**Analysis of Parents/Guardians Feedback Data for Academic Session—2021-2022**
Prepared by IQAC, P. B. College, Gauripur

The IQAC of P. B. College collects data/information from parents regularly. Regarding Feedback Analysis, questionnaires has been prepared with some parameters such as infrastructure facilities, management support, office staff support & service, fee structure, canteen facilities, library facilities, internet/Wi-Fi facilities for students, faculty approachability, grievance redressal system, campus safety & security, hostel facilities and overall college environment/impression.The questionnaire is created offline mode and distributed to the parents. There are 80 responses in total to the survey. The input that parents submitted is summarized below:

1. Infrastructure Facilities

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	15	25	49	16	10	80
In Percentage	18.75%	31.25%	17.50%	20%	12.50%	100
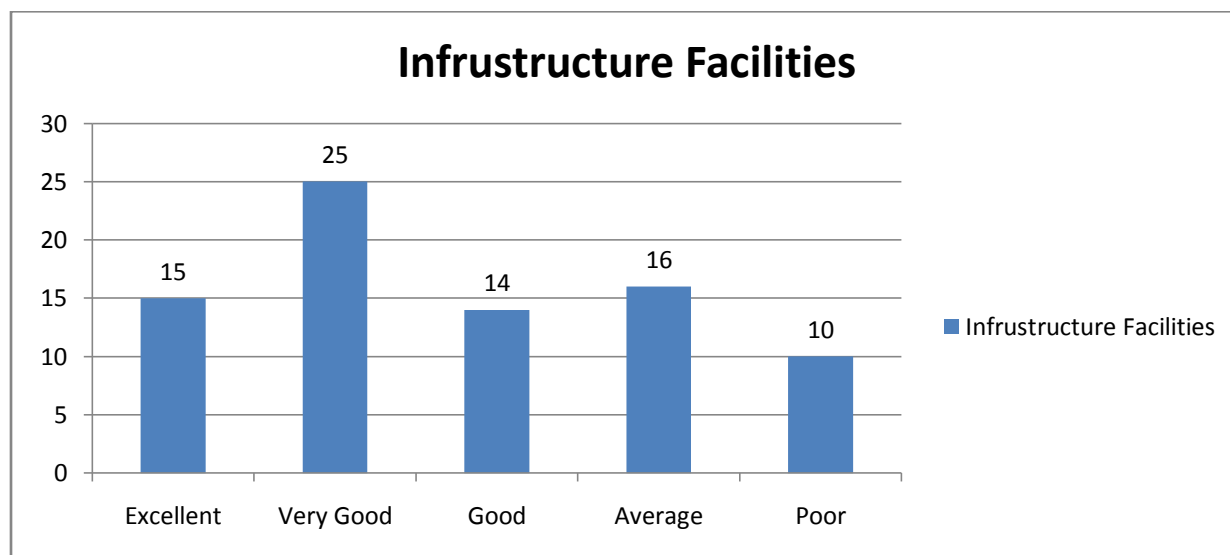
2. Management Support

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	10	30	22	12	06	80
In Percentage	12.50%	37.50%	27.50%	15%	7.50%	100

Management Support
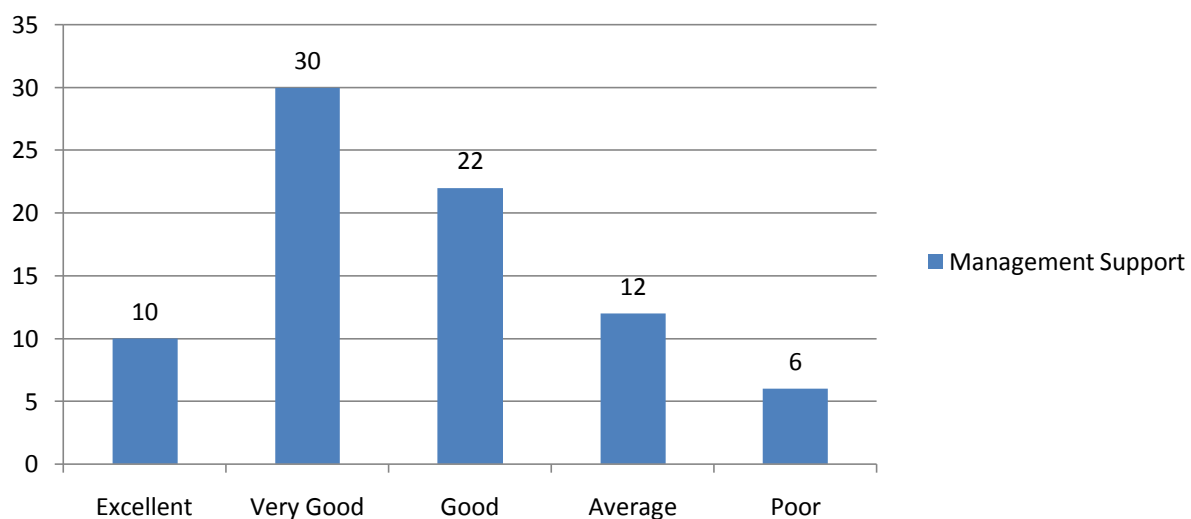
3. Office Staff Support & Services

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	22	25	18	10	05	80
In Percentage	27.50%	31.25%	22.50%	12.50%	6.25%	100

Office Staff Support & Services
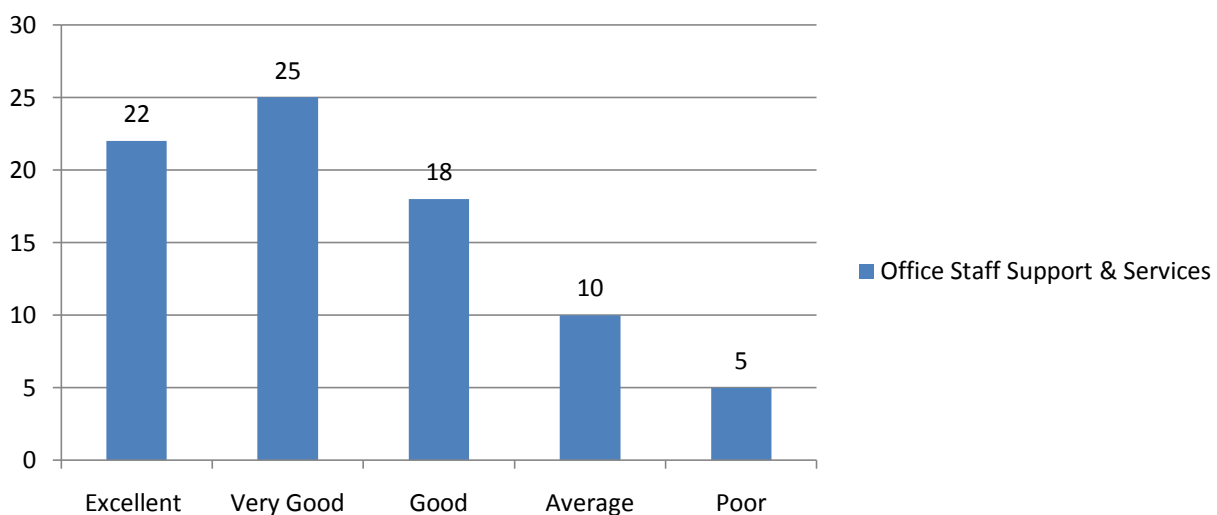
4. Fee Structure

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	18	28	15	10	09	80
In Percentage	22.50%	35%	18.75%	12.50%	11.25%	100
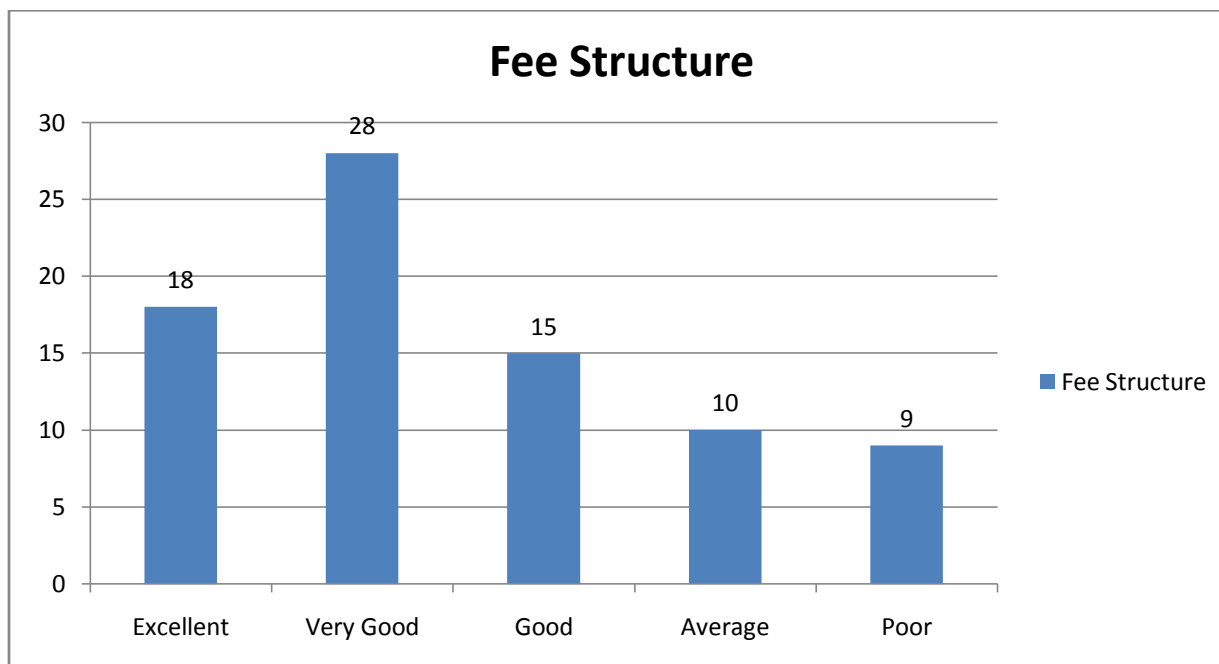
Fee Structure

5. Canteen Facilities

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	10	15	22	18	15	80
In Percentage	12.50%	18.75%	27.50%	22.50%	18.75%	100

Canteen Facilities
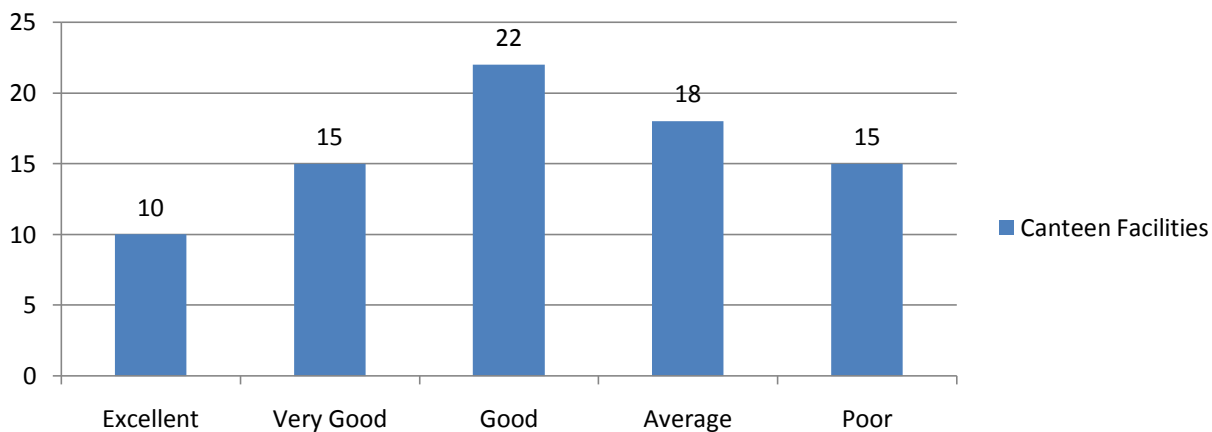
6. Library Facilities

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	36	25	14	03	02	80
In Percentage	45%	31.25%	17.50%	3.75%	2.50%	100

Library Facilities
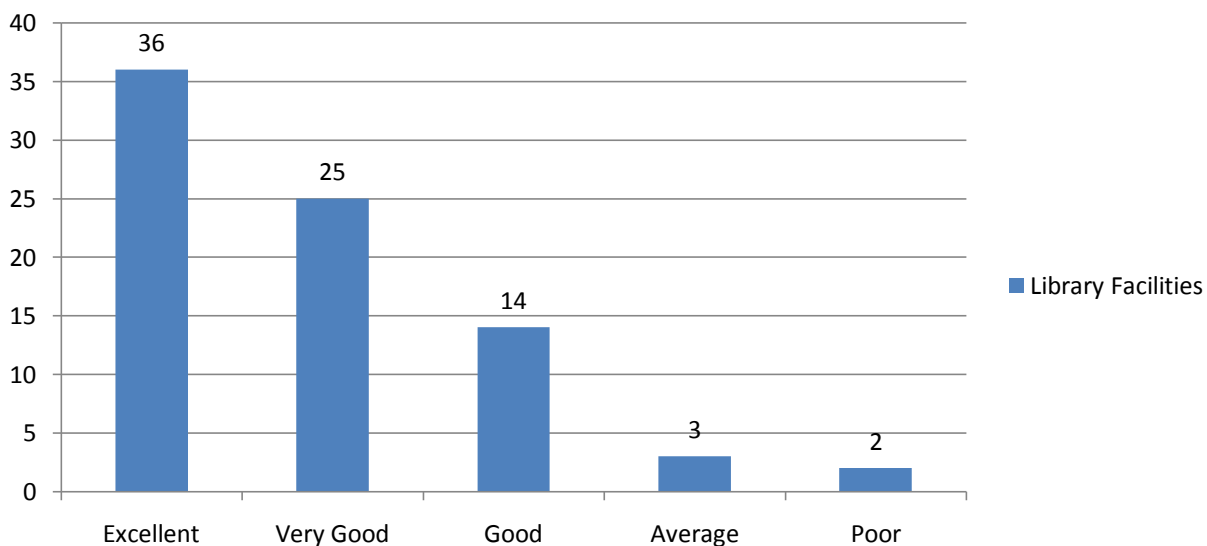
7. Internet/Wi-Fi Facilities for Students

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	15	22	25	10	08	80
In Percentage	18.75%	27.50%	31.25%	12.50%	10%	100
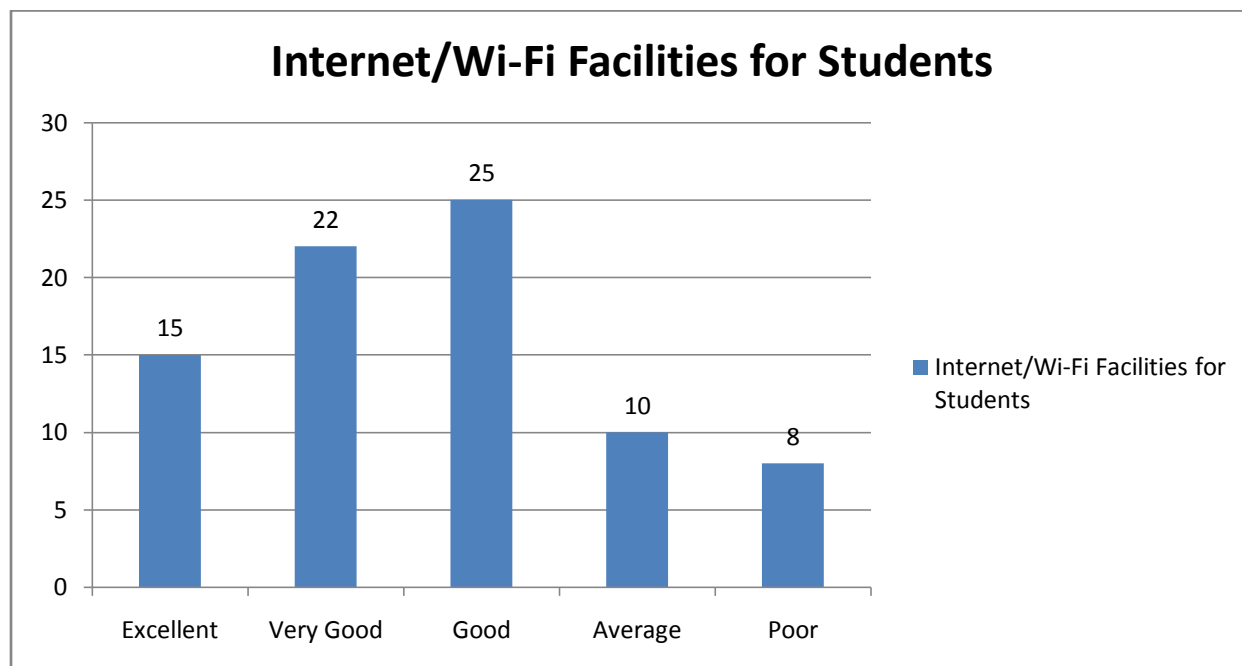
8. Faculty Approachability

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	38	30	10	01	01	80
In Percentage	47.50%	37.50%	12.50%	1.25%	1.25%	100

Faculty Approachability
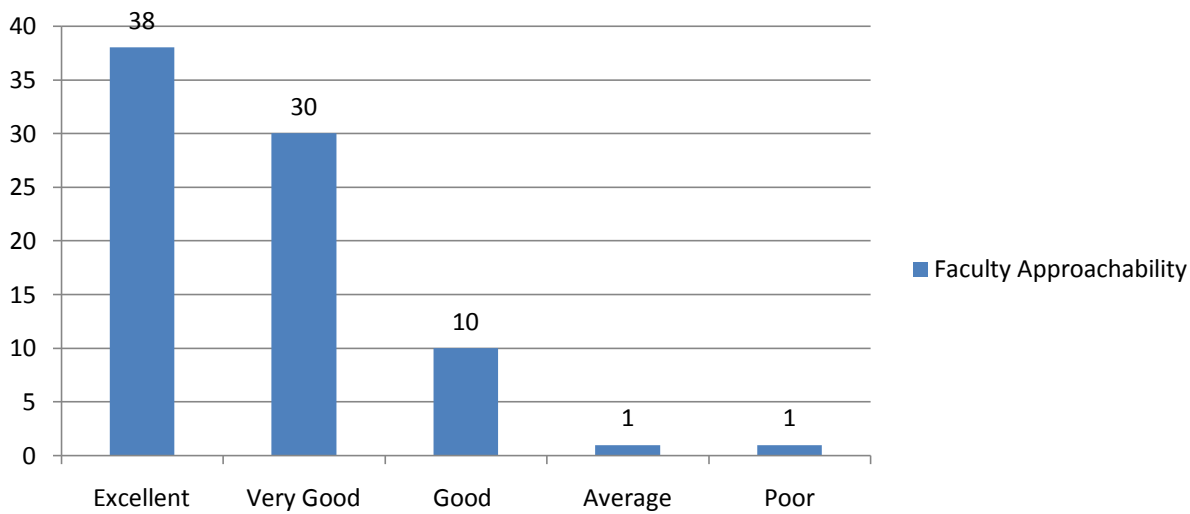
A bar chart titled "Faculty Approachability" showing:
- Excellent: 38
- Very Good: 30
- Good: 10
- Average: 1
- Poor: 1

9. Grievance Redressal System

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	30	28	12	06	04	80
In Percentage	37.50%	35%	15%	7.50%	5%	100

Grievance Redressal Syatem
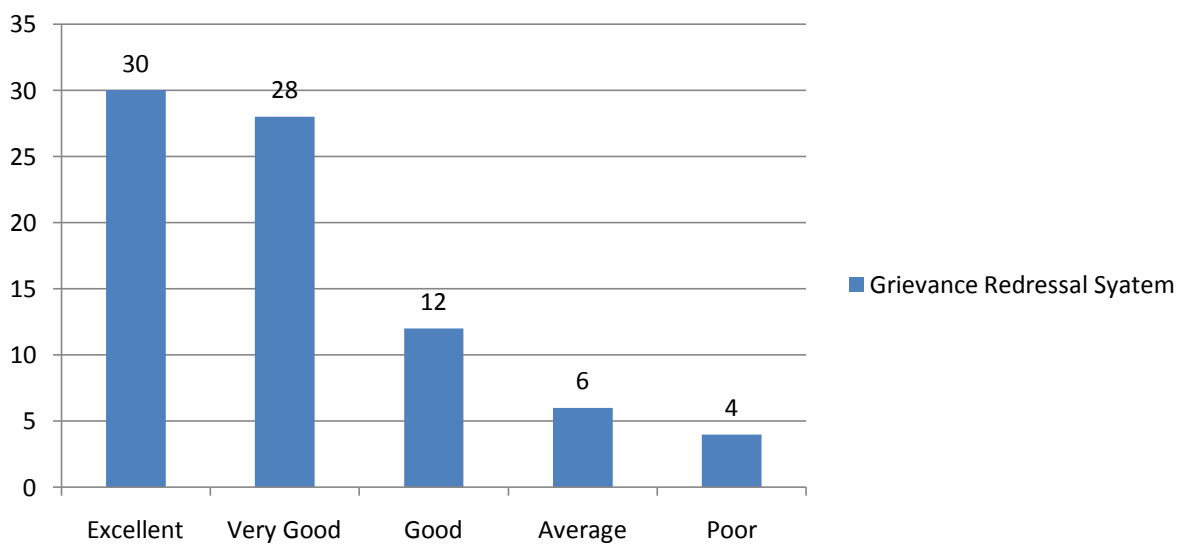
A bar chart titled "Grievance Redressal Syatem" showing:
- Excellent: 30
- Very Good: 28
- Good: 12
- Average: 6
- Poor: 4

10. Campus Safety & Security

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	25	30	20	04	01	80
In Percentage	31.25%	37.50%	25%	5%	1.25%	100
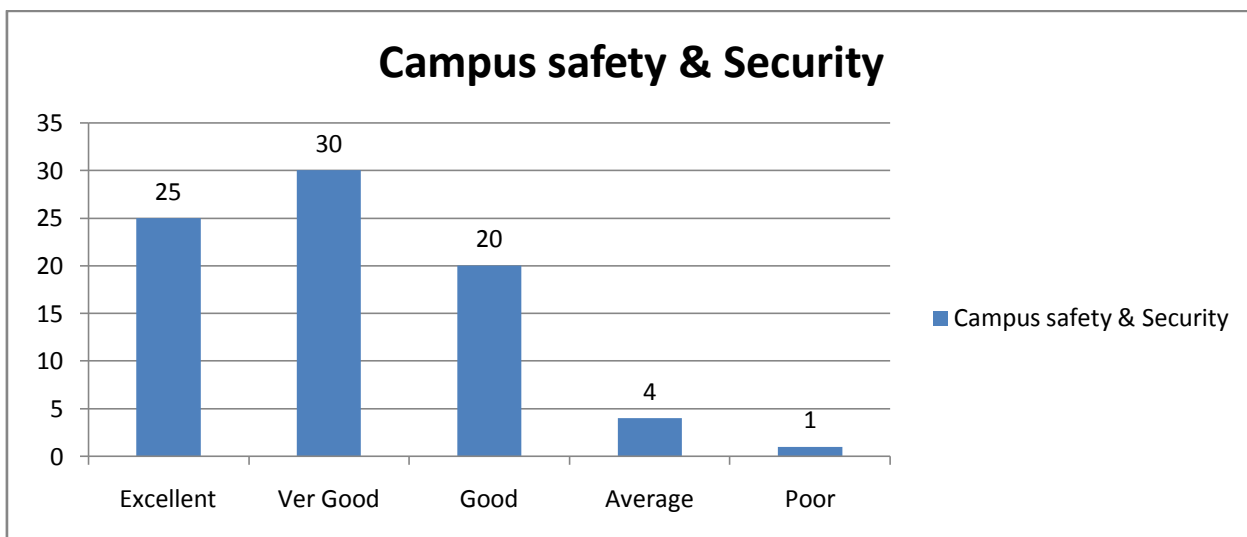
Campus safety & Security

11. Hostel Faculties

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	16	22	25	12	05	80
In Percentage	20%	27.50%	31.25%	15%	6.25%	100
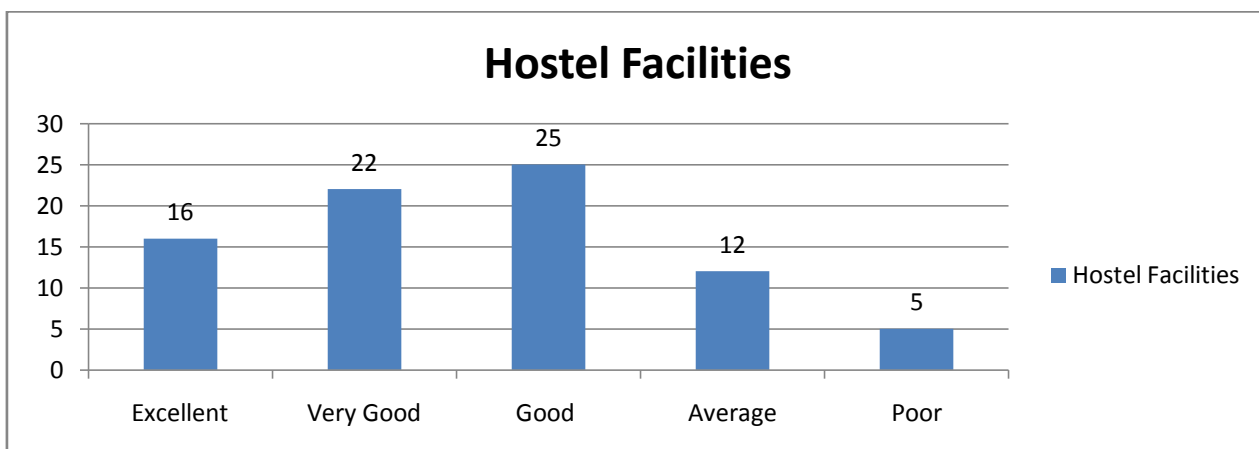
Hostel Facilities

12. Overall College Environment/Impression

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	39	25	12	03	01	80
In Percentage	48.75%	31.25%	15%	3.75%	1.25%	100
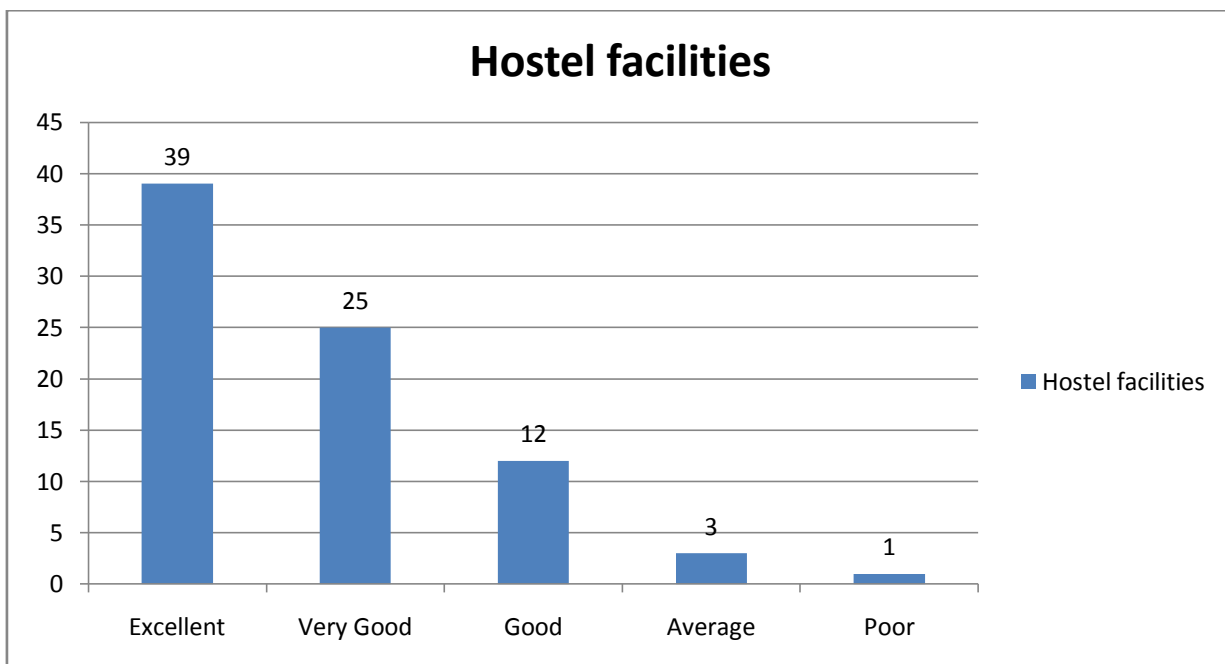
Hostel facilities

Feedback Summary and conclusion:

The findings of the feedback have been summarized as follows: -

1. 67.50% of the parents/guardians responded positive regarding infrastructure facilities, followed by 20% responded average and lastly 12.50% responded it as poor.
2. 77.50% of the parents/guardians responded positive regarding management support, followed by 15% responded as average and 7.50% responses are recorded as poor.
3. 81.25% responses are recorded as positive for office staff support and services in the college, 12.50% responded as average and 6.25% parents/guardians responded it as poor.
4. 76.25% parents/guardians responded as positive fees structure, while 12.50% responded it as average and 11.25% responded it as poor.
5. 58.75% responses are recorded as positive for canteen facility, while 22.50% are average and 18.75% responded as poor.
6. 93.75% parents/guardians responded positively for College's library facility, 3.75% responded it as average and 2.50% responded it poor.
7. 77.50% of the parents/guardiansresponded positively for internet/Wi-Fi facility, 12.50%responded it as average and 10% as poor.

8. 97.50% parents/guardians agrees that faculties are approachable, 1.25% responded it as average and 1.25% responded it as poor.
9. 87.50% of the parents/guardian was positive regarding grievance redressal system, 7.50% responded it average and 55% responded it as poor.
10. 93.75% of the parents/guardians responded positive about the campus safety and security, 5% responded it as average and 1.25% responded it as poor.
11. 78.75% of the parents/guardian was positive regarding hostel facility, 15% responded it average and 6.25% responded it as poor.
12. 95% of the parents/guardians responded positive about the overall college environment/impression, 3.75% responded it as average and 1.25% responded it as poor.

1. Infrastructure of the college needs to be developed for better facility of the students.
2. A State of Art Auditorium Hall should be constructed with modern facilities.
3. Vocational courses should be introduced.
4. Canteen should provide quality food in fair price.

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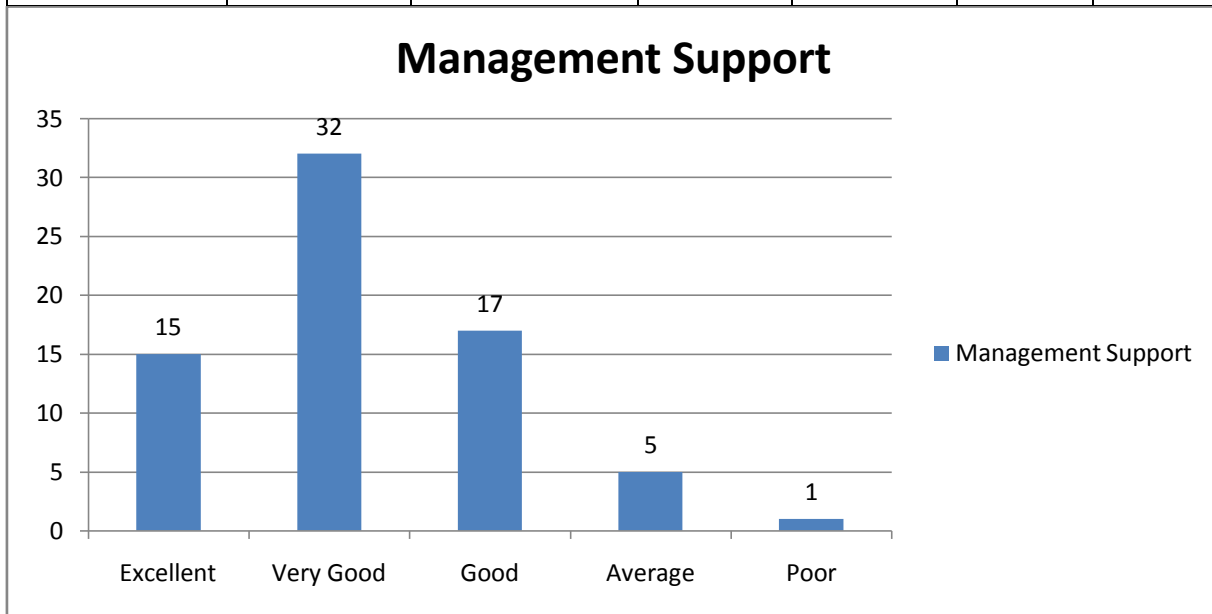
1. Infrastructure Facilities

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	12	30	16	08	04	70
In Percentage	17.14%	42.86%	22.86%	11.43%	5.71%	100
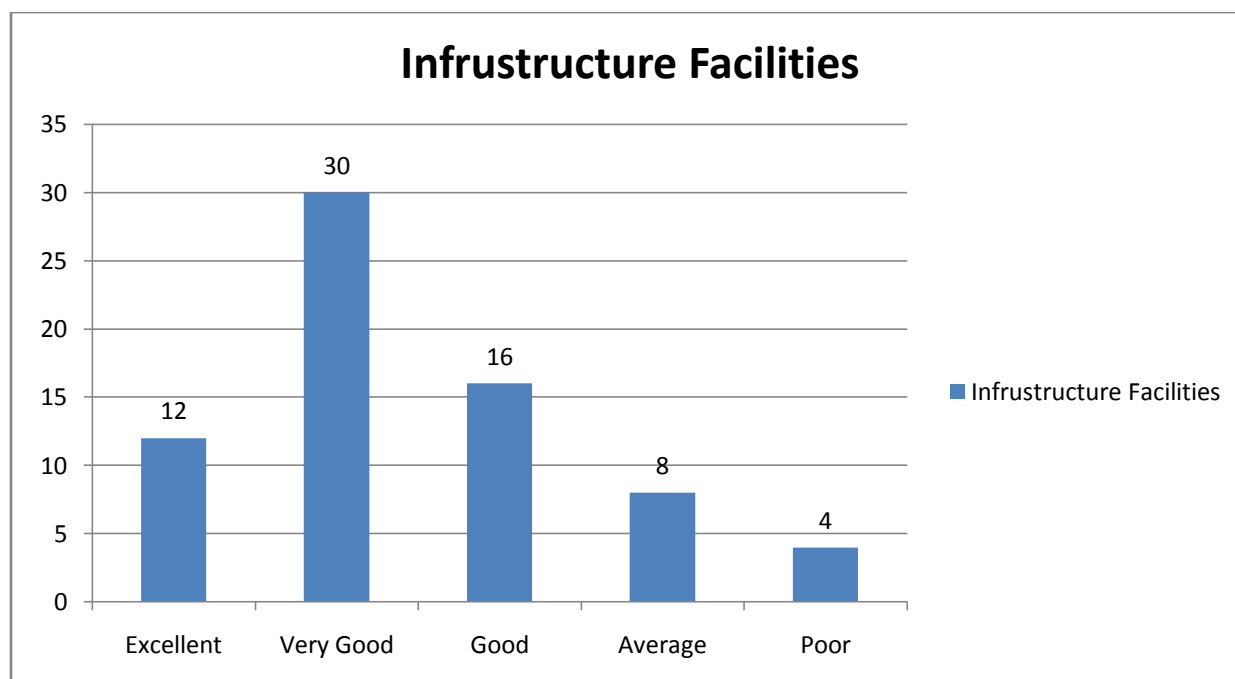
2. Management Support

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	15	32	17	05	01	70
In Percentage	21.43%	45.71%	24.29%	7.14%	1.43%	100

3. Office Staff Support & Services

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	25	26	12	08	03	70
In Percentage	35.71%	37.14%	17.14%	11.43%	4.28%	100
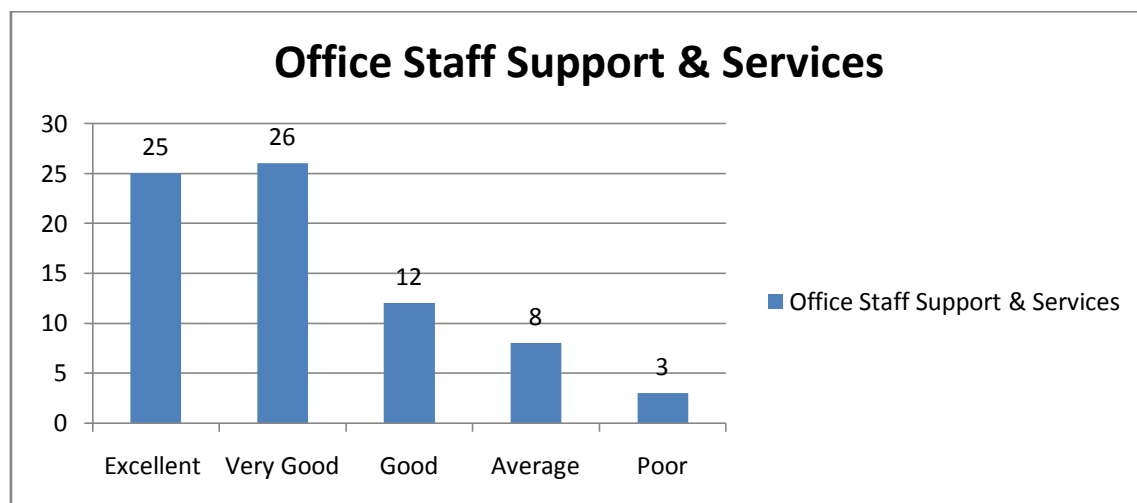
4. Fee Structure

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	22	35	11	02	0	70
In Percentage	31.43%	50%	15.71%	2.86%	0	100
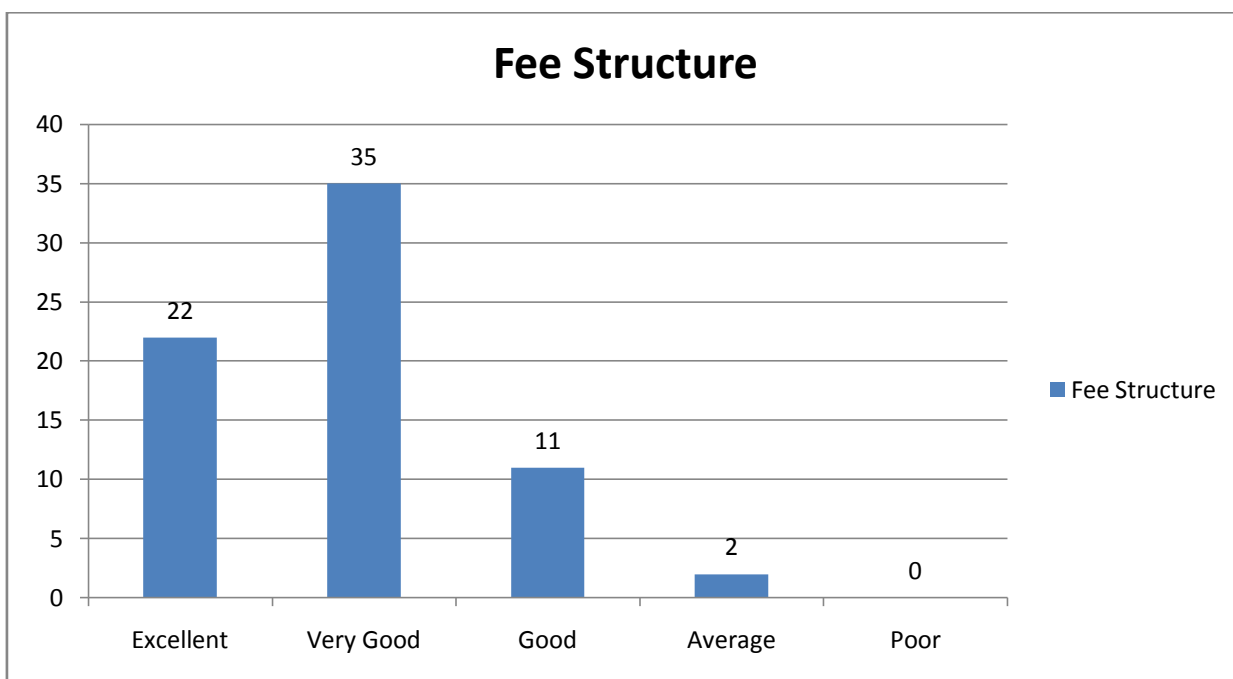
5. Canteen Facilities

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	14	20	22	12	02	70
In Percentage	20	28.57%	31.43%	17.14%	2.86%	100
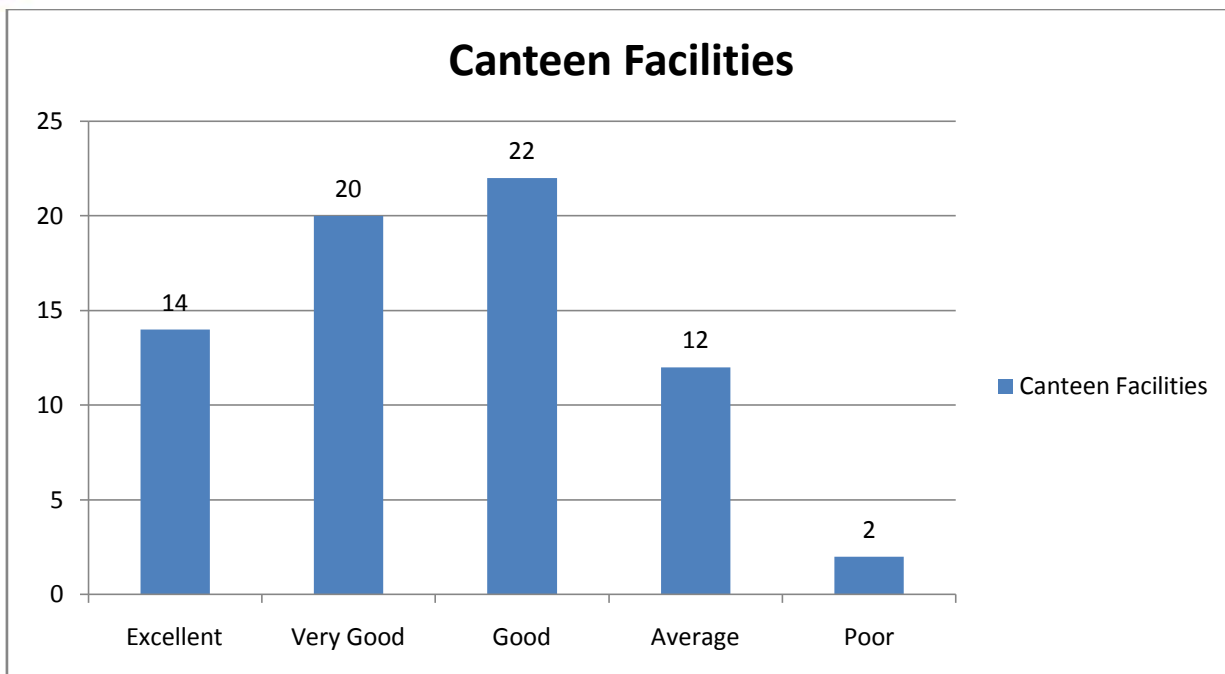
Canteen Facilities

6. Library Facilities

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	34	22	12	01	01	70
In Percentage	48.57%	31.43%	17.14%	1.43%	1.43%	100
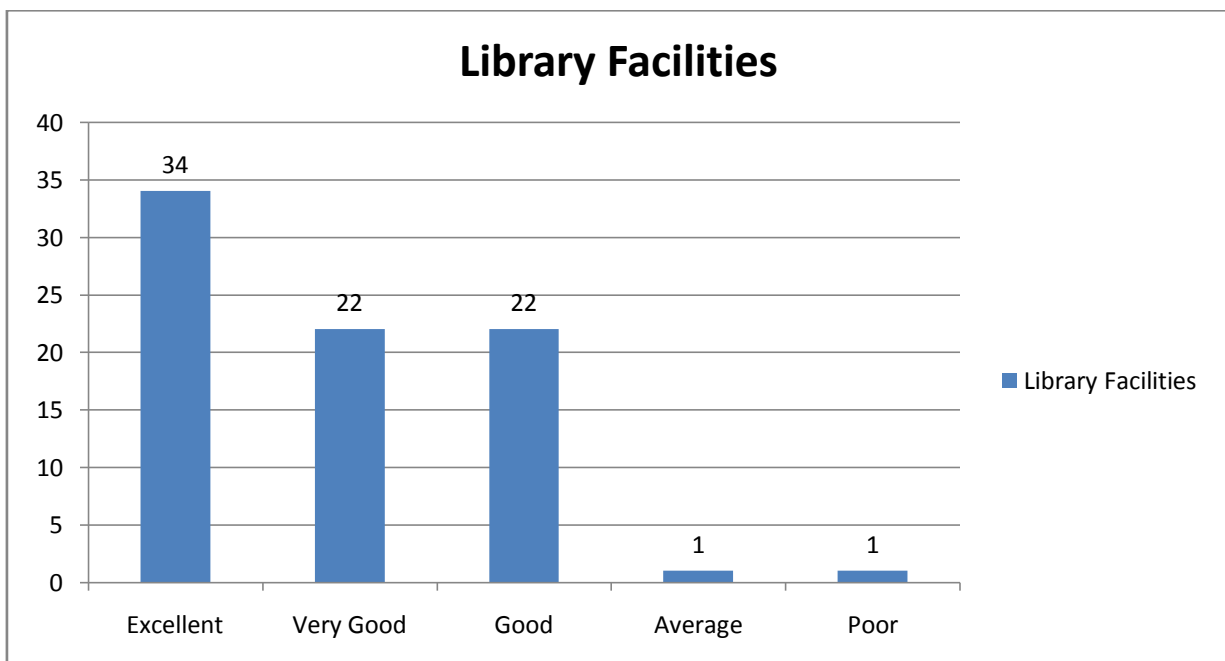
Library Facilities

7. Internet/Wi-Fi Facilities for Students

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	16	20	22	03	09	70
In Percentage	22.86%	28.57%	31.43%	4.29%	4.85%	100

Internet/Wi-Fi Facilities for Students
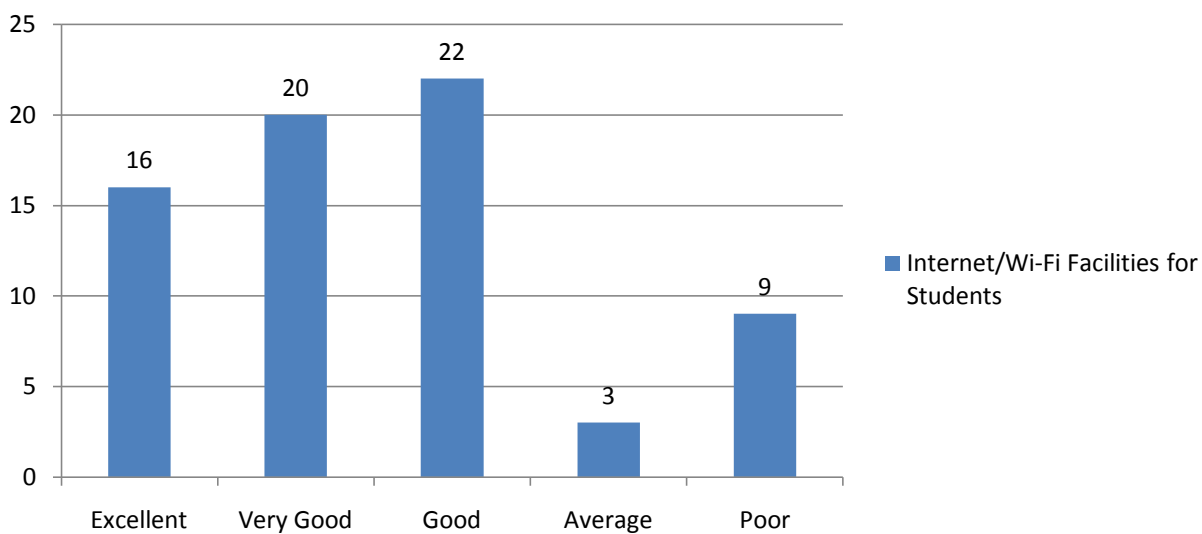
8. Faculty Approachability

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	30	25	12	02	01	70
In Percentage	42.86%	35.71%	17.14%	2.86%	1.43%	100

Faculty Approachability
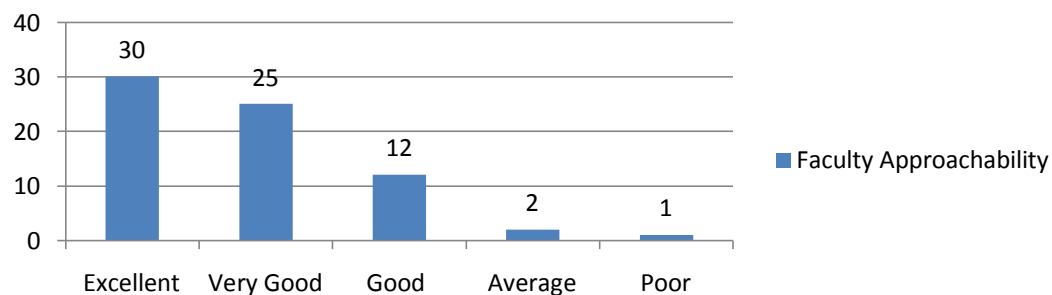
9. Grievance Redressal System

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	28	24	16	01	01	70
In Percentage	40%	34.28%	22.86%	1.43%	1.43%	100
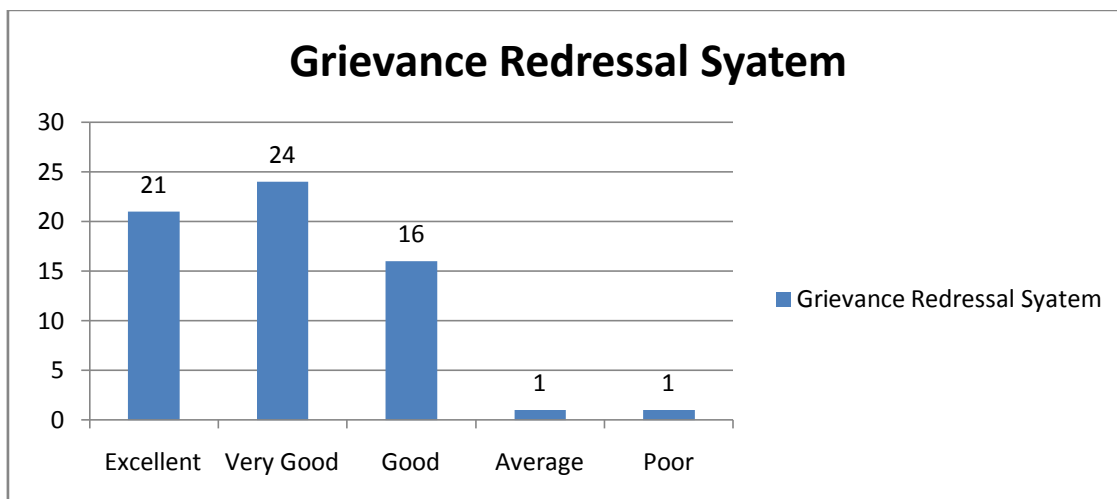
Grievance Redressal Syatem

Excellent 21, Very Good 24, Good 16, Average 1, Poor 1

10. Campus Safety & Security

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	32	28	10	0	0	70
In Percentage	45.71%	40%	14.29%	0	0	100
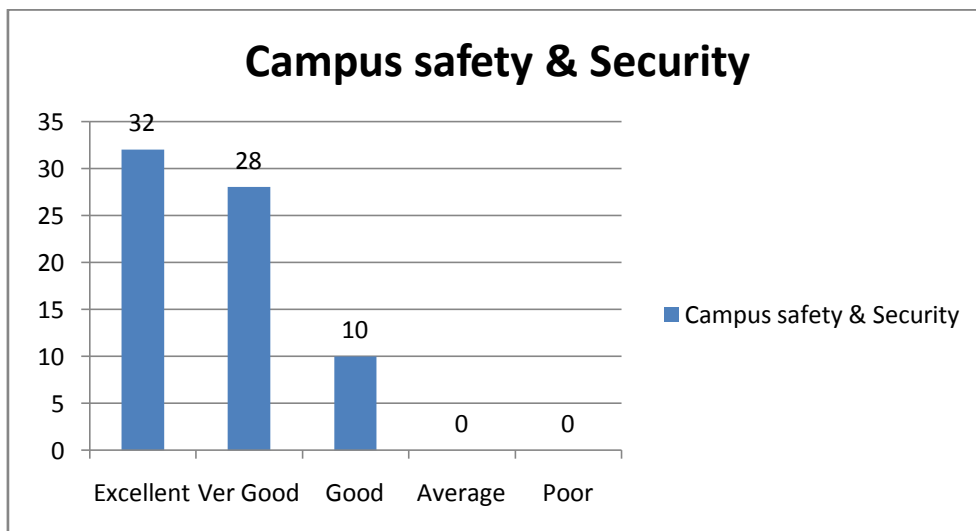
Campus safety & Security

Excellent 32, Ver Good 28, Good 10, Average 0, Poor 0

11. Hostel Faculties

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	13	16	25	10	06	70
In Percentage	18.67%	22.86%	35.71%	14.29%	8.57%	100
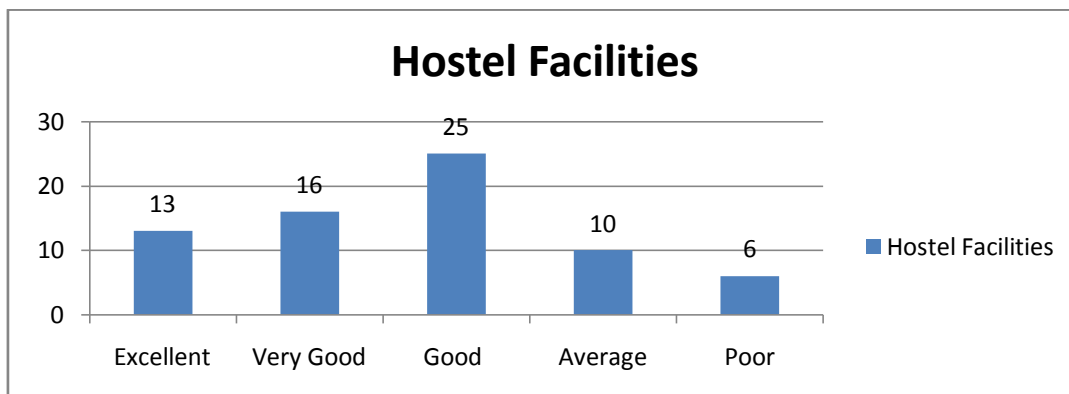
12.   Overall College Environment/Impression

Particulars	Excellent	Very Good	Good	Average	Poor	Total
No. of Responses	33	21	14	01	01	70
In Percentage	47.14%	30%	20%	1.43%	1.43%	100
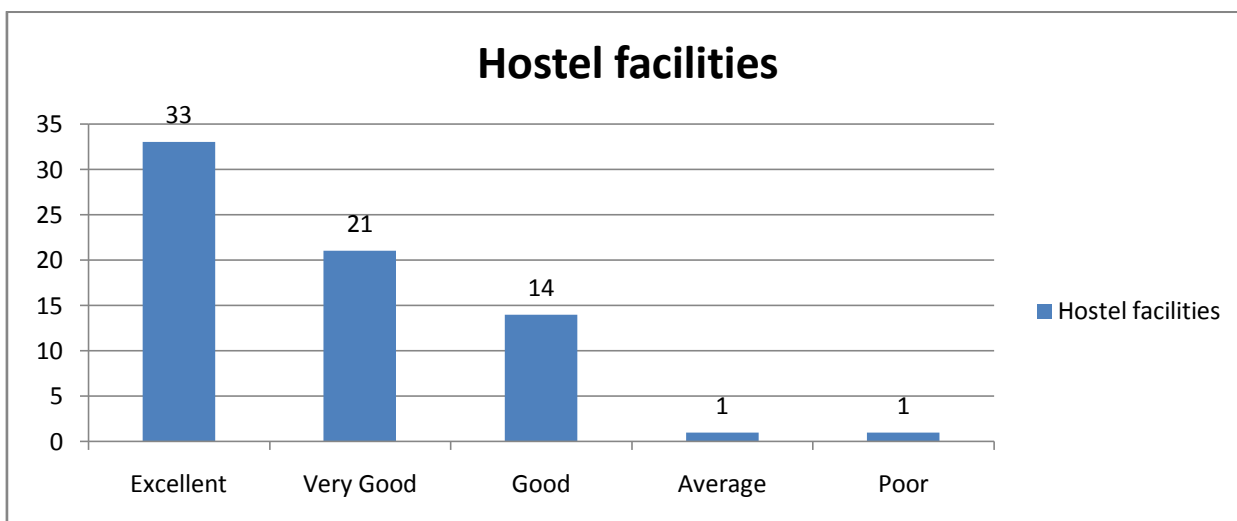
Feedback Summary and conclusion:

The findings of the feedback have been summarized as follows: -

1. 82.86% of the parents/guardians responded positive regarding infrastructure facilities, followed by 11.43% responded average and lastly 5.71% responded it as poor.
2. 91.43% of the parents/guardians responded positive regarding management support, followed by 7.14% responded as average and 1.43% responses are recorded as poor.
3. 84.29% responses are recorded as positive for office staff support and services in the college, 11.43% responded as average and 4.28% parents/guardians responded it as poor.
4. 97.14% parents/guardians responded as positive fees structure, while 2.86% responded it as average.
5. 80% responses are recorded as positive for canteen facility, while 17.14% are average and 2.86% responded as poor.
6. 97.14% parents/guardians responded positively for College's library facility, 1.43% responded it as average and 1.43% responded it poor.
7. 90.86% of the parents/guardiansresponded positively for internet/Wi-Fi facility, 4.29%responded it as average and 4.85% as poor.
8. 95.71% parents/guardians agrees that faculties are approachable, 2.86% responded it as average and 1.43% responded it as poor.
9. 97.14% of the parents/guardian was positive regarding grievance redressal system, 1.43% responded it average and 1.43% responded it as poor.
10. 93.75% of the parents/guardians responded positive about the campus safety and security, 5% responded it as average and 1.25% responded it as poor.
11. 77.14% of the parents/guardian was positive regarding hostel facility, 14.29% responded it average and 8.57% responded it as poor.
12. 97.14% of the parents/guardians responded positive about the overall college environment/impression, 1.43% responded it as average and 1.43% responded it as poor.

Recommendation:

1. The office staff of the college should provide a help desk for the students.
2. Grievance redressal mechanism should be through online mode.
3. Infrastructure of the college should be developed.