

PARENTS FEEDBACK

The College conducts regular Parent –Teacher- Student meetings every year. These meetings are conducted class wise in every semester. The purpose of the meetings is to inform the parents about the college activities, their ward`s performance & attendance and also various issues. The parents meetings are addressed by the respective class teacher, exam committee in-charge, attendance in-charge and PTA in-charge. Since the parents come from low economic and academic background, the college has to also educate the parents about examinations, results, attendance and other rules. The parents are motivated to encourage their children to study and bring good marks. These meetings are a two way communication process where the parents are also encouraged to raise doubts and enquire about any matter relating to their wards and college. During these meetings feedback is also taken from the parents about their opinion of the college on the whole. Special care is taken that the feedback questionnaire is not too long and is also translated into Urdu considering the academic background of the parents. This helps in getting the correct response without letting the parents feel isolated or ignored.

The feedback sheets then collected from the parents are then analyzed and interpretations conveyed to the authorities for necessary actions. An analysis of the parents` feedback taken during Parent-Teacher-Student meeting in 2014-15 is given below:

Total responses : 170

PARAMETERS / GRADING	1	2	3	4	5
Infrastructure facilities (location, classrooms, safety, etc.)	14	23	40	42	49
Teaching and evaluation (Teaching methodology, accessibility, etc. of teachers)	11	8	16	32	110
Support staff (Behavior of office and menial staff towards students)	12	19	29	32	78
Other facilities (Gymkhana, Library, Canteen etc.)	33	28	28	45	46

1- Very Poor 2- Poor 3- Satisfactory 4- Good 5- Very Good

It can be observed from the above responses that the nearly 80% parents feel more than satisfied with the teaching and evaluation techniques adopted in the college. Nearly 60% are happy about the behavior of the support staff with them and students, which can be enhanced by the college by taking efforts at being cordial towards them. The college suffers from the locational disadvantage which can also be observed from the responses of the parents since the dissatisfaction is more due to the congestion around the college as compared to facilities within the college. The suggestion received from the parents are also towards the improvement of other facilities, the parents are happy with the library facility but feel that the college must improve the facilities like canteen and gymkhana.

The college is trying to develop a system using its mobile app wherein details of students attendance and results can be sent to parents on regular basis through notifications or SMS. This will also help to get more instant feedback from the parents thru 2 way communication.