

REPORT ON PARENTS' SATISFACTION SURVEY

A number of questions were asked from the parents of students of all the three years to appreciate their valuable feedback in improving the quality of education and infrastructure offered by the institution. The questions ranging from discipline, quality of education, extra curricular activities to the fees structure and other infrastructure facilities were put forward. The parents appreciated the effort put by the College in knowing their viewpoint and came up with their genuine feedback. Accordingly the parents were asked to come with their feedback ranging from poor to excellent and scores were assigned from 1 to 5 respectively. A total of 150 responses were received for the same.

Parameters	Average Score
Discipline	3.27
Quality of teaching	3.96
Extra-Curricular Activities	3.55
Campus atmosphere	3.21
Sports facilities	3.7
Laboratory facilities	3.23
Infrastructure	3.25
Administration staff	3.40
Mentoring System	3.24
Grievance System	3.10
Fees structure	3.58
Improvement in Knowledge, ethics or any positive change observed in the ward while studying in College.	3.45

Table 1 : The Average score of responses on twelve parameters

As far as discipline is concerned, the average score turned up to be 3.27 (as given in Table 1) showing an above par performance by the Institution in this regard. Undoubtedly, there are a number of things that hold importance as far as the performance of an Institution is concerned, but the Quality of Education is of utmost importance. Being able to reach a score near 4 (the actual score being 3.96) is indeed a big achievement which clearly indicates that parents appreciate the efforts put in by the teaching and non-teaching staff in improving it. Over the past

few years, the College has been achieving laurels in extra-curricular activities and it was heartening to know that the parents appreciate the same, with the average score being 3.55. Having the right College atmosphere is one of the important ingredients as far as the overall personality development of any student is concerned. The College fared well in this regard too with a score of 3.21. 'All work and no play makes jack a dull boy' and thus, the sports facilities are of immense importance. The College did exceptionally well in this regard as parents appreciated the availability of sports facilities with a score of 3.7. An efficient education system has a perfect mix of theory and practical. Parents were asked to give their views on the laboratory facilities and College achieved a good score of 3.23. The College also fared well in terms of infrastructure with an average score of 3.25. The administrative staff also contributes immensely in the effective delivery of education. The parents appreciated the contribution of the administration by means of a score of 3.40. Other than what is to be covered under the designed courses, students also look forward to their teachers for their valuable advice and mentoring. The College has taken active steps in implementing a mentoring system and the parents seemed happy with the step as they gave a score of 3.24. Any good organisation must provide for an effective grievance redressal mechanism. The parents seemed well aware of such a provision and gave a score of 3.10. An affordable education system is need of the hour especially when it comes to higher education system. Accordingly, the parents seemed satisfied with the education system as they accorded a score of 3.58. Last but not the least, the parents' perception of the improvement in their child's knowledge was judged and it was heartening to know that the parents reacted positively with a score of 3.44.

The parents were given the provision to come up with further feedback and suggestions for the improvement of the Organisation and the College shall take active steps to incorporate the valuable feedback received.