

# PARENTS FEEDBACK REPORT 2021-22



*By: Dr. Tanu Mittal*  
for: IQAC CELL  
DR. PDBH GOVT. PG COLLEGE  
KOTDWAR-246149

## **INTRODUCTION:**

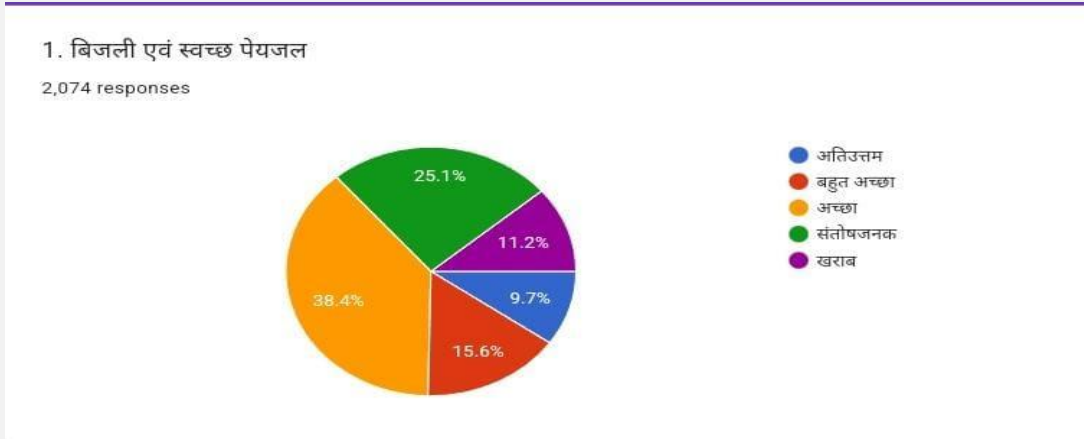
The Pitambar Dutt Barthwal Himalayan Government Post Graduate College, Kotdwar Uttarakhand is taking one by one step towards achieving the goal of establishing the Institute as an excellent place of teaching-learning with all other infrastructural facilities and amenities. The improvement in quality of each service is dependent on the feedback. The college has a well planned feedback mechanism. Through the questionnaire of each stakeholder i.e. Students, Parents, Alumni and Faculty, the feedback is collected for each session to obtain insight into, how the college could improve on various parameters. The college through IQAC, value the feedback received from parents, treats it with highest respect and courtesy. An analytical report is being published regularly by IQAC and the recommendations are also being made and put up before the Principal. The IQAC also prepares the action taken report for each session.

## **Methodology:**

The responses were obtained for 5 choices as "Excellent, 'Very good', 'Good', 'Satisfactory' and Poor. The analysis is based on the assumption that the responses from the parents should be marked under 'Excellent'/'Very good' category, so as to conclude; the parents are satisfied with the quality of services. The graph and tables are used to make understand the analysis easy and to make it more easy the IQAC divide the choices into three categories - I (Excellent/Very good), II (Good/ Satisfactory) and III (Poor). The recommendations are made for each question and suggestions are summarized at the end of the report.

## Question-wise Analysis:

### Question 1 : Electricity and Safe Drinking Water

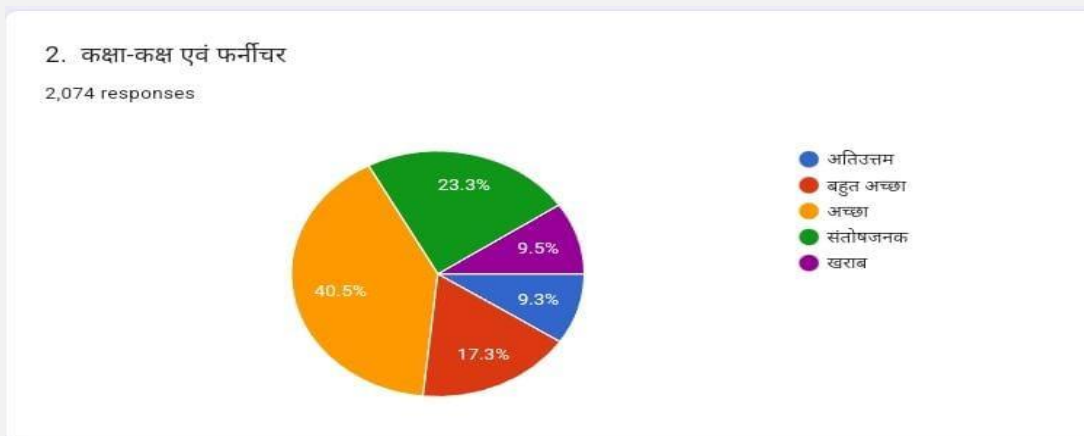


Category	Responses for	% age of response	Whether recommendation made (Yes/No)
I	Excellent/Very Good	25.3 %	
II	Good/Satisfactory	63.5 %	Yes
III	Poor	11.2 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II, so the above aspect "Electricity supply and Safe Drinking Water" need improvement.

## Question 2 : Classrooms and Furniture

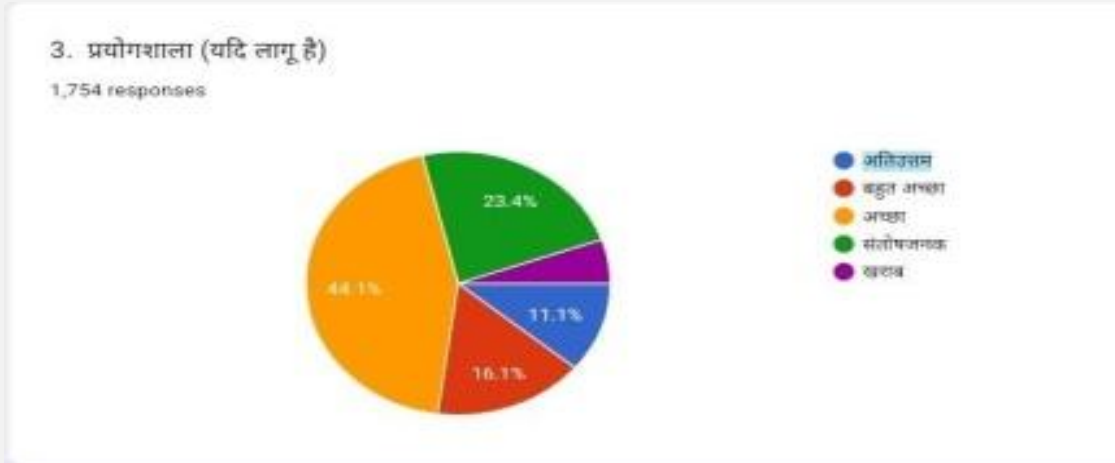


Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	26.6 %	
II	Good/Satisfactory	63.8 %	Yes
III	Poor	09.5 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II, so the above aspect "Classrooms and Furniture" need improvement.

### Question 3 : Laboratories (If, applicable)

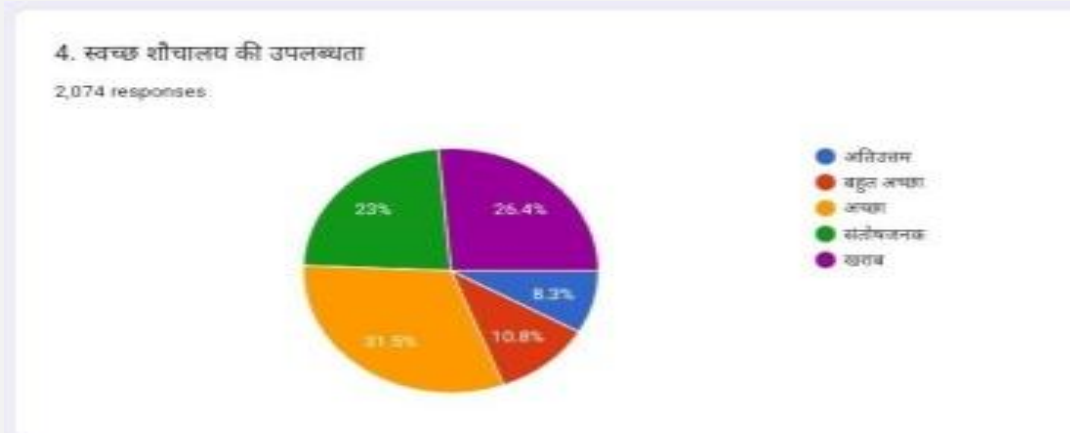


Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	27.2 %	
II	Good/Satisfactory	67.5 %	Yes
III	Poor	05.4 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II, so the above aspect "Laboratories" need improvement.

## Question 4 : Availability of Clean Toilets

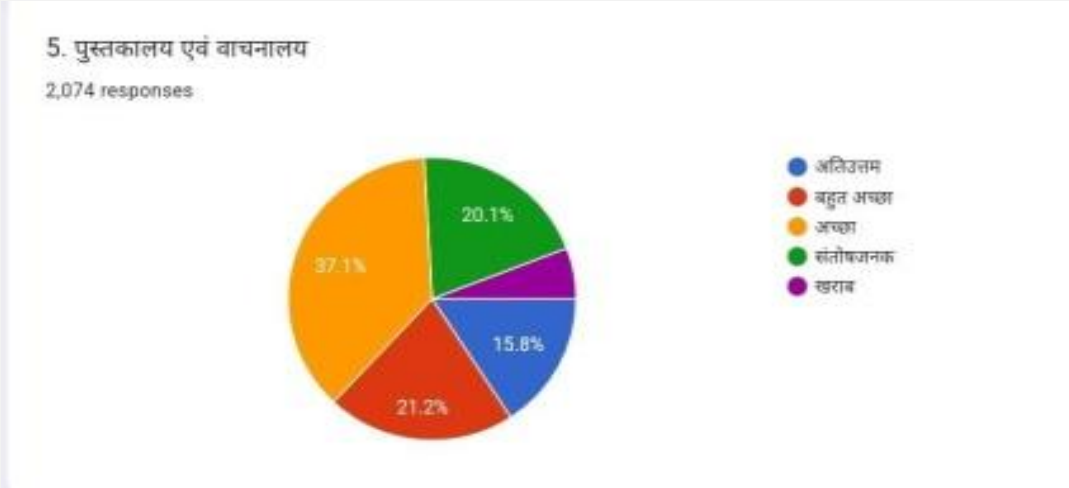


Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	19.1 %	
II	Good/Satisfactory	54.5 %	Yes
III	Poor	26.4 %	Yes
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II while it may be noted that a large number of parents (through feedback of their wards) marked the facility under category III (26.4%) so the above aspect "Availability of Clean Toilets" not only needs improvement but also it requires an urgent attention.

## Question 5 : Library and Reading Room

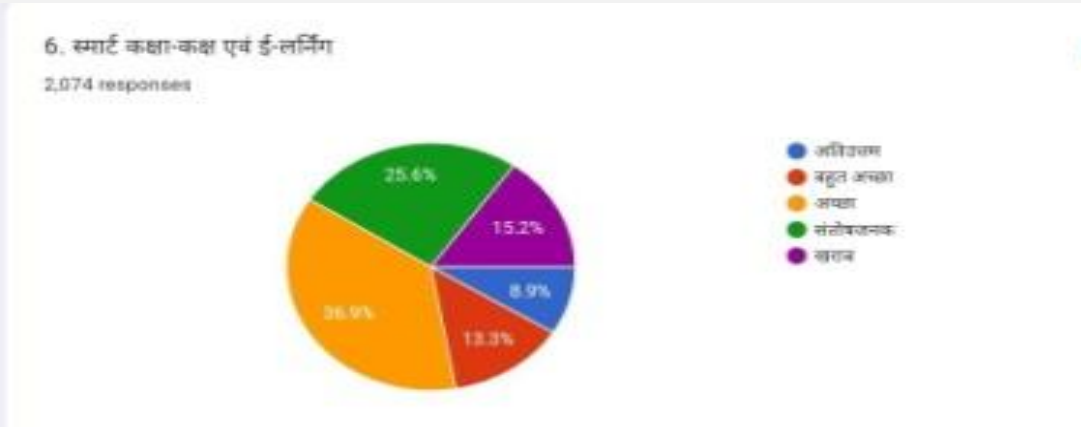


Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	38.0 %	
II	Good/Satisfactory	57.2 %	Yes
III	Poor	04.8 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II, so the above aspect "Library and Reading Room" need further improvement.

## Question 6 : Smart Classrooms and E-learning



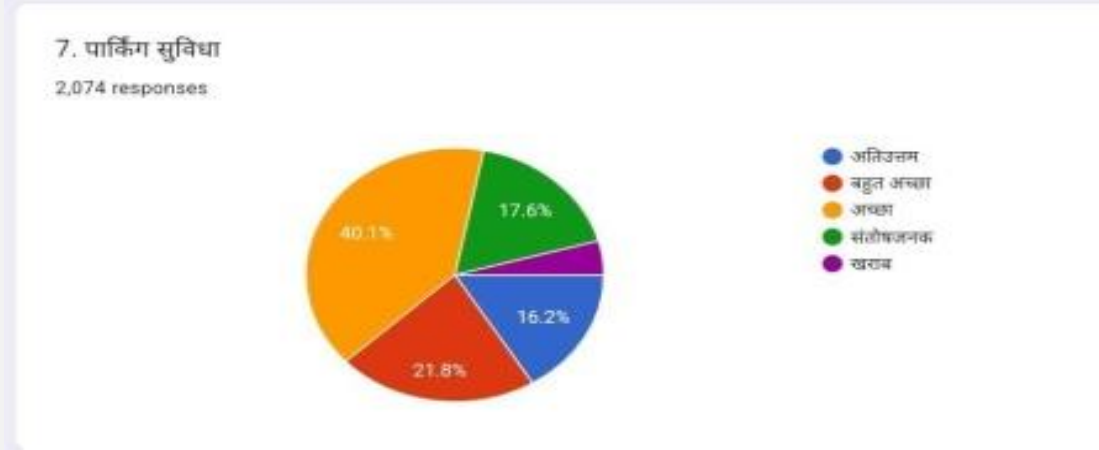
Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	22.3 %	
II	Good/Satisfactory	62.5 %	Yes
III	Poor	15.2 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II, so the above aspect "Smart Classrooms and E-learning" need improvement.



## Question 7 : Parking Facility

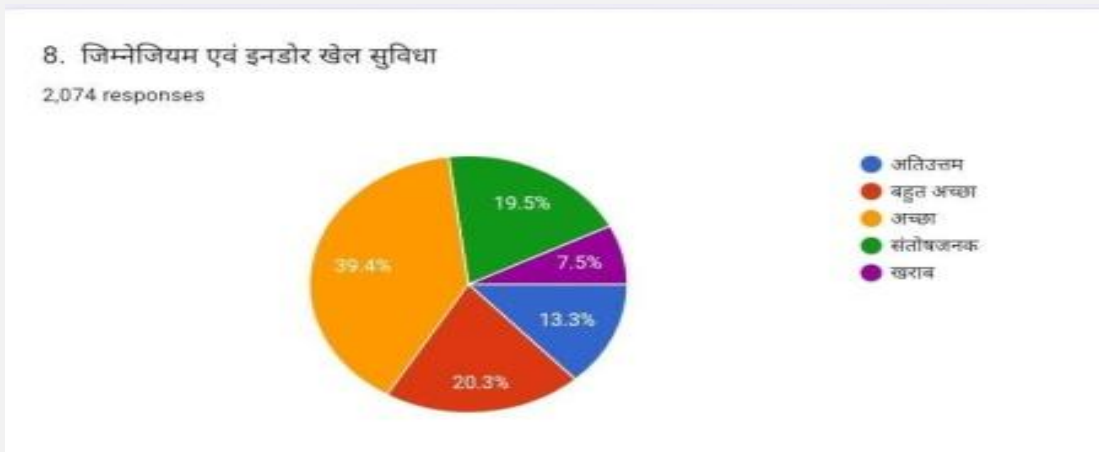


Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	38.0 %	
II	Good/Satisfactory	57.7 %	Yes
III	Poor	04.3 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II so, the above aspect "Parking Facility" need improvement. The proper arrangements and allotment of spaces for 2-wheelers and 4-wheelers should be made. One watchman (for extending assistance to students and visitors) may be deputed at the main gate especially during peak hours i.e. between 9.30 am to 2 pm.

## Question 8 : Gymnasium and Indoor Sports Facility

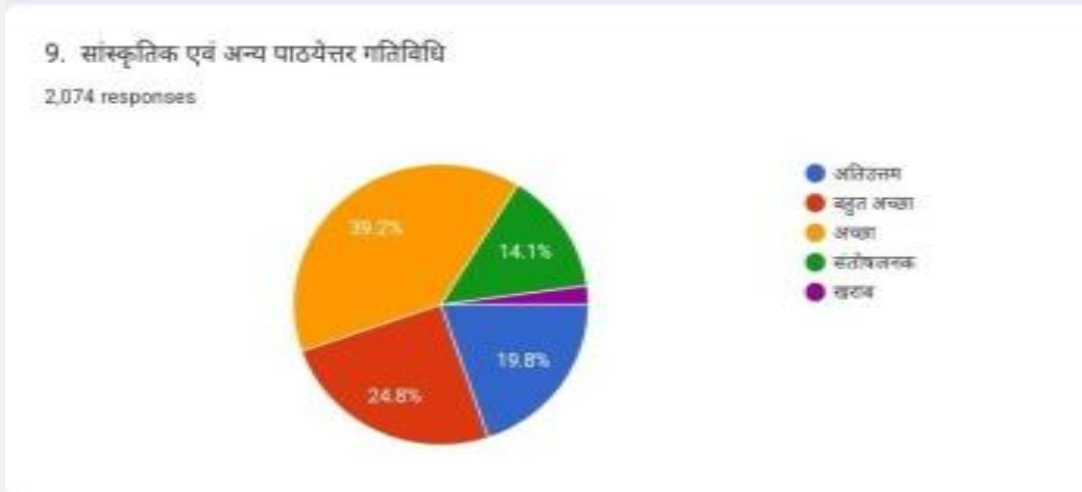


Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	33.6 %	
II	Good/Satisfactory	58.9 %	Yes
III	Poor	07.5 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II so, the above aspect "Gymnasium & Indoor Sports Facility" need improvement. Currently, the sufficiently large and dedicated building is erected at the north end of the campus. Most of the athletes are using the periphery of the college as track for running practice. A physical education teacher is also appointed to guide and motivate students. However, it may be recommended that the college sports committee should contact the district administration to seek permission to use the facility of Stadium of Kotdwar for our select sportspersons. A MoU may be signed, if needed.

## Question 9 : Cultural and other Extra Curricular Activities



Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	44.6 %	No
II	Good/Satisfactory	53.3 %	No
III	Poor	02.1 %	
	Total	100.0 %	

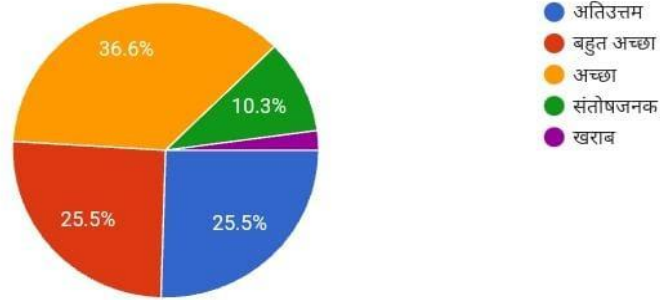
### Recommendation:

The highest percentage of response is under category I & II of the aspect "Cultural and other Extra Curricular Activities". By inspection of the above pie chart, it is evident that 83.8 % parents consider this aspect as Good/Very Good/Excellent. So, it may be concluded that the parents are quite satisfied with the "Cultural and other Extra Curricular Activities", that their wards are getting in the college.

## Question 10 : NCC, NSS, Rovers & Rangers Schemes

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1,774 responses

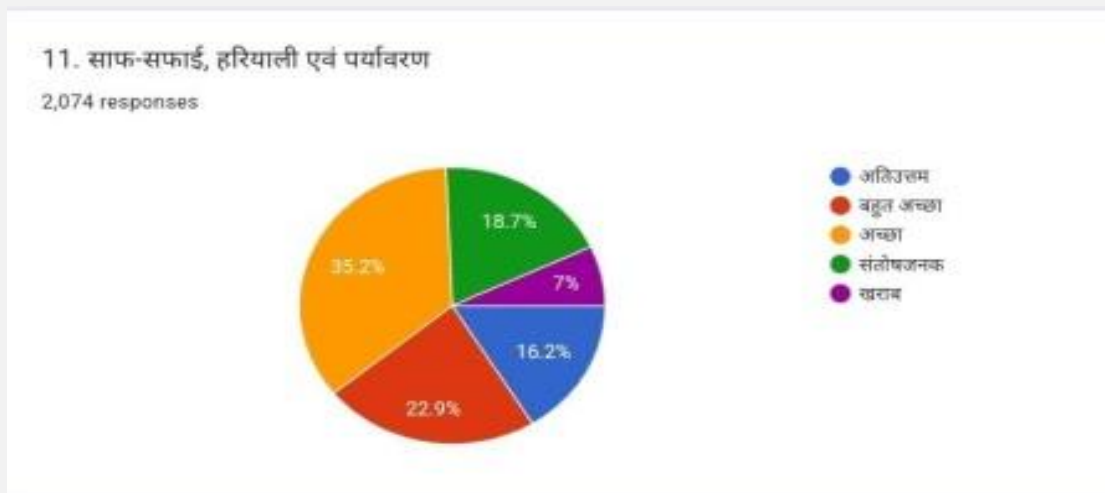


Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	51.0 %	No
II	Good/Satisfactory	46.9 %	No
III	Poor	02.1 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category I. About 97.9% parents believe that their wards are getting sufficient opportunities through "NCC, NSS, Rovers & Rangers Schemes" . So, no improvement is needed, at this point of time.

## Question 11 : Cleanliness (Hygiene) and Green Environment

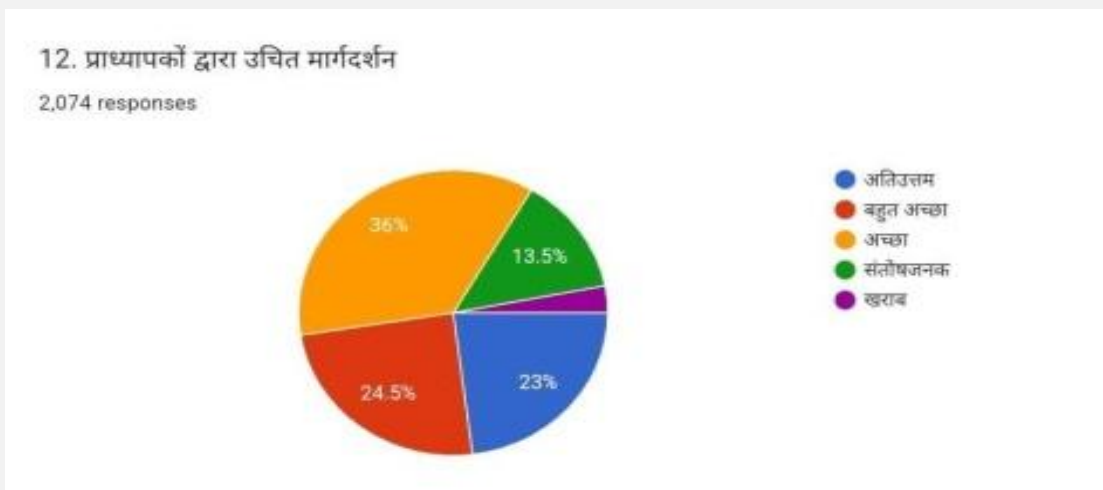


Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	39.1 %	
II	Good/Satisfactory	53.9 %	Yes
III	Poor	07.0 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II so, the above aspect "Cleanliness (Hygiene) and Green Environment" need some improvement. The habits of cleanliness and perception about the environment may differ from person to person so it may always possible to make improvements towards making the college campus as 'clean and green campus'. However, more specific data is required to make appropriate steps towards betterment.

## Question 12 : Guidance by Faculty Members

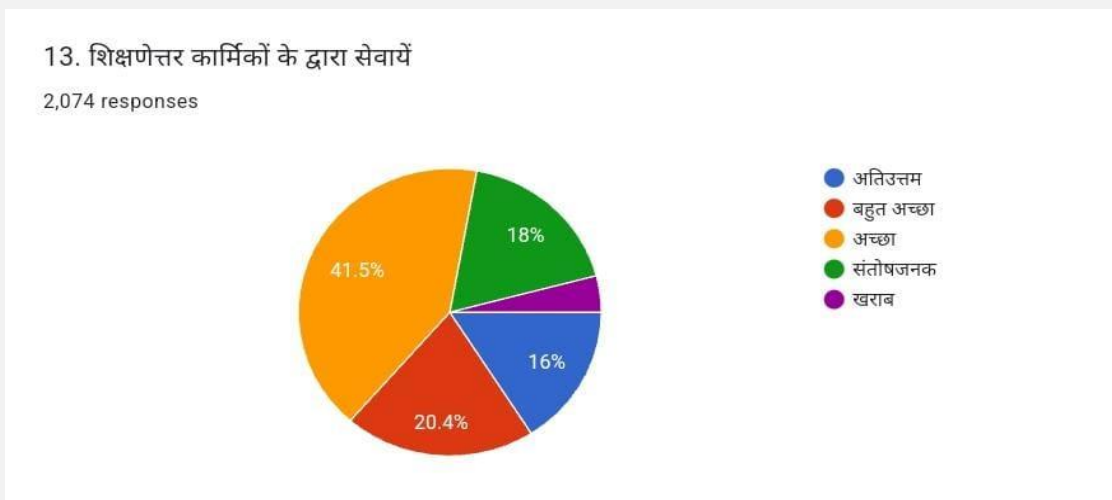


Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	47.5 %	No
II	Good/Satisfactory	49.5 %	No
III	Poor	03.0 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category I & II. The 83.5 % parents responded that their ward is getting the guidance from their teachers and marked the quality of "Guidance by Faculty Members" as Good/Very good/ Excellent.

## Question 13 : Attitude of Non-teaching Staff

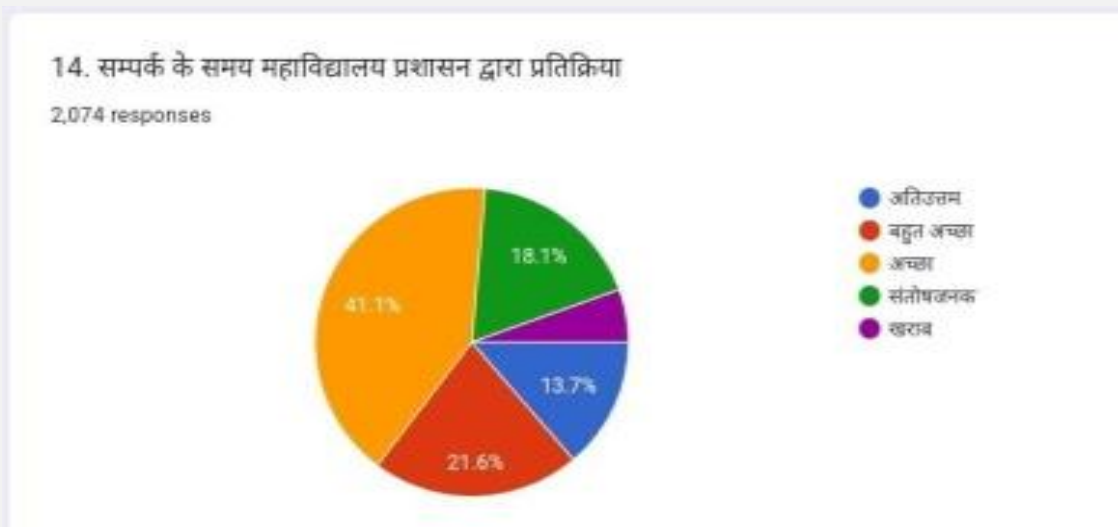


Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	26.6 %	
II	Good/Satisfactory	63.8 %	Yes
III	Poor	09.5 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II so, the above aspect "Attitude of Non-teaching Staff" need improvement.

## Question 14 : The Response Of College Administration At The Time Of Contact



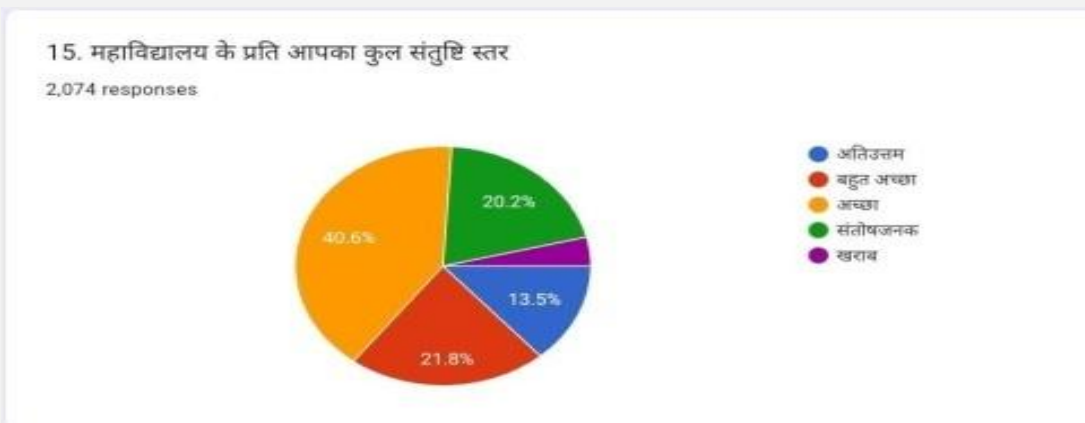
Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	35.3 %	
II	Good/Satisfactory	59.2 %	Yes
III	Poor	05.5 %	
	Total	100.0 %	

### Recommendation:

The highest percentage of response is under category II. So, the above aspect "The Response of College Administration at the Time of Contact" needs improvement.



## Question 15 : Overall Satisfaction Level Of Parents



Category	Responses for	% age of response	Whether recommendation is made (Yes/No)
I	Excellent/Very Good	35.3 %	
II	Good/Satisfactory	60.8 %	Yes
III	Poor	03.9 %	
	Total	100.0 %	

### Recommendation:


The "Overall Satisfaction Level of Parents" falls under category II which reflects that the college administration should make serious efforts to increase the overall satisfaction level of parents so that to get responses under 'excellent'/'very good' category. For this purpose, the suggestions to work upon are listed on the next page.

## Summary of Suggestions:

In order to suggest measures for improvement, on the basis of responses received and question-wise recommendation made in the preceding pages, the recommendations may be divided into the following categories:

- I- Questions Related With Infrastructure Facilities Associated With Teaching-Learning Of Students.  
Q.No. → 2, 3, 5, 6 & 12  
Improvement needed for : 2, 3, 5 & 6  
No improvement needed: 12
- II- Questions Related With Facilities, Amenities And Environment Of The College.  
Q.No. → 1, 4, 7 & 11  
Improvement needed for : 1, 7 & 11  
No improvement needed: NIL  
**Urgent attention required : 4**
- III- Questions Related With Co-Curricular And Extra-Curricular Activities.  
Q.No. → 8, 9 & 10  
Improvement needed for : 8  
No improvement needed: 9, 10
- IV- Questions Related With Behavior of Administrative And Non-Teaching Staff And Overall Satisfaction Level.  
Q.No. → 13, 14 & 15  
Improvement needed for : 13, 14 & 15  
No improvement needed: Nil

Signature:   
Name of the Institution: DR. P.D.B. GOVT. PG. COLLEGE  
KOTDWARA (GARHWAL)  
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Head of the Institution: PROF. JANKI PANWAR  
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An IQAC initiative  
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