

# Stakeholders Feedback Analysis for Session 2018-19

## 1. Analysis of 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 I. 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 ( $2 \leq S \leq 3$ ), satisfactory ( $1.5 \leq S \leq 2$ ), and unsatisfactory ( $S \leq 1.5$ ). The feedback received from 1156 students revealed that out of 21 parameters 20 parameters were rated as "Very Good".

**Table 1. Analysis of Feedback from Students**

S. No.	Parameters	Percentage of Students				Average Score Out of 4	Rating
		Very Good	Good	Satisfactory	Unsatisfactory		
1.	Quality of course content	88.23	10.99	0.17	0.61	3.40	Very Good
2.	Course coverage and delivery	82.50	15.51	1.04	0.95	3.28	Very Good
3.	Knowledge base of the teachers	94.72	4.33	0.26	0.69	3.62	Very Good
4.	Communication skills of the teachers	92.04	6.84	0.43	0.69	3.53	Very Good
5.	Sincerity and commitment level of teachers	91.44	7.18	1.04	0.34	3.56	Very Good
6.	Practical and applied content of teaching	80.54	15.57	2.51	1.38	3.22	Very Good
7.	Teachers' accessibility outside the class	86.75	10.13	1.47	1.65	3.93	Very Good
8.	Teachers' testing methods to evaluate students	80.88	16.44	1.12	1.56	3.27	Very Good
9.	Learning outcomes	83.56	14.97	0.69	0.78	3.23	Very Good
10.	Encouragement by teachers for class participation	90.13	7.71	1.04	1.12	3.47	Very Good
11.	Fairness of internal assessment	81.61	12.84	1.56	3.99	3.30	Very Good
12.	Availability of optional papers for students' choice	82.60	12.38	2.08	2.94	3.29	Very Good
13.	Students' knowledge about course details, fees etc before admission	85.38	10.55	1.99	2.08	3.38	Very Good
14.	Adequacy and quality of computer lawworkshops/studios etc.	72.67	16.19	3.39	7.75	3.05	very Good
15.	Library support	92.91	5.36	1.12	0.61	3.63	Very Good
16.	Support from administrative office	83.22	13.23	1.30	2.25	3.29	Very Good
17.	Co-curricular and extracurricular activities	72.75	19.55	3.03	4.67	3.08	Very Good
18.	Student-Teacher relationship	88.66	9.70	0.78	0.86	3.47	Very Good
19.	Handling of students' grievances	83.22	13.67	1.12	1.99	3.29	Very Good
20.	Career counselling and placement facility	70.60	16.39	5.03	7.98	2.91	Good
21.	OVERALL RATING (Keeping in view general teaching-learning environment)	88.20	10.84	0.61	0.35	3.41	Very Good

The feedback received from students clearly depicts that students are very much satisfied on the 21 parameters pertaining to the quality of course content, knowledge base of the teachers, fairness of internal assessment, library support, support from the administrative staff, career counselling and placement facility, co-curricular activities and extracurricular activities, accessibility of the teachers, performance evaluation methods, communication skills of the teachers, teaching pedagogy etc.

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## 2. Analysis of 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 analysed. Feedback was obtained from 223 parents on a scale of 1 to 5.

**Table 2. Parents Feedback Analysis**

Sr. No.	Parameters	Percentage of Parents					Average Score Out of 5	Rating
		Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)		
1.	Getting admission in this university is a matter of pride	66.82	30.49	2.24	0.45	0.00	4.63	Excellent
2.	The university has a fair admission process	67.27	29.15	1.79	1.79	0.00	4.61	Excellent
3.	My ward is improving his/her knowledge through interaction with faculty	47.98	45.74	5.83	0.00	0.45	4.40	Excellent
4.	The university maintains discipline in all aspects	47.08	43.05	8.52	1.35	0.00	4.35	Excellent
5.	This Department has a conducive learning environment	47.53	44.84	7.18	0.00	0.45	4.39	Excellent
6.	A positive change in the behaviour and personality of my ward is clearly noticeable after joining the dept	44.39	45.74	8.52	0.45	0.90	4.32	Excellent
7.	Information is accessible to all at the dept. as well as university level	47.09	44.84	6.72	0.90	0.45	4.37	Excellent
8.	The course curriculum promotes learning experience	43.50	49.33	5.83	0.89	0.45	4.34	Excellent
9.	All the staff members in the dept. are cooperative	60.99	32.29	5.38	0.89	0.45	4.52	Excellent
10.	Changes introduced in the dept. recent are progressive	45.74	48.43	4.93	0.45	0.45	4.38	Excellent
11.	Teachers take full interest in the progress of my ward	48.88	45.74	4.93	0.45	0.00	4.43	Excellent
12.	My ward always speaks high of the dept. and its faculty at home	47.53	43.95	7.17	0.90	0.45	4.37	Excellent
13.	Dept. makes effort for the placement/ future prospects of students	34.08	43.95	15.25	4.03	2.69	4.02	Excellent
14.	My ward is encouraged to participate in extramural activities	41.26	46.19	9.86	2.24	0.45	4.25	Excellent
15.	I would like to recommend this dept. to my friends and relatives	50.67	41.71	5.38	1.79	0.45	4.40	Excellent

Feedback received from parents on 15 parameters pertaining to admission process, learning environment, placement facilities, improvement in the performance of their ward, behaviour of the teaching and non-teaching staff, and discipline revealed that parents are also very much satisfied as they rated to all with excellent.

*Dr. Rishi*



### 3. Analysis of Alumni Feedback

Maharshi Dayanand University incorporates alumni feedback to improve the quality of academic programs especially for design and review of syllabus. Feedback was obtained from 489 alumni on a scale of 1 to 5.

**Table 3. Alumni Feedback Analysis**

Sr. No.	Parameters	Percentage of Alumni					Average Score Out of 5	Ratings
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		
1.	I feel proud to be the student of Maharshi Dayanand University, Rohtak	70.48	22.86	3.81	0.95	1.90	4.59	Excellent
2	Admission procedure is very good	50.48	44.76	2.86	0.00	1.90	4.41	Excellent
3	Fee Structure is very nominal	69.53	27.62	0.95	0.00	1.90	4.62	Excellent
4	ice Infrastructure & Lab Facilities	56.19	36.19	4.76	0.95	1.91	4.43	Excellent
5	Faculty is knowledgeable	55.24	41.91	0.95	0.00	1.90	4.48	Excellent
6	Faculty is cooperative	63.81	30.48	1.91	1.90	1.90	4.52	Excellent
7	Library facilities are excellent	75.24	20.00	1.91	0.95	1.90	4.65	Excellent
8	The learning I had in the University is useful in my career.	66.67	27.62	2.86	0.95	1.90	4.56	Excellent
9	The developments in the University in recent years appreciative.	56.19	38.10	2.86	0.95	1.90	4.45	Excellent
10	The new courses introduced meet contemporary requirements.	32.38	45.71	18.10	1.91	1.90	4.04	Excellent
11	The university is involving alumni in its activities.	39.05	50.48	7.62	0.95	1.90	4.23	Excellent
12	The alumni have a role to play in Academically strengthening the University further.	42.86	44.76	6.67	3.81	1.90	4.22	Excellent
13	The alumni have a role t play in financially strengthening the University.	18.10	51.43	24.76	3.81	1.90	3.8	Very Good
14	Formation of Department wise alumni associations is a step in the right direction.	54.29	32.38	10.48	0.95	1.90	4.36	Excellent
15	The Department administration should take initiative to efficiently enrol and strengthen the alumni-association.	47.12	44.23	5.77	0.96	1.92	4.33	Excellent
16	Overall rating of university	64.76	30.48	2.86	0.00	1.90	4.56	Excellent

Feedback received from alumni on 16 parameters pertaining to the quality of academic programs, library facilities, cooperative behaviour of the staff, infrastructure and lab facilities, involvement of alumni in university activities, new and contemporary courses, knowledge and expertise of the faculty, fee structure etc revealed that alumni rated excellent to all the 16 parameters.

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#### 4. Analysis of Employer Feedback

Many graduates of Maharshi Dayanand University have been working in different types of organizations. Feedback was received from 54 employers on 1 to 5 scale regarding 16 parameters while their overall stratification level was assessed.

**Table 4. Employer Feedback Analysis**

S. No.	How satisfied are you with the student's work performance in each of these areas	Percentage of employers					Average Score Out of 5	Rating
		Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)		
1.	General communication skills	54.55	45.45	0	0	0	4.54	Excellent
2.	Technical knowledge/skill	63.64	36.36	0	0	0	4.63	Excellent
3.	Ability to manage/leadership qualities	63.64	36.36	0	0	0	4.63	Excellent
4.	Working as part of a team	90.91	9.09	0	0	0	4.90	Excellent
5.	Developing practical solutions to workplace problems	80.00	20.00	0	0	0	4.80	Excellent
6.	Creative in response to workplace challenges	50.00	50.00	0	0	0	4.50	Excellent
7.	Innovativeness, creativity	63.64	36.36	0	0	0	4.63	Excellent
8.	Planning and organization skills	60.00	40.00	0	0	0	4.60	Excellent
9.	Self-motivated and taking on appropriate level of responsibility	80.00	20.00	0	0	0	4.80	Excellent
10.	Open to new ideas and learning new techniques	72.73	18.18	9.09	0	0	4.63	Excellent
11.	Using technology and workplace equipment	63.64	36.36	0	0	0	4.63	Excellent
12.	Ability to contribute to the goal of the organization	72.73	27.27	0	0	0	4.72	Excellent
13.	Relationship with seniors/peers /subordinates	90.91	9.09	0	0	0	4.90	Excellent
14.	Involvement in social activities	72.73	27.27	0	0	0	4.72	Excellent
15.	Ability to take up extra responsibility	72.73	27.27	0	0	0	4.72	Excellent
16.	Obligation to work beyond schedule if quired	63.64	36.36	0	0	0	4.63	Excellent
Kindly give specific, if any for improving our programme/curriculum.								
Any other comment(s):								
our alumni are more dynamic than the employees belonging to Metropolitan cities.								
Could you like to recruit more students form MDU					Majority of them accepted			
Could 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?								
8								

Feedback received from employer on 16 parameters pertaining to general communication skill, ability to contribute to the goal of the organization, obligation to work beyond schedule if required, and open to new ideas and learning new techniques, technical skill, innovativeness and creativity, relationship with the peer as well as with the seniors was also rated as excellent by all the employers. The employer suggested that skilled calm, devotee and progressive approach should be there in the university.

*For. Ref. 11/11/11*



## 5. Teachers Feedback Analysis

Feedback from 389 teachers was collected mainly for their views towards, the curriculum, teaching, learning and evaluation system using 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

**Table 5. Teachers Feedback Analysis**

Sr. No.	Parameters	Percentage of Teachers					Average Score Out of 5	Rating
		Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)		
1	Aims and objectives of the syllabi are well defined and clear to teachers and students.	59.52	38.10	1.19	0	1.19	4.54	Excellent
2	The University is able to admit meritorious students	63.10	28.57	4.76	2.38	1.19	4.5	Excellent
3	The academic calendar of the University is followed strictly	47.62	47.62	2.38	1.19	1.19	4.39	Excellent
4	The MDUR Central Library is a major source of information	61.45	32.53	4.82	1.20	0	4.54	Excellent
5	Sufficient numbers of prescribed books are available in the Library.	50.00	44.05	3.57	1.19	1.19	4.40	Excellent
6	The procedure followed for acquiring new books and journals ensures right titles and journals in the library.	58.33	35.72	4.76	0	1.19	4.5	Excellent
7	The timings of the Library are convenient.	73.50	24.10	1.20	0	1.2	4.68	Excellent
8	The course/syllabus has good balance between theory and application.	44.05	45.24	8.33	2.38	0	4.30	Excellent
9	The course/programme of studies carries sufficient number of optional papers	39.29	50	9.52	1.19	0	4.27	Excellent
10	Infrastructural facilities, such as teacher's rooms/cabins, class rooms, reading rooms and toilets are available in the Department.	61.91	30.95	4.76	2.38	0	4.52	Excellent
11	I have the freedom to adopt new techniques/strategies of teaching such as seminar presentations, group discussions and learners' participations.	64.29	32.14	2.38	0	1.19	4.58	Excellent
12	The environment in the department is conducive to teaching and research	51.19	40.48	2.38	1.19	4.76	4.32	Excellent
13	The administration is teacher friendly	44.58	43.37	7.23	3.61	1.21	4.26	Excellent
14	The University provides adequate and smooth support for projects and research facilities	34.94	50.60	7.23	3.62	3.61	4.09	Excellent
15	The University provides adequate funding and support to faculty members for participation in conferences	38.56	36.14	18.07	4.82	2.41	4.03	Excellent
16	The teachers are encouraged to organize seminars/ workshops/ symposia/conferences.	48.81	39.29	9.52	2.38	0	4.34	Excellent
17	The examination system followed by the University is effective.	46.43	42.86	8.33	2.38	0	4.33	Excellent
18	The evaluation system followed by the University is effective.	42.86	48.81	4.76	2.38	1.19	4.29	Excellent
19	Staff canteen is available at the faculty level.	14.29	25.00	26.19	20.24	14.28	3.04	Very Good

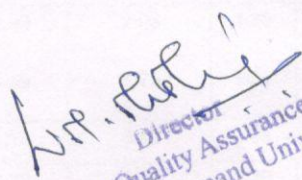
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Feedback received from teachers on 19 parameters clearly shows that the majority of teachers rated as excellent to the all the parameters like the freedom to adopt new techniques/strategies of teaching such as seminar presentations, group discussions and learners' participation in a similar tune, that aims and objectives of the syllabi were well defined and clear to teachers and students and availability of sufficient numbers of prescribed books in Library, 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 etc.

**Outcomes of stakeholder's feedback analysis:**

1. Students suggested that more placements avenues should be made available to the students.
2. Parents suggested that teacher should also work upon behavioural aspect of the students and more debate like events should be organized to increase the morale of the students.
3. The alumni also suggested that more proactive alumni interaction should be organized.
4. The employer also suggested that skilled calm, devotee and progressive approach should be there in the university.
5. The teachers said that the collaboration research work need, to be strengthen. There is a very robust campus wide network an amalgam of cable and wi-fi technologies with apps internet connectivity. It is very good for teachers and research scholars.

  
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