

Feedback Analysis for Session 2017-18

1. Feedback From Students

Feedback obtained by University Teaching Departments (UTDs) was put before the Quality Advisory Council of the Internal Quality Assurance Cell (IQAC). On the basis of the feedback so obtained, the quantitative analysis observed by the Council is presented in Table 1. This feedback was obtained on a scale of 1 to 4. The categorization of rating based on mean score (S) of different parameters is as follows: very good ($3 \leq S \leq 4$), good ($2 \leq S < 3$), satisfactory ($1.5 \leq S < 2$), and unsatisfactory ($S < 1.5$).

The feedback received from 847 students revealed that out of 21 parameters 20 parameters were rated as "Very Good". The highest score of 3.49 was given to three parameters, viz.: (a) knowledge base of the teachers, (b) sincerity and commitment level of teachers, and (c) library support, which shows the healthy academic culture in the University. The students' feedback has been incorporated in the purchase of books. The focus was on the purchase of e-books from standard publishers which are easily accessible to the all the students and teachers of the university. The online remote access facility has also been provided for the same. The bar-coding of books and online computerized system for issuing and return of the library books are in practice. The Photostat facilities are available in the university library. The rating of sincerity and commitment level of teachers was followed by communication skills of the teachers with a score of 3.45.

The quality of course content was also rated as very good with a score of 3.44. In fact, course contents of most of the programmes have been updated. The learner autonomy is improved through the adoption of choice based credit system. It is quite interesting to note that a large number of students have been adopted inter-programmes courses under choice-based credit system. In addition to the incorporation of the latest development in the subjects, the alumni concerns of the contents of courses were also considered to revise the syllabi. The encouragement by teachers for class participation and student-teacher relationship were given a score of 3.38. It was followed by course coverage and delivery.

Similarly, teachers' accessibility outside the class and learning outcomes were equally rated by the students. A friendly atmosphere is created to put the students at ease. The mobile numbers and e-mail addresses of faculty members have been displayed on notice boards. In addition to availability of teachers in Teaching Departments in office hours, the most teachers stay in the university campus.

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Table 1
Analysis of Feedback from Students

S. No.	Parameters	Percentage of Students				Average Score Out of 4	Rating
		Unsatisfactory (1)	Satisfactory (2)	Good (3)	Very Good (4)		
1.	Quality of course content	1.57	7.61	36.23	54.59	3.44	Very Good
2.	Course coverage and delivery	1.58	7.29	43.74	47.39	3.37	Very Good
3.	Knowledge base of the teachers	2.03	8.97	26.91	62.08	3.49	Very Good
4.	Communication skills of the teachers	2.36	9.68	29.04	58.91	3.45	Very Good
5.	Sincerity and commitment level of teachers	2.18	7.38	29.99	60.46	3.49	Very Good
6.	Practical and applied content of teaching	6.98	16.28	32.31	44.43	3.14	Very Good
7.	Teachers' accessibility outside the class	3.20	16.38	29.31	51.11	3.28	Very Good
8.	Teachers' testing methods to evaluate students	2.84	11.47	35.27	50.43	3.33	Very Good
9.	Learning outcomes	3.35	9.18	43.42	44.04	3.28	Very Good
10.	Encouragement by teachers for class participation	3.11	8.12	36.68	52.09	3.38	Very Good
11.	Fairness of internal assessment	5.93	12.82	31.92	49.33	3.25	Very Good
12.	Availability of optional papers for students' choice	8.83	15.96	28.05	47.16	3.14	Very Good
13.	Students' knowledge about course details, fees etc before admission	9.33	12.73	28.97	48.97	3.18	Very Good
14.	Adequacy and quality of computer labs/workshops/studios etc.	6.92	13.46	37.48	42.14	3.15	Very Good
15.	Library support	3.48	10.19	20.62	65.71	3.49	Very Good
16.	Support from administrative office	4.00	14.18	35.39	46.42	3.24	Very Good
17.	Co-curricular and extra-curricular activities	5.92	16.06	38.77	39.25	3.11	Very Good
18.	Student-Teacher relationship	3.15	11.76	29.09	56.00	3.38	Very Good
19.	Handling of students' grievances	6.50	11.53	39.39	42.58	3.18	Very Good
20.	Career counseling and placement facility	10.79	13.09	43.76	32.36	2.98	Good
21.	OVERALL RATING (Keeping in view general teaching-learning environment)	0.89	3.69	33.83	61.60	3.56	Very Good

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The other parameters in which the University enjoys a score of higher than 3 include fairness of internal assessment, support from administrative office, students' knowledge about course details, fees etc. before admission, handling of students' grievances, adequacy and quality of computer labs/workshops/studios etc, practical and applied content of teaching, availability of optional papers for students' choice, and co-curricular and extra-curricular activities. In order to ensure fairness of internal assessment, objective criteria for evaluation of students' performance have been adopted. A practice of displaying internal assessment marks on the notice board before finalization of award list has been adopted. The teachers' testing methods to evaluate students include Class tests, presentation by students, attendance of students, etc.

The updated versions of syllabi for different programmes and latest admission prospectus are available on the website of the university. The advance versions of computers have been added in computer labs. Moreover, the Wi-Fi facility has been provided in various teaching blocks.

Regarding the handling of students' grievances, the competent authority of the university is accessible for 24 hours to take immediate necessary action. Besides, students are part of the different decision making bodies of the university. The practical and applied content of teaching has been improved through the inclusion of industry internship in syllabi of different programmes. It is further improved by the organization of different workshops and seminars. The support to students from administrative office is improved through arrangement of sufficient administrative staff.

The council also observed that though average score for most of the parameters is above 3, steps need to be taken to bring further transformation. The career counseling and placement facility of the University was rated as good with a score of 2.98. Although frequent placement drives and career counseling workshops have been arranged by the University, however, this facility has large scope for further improvement.

2. Feedback from Parents

The University has a large enrolment so not all students got the opportunity to participate in the feedback mechanism. The parents' feedback was obtained and analyzed. Feedback was obtained from 274 parents on a scale of 1 to 5. The analysis of expectations of parents in terms of percentage of parents with common expectations, mean score and rating is reported in Table 2. Out of 15 parameters, parents rated the University

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performance as excellent on 11 parameters. In other words, for 14 parameters 75 per cent or more parents gave their feedback as Agree/Strongly Agree with the performance of the University. The highest score of 4.4 was provided to the fairness of admission process applied by the university. In fact, the online admission process is adopted by the university which is transparent and fully based on merit. The rating on this parameter is followed by cooperativeness of staff members of different Teaching Departments.

As revealed by analysis of parents expectations with a score of 4.24, the learning environment of the university is conducive. Regarding benefits of interaction with faculty members, 31.64 per cent parents were strongly agreed and 53.45 per cent parents were agreed that their ward is improving his/her knowledge. This response resulted into an excellent rating on this parameter. Getting admission by their ward in this university is really a matter of pride for majority of parents. The university earned excellent rating on this parameter with a score of 4.12. In addition, based on parents' feedback it was concluded that teachers take full interest in the progress of their wards. The excellent rating on the parameter that whether course curriculum promotes learning experience is consistent with that of received from students feedback on a similar parameter.

The updated versions of all the major documents of University are online available. Accordingly, parents rated the concerned parameter of accessibility of information to all at the departments as well as university level as excellent. Since University has been focused on the development of professional ethics and human values in students and hence a positive change in the behaviour and personality of their ward was clearly noticeable to parents with a score of 4.04. Majority of parents strongly agreed that they would like to recommend this department to their friends and relatives. Another parameter on which University was rated as excellent by parents is: my ward always speaks high of the department and its faculty at home.

The parents rated university work as very good in case of three parameters, namely (a) university maintains discipline in all aspects, (b) recent changes introduced in the department are progressive, and (c) my ward is encouraged to participate in extramural activities, department makes effort for the placement/future prospects of students.

A need was felt to take cognizance of parental expectations for increasing the quality of education. Parents meetings were conducted by the individual departments and their suggestions were received in the right spirit. Parents of students were also encouraged to participate in educational seminars and other activities.

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Again, parents' and students' rating of parameter that University Teaching Departments make effort for the placement/future prospects of the students is consistent with each other. The university has already been taking serious efforts for the betterment of future prospects of students. Some of measures include development of communication skills, analytical skills and professional ethics.

Table 2
Parents Feedback Analysis

Sr. No.	Parameters	Percentage of Parents					Average Score Out of 5	Rating
		Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)		
1.	Getting admission in this university is a matter of pride	2.19	2.55	16.42	38.69	40.15	4.12	Excellent
2.	The university has a fair admission process	0.37	0.37	7.84	47.39	44.03	4.40	Excellent
3.	My ward is improving his/her knowledge through interaction with faculty	0.73	0.73	13.45	53.45	31.64	4.15	Excellent
4.	The university maintains discipline in all aspects	1.55	5.43	15.89	46.12	31.01	3.99	Very good
5.	This Department has a conducive learning environment	1.13	2.64	12.45	44.91	38.87	4.24	Excellent
6.	A positive change in the behavior and personality of my ward is clearly noticeable after joining the dept	0.75	4.14	18.42	43.61	33.08	4.04	Excellent
7.	Information is accessible to all at the dept. as well as university level	1.12	1.49	19.33	47.96	30.11	4.08	Excellent
8.	The course curriculum promotes learning experience	0.74	2.21	16.61	52.03	28.41	4.11	Excellent
9.	All the staff members in the dept. are cooperative	0.37	2.95	13.28	39.11	44.28	4.29	Excellent
10.	Changes introduced in the dept. recent are progressive	1.49	3.72	27.14	42.01	25.65	3.88	Very good
11.	Teachers take full interest in the progress of my ward	1.85	3.69	19.56	36.9	38.01	4.12	Excellent
12.	My ward always speaks high of the dept. and its faculty at home	1.1	4.76	21.61	40.29	32.23	4.03	Excellent
13.	Dept. makes effort for the placement/ future prospects of students	5.2	10.78	26.39	38.29	19.33	3.54	Very good
14.	My ward is encouraged to participate in extramural activities	2.22	7.04	20.37	50	20.37	3.79	Very good
15.	I would like to recommend this dept. to my friends and relatives	2.21	5.9	18.82	40.96	32.1	4.02	Excellent

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3. Alumni Feedback Analysis

Maharshi Dayanand University incorporates alumni feedback to improve the quality of academic programs especially for design and review of syllabus. Feedback was obtained from 269 alumni on a scale of 1 to 5. The findings of alumni's feedback analysis are reported in Table 3. Out of 15 parameters on 14 parameters, alumni concluded University performance as excellent. In other words, 86 per cent alumni gave their feedback as either agree or strongly agree. Alumni feel proud to be the student of Maharshi Dayanand University as is clearly evident from a mean score of 4.52 for 8th parameter mentioned in Table 3. Alumni view on the excellent performance of library facilities with a mean score of 4.5 is in line with that of current students. The pass out students were well impressed with the developments in the University in recent years. As highly rated by current students, alumni have also appreciated the cooperativeness of faculty members by providing a score of 4.41.

About 91% alumni have agreed/strongly agreed that formation of department wise alumni associations is a step in the right direction. A similar percentage of alumni opined that department administration should take initiative to efficiently enroll and strengthen the alumni-association. In fact, the University has established a department of alumni relations. The learning received in the University was found useful by alumni in their career. Similar to current students, alumni were also acknowledged the excellent knowledge of faculty members. The fee structure was rated as very nominal.

Like parents, alumni have also rated the admission procedure of the University as excellent. Other parameters on which alumni found university's performance as excellent are: (i) infrastructure & lab facilities, (ii) contemporary relevance of the newly introduced courses, (iii) role of alumni in academically strengthening the University, and (iv) alumni's involvement in activities of the university. Regarding contribution of alumni in financially strengthening the university, 74% were either strongly agreed or agreed. Needless to mention here, a large number of alumni have financially contributed to university during the period under reference.

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Table 3
Alumni Feedback Analysis

Sr. No.	Parameters	Percentage of Alumni					Average Score Out of 5	Rating
		Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)		
1	I feel proud to be the student of Maharshi Dayanand University, Rohtak	2.23	3.72	5.58	16.73	71.75	4.52	Excellent
2	Admission procedure is very good	1.88	4.51	7.14	38.35	48.12	4.26	Excellent
3	Fee Structure is very nominal	3.03	5.30	6.06	31.82	53.79	4.28	Excellent
4	Nice Infrastructure & Lab Facilities	3.02	3.02	7.92	36.98	49.06	4.26	Excellent
5	Faculty is knowledgeable	3.42	2.66	7.98	33.08	52.85	4.29	Excellent
6	Faculty is cooperative	2.32	2.32	7.72	27.03	60.62	4.41	Excellent
7	Library facilities are excellent	1.56	1.56	4.28	30.35	62.26	4.50	Excellent
8	The learning I had in the University is useful in my career.	2.32	3.86	4.63	35.14	54.05	4.35	Excellent
9	The developments in the University in recent years are appreciative.	0.78	2.71	5.81	33.33	57.36	4.44	Excellent
10	The new courses introduced meet contemporary requirements.	1.56	3.11	16.73	46.30	32.30	4.05	Excellent
11	The university is involving alumni in its activities.	3.46	7.69	13.85	32.69	42.31	4.03	Excellent
12	The alumni have a role to play in Academically strengthening the University further.	3.52	3.52	12.50	45.70	34.77	4.05	Excellent
13	The alumni have a role to play in financially strengthening the University.	3.80	4.94	16.73	42.59	31.94	3.94	Very good
14	Formation of Department wise alumni associations is a step in the right direction.	2.32	1.54	5.02	37.45	53.67	4.39	Excellent
15	The Department administration should take initiative to efficiently enroll and strengthen the alumni-association.	2.33	1.55	5.43	37.21	53.49	4.38	Excellent
16	Overall rating of university	1.42	0.95	4.74	36.49	56.40	4.45	Excellent

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4. Employer Feedback Analysis

Many graduates of Maharshi Dayanand University have been working in different types of organizations. Feedback was received from 73 employers on 1 to 5 scale regarding 16 parameters while their overall stratification level was assessed applying a 1 to 10 scale. Table 4 shows the results of employers' feedback analysis. It was found that all the employers were either very happy or happy with various parameters of student's work performance. The University students were rated high for their relationship with seniors/peers/subordinates. The second very good trait in rating was their technical knowledge/skill.

The next highly appreciated trait was their ability to take up extra responsibility. Their other highly rated features covered general communication skill, ability to contribute to the goal of the organization, obligation to work beyond schedule if required, working as part of a team, self-motivated and taking on appropriate level of responsibility, and open to new ideas and learning new techniques. Out of 16, the alumni are very happy on 9 parameters. The developing practical solutions to work place problems and involvement in social activities were the areas which have scope for further improvement. Also, the majority of them accepted that they would like to recruit more students from MDU. On a scale of 1 to 10, the average overall satisfaction with MDU students and the curriculum was scaled as 8.

**Table4
Employer Feedback Analysis**

How satisfied are you with the student's work performance in each of these areas	Percentage of employers					Average Score Out of 5	Rating
	Far from Satisfied (1)	Not Satisfied (2)	Satisfied (3)	Happy (4)	Very Happy (5)		
1. General communication skills	2.78	4.17	12.50	38.89	41.67	4.13	Very Happy
2. Technical knowledge/skill	1.41	2.82	19.72	30.99	45.07	4.15	Very Happy
3. Ability to manage/leadership qualities	4.23	5.63	21.13	29.58	39.44	3.94	Happy
4. Working as part of a team	7.04	5.63	12.68	23.94	50.70	4.06	Very Happy
5. Developing practical solutions to work place problems	4.23	5.63	22.54	36.62	30.99	3.85	Happy
6. Creative in response to workplace challenges	4.17	5.56	18.06	33.33	38.89	3.97	Happy
7. Innovativeness, creativity	4.17	6.94	18.06	31.94	38.89	3.94	Happy

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8. Planning and organization skills	5.56	5.56	16.67	29.17	43.06	3.99	Happy
9. Self-motivated and taking on appropriate level of responsibility	4.17	8.33	13.89	27.78	45.83	4.03	Very Happy
10. Open to new ideas and learning new techniques	4.17	8.33	13.89	30.56	43.06	4.00	Very Happy
11. Using technology and workplace equipment	5.63	8.45	16.90	30.99	38.03	3.87	Happy
12. Ability to contribute to the goal of the organization	4.17	4.17	18.06	23.61	50.00	4.11	Very Happy
13. Relationship with seniors/peers/subordinates	2.74	2.74	19.18	24.66	50.68	4.18	Very Happy
14. Involvement in social activities	4.29	5.71	14.29	45.71	30.00	3.91	Happy
15. Ability to take up extra responsibility	4.17	5.56	16.67	19.44	54.17	4.14	Very Happy
16. Obligation to work beyond schedule if required	5.80	7.25	11.59	24.64	50.72	4.07	Very Happy

Kindly give specific, if any for improving our programme/curriculum.

Any other comment(s):

Your alumni are more dynamic than the employees belonging to Metropolitan cities.

Would you like to recruit more students form MDU

Majority of them accepted

Would you refer us to other organization(s)

Majority of them accepted

On a scale of 1 to 10 how do you rate your overall satisfaction with MDU students and the curriculum?

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5. Teachers Feedback Analysis

Feedback from 120 teachers was collected mainly for their views towards the curriculum, teaching, learning and evaluation system using a 1 to 5 scale. Total 19 parameters were used for this purpose. The results derived in terms of percentage of teachers with common views, mean score and rating are presented in Table 5. Similar to students, teachers gave highest score of 4.71 to convenient timings of the Library.

At the same time, as in case of parents, the teachers were strongly agreed that aims and objectives of the syllabi were well defined and clear to teachers and students. The third high rated parameter by teachers was availability of sufficient numbers of prescribed books in

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Library. According to teachers, the academic calendar of the University has been followed strictly. The similar rating is given to the parameter of a good balance of course/syllabus between theory and application with a score of 4.43. About 55 per cent teachers are strongly agreed that they were encouraged to organize seminars/workshops/symposia/conferences.


The majority of teachers acknowledged the freedom to adopt new techniques/strategies of teaching such as seminar presentations, group discussions and learners' participation in a similar tune. The other parameters having excellent rating are: effectiveness of examination system followed by the University, procedure followed for acquiring new books and journals ensures right titles and journals in the library, effectiveness of evaluation system followed by the University, friendliness of administration, ability of University to admit meritorious students and adequacy of support provided by the University for projects and research facilities.

**Table 5
Teachers Feedback Analysis**

Sr. No.	Parameters	Percentage of Teachers					Average Score Out of 5	Rating
		Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)		
1	Aims and objectives of the syllabi are well defined and clear to teachers and students.	0.00	0.83	4.17	35.83	59.17	4.53	Excellent
2	The University is able to admit meritorious students	3.19	5.32	13.83	31.91	45.74	4.12	Excellent
3	The academic calendar of the University is followed strictly	2.06	2.06	6.19	29.90	59.79	4.43	Excellent
4	The MDUR Central Library is a major source of information	2.06	1.03	6.19	38.14	52.58	4.38	Excellent
5	Sufficient numbers of prescribed books are available in the Library.	0.00	3.09	6.19	29.90	60.82	4.48	Excellent
6	The procedure followed for acquiring new books and journals ensures right titles and journals in the library.	0.00	4.17	7.29	39.58	48.96	4.33	Excellent
7	The timings of the Library are convenient.	0.00	0.00	5.21	18.75	76.04	4.71	Excellent
8	The course/syllabus has good balance between theory and application.	1.03	1.03	6.19	37.11	54.64	4.43	Excellent
9	The course/programme of studies carries sufficient number of optional papers	2.06	4.12	7.22	28.87	57.73	4.36	Excellent

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10	Infrastructural facilities, such as teacher's rooms/cabins, class rooms, reading rooms and toilets are available in the Department.	5.26	9.47	12.63	37.89	34.74	3.87	Very good
11	I have the freedom to adopt new techniques/strategies of teaching such as seminar presentations, group discussions and learners' participations.	1.08	3.23	5.38	36.56	53.76	4.39	Excellent
12	The environment in the department is conducive to teaching and research	1.03	2.06	12.37	40.21	44.33	4.25	Excellent
13	The administration is teacher friendly	1.16	2.33	9.30	50.00	37.21	4.20	Excellent
14	The University provides adequate and smooth support for projects and research facilities	2.06	10.31	14.43	31.96	41.24	4.00	Excellent
15	The University provides adequate funding and support to faculty members for participation in conferences	3.13	7.29	17.71	35.42	36.46	3.95	Very good
16	The teachers are encouraged to organize seminars/ workshops/ symposia/conferences.	1.03	2.06	6.19	36.08	54.64	4.41	Excellent
17	The examination system followed by the University is effective.	1.03	3.09	6.19	39.18	50.52	4.35	Excellent
18	The evaluation system followed by the University is effective.	1.03	2.06	8.25	44.33	44.33	4.29	Excellent
19	Staff canteen is available at the faculty level.	22.68	20.62	18.56	19.59	18.56	2.91	Good


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