

MAHARSHI DAYANAND UNIVERSITY, ROHTAK

Stakeholders Feedback Analysis for Session 2021-22

Key Takeaways

1. Feedback received from 4549 students pertaining to overall all academic environment using 22 statements at 4-point scale and found the responses in the range of “Good to Excellent” which clearly depicts that student are very much satisfied with the current academic environment provided by the University.
2. Feedback analysis of 2184 parents and 1339 Alumni received on 14 parameters each concomitant to academic environment, found the responses in “Excellent” only which infers that parents and alumni both are completely satisfied.
3. Feedback analysis of 22 employers received on 16 parameters concomitant to competencies and quality of the students, and here too got the responses in “Excellent” only which infers that employers too are completely satisfied.
4. Feedback analysis of 325 teachers received on 19 parameters concomitant to conducive environment of teaching and learning and found the responses in “Excellent” only (except one) which infers that teachers too are completely satisfied.
5. Besides above findings, some suggestions have also been received from all the stakeholder like:
 - Students suggested that more placements avenues should be made available to the students and teaching learning process should be more interactive in nature.
 - Parents suggested that more focus should be given to the placements.
 - Alumni suggested that more proactive alumni interaction should be organized.
 - Employer suggested that more attention should be paid to practical knowledge.
 - Teachers said that coordinated efforts and teamwork needs to be strengthened.

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 from 3254 students. The categorization of rating based on mean score (S) of different parameters is as follows: Excellent ($3 \leq S \leq 4$), Good ($2 \leq S < 3$), Satisfactory ($1.5 \leq S < 2$), and Needs Improvement ($S < 1.5$).

Table 1. Analysis of Feedback from Students

S.No.	Parameters	Percentage of Students				Average score out of 4	Ratings
		Excellent	Good	Satisfactory	Needs Improvement		
1.	Quality of course content	36.65	40.27	13.26	9.83	3.04	Excellent
2	Course coverage and delivery	26.91	42.47	16.79	13.83	2.82	Good
3	Knowledge base of the teachers	49.95	32.56	11.12	6.38	3.26	Excellent
4	Communication skills of the teachers	43.55	37.37	11.63	7.45	3.17	Excellent
5	Sincerity and commitment level of teachers	41.33	37.70	12.33	8.64	3.12	Excellent
6	Practical and applied content of teaching	31.39	39.20	14.55	14.86	2.87	Good
7	Teachers' accessibility outside the class	33.44	40.80	15.01	10.75	2.97	Good
8	Teachers' testing methods to evaluate students	31.37	41.26	15.48	11.89	2.92	Good
9	Learning outcomes	29.48	45.48	14.99	10.05	2.94	Good
10	Encouragement by teachers for class participation	40.60	37.11	12.66	9.63	3.09	Excellent
11	Fairness of internal assessment	30.75	38.01	15.76	15.48	2.84	Good
12	Availability of optional papers for students' choice	30.03	40.10	15.37	14.51	2.86	Good
13	Students' knowledge about course details, fees etc before admission	32.64	43.59	14.64	9.12	3.00	Excellent
14	Adequacy and quality of computer lab, workshops/studios etc.	27.41	37.79	16.51	18.29	2.74	Good
15	Library support	51.48	30.95	8.07	9.50	3.24	Excellent
16	Support from administrative office	32.93	40.95	14.64	11.48	2.95	Good
17	Co-curricular and extracurricular activities	28.84	38.67	14.95	17.54	2.79	Good
18	Interaction with the Alumni	24.51	40.38	16.79	18.31	2.71	Good

19	Handling of students' grievances	26.60	43.22	16.75	13.43	2.83	Good
20	Motivation by the teachers for Career counselling and performance development	39.37	34.84	12.16	13.63	3.00	Excellent
21	Mentor mentee meetings.	32.47	37.44	14.38	15.72	2.87	Good
22	OVERALL RATING (Keeping in view general teaching-learning environment)	32.58	42.30	13.65	11.48	2.96	Good

The feedback received from students clearly depicts that students are very much satisfied on the 22 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.

2. Analysis of Feedback from Parents

The parents' feedback was obtained and analysed. Feedback was obtained from 1725 parents on a scale of 1 to 4. The categorization of rating based on mean score (S) of different parameters is as follows: Excellent ($3 \leq S \leq 4$), Good ($2 \leq S \leq 3$), Satisfactory ($1.5 \leq S \leq 2$), and unsatisfactory ($S \leq 1.5$).

Table 2. Parents Feedback Analysis

Sr. No.	Parameters	Percentage of Parents				Average Score out of 5	Ratings
		Fully Agree (4) (%)	Partially Agree (3) (%)	Do Not Agree (2) (%)	Needs Improvement (%)		
1	Getting admission in this university is a matter of pride	73.53	20.15	2.98	3.34	3.64	Excellent
2	The university has a fair admission process	74.73	19.18	2.66	3.43	3.65	Excellent
3	My ward is improving his/her knowledge through interaction with faculty	68.27	23.35	3.53	4.85	3.55	Excellent
4	The university maintains discipline in all aspects	65.06	23.67	4.53	6.73	3.47	Excellent
5	This Department has a conducive learning environment	68.13	22.12	3.53	6.23	3.52	Excellent
6	A positive change in the behaviour and personality of my ward is clearly noticeable after joining the dept	66.99	23.81	4.95	4.26	3.54	Excellent
7	The course curriculum promotes learning experience	71.20	21.70	3.43	3.66	3.60	Excellent
8	All the staff members in the dept. are cooperative	70.33	20.74	3.94	4.99	3.56	Excellent

9	Changes introduced in the dept. recent are progressive	63.05	26.65	4.26	6.04	3.47	Excellent
10	Teachers take full interest in the progress of my ward	66.25	22.66	5.54	5.54	3.50	Excellent
11	My ward always speaks high of the dept. and its faculty at home	68.68	20.70	5.95	4.67	3.53	Excellent
12	Dept. makes effort for the placement/ future prospects of students	59.84	23.76	8.38	8.01	3.35	Excellent
13	My ward is encouraged to participate in extramural activities	62.09	23.81	7.83	6.27	3.42	Excellent
14	I would like to recommend this dept. to my friends and relatives	65.98	23.53	6.82	3.66	3.52	Excellent

Feedback received from parents on 14 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.

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 2398 alumni on a scale of 1 to 4.

Table 3. Alumni Feedback Analysis

Sr. No.	Parameters	Percentage of Alumni				Average Score Out of 4	Ratings
		Excellent	Good	Satisfactory	Needs Improvement		
1	I feel proud to be the student of Maharshi Dayanand University, Rohtak	71.70	21.36	4.41	2.54	3.62	Excellent
2	Admission procedure is very good	56.31	32.86	7.54	3.29	3.42	Excellent
3	Fee Structure is very nominal	58.48	28.60	9.56	3.36	3.42	Excellent
4	Nice Infrastructure & Lab Facilities	56.68	29.28	7.77	6.27	3.36	Excellent
5	Faculty is knowledgeable	61.31	29.05	5.75	3.88	3.48	Excellent
6	Faculty is cooperative	61.46	28.75	3.73	6.05	3.46	Excellent
7	Library facilities are excellent	76.03	18.60	3.66	1.72	3.69	Excellent
8	The learning I had in theUniversity is useful in my career.	61.91	29.20	5.53	3.36	3.50	Excellent

9	The developments in the University in recent years appreciative.	58.18	32.11	6.87	2.84	3.46	Excellent
10	The new courses introduced meet contemporary requirements.	40.18	43.76	10.46	5.60	3.19	Excellent
11	The university is involving alumni in its activities.	44.59	34.65	12.85	7.92	3.16	Excellent
12	The alumni have a role to play in financially strengthening the University.	46.15	38.39	9.11	6.35	3.24	Excellent
13	Formation of Department wise alumni associations is a step in the right direction.	54.59	35.77	5.68	3.96	3.41	Excellent
14	Overall rating of university	58.40	34.28	4.85	2.46	3.49	Excellent

Feedback received from alumni on 14 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 14 parameters.

4. Analysis of Employer Feedback

Many graduates of Maharshi Dayanand University have been working in different types of organizations. Feedback was received from 60 employers on 1 to 4 scale regarding 16 parameters while their overall stratification level was assessed.

Table4. Employer Feedback Analysis

S. No.	How satisfied are you with the student's work performance in each of these areas	Percentage of employers				Average	Rating
		Excellent	Good	Satisfactory	Needs Improvement	Score	
						Out of 4	
1	General communication skills	36.36	59.09	4.55	0.00	3.32	Excellent
2	Technical knowledge/skill	50.00	40.91	4.55	4.55	3.36	Excellent
3	Ability to manage/leadership qualities	45.45	50.00	4.55	0.00	3.41	Excellent
4	Working as part of a team	45.45	50.00	4.55	0.00	3.41	Excellent
5	Developing practical solutions to workplace problems	36.36	50.00	9.09	4.55	3.18	Excellent

6	Creative in response to workplace challenges	50.00	45.45	0.00	4.55	3.41	Excellent
7	Innovativeness, creativity	40.91	54.55	0.00	4.55	3.32	Excellent
8	Planning and organization skills	36.36	59.09	4.55	0.00	3.32	Excellent
9	Self-motivated and taking on appropriate level of responsibility	45.45	54.55	0.00	0.00	3.45	Excellent
10	Open to new ideas and learning new techniques	40.91	50.00	9.09	0.00	3.32	Excellent
11	Using technology and workplace equipment	31.82	59.09	4.55	4.55	3.18	Excellent
12	Ability to contribute to the goal of the organization	45.45	45.45	4.55	4.55	3.32	Excellent
13	Relationship with seniors/peers/subordinates	59.09	36.36	0.00	4.55	3.50	Excellent
14	Involvement in social activities	36.36	54.55	9.09	0.00	3.27	Excellent
15	Ability to take up extra responsibility	45.45	50.00	4.55	0.00	3.41	Excellent
16	Obligation to work beyond schedule if quired	31.82	63.64	4.55	0.00	3.27	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?							

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.

5. Teachers Feedback Analysis

Feedback from 136 teachers was collected mainly for their views towards, the curriculum, teaching, learning and evaluation system using 1 to 4 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				Needs Improvement (2)	Average	Ratings
		Excellent (5)	Good -4	Satisfactory (3)	Score Out of 4			
1	Aims and objectives of the syllabi are well defined and clear to teachers and students.	60.00	33.54	3.69	2.77	3.51	Excellent	
2	The University is able to admit meritorious students	51.08	35.69	8.00	5.23	3.33	Excellent	
3	The academic calendar of the University is followed strictly	61.54	30.15	7.38	0.92	3.52	Excellent	
4	The MDUR Central Library is a major source of information	78.46	16.00	4.00	1.54	3.71	Excellent	
5	Sufficient numbers of prescribed books are available in the library.	64.31	30.15	3.38	2.15	3.57	Excellent	
6	The procedure followed for acquiring new books and journals ensures right titles and journals in the library.	54.15	34.77	7.69	3.38	3.40	Excellent	
7	The timings of the library are convenient.	70.15	23.38	3.69	2.77	3.61	Excellent	
8	The course/syllabus has good balance between theory and application.	43.38	45.23	7.08	4.31	3.28	Excellent	
9	The course/programme of studies carries sufficient number of optional papers	46.77	41.23	9.85	2.15	3.33	Excellent	
10	Infrastructural facilities, such as teacher's rooms/cabins, class rooms, reading rooms and toilets are available in the Department.	44.00	33.85	9.54	12.62	3.09	Excellent	
11	I have the freedom to adopt new techniques/strategies of teaching such as seminar presentations, group discussions and learners' participations.	57.23	34.46	4.92	3.38	3.46	Excellent	
12	The environment in the department is conducive to teaching and research	54.15	33.54	6.46	5.85	3.36	Excellent	
13	The administration is teacher friendly	47.69	36.92	10.46	4.92	3.27	Excellent	

14	The University provides adequate and smooth support for projects and research facilities	44.00	38.15	9.85	8.00	3.18	Excellent
15	The University provides adequate funding and support to faculty members for participation in conferences	47.38	31.69	14.15	6.77	3.20	Excellent
16	The teachers are encouraged to organize seminars/workshops/symposia/conferences.	58.46	32.62	6.46	2.46	3.47	Excellent
17	The examination system followed by the University is effective.	48.92	42.15	5.23	3.69	3.36	Excellent
18	The evaluation system followed by the University is effective.	46.15	43.08	6.15	4.62	3.31	Excellent
19	Staff canteen is available at the faculty level.	14.46	26.46	17.54	41.54	2.14	Good

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.