

**NETAJI SUBHAS ASHRAM MAHAVIDYALAYA
SUISA, PURULIA**

Parents Feedback Analysis Report (Session 2022-23)

Parents entrust their children's future to us. They play a vital role in improving and enhancing the quality of their children's learning experience. Feedback from parents allows the institute to evaluate its service provision and thus helps in providing excellent services to the students. The feedback analysis process has increasingly emphasized the need to involve parents in ensuring the quality of excellent education. Parental involvement requires that they play an active role in participating for the overall development of their children.

Internal Quality Assurance Cell (IQAC), Netaji Subhash Ashram Mahavidyalaya has conducted a feedback process to get parents views. The IQAC has taken offline feedback with questionnaire from parents for the session 2022 - 2023. The target group was parents of BA 2nd, 4th and 6th semester students.

A total of 47 parents have been surveyed. These data are then summarized and analyzed with tables and diagrams by applying suitable cartographic techniques to reach various conclusions. The data collected are statistically processed and converted into indicators. Functional interrelationships among the indicators are then analyzed by the IQAC and a summary report was prepared.

Parents Feedback Analysis and Interpretation:

1. Your opinion about the college admission process.

Table 1: Opinion about the college admission process.

| Responses | Poor | Moderate | Good | Very Good | Excellent | Total |
|------------------------------|-------------|-----------------|-------------|------------------|------------------|--------------|
| Number of respondents | 2 | 1 | 4 | 14 | 26 | 47 |
| Per cent | 4.25 | 2.13 | 8.51 | 29.79 | 55.32 | 100 |

A positive attitude of the parents towards the college admission process is observed from the feedback about the college admission process. Majority of the parents together (93.62 per cent) expressed their opinion that the admission process

is good or very good or excellent. Only a small number of parents (4.25 per cent) called the process as poor. At least 2.13 per cent of the parents expressed their opinion that it is moderate (Table 1 and Figure 1).

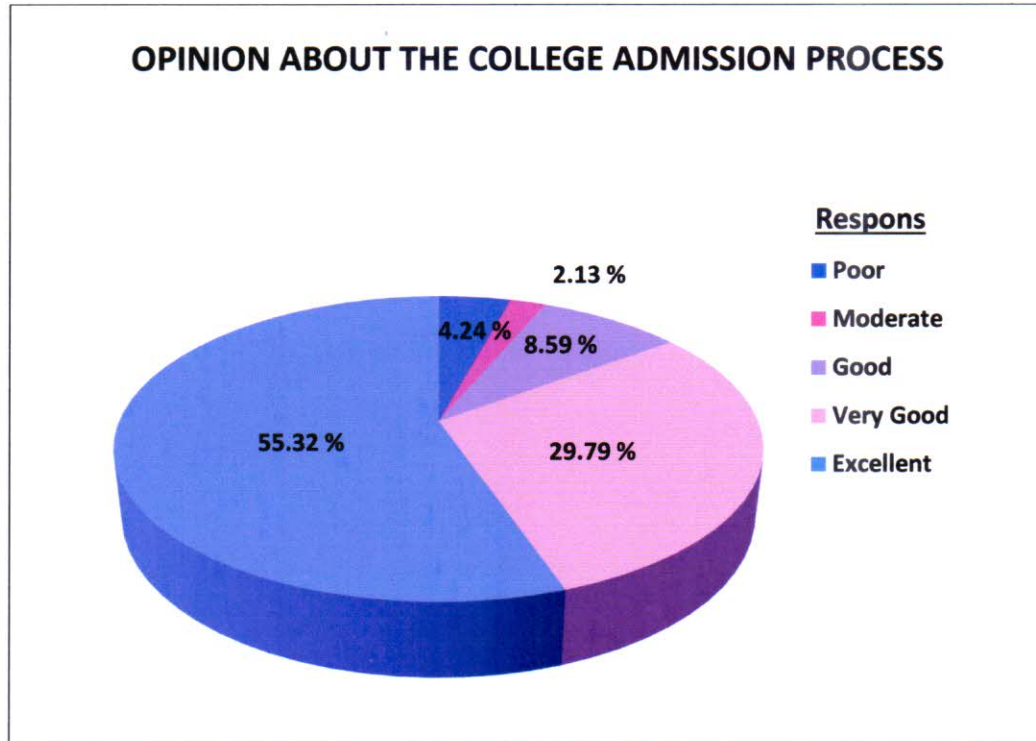


Figure 1: Opinion about the college admission process.

2. Your opinion about the College infrastructure (Building, Classrooms, Toilets, Library, Laboratory, Canteen, Hostel, Transport, Sport facility, Computer and Internet connectivity, etc.) and give your valuable suggestions in this regard.

Table 2: Opinion about the College infrastructure.

| Responses | Poor | Moderate | Good | Very Good | Excellent | Total |
|-----------------------|------|----------|-------|-----------|-----------|-------|
| Number of respondents | 1 | 4 | 34 | 7 | 1 | 47 |
| Per cent | 2.13 | 8.51 | 72.34 | 14.89 | 2.13 | 100 |

The responses indicate that majority of the respondents consider the infrastructure of the college as good or very good or excellent (72.34 per cent, 14.89 per cent, and 2.13 per cent). Only a small proportion rated it as moderate or poor 8.15 per cent and 2.13 per cent). They talked about building a girl's hostel in the college for the students

coming from far away. They said to increase the existing boys' hostel facilities and take necessary steps to improve the transport system. They talk about improving the playground (Table 2 and Figure 2).

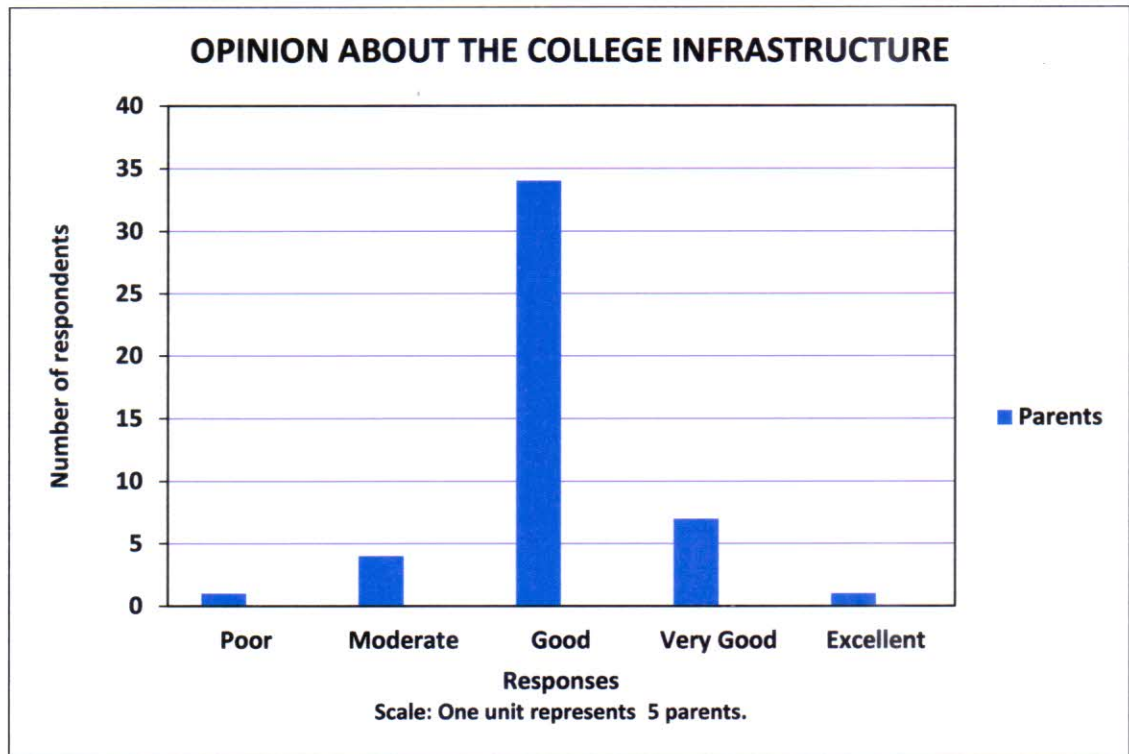


Figure 2: Opinion about the College infrastructure.

3. Your opinion about the College fee structure.

Table 3: Opinion about the College fee structure.

| Responses | Unsatisfied | Neutral | Satisfied | Total |
|-----------------------|-------------|---------|-----------|-------|
| Number of respondents | 3 | 14 | 30 | 47 |
| Per cent | 6.38 | 29.79 | 63.83 | 100 |

The responses indicate that majority of the respondents (63.83 percent) are satisfied with the college fee structure. Only a small proportion (6.38 percent) expressed dissatisfaction. In this regard, 29.79 percent of parents gave neutral opinion (Table 3 and Figure 3).

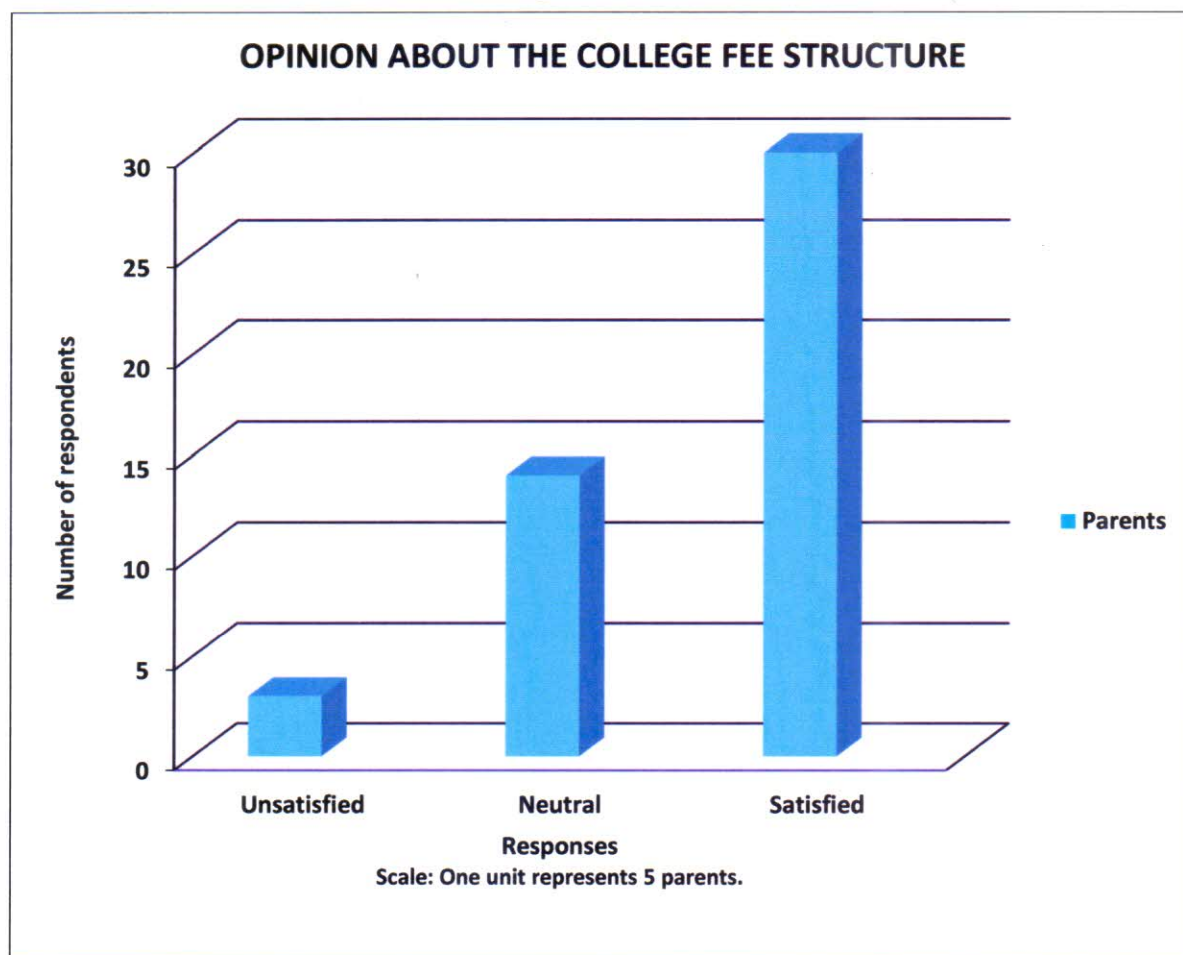


Figure 3: Opinion about the College fee structure.

4. Your opinion about the co-curricular and extra-curricular activities in the college.

Table 4: Opinion about the co-curricular and extra-curricular activities in the college.

| Responses | Unsatisfied | Neutral | Satisfied | Total |
|-----------------------|-------------|---------|-----------|-------|
| Number of respondents | 4 | 7 | 36 | 47 |
| Per cent | 8.51 | 14.89 | 76.60 | 100 |

The fact that teachers always encourage students to participate in co-curricular and extra-curricular activities is revealed in the responses of parents of students. Majority of the respondents (76.60 percent) expressed their "satisfaction" in this regard. However, relatively a smaller number of respondents (8.51 percent) expressed dissatisfaction on this issue. At least 14.89 percent of the respondents expressed a "neutral" opinion on the issue (Table 4 and Figure 4).

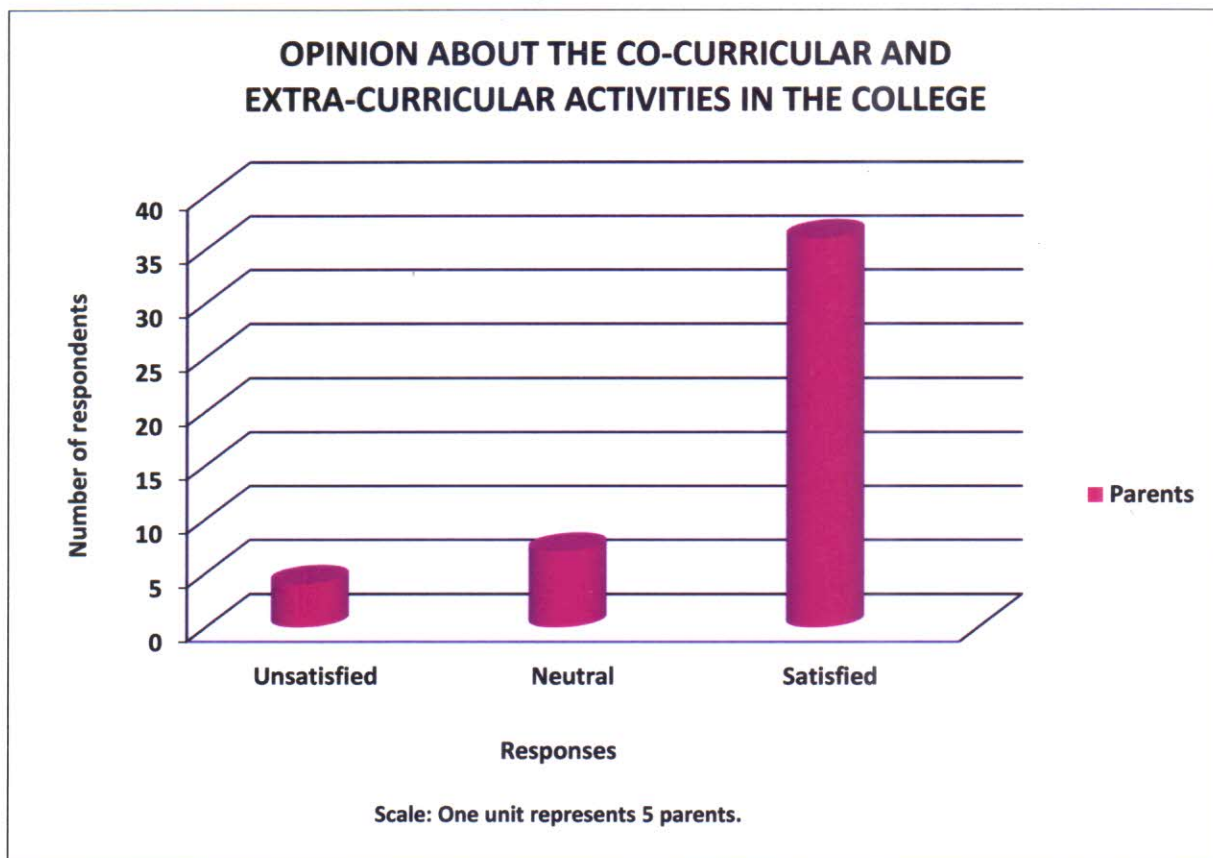


Figure 4: Opinion about the co-curricular and extra-curricular activities in the college.

5. What is your opinion about the security system of the college?

Table 5: Opinion about the security system of the college.

| Responses | Unsatisfied | Neutral | Satisfied | Total |
|-----------------------|-------------|---------|-----------|-------|
| Number of respondents | 23 | 0 | 24 | 47 |
| Per cent | 48.94 | 0 | 51.06 | 100 |

The responses indicate that 51.06 percent of the respondents are satisfied with the security system of the college. Remaining 48.94 percent respondents are not satisfied with the security system of the college. No respondent gave a neutral opinion in this case (Table 5 and Figure 5).

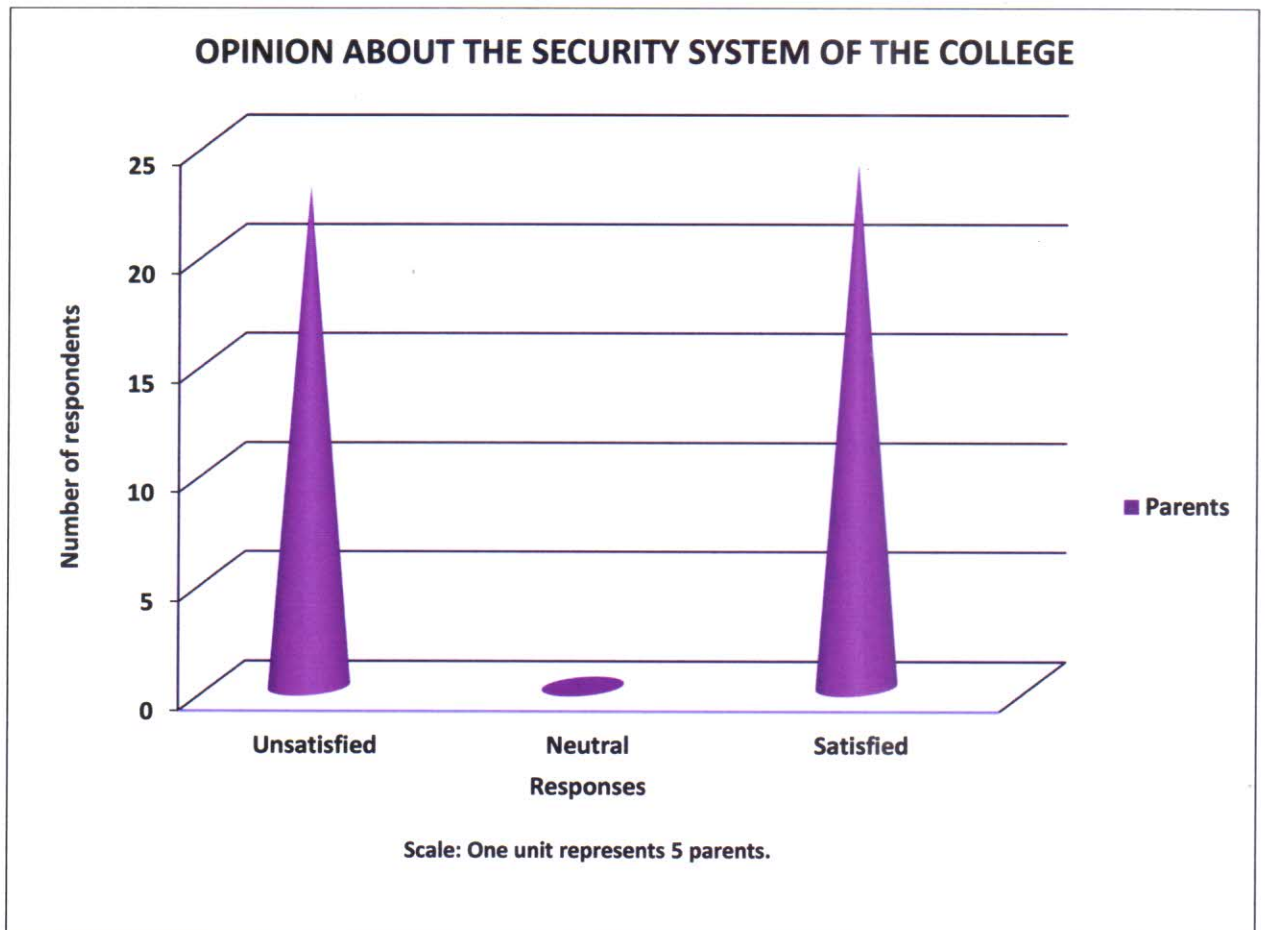


Figure 5: Opinion about the security system of the college.

6. **Your opinion about the scholarships and freeships provided by the College, Government and Non-government bodies in the college.**

Table 6: Opinion about the scholarships and freeships.

| Responses | Unsatisfied | Neutral | Satisfied | Total |
|-----------------------|-------------|---------|-----------|-------|
| Number of respondents | 3 | 10 | 34 | 47 |
| Per cent | 6.38 | 21.28 | 72.34 | 100 |

The responses indicate that 72.34 percent of the respondents are satisfied with the scholarships and freeships provided by the college, Government and private organizations. Only a small proportion (6.38 per cent) expressed dissatisfaction. Remaining 21.28 per cent of the respondents are neutral about it (Table 6 and Figure 6).

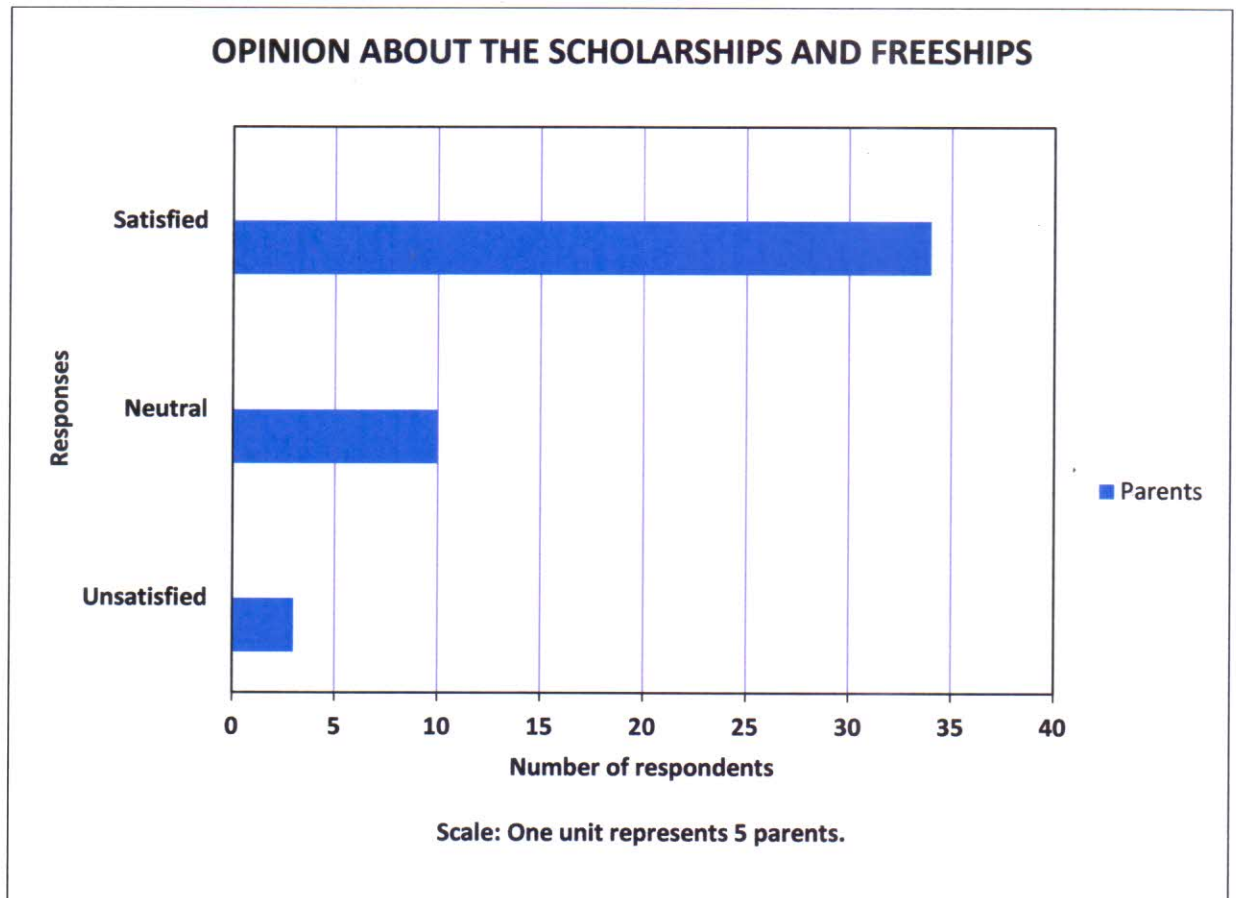


Figure 6: Opinion about the scholarships and freeships.

7. Has the college education contributed to your ward's personality development?

Table 7: Contribution of college education to ward's personality development.

| Responses | No | Somewhat | Yes | Total |
|-----------------------|------|----------|-------|-------|
| Number of respondents | 3 | 11 | 33 | 47 |
| Per cent | 6.38 | 23.41 | 70.21 | 100 |

The responses indicated that majority (70.21 percent) of the respondents said that college education contributed to the personality development of their wards. A total of 23.41 percent of respondents said somewhat. At least 6.38 percent said no to their answer (Table 7 and Figure 7).

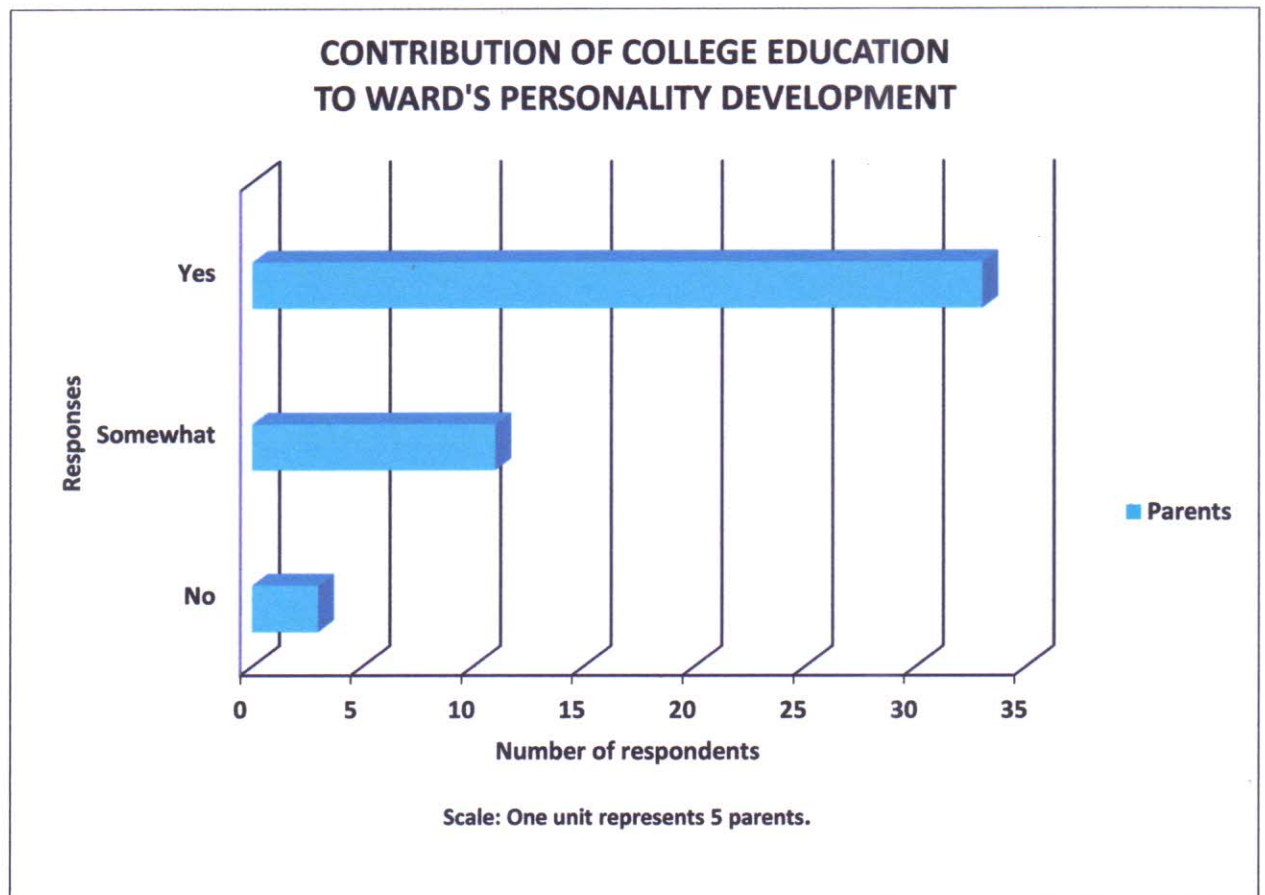


Figure 7: Contribution of college education to ward's personality development.

8. Your opinion about the Grievances Redressal system of the college.

Table 8: Opinion about the Grievances Redressal system of the college.

| Responses | Unsatisfied | Neutral | Satisfied | Total |
|-----------------------|-------------|---------|-----------|-------|
| Number of respondents | 1 | 4 | 42 | 47 |
| Per cent | 2.13 | 8.51 | 89.36 | 100 |

The data obtained from the survey regarding grievance redressal system with the college authority is very satisfactory. Majority of the parents (89.36 per cent) expressed satisfaction with their answers. According to them, complaints are settled in a very short time. A total of 8.51 per cent parents were neutral on the issue. A very small number of parents (2.13 per cent) expressed dissatisfaction on this issue (Table 8 and Figure 8).

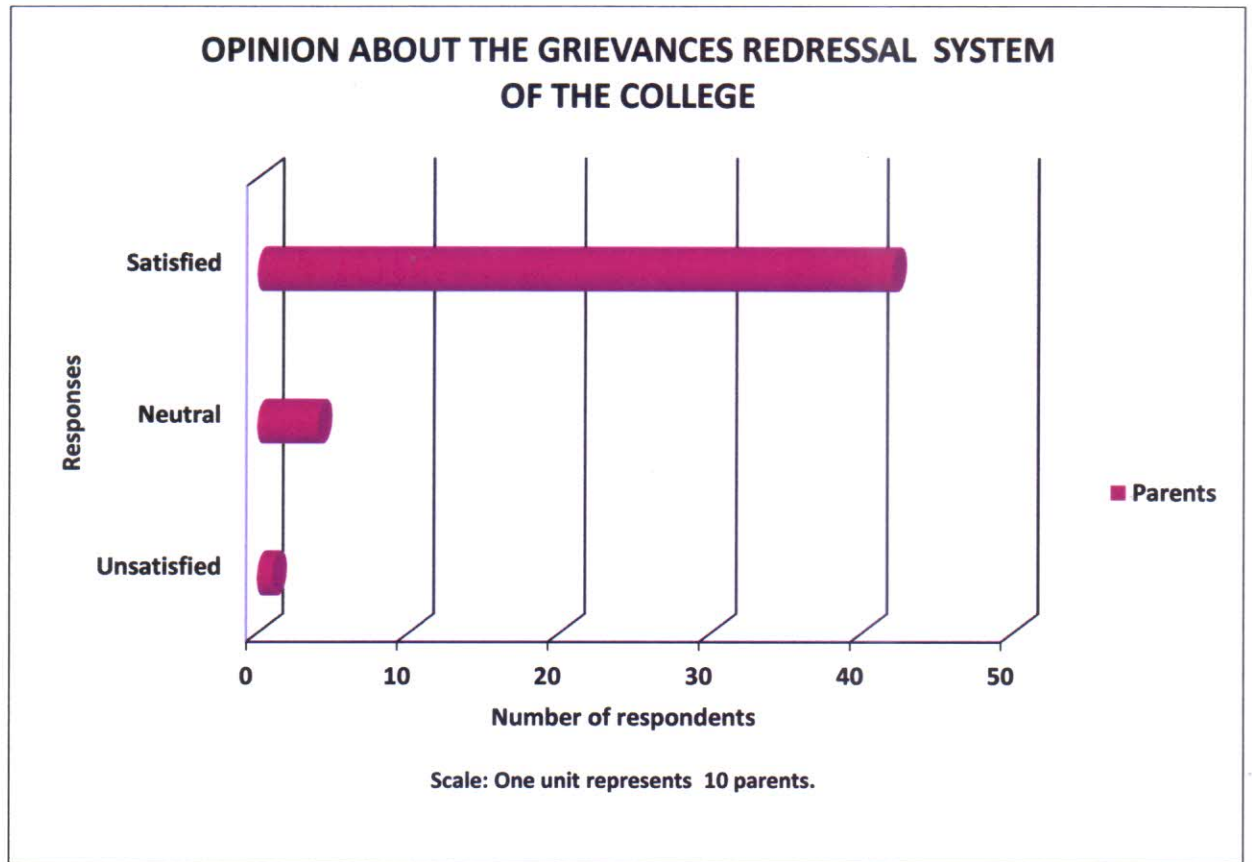


Figure 8: Opinion about the Grievances Redressal system of the college.

9. Your opinion about the academic environment in the college.

Table 9: Opinion about the academic environment in the college.

| Responses | Unsatisfied | Neutral | Satisfied | Total |
|-----------------------|-------------|---------|-----------|-------|
| Number of respondents | 2 | 1 | 44 | 47 |
| Per cent | 4.25 | 2.13 | 93.62 | 100 |

The responses indicate that majority of the respondents (93.62 percent) are satisfied with the academic environment of the college. Only a small proportion (4.25 percent) expressed dissatisfaction. At least 2.13 percent of parents gave a neutral opinion on this matter (Table 9 and Figure 9).

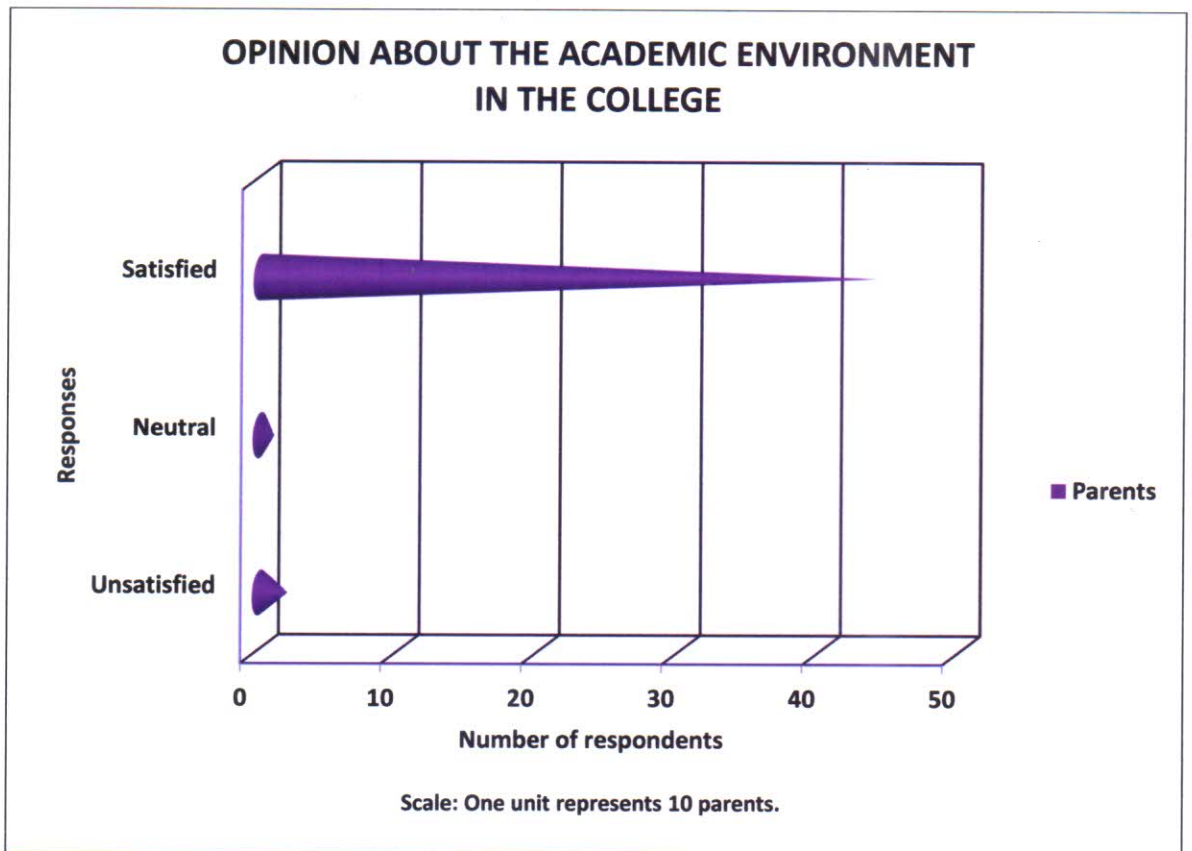


Figure 9: Opinion about the academic environment in the college.

Suggestions from parents:

- a. Playground should be constructed.
- b. Sufficient potable water should be made available.
- c. Girls' Hostel should be constructed.
- d. Cleaning of the Girls and Boys toilets should be improved.

Conclusion:

Therefore, it is evident from the above analysis that, parents expressed their satisfaction for all the questions. It was also observed that the college has scope for improvement for its classroom infrastructures, toilet, drinking water, canteen facility, co-curricular and extra-curricular activities. Parents were also asked to suggest the areas in which they want the institution to improve. The major areas raised by them were to ensure well managed toilets, better water supply, requirement of playground, Girls' Hostel, etc.

Acknowledgment:

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Gmandal 20/6/2023
(Dr. Goutam Kumar Mandal)

Co-ordinator,
Internal Quality Assurance Cell,
Netaji Subhash Ashram College, Suisa, Purulia

Co-Ordinator
IQAC
N.S.A. Mahavidyalaya
Suisa, Purulia