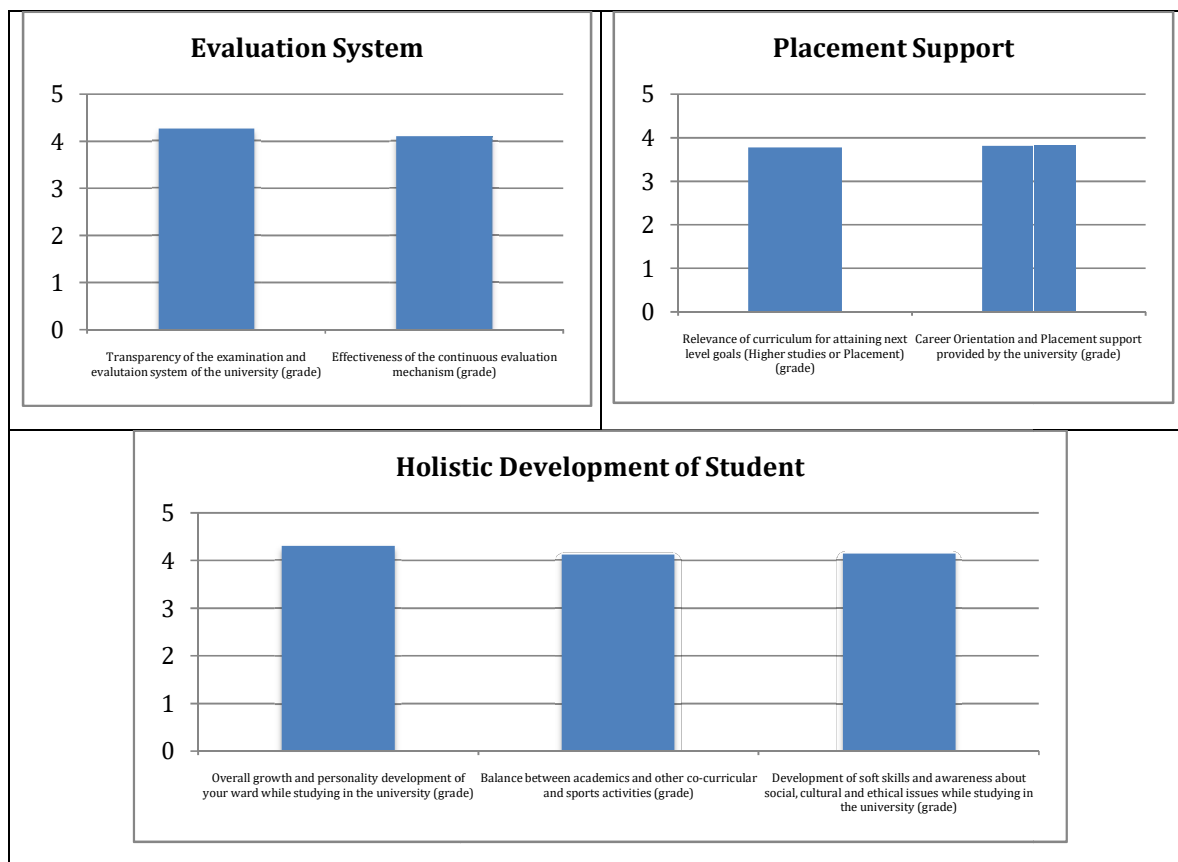
Evaluation System

Placement Support

Holistic Development of Student

In general parents has given following remarks in 'Remarks and Suggestions' column
1. Parents have requested for placement support

2.6.1 SUGGESTED ACTION PLAN FOR USCT
1. The school is requested for Placement Support

2.7 UNIVERSITY SCHOOL OF EDUCATION

The feedback received from the students' Parents in 2017-18 is evaluated by calculating mean scores on various criteria. The feedback for USE shows that parents are highly satisfied with the 'Academic Quality'. They have given feedback as 'Very Good' overall for simplicity and fairness of Admission procedure, and overall 'Above Average' for the quality of teaching and discipline in lectures and other academic activities.

As regards with 'Information Sharing and Interaction' parents are highly satisfied. They found faculty available for interaction. Parents are highly satisfied with the 'Evaluation System'. They find continuous evaluation system to be effective and examination system to be completely transparent.

The parents are highly satisfied with the 'Holistic Development of Student'. They are highly satisfied with the overall growth and personality development, balance

between academics and other co-curricular activities, development of soft skills, and awareness created regarding the social, cultural, and ethical issues while studying in university. The parents are also above average satisfied with the 'Placement Support'.

Table 2.7: Mean Scores of Parent's Feedback on Various Parameters

Parameters	2018
Simplicity and fairness of the admission procedure of the university	3.78
Academic discipline in terms of timely conduct of lectures, practical and other related activities in the school of your ward	3.63
Quality of teaching and training offered to your ward	3.77
Academic Quality	**3.73**
Interaction with faculty and staff of the school of your ward	3.70
Availability and sharing of relevant information on the university	3.73
Information Sharing and Interaction	**3.72**
Transparency of the examination and evaluation system of the university	3.61
Effectiveness of the continuous evaluation mechanism	3.68
Evaluation System	**3.65**
Overall growth and personality development of your ward while studying in the university	3.72
Balance between academics and other co-curricular and sports activities	3.59
Development of soft skills and awareness about social, cultural and ethical issues while studying in the university	3.70
Holistic Development of Student	**3.67**
Relevance of curriculum for attaining next level goals (Higher studies or Placement)	3.61
Career orientation and placement support provided by the university	3.55
Placement Support	**3.58**

Figure 2.7: Mean Scores of Parent's Feedback on Various Parameters

Academic Quality

(Bar chart with values around 4 for: Simplicity and fairness of the admission procedure of the university (grade); Academic discipline in terms of timely conduct of lectures, practical and other related activities in the school of your ward (grade); Quality of teaching and training offered to your ward (grade))

Information Sharing and Interaction

(Bar chart with values around 4 for: Interaction with faculty and staff of the school of your ward (grade); Availability and sharing of relevant information on the university (grade))

Evaluation System

(Bar chart with values around 4 for: Transparency of the examination and evalutaion system of the university (grade); Effectiveness of the continuous evaluation mechanism (grade))

Placement Support

(Bar chart with values around 3.8 for: Relevance of curriculum for attaining next level goals (Higher studies or Placement) (grade); Career Orientation and Placement support provided by the university (grade))

Holistic Development of Student

(Bar chart with values around 4 for: Overall growth and personality development of your ward while studying in the university (grade); Balance between academics and other co-curricular and sports activities (grade); Development of soft skills and awareness about social, cultural and ethical issues while studying in the university (grade))

In general parents has given following remarks in 'Remarks and Suggestions' column
1. Parents have requested for placement support

2.7.1 SUGGESTED ACTION PLAN FOR USE
1. The school is requested for Placement Support

***********************END OF THE REPORT**************************