



जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)
Jaywanti Haksar Government Post Graduate College, Betul (MP)

Office: Civil Lines, Betul- 460001 Tel: 07141- 234244
E-mail : hegjhpqcbet@mp.gov.in Website: www.jhgovtbetul.com



Feedback from the Stakeholders

2018-19

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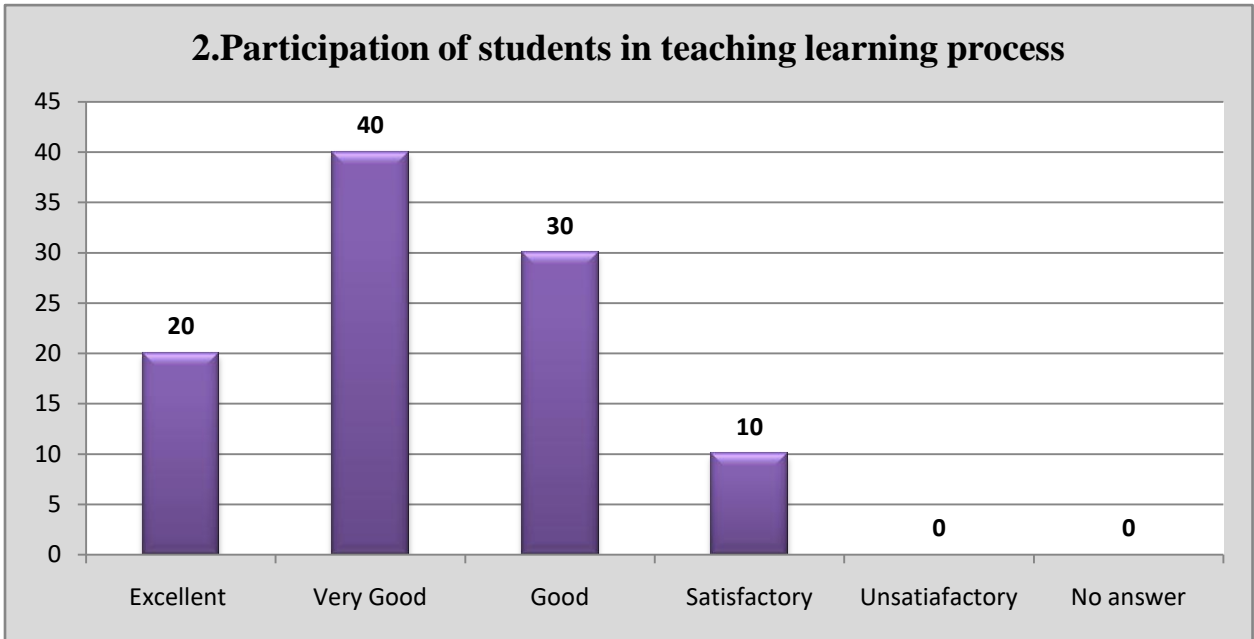
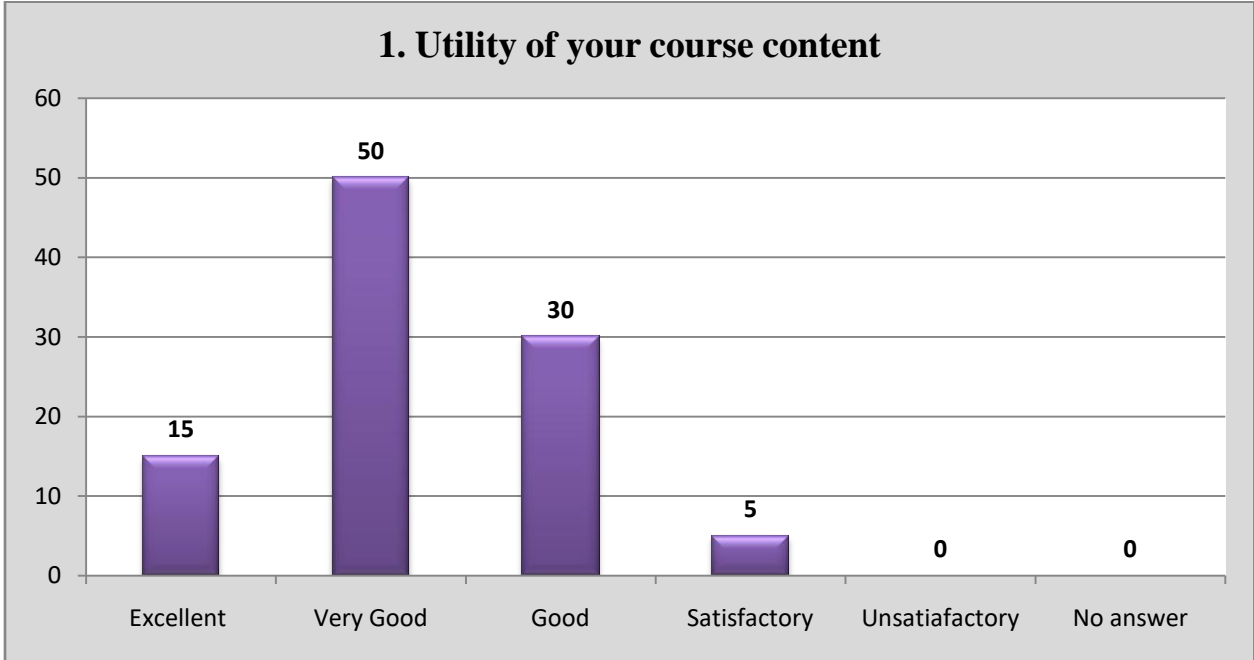
Student Feedback Analysis

Q. No.	Question	Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
1	Utility of your course content	15	50	30	05	00	00
2	Participation of students in teaching learning process	20	40	30	10	00	00
3	Use of innovative techniques (ICT, Power Point Presentation etc.) in teaching	32	48	12	08	00	00
4	How would you rate the teaching learning process of your college?	49	26	19	06	00	00

	Question	Always	Usually	Occasionally	Rarely	Never	No Answer
5	Is your performance in internal assessment discussed with you?	78	17	05	00	00	00
6	Does the institution provide opportunities for internship and field visit?	86	10	04	00	00	00
7	Does the institution provide multiple opportunities to learn and grow?	68	22	10	00	00	00
8	Do the teachers illustrate the concepts through examples and applications?	78	18	04	00	00	00
9	Do the college teachers use student centric methods, such as experiential learning, participative learning and problem solving methods for enhancing learning experiences?	67	20	13	00	00	00
10	The teachers inform you about your expected competencies, course outcomes and programme outcomes?	10	80	10	00	00	00



Graphical Presentation of Student Feedback Analysis





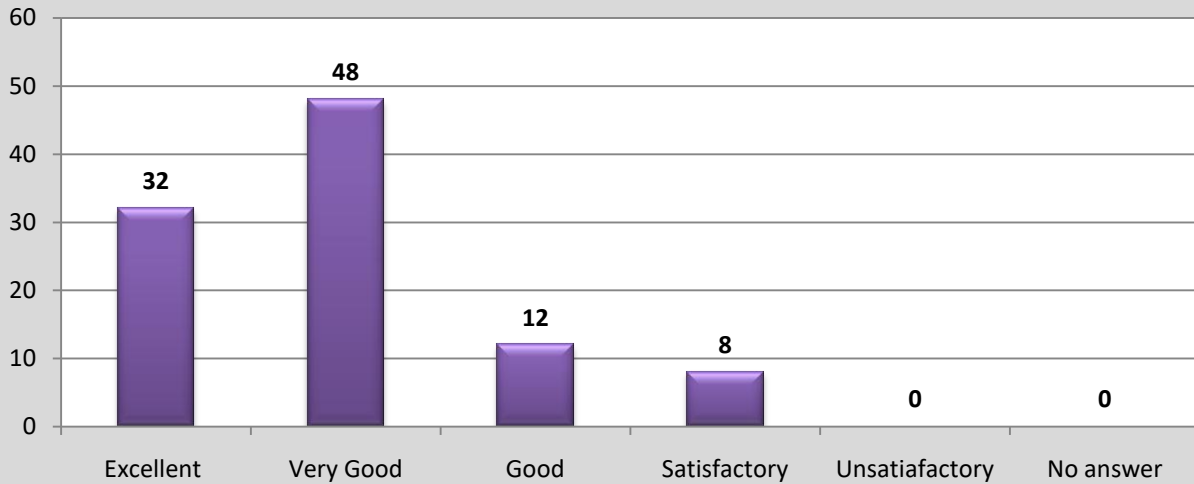
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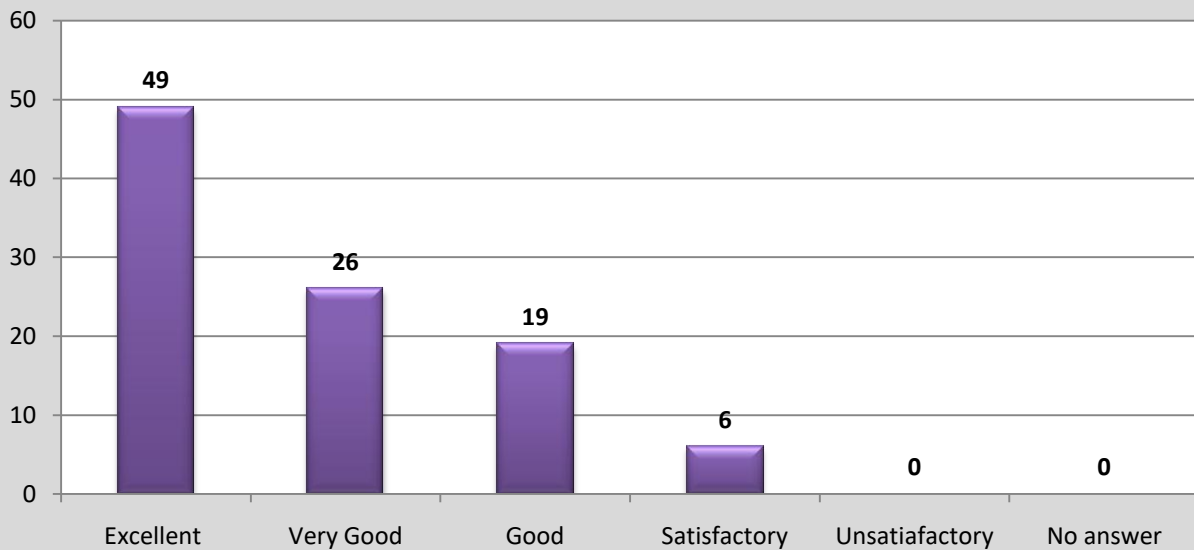
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3. Use of innovative techniques (ICT, Power Point Presentation etc.) in teaching



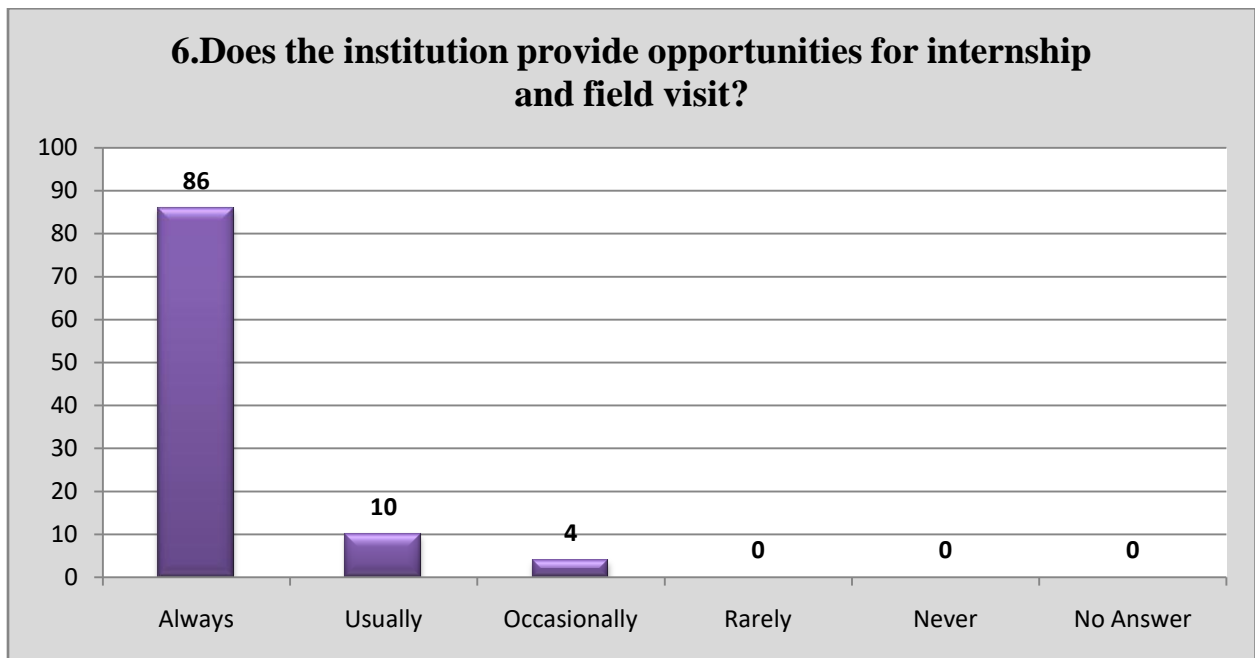
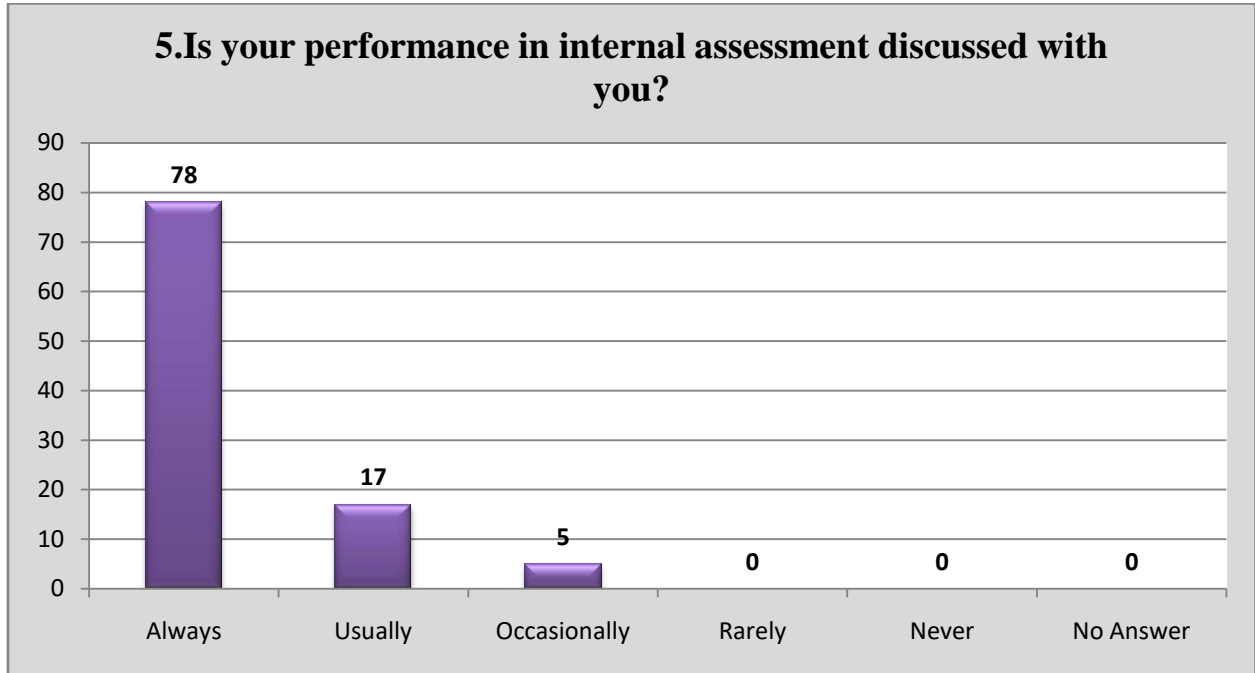
4. How would you rate the teaching learning process of your college?





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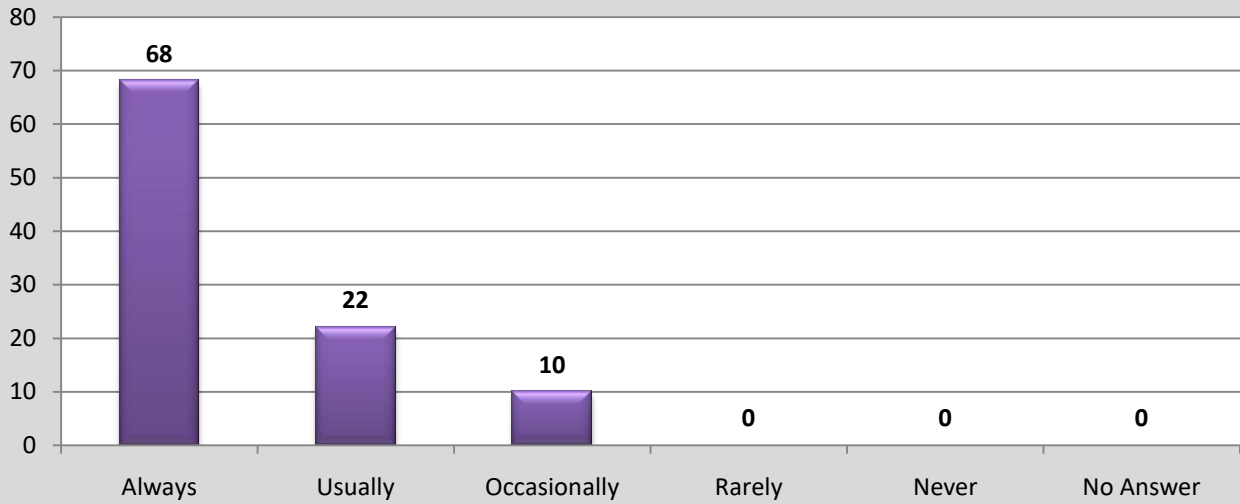
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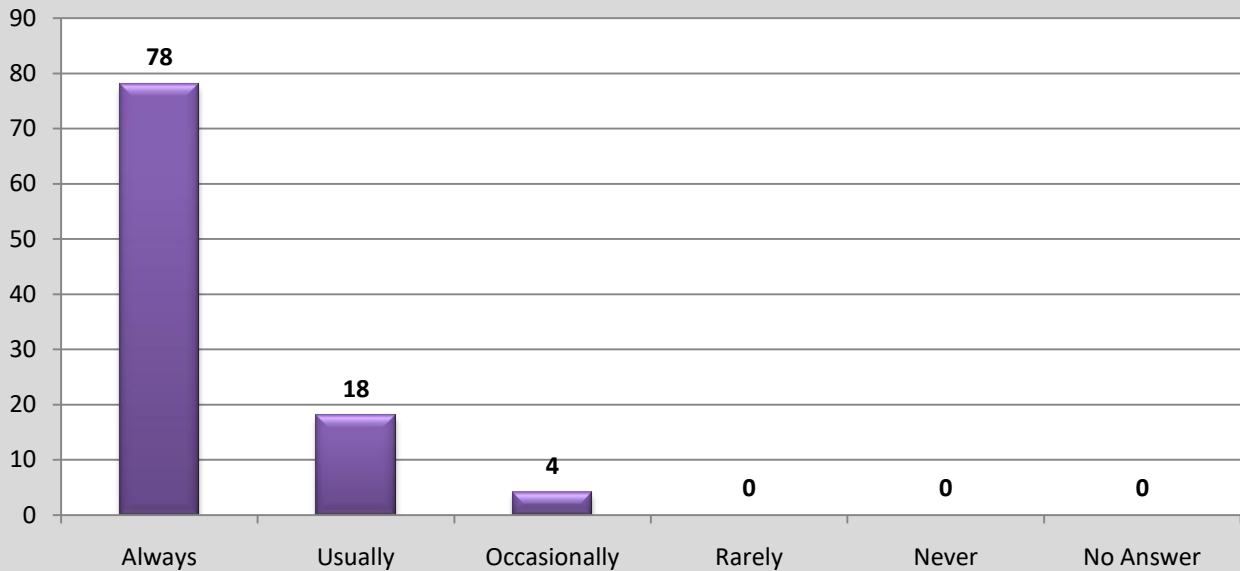
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7.Does the institution provide multiple opportunities to learn and grow?

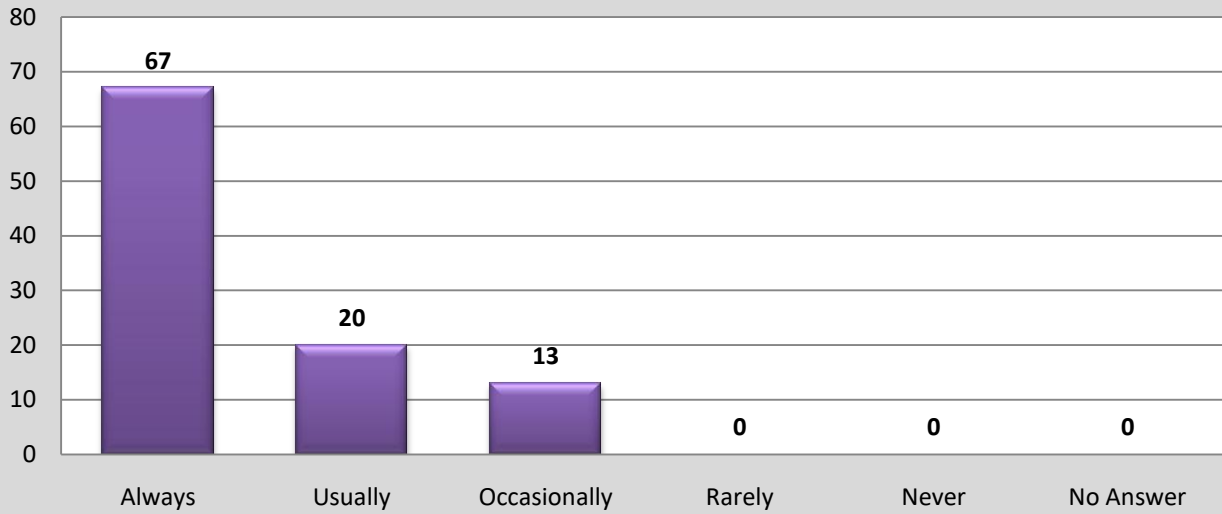


8.Do the teachers illustrate the concepts through examples and applications?

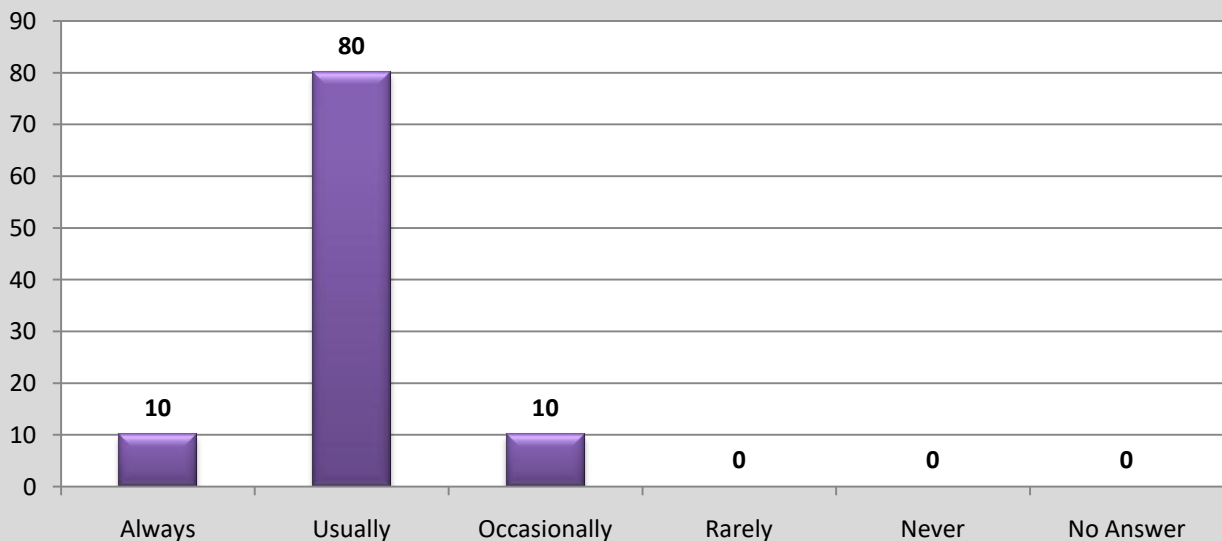




9. Do the college teachers use student centric methods, such as experiential learning, participative learning and problem solving methods for enhancing learning experiences?



10. The teachers inform you about your expected competencies, course outcomes and programme outcomes?





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JH Govt. PG College Betul (MP)

Student Feedback Form 2018-19

Dear Student,

This form is being done to assess your satisfaction level towards teaching and college facilities and to identify the major areas of quality study and necessary college facilities in the college and improve them accordingly by your filling feedback.

- Name of the Student-
- Father's Name -
- Admission Year, Course and Class-
- Mobile No -
- Email ID-

Please select the appropriate option as per the following the criteria -

1. Utility of your course content	Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
2. Participation of students in teaching learning process	Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
3. Use of innovative techniques (ICT, Power Point Presentation etc.) in teaching	Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
4. How would you rate the teaching learning process of your college?	Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
5. Is your performance in internal assessment discussed with you?	Always	Usually	Occasionally	Rarely	Never	No Answer
6. Does the institution provide opportunities for internship and field visit?	Always	Usually	Occasionally	Rarely	Never	No Answer
7. Does the institution provide multiple opportunities to learn and grow?	Always	Usually	Occasionally	Rarely	Never	No Answer
8. Do the teachers illustrate the concepts through examples and applications?	Always	Usually	Occasionally	Rarely	Never	No Answer
9. Do the college teachers use student centric methods, such as experiential learning, participative learning and problem solving methods for enhancing learning experiences?	Always	Usually	Occasionally	Rarely	Never	No Answer
10. The teachers inform you about your expected competencies, course outcomes and programme outcomes?	Always	Usually	Occasionally	Rarely	Never	No Answer

Student Name -.....



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JH Govt. PG College Betul (MP)

Student Feedback Form 2018-19

Dear Student,

This form is being done to assess your satisfaction level towards teaching and college facilities and to identify the major areas of quality study and necessary college facilities in the college and improve them accordingly by your filling feedback.

- Name of the Student- Anshita Sharma.
- Father's Name - Mr. Praveen Sharma
- Admission Year, Course and Class-2018-19 , B.Com (Tax) 1st Year.
- Mobile No - 7470353366
- Email ID- anshitesharma416@gmail.com.

Please select the appropriate option as per the following the criteria -

- Utility of your course content

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
<input checked="" type="checkbox"/>					
- Participation of students in teaching learning process

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
	<input checked="" type="checkbox"/>				
- Use of innovative techniques (ICT, Power Point Presentation etc.) in teaching

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
	<input checked="" type="checkbox"/>				
- How would you rate the teaching learning process of your college?

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	No Answer
<input checked="" type="checkbox"/>					
- Is your performance in internal assessment discussed with you?

Always	Usually	Occasionally	Rarely	Never	No Answer
	<input checked="" type="checkbox"/>				
- Does the institution provide opportunities for internship and field visit?

Always	Usually	Occasionally	Rarely	Never	No Answer
<input checked="" type="checkbox"/>					
- Does the institution provide multiple opportunities to learn and grow?

Always	Usually	Occasionally	Rarely	Never	No Answer
		<input checked="" type="checkbox"/>			
- Do the teachers illustrate the concepts through examples and applications?

Always	Usually	Occasionally	Rarely	Never	No Answer
	<input checked="" type="checkbox"/>				
- Do the college teachers use student centric methods, such as experiential learning, participative learning and problem solving methods for enhancing learning experiences?

Always	Usually	Occasionally	Rarely	Never	No Answer
<input checked="" type="checkbox"/>					
- The teachers inform you about your expected competencies, course outcomes and programme outcomes?

Always	Usually	Occasionally	Rarely	Never	No Answer
		<input checked="" type="checkbox"/>			

Student Name -..Anshita.....Sharma

6/Aug/2018.



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Feedback Form on Curriculum by Teachers

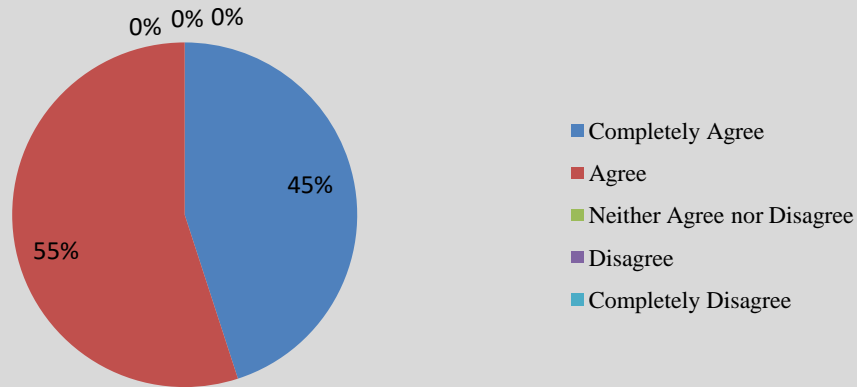
Teacher's response in percentage

S.NO	Questions	Complet ely Agree	Agree	Neither Agree nor Disagree	Disagree	Complet ely Disagree
1	Syllabi are suitable to courses and need based.	45	55	00	00	00
2	The programme outcomes and course outcomes are well defined and clear to teachers and students.	30	60	10	00	00
3	The courses/syllabi have good balance between theory and application.	90	10	00	00	00
4	The course/syllabi have made me interested in the subject area.	80	20	00	00	00
5	The books prescribed /listed as reference materials are relevant, up to the mark and appropriate for the market of employment.	40	60	00	00	00
6	I have freedom to adopt new techniques/strategies of teaching such as seminar, presentation, group discussion and learner's participation.	90	10	00	00	00
7	I have freedom to adopt/adapt new techniques/strategies of evaluation and assessment of students.	100	00	00	00	00
8	The environment in the department is conducive to teaching and research.	95	05	00	00	00
9	The institute ensures effective curriculum delivery and provides conducive environment.	95	05	00	00	00
10	Need of the hour is to start more skills based / value added courses.	95	05	00	00	00

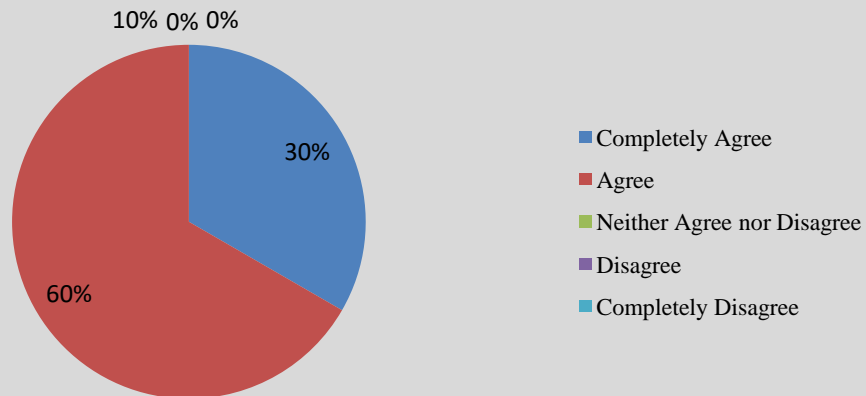


Graphical Presentation of Teachers Feedback Analysis

1. Syllabi are suitable to course and need based

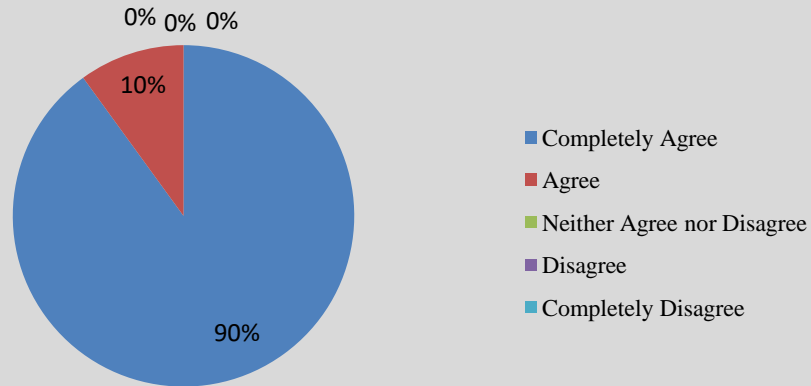


2. The programme outcomes and course outcomes are well defined and clear to teacher and students

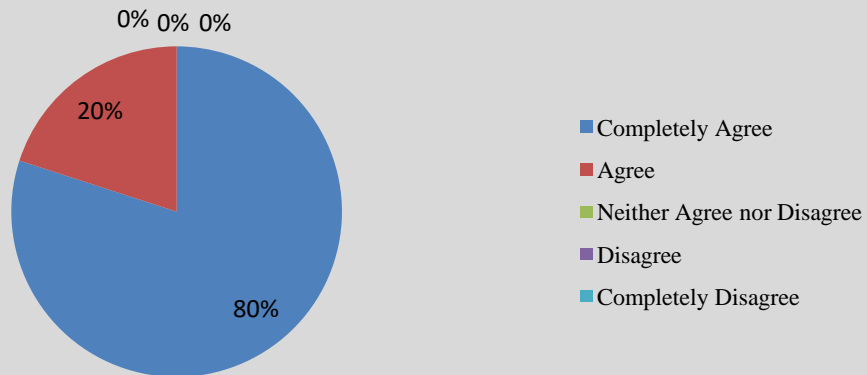




3. The course syllabi have good balance between theory and application

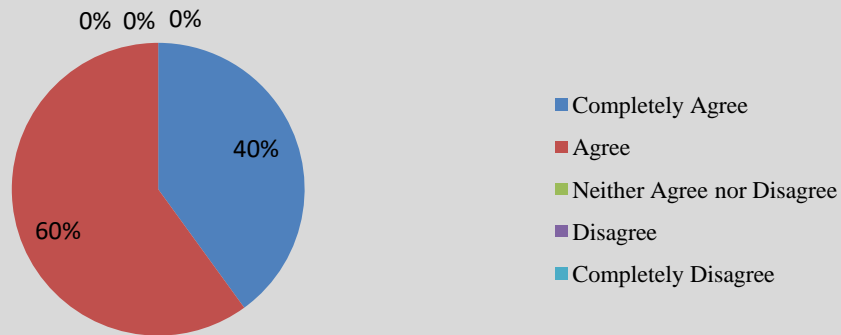


4. The course / syllabi have made me interested in the subject area

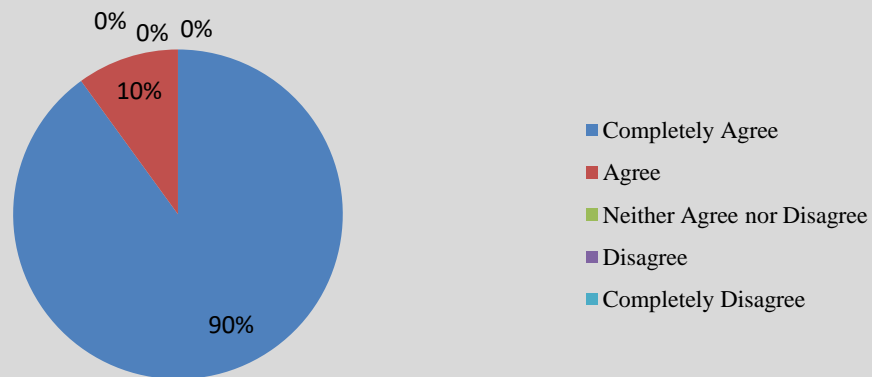




5. The books prescribe /listed as reference materials are relevant , up to the mark and appropriate for the market of employment

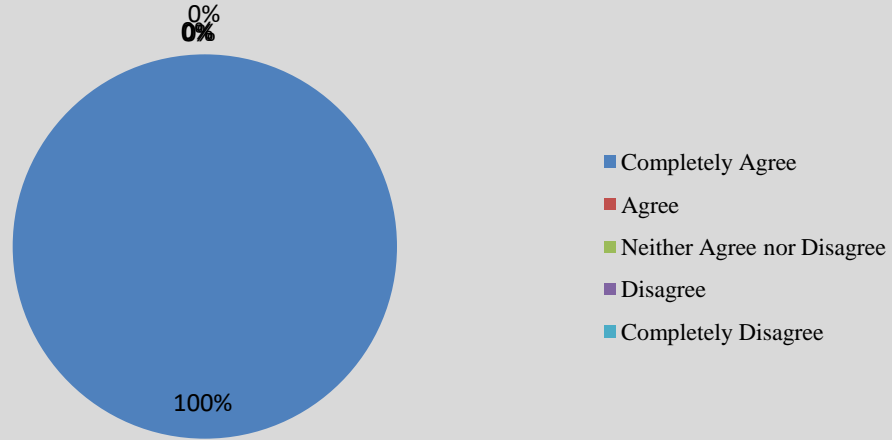


6 I have freedom to adopt new techniques / strategies of teaching such as seminar,presentation,group discussion and learner's participation.

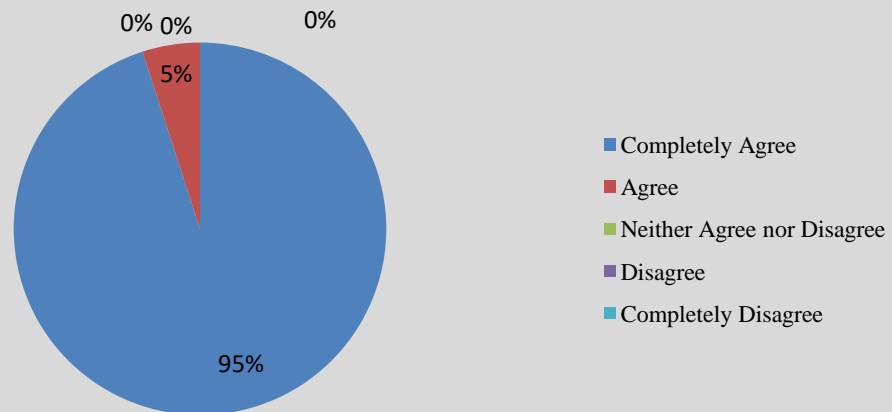




7 I have freedom to adopt new techniques/strategies of evolution and assessment of student.

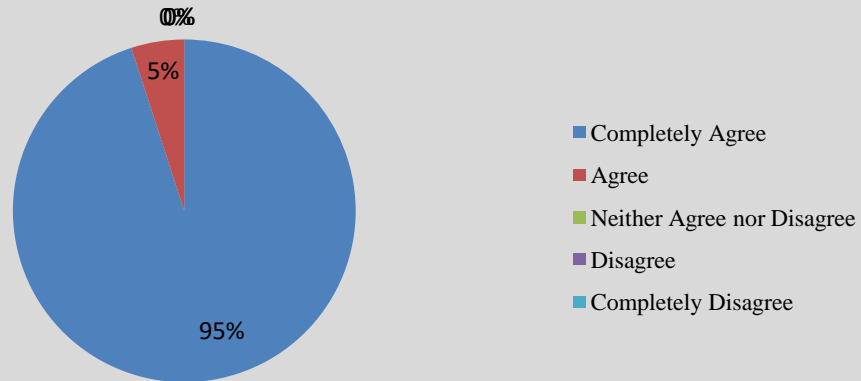


8. The environment of the department is conducive to teaching and research.

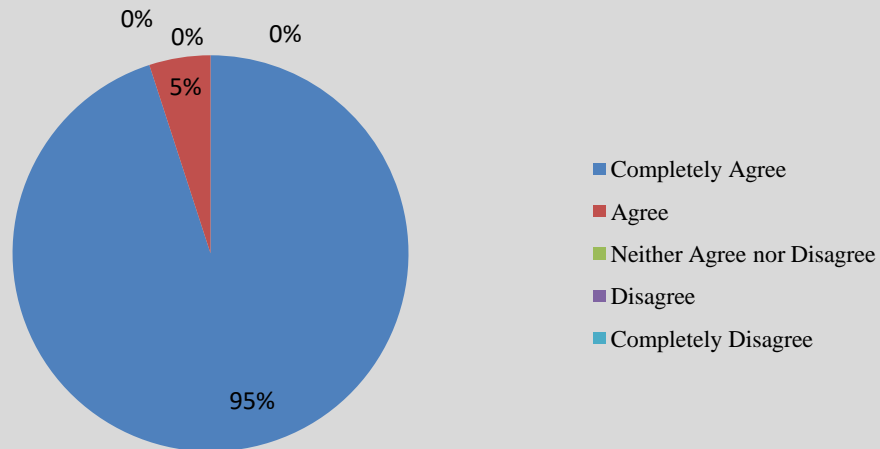




9. The institute ensures effective curriculum delivery and provides conducive environment.



10. Need of the hour is to start more skills based / value added courses.





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J.H. Govt. P.G. College Betul (MP)

Feedback Form on Curriculum by Teachers -2018-19

This questionnaire is intended to collect information related to your satisfaction about the Curriculum teaching learning and evaluation. The information prided by you will be kept confidential and be used as important feedback for quality improvement of the programme of studies / institution.

Name of teacher:.....

Department:.....

Please select the appropriate option as per the following criteria.

SI NO	Questions	Completely Agree	Agree	Neither Agree nor Disagree	Disagree	Completely Disagree	Blank
1	Syllabi are suitable to courses and need based.						
2	The programme outcomes and course outcomes are well defined and clear to teachers and students.						
3	The courses/syllabi have good balance between theory and application.						
4	The course/syllabi have made me interested in the subject area.						
5	The books prescribed /listed as reference materials are relevant, up to the mark and appropriate for the market of employment.						
6	I have freedom to adopt new techniques/strategies of teaching such as seminar, presentation, group discussion and learner's participation.						
7	I have freedom to adopt/adapt new techniques/strategies of evaluation and assessment of students.						
8	The environment in the department is conducive to teaching and research.						
9	The institute ensures effective curriculum delivery and provides conducive environment.						
10	Need of the hour is to start more skills based / value added courses.						
	Total						

Any comments/Suggestions:.....

Date:-

Signature



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J.H. Govt. P.G. College Betul (MP)

Feedback Form on Curriculum by Teachers -2018 - 19

This questionnaire is intended to collect information related to your satisfaction about the Curriculum teaching learning and evaluation. The information prided by you will be kept confidential and be used as important feedback for quality improvement of the programme of studies / instintion.

Name of teacher: Aslok Dabrade

Department: Commerce

Please select the appropriate option as per the following criteria.

Sl NO	Questions	Completely Agree	Agree	Neither Agree nor Disagree	Disagree	Completely Disagree	Blank
1	Syllabi are suitable to courses and need based.		✓				
2	The programme outcomes and course outcomes are well defined and clear to teachers and students.		✓				
3	The courses/syllabi have good balance between theory and applicative.	✓					
4	The course/syllabi have made me interested in the subject area.		✓				
5	The books prescribed /listed as reference materials are relevant, up to the mark and appropriate for the market of employment.		✓				
6	I have freedom to adopt new techniques/strategies of teaching, such as seminar, presentation, group discussion and learner's participation.	✓					
7	I have freedom to adopt/adapt new techniques/strategies of evaluation and assessment of students.			✓			
8	The environment in the department is conducive to teaching and research.		✓				
9	The institute ensures effective curriculum delivery and provides conducive environment.		✓				
10	Need of the hour is to start more skills based / value added courses.	✓					
Total							

Any comments/Suggestions... More teachers should be facinced in the use of I.C.T.

Date:- 22/04/2019

Dabrade
Signature



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Alumni Feedback Analysis Report

Alumni response in percentage

S.No.	Question	Yes			No	
1	Do you feel proud to be associated with the college as an alumnus?	100%			00%	
2	Do you feel that adequate knowledge was gained during your course of study?	91%			09%	
3	Is knowledge gained in the college relevant to your present job?	99%			01%	
4	Were the teachers in the college cooperative?	98%			02%	
5	Were your grievances handled properly?	90%			10%	
6	Are you willing to contribute to the development of the college?	100%			00%	
		Excellent	Very good	Good	Average	Poor
7	How do you rate the student-teacher relationship in the college?	38%	51%	10%	1%	00%
8	How do you rate library facilities provided by the college to you?	30%	62%	08%	00%	00%
9	How do you rate laboratory facilities provided by the college to you?	23%	57%	20%	00%	00%
10	How do you rate sports facilities provided by the college to you?	15%	45%	30%	10%	00%
11	How do you rate relevance of curriculum to real life situation?	10%	40%	35%	15%	00%



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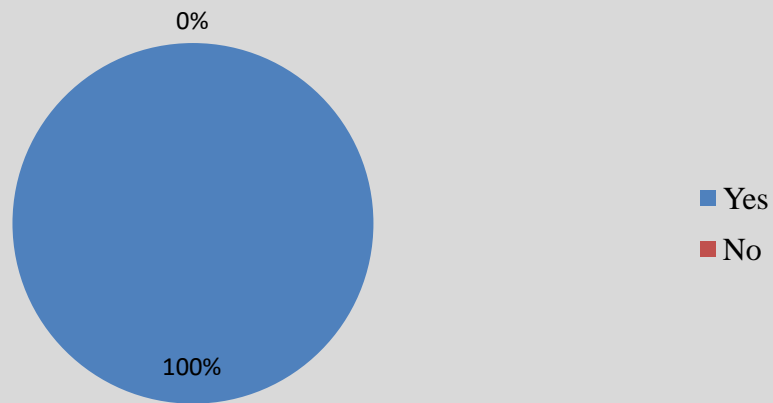
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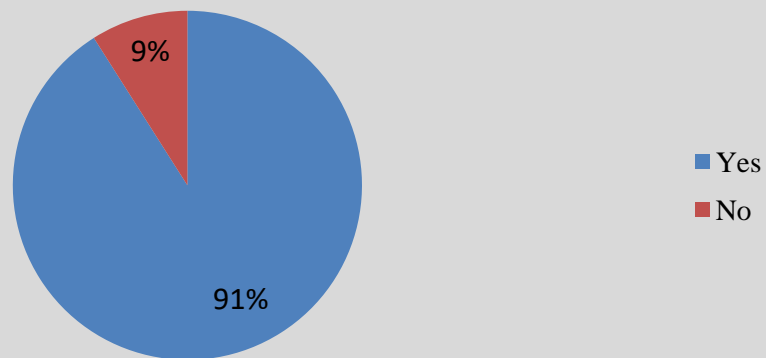


Graphical Presentation of Alumni Feedback Analysis

1. Do you feel proud to be associated with the college as an alumnus?*



2. Do you feel that adequate knowledge was gained during your course of study?*





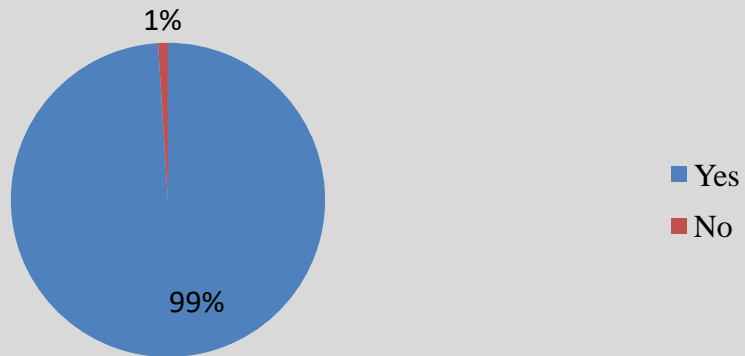
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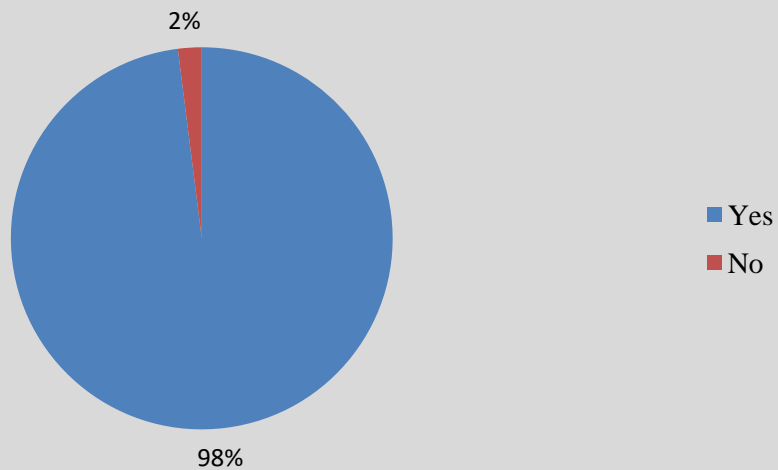
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3. Is knowledge gained in the college relevant to your present job?*



4. Were the teachers in the college cooperative ?





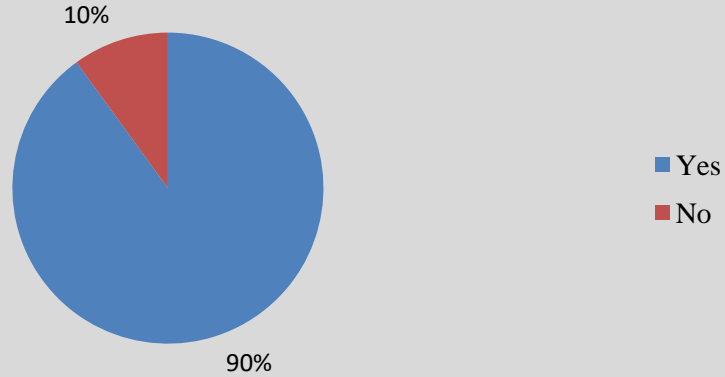
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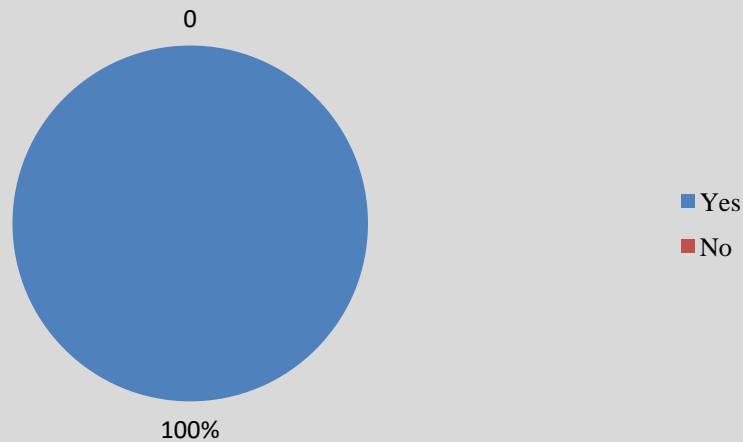
Office: Civil Lines, Betul- 460001 Tel: 07141- 234244
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5. Were your grievances handled properly ?

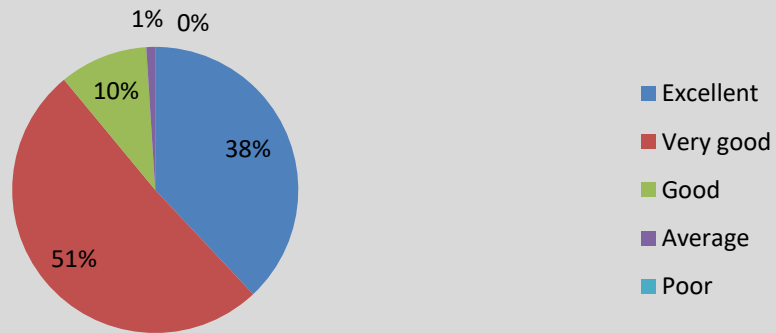


6. Are you willing to contribute to the development of the college ?

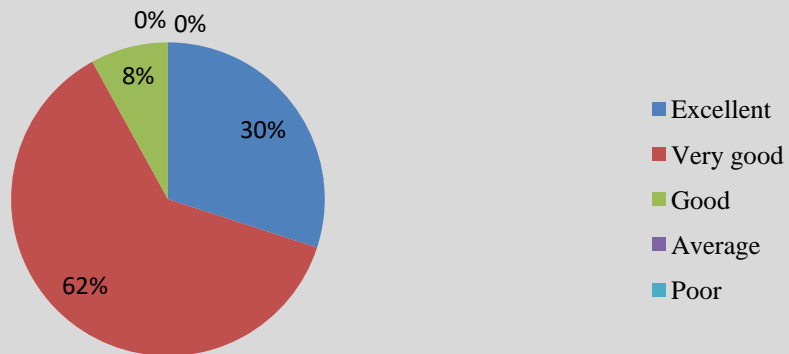




7. How do you rate the student-teacher relationship in the college?*



8. How do you rate library facilities provided by the college to you?*

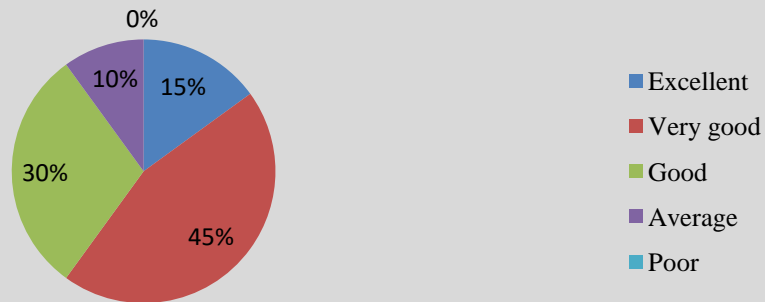




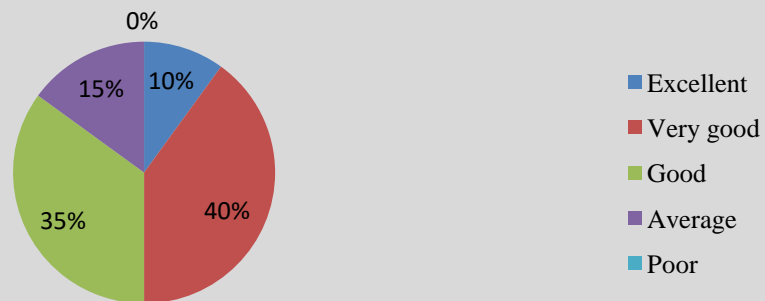
9. How do you rate laboratory facilities provided by the college to you?*



10. How do you rate sports facilities provided by the college to you?*



11. How do you rate relevance of curriculum to real life situation?*





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JH Govt. PG College Betul (M.P.)
Alumni Feedback Form 2018 – 19

Name of the Alumni:
Class and year of passing out:
Mobile No:
Email ID:.....

1. Do you feel proud to be associated with this college as an Alumni? YES /NO
2. Do you feel that adequate knowledge was gained during your course of study? YES /NO
3. Is knowledge gained in the college relevant to your present job? YES /NO
4. Were the teachers in the college cooperative? YES/NO
5. Were your grievances handled properly? YES/NO
6. Are you willing to contribute to the development of the college? YES/NO
7. How do you rate the student-teacher relationship in the college?

Excellent	Very good	Good	Average	Poor

- 8 How do you rate library facilities provided by the college to you?

Excellent	Very good	Good	Average	Poor

- 9 How do you rate laboratory facilities provided by the college to you?

Excellent	Very good	Good	Average	Poor

- 10 How do you rate sports facilities provided by the college to you?

Excellent	Very good	Good	Average	Poor

- 11 How do you rate relevance of curriculum to real life situation?

Excellent	Very good	Good	Average	Poor

12. Please give your valuable suggestions for the development of the college

.....

Signature of Alumni



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JH Govt. PG College Betul (M.P.)
Alumni Feedback Form 2018 – 19

Name of the Alumni: Lalit Kase
Class and year of passing out: B.Sc III yr
Mobile No: 9260934782
Email ID: klalit2016@gmail.com

1. Do you feel proud to be associated with this college as an Alumni? YES /NO ✓
2. Do you feel that adequate knowledge was gained during your course of study? YES /NO ✓
3. Is knowledge gained in the college relevant to your present job? YES /NO ✓
4. Were the teachers in the college cooperative? YES/NO ✓
5. Were your grievances handled properly? YES/NO ✓
6. Are you willing to contribute to the development of the college? YES/NO ✓
7. How do you rate the student-teacher relationship in the college?

Excellent	Very good	Good	Average	Poor
✓				

8 How do you rate library facilities provided by the college to you?

Excellent	Very good	Good	Average	Poor
	✓			

9 How do you rate laboratory facilities provided by the college to you?

Excellent	Very good	Good	Average	Poor
✓				

10 How do you rate sports facilities provided by the college to you?

Excellent	Very good	Good	Average	Poor
✓				

11 How do you rate relevance of curriculum to real life situation?

Excellent	Very good	Good	Average	Poor
✓				

12. Please give your valuable suggestions for the development of the college

NIL

Signature: Lalit Kase
2018/19



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Employer Feedback Form



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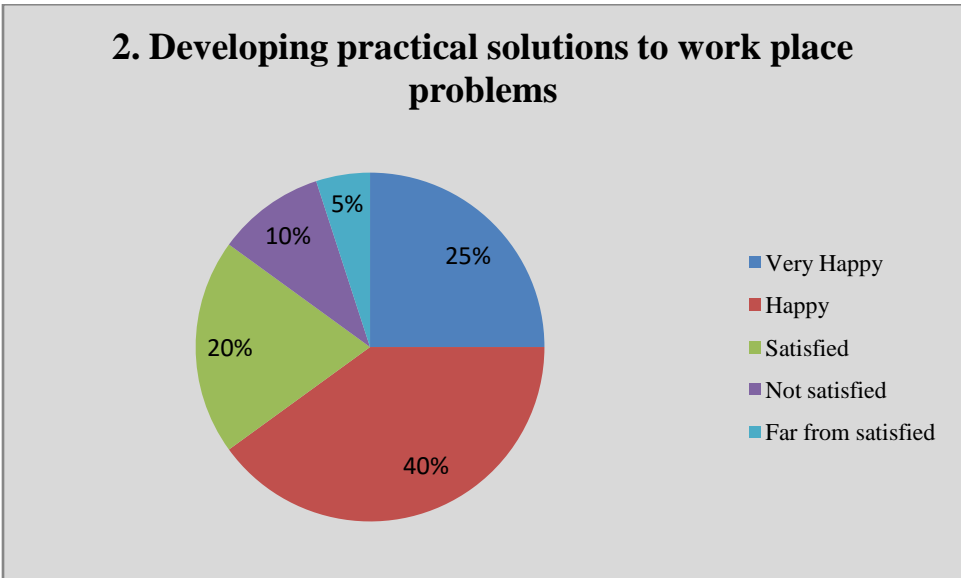
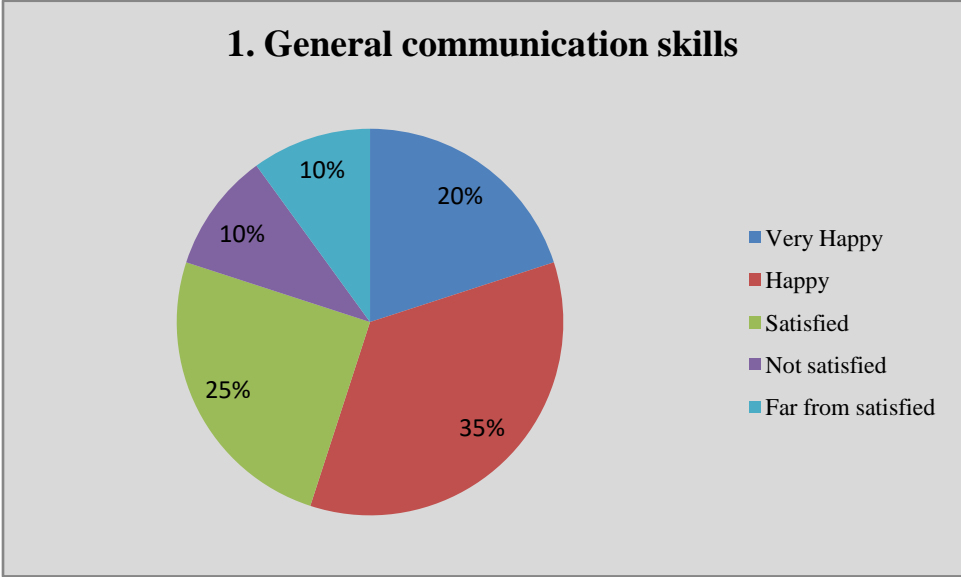
(1 - Very happy, 2 - Happy, 3 - Satisfied, 4 – Not satisfied, 5 - Far from satisfied)

Employer response in percentage

S.N.	Questions	Rating				
		1	2	3	4	5
1	General communication skills	20%	35%	25%	10%	10%
2	Developing practical solutions to work place problems	25%	40%	20%	10%	05%
3	Working as part of a team	15%	40%	25%	10%	10%
4	Creative in response to work place challenges	20%	30%	20%	20%	10%
5	Self-motivated and taking on appropriate level of responsibility	25%	45%	10%	15%	05%
6	Ability to contribute to the goal of the organization	20%	35%	30%	15%	00%
7	Ability to manage/ leadership qualities	15%	45%	20%	15%	05%
8	Innovativeness, creativity	20%	40%	30%	10%	00%
9	Relationship with seniors/peers/subordinates	25%	45%	15%	10%	05%
10	Involvement in social activities	20%	40%	20%	10%	10%
11	Ability to take up extra responsibility	30%	40%	15%	10%	05%

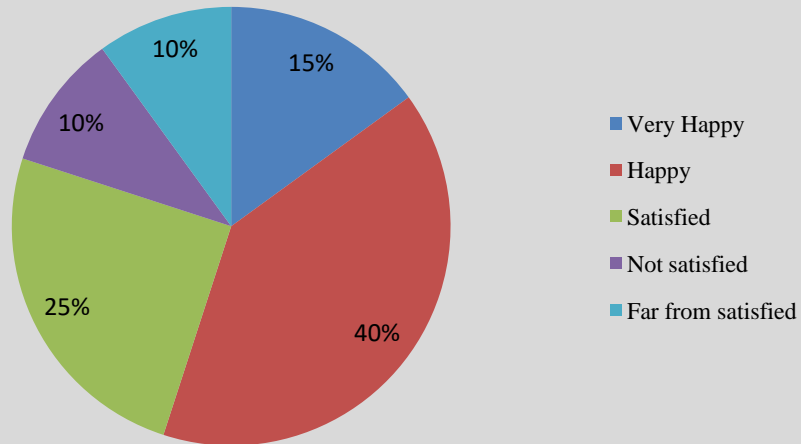


Graphical Presentation of Employer Feedback Analysis

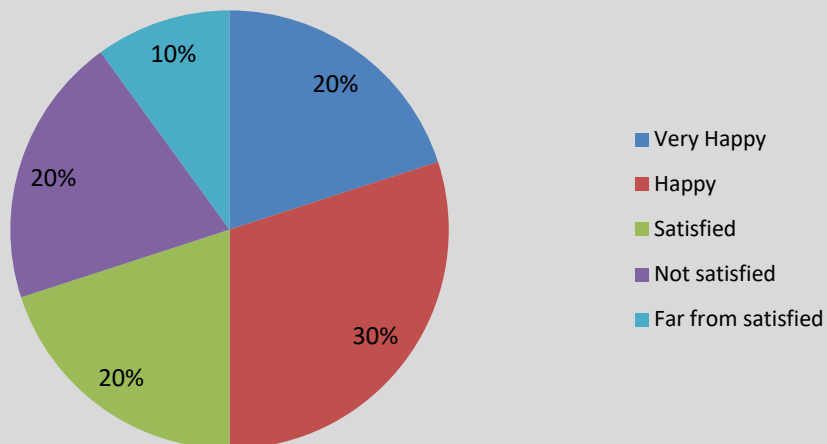




3. Working as part of a team

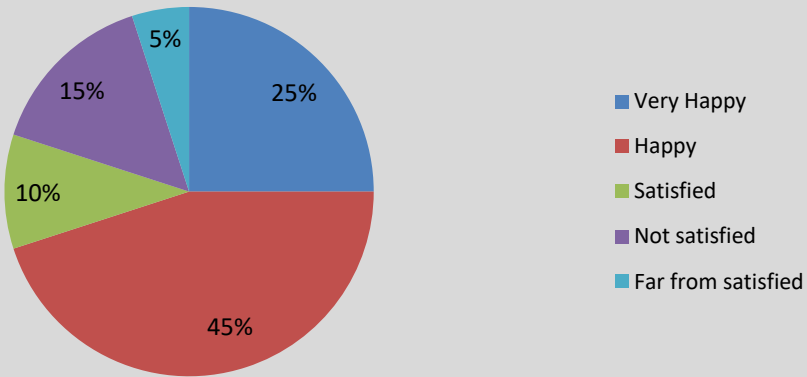


4. Creative in response to work place challenges

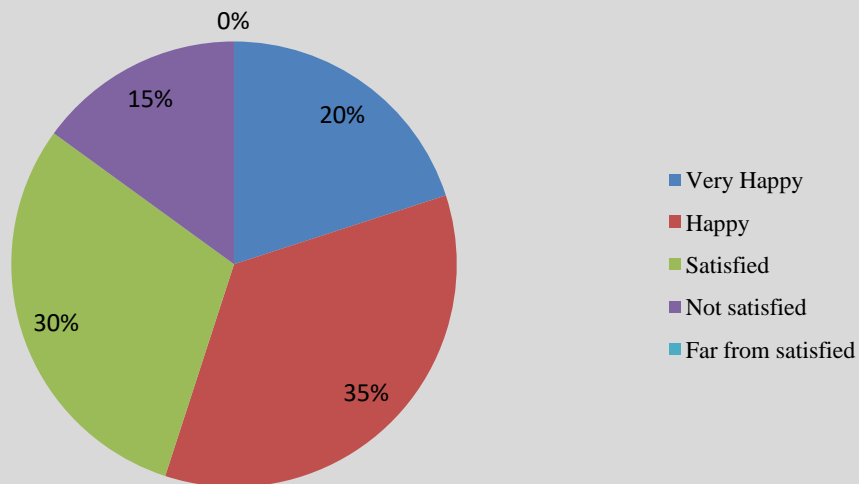




5. Self-motivated and taking on appropriate level of responsibility

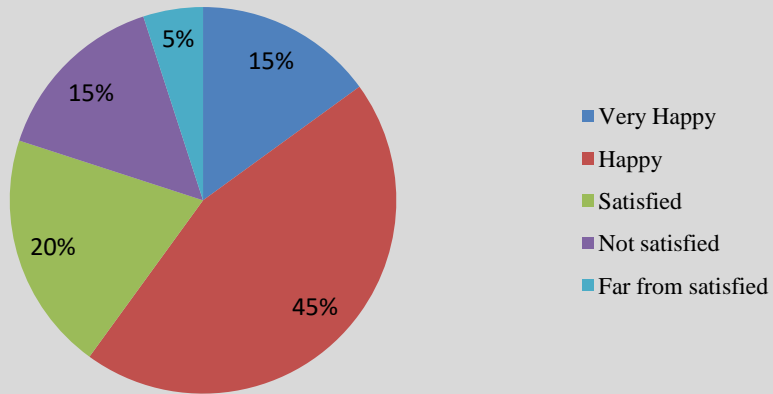


6. Ability to contribute to the goal of the organization

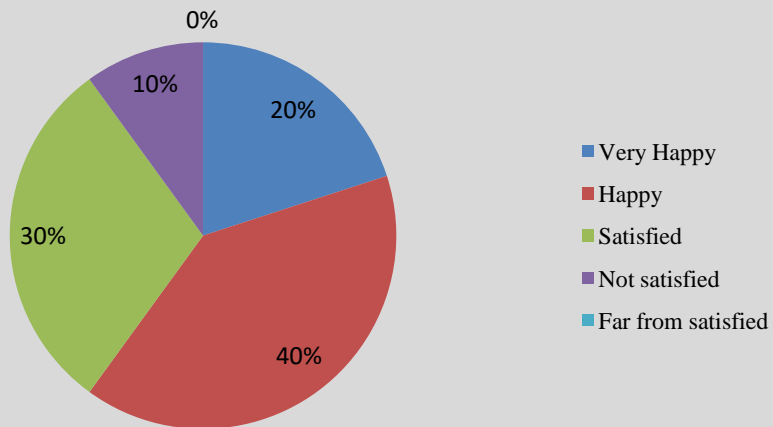




7. Ability to manage/ leadership qualities

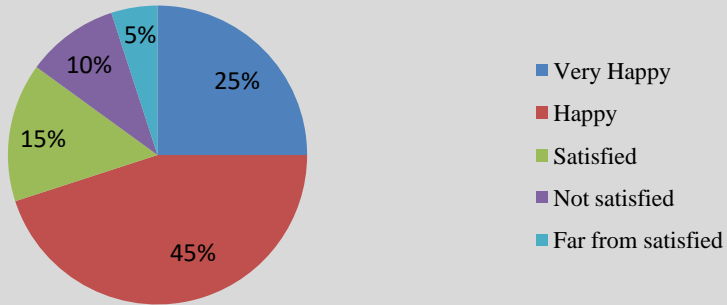


8. Innovativeness, creativity

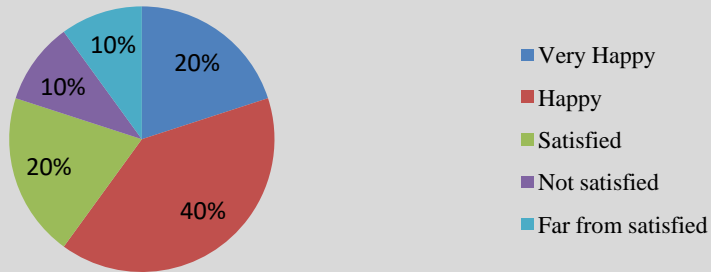




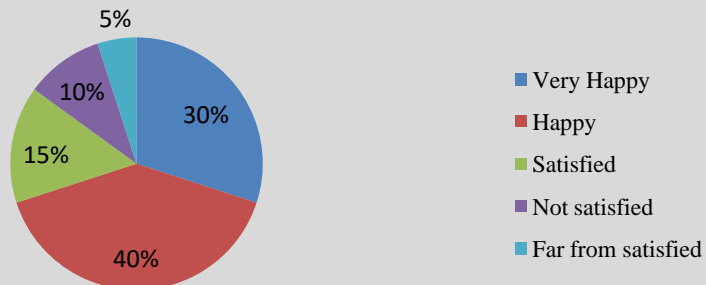
9. Relationship with seniors/peers/subordinates



10. Involvement in social activities



11. Ability to take up extra responsibility





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**J.H. Govt. P.G. College, Betul (M.P.)
Employer Feedback Form 2018 - 19**

Dear Employer,

Greetings on behalf of Govt. JH Govt. PG College, Betul! Many graduates of our institution are working in your prestigious organization. We are thankful to you for providing them employment. We shall be grateful to you if you could spare some of your valuable time to fill up this feedback form. It will help us to fulfill your expectations and produce more competent graduates in future.

Please tick the number that best describes your level of satisfaction at each question.
(1 - Very happy, 2 - Happy, 3 - Satisfied, 4 - Not satisfied, 5 - Far from satisfied)

SN		Rating				
		1	2	3	4	5
1	General communication skills					
2	Developing practical solutions to work place problems					
3	Working as part of a team					
4	Creative in response to work place challenges					
5	Self-motivated and taking on appropriate level of responsibility					
6	Ability to contribute to the goal of the organization					
7	Ability to manage/ leadership qualities					
8	Innovativeness, creativity					
9	Relationship with seniors/peers/subordinates					
10	Involvement in social activities					
11	Ability to take up extra responsibility					

Any suggestion for the improvement of our Institution.....

Date

Signature.....

Name

Position.....

Name of Organization /Company.....

E-mail Id.....

Mobile No.....



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J.H. Govt. P.G. College, Betul (M.P.)
Employer Feedback Form 2018-19

Dear Employer,

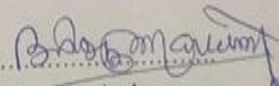
Greetings on behalf of Govt. JH Govt. PG College, Betul ! Many graduates of our institution are working in your prestigious organization. We are thankful to you for providing them employment. We shall be grateful to you if you could spare some of your valuable time to fill up this feedback form. It will help us to fulfill your expectations and produce more competent graduates in future.

Please tick the number that best describes your level of satisfaction at each question.
(1 - Very happy, 2 - Happy, 3 - Satisfied, 4 - Not satisfied, 5 - Far from satisfied)

SN		Rating				
		1	2	3	4	5
1	General communication skills	✓				
2	Developing practical solutions to work place problems		✓			
3	Working as part of a team	✓				
4	Creative in response to work place challenges		✓			
5	Self-motivated and taking on appropriate level of responsibility	✓				
6	Ability to contribute to the goal of the organization	✓				
7	Ability to manage/ leadership qualities		✓			
8	Innovativeness, creativity	✓				
9	Relationship with seniors/peers/subordinates			✓		
10	Involvement in social activities	✓				
11	Ability to take up extra responsibility	✓				

Any suggestion for the improvement of our Institution.....

Date

Signature.. 
Name .. Dinesh Kumar Waghmare
Position..... Director
Name of Organization /Company..... Sai Vidhy Mandir-Teer
E-mail Id.....
Mobile No..... 9753575337



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Parents Feedback Analysis Report

Background:

The parent survey was designed to meet the requirements of the Education Accountability and the Parental Involvement in the main stream of higher education. The parent survey contains items regarding parent perceptions of the learning environment in the college, home and collegereations, and the social and physical environment of the college, infrastructural facilities. The parents of students all under graduate and post graduates were surveyed

Methodology

The design and sampling methodology for the parent survey were established in Feb 2019. To maintain complete anonymity and to maximize the return rate, the College recommended that the survey should be mailed to a sample of parents along with a postage paid, return envelope. While the sampling methodology proposed by the College was implemented, the parent survey has never been mailed to parents due to budgetary restrictions. Instead, College gave the responsibility to teachers for distributing and collecting the forms. Generally, College sent the survey forms home with students. Sometime College held parent meetings or special meetings at college during which the surveys were distributed. The parents of students all under graduate and post graduates were surveyed. A Committee consisting coordinator, with a team of 8 professors designated by the principal distributed and collected the parent surveys at each class according to instructions provided by Principal.

Survey Responses: In the session 2018-19 the number of parent surveys completed and returned totalled 65. An analysis of the respondents parent survey concluded that the survey responses typically overrepresented the perceptions of parents.

Survey Contain Items : The results of parent survey demonstrate that parent satisfaction levels with the following characteristics.

1. Admission Process
2. Laboratory Facilities
3. Infrastructure



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4. College Administration
5. Students Discipline
6. Canteen Facilities
7. Library Facilities
8. Sports and Cultural Facility
9. Teaching
10. WiFi Facilities
11. IT cell and Helpdesk
12. Career Guidance Cell
13. Skills Development Training
14. Internal and External Exam Process and System
15. Grievance or Complaint Handling System
16. Women Harassment Grievance Cell
17. Cleanliness
18. NSS and NCC

Discussion on Finding :

Table 1: Frequency Table

1. **Admission Process:** About 20% of parents provided excellent remarks for admission process.
2. **Laboratory Facilities:** About 18% of parents provided excellent remarks for Laboratory facilities.
3. **Infrastructure:** About 18% of parents provided excellent remarks for infrastructural facilities.
4. **College Administration:** About 18.5% of parents provided excellent remarks for college administration.
5. **Students Discipline:** About 14% of parents provided excellent remarks for students discipline in college.
6. **Canteen Facilities:** About 13% of parents provided excellent remarks for canteen facilities.
7. **Library Facility:** About 26.6% of parents provided excellent remarks for library facilities.
8. **Sports and Cultural Facilities:** About 29% of parents provide excellent remarks for sports and cultural facilities.
9. **Teaching:** About 32% of parents provided excellent remarks for teaching factor in college.
10. **WiFi Facilities:** About 11% of parents provided excellent remarks to wi-fi facilities.



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11. **IT cell and Helpdesk:** About 23% of parents provided excellent remarks for IT Cell and Help Desk.
12. **Career Guidance Cell:** About 34% of parents provided excellent remarks for Career Guidance Cell.
13. **Skills Development Training:** About 23% of parents provided excellent remarks for Skills Development Training Programs in college.
14. **Internal and External Exam Process and System:** About 18.5% of parents provide excellent remarks Internal and External Exam Process and System.
15. **Grievance or Complaint Handling System:** About 14% of parents provided excellent remarks for Laboratory facilities.
16. **Women Harassment Grievance Cell:** About 17% of parents provided excellent remarks for Grievance or Complaint Handling System.
17. **Cleanliness:** About 24.6% of parents provided excellent remarks for Cleanliness in college campus..
18. **NCC and NSS:** About 47% of parents provided excellent remarks for NCC and NSS activities in college.

Table 2: Descriptive Statistics

Table 2 shows that parents were particularly satisfied with the following quality dimensions ($M \leq 2.5$ in the study). Standard deviation values are between $SD=0.755$ and $SD=1.266$, which is normal for scales with 5 response categories. Interestingly, the standard deviation is relatively low for “Laboratory facilities.* the standard deviation is relatively high for “Wifi facility*.”

Order of Satisfaction Level $M < 2.5$ in the study (In descending order)	Areas of Dissatisfaction $(M > 2.5$ in the study) (In ascending order)
NSS and NCC	Grievance or Complaint Handling System*
Teaching	Students Discipline*
Career Guidance Cell	Wi-Fi Facility*
Laboratory Facility	
Library Facility	
Sports and Cultural Facilities	
Skills Development Training	



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Cleanliness	
Admission Process	
Infrastructure	
Canteen Facility	
Internal and External Exam System	
Women Harassment Grievance Cell	
College Administration	
IT cell and Help desk	

Pie Charts: Finally, responses of parents regarding 18 quality dimensions on 5 points likert scale are shown through Pie charts, to identify comparative magnitude of satisfaction level. The same also have been shown in frequency table.

Concluding Statement

The results of study supports to identify the major issues for the maintenance of quality standards in special respect to higher education. Parents' satisfaction with their institute is based on a relatively stable person-environment relationship. Thus, the satisfaction of Parents seems to reflect quite well perceived quality differences of offered services and of the wider environment.

This report focused on the issue of service quality and Parents' satisfaction in higher education by applying a five points Likert scale, it has hopefully opened up an area of research and methodology that could reap considerable further benefits for researchers interested in this topic.



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Annexure 1- Frequency Table

Admission Process

	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	13	20	20	20
GOOD	29	44.6	44.6	64.6
AVERAGE	11	16.9	16.9	81.5
POOR	11	16.9	16.9	98.5
VERY POOR	1	1.5	1.5	100
Total	65	100	100	

Laboratory Facility

	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	11	16.9	18.3	18.3
GOOD	31	47.7	51.7	70
AVERAGE	16	24.6	26.7	96.7
POOR	2	3.1	3.3	100
Total	60	92.3	100	
Missing System	5	7.7		
Total	65	100		

Infrastructure

	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	11	16.9	18	18
GOOD	23	35.4	37.7	55.7
AVERAGE	20	30.8	32.8	88.5
POOR	7	10.8	11.5	100
Total	61	93.8	100	
Missing System	4	6.2		
Total	65	100		

College Administration

	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	12	18.5	18.5	18.5



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GOOD	25	38.5	38.5	56.9
AVERAGE	18	27.7	27.7	84.6
POOR	7	10.8	10.8	95.4
VERY POOR	3	4.6	4.6	100
Total	65	100	100	

Students Discipline

	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	9	13.8	13.8	13.8
GOOD	19	29.2	29.2	43.1
AVERAGE	19	29.2	29.2	72.3
POOR	14	21.5	21.5	93.8
VERY POOR	4	6.2	6.2	100
Total	65	100	100	

Canteen Facility

	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	8	12.3	12.7	12.7
GOOD	28	43.1	44.4	57.1
AVERAGE	21	32.3	33.3	90.5
POOR	6	9.2	9.5	100
Total	63	96.9	100	
Missing System	2	3.1		
Total	65	100		

Library Facility

	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	17	26.2	26.6	26.6
GOOD	24	36.9	37.5	64.1
AVERAGE	16	24.6	25	89.1
POOR	6	9.2	9.4	98.4
VERY POOR	1	1.5	1.6	100
Total	64	98.5	100	
Missing System	1	1.5		
Total	65	100		



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Sports and Cultural Facilities				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	19	29.2	29.2	29.2
GOOD	21	32.3	32.3	61.5
AVERAGE	19	29.2	29.2	90.8
POOR	3	4.6	4.6	95.4
VERY POOR	3	4.6	4.6	100
Total	65	100	100	
Teaching				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	21	32.3	32.3	32.3
GOOD	27	41.5	41.5	73.8
AVERAGE	14	21.5	21.5	95.4
POOR	3	4.6	4.6	100
Total	65	100	100	
Wi-Fi Facility				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	7	10.8	11.3	11.3
GOOD	19	29.2	30.6	41.9
AVERAGE	18	27.7	29	71
POOR	7	10.8	11.3	82.3
VERY POOR	11	16.9	17.7	100
Total	62	95.4	100	
Missing System	3	4.6		
Total	65	100		
IT cell and Helpdesk				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	15	23.1	23.1	23.1
GOOD	21	32.3	32.3	55.4
AVERAGE	18	27.7	27.7	83.1
POOR	6	9.2	9.2	92.3
VERY POOR	5	7.7	7.7	100
Total	65	100	100	



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Career Guidance Cell				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	22	33.8	33.8	33.8
GOOD	23	35.4	35.4	69.2
AVERAGE	14	21.5	21.5	90.8
POOR	4	6.2	6.2	96.9
VERY POOR	2	3.1	3.1	100
Total	65	100	100	
Skills Development Training				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	15	23.1	23.1	23.1
GOOD	27	41.5	41.5	64.6
AVERAGE	14	21.5	21.5	86.2
POOR	5	7.7	7.7	93.8
VERY POOR	4	6.2	6.2	100
Total	65	100	100	
Internal and External Exam Process and System				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	12	18.5	18.5	18.5
GOOD	29	44.6	44.6	63.1
AVERAGE	14	21.5	21.5	84.6
POOR	6	9.2	9.2	93.8
VERY POOR	4	6.2	6.2	100
Total	65	100	100	
Grievance or Complaint Handling System				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	9	13.8	13.8	13.8
GOOD	24	36.9	36.9	50.8
AVERAGE	20	30.8	30.8	81.5
POOR	8	12.3	12.3	93.8
VERY POOR	4	6.2	6.2	100
Total	65	100	100	



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Women Harassment Grievance Cell				
	Frequency	Percent	Valid Percent	Cumulative Percent
EXCELLENT	11	16.9	17.2	17.2
GOOD	27	41.5	42.2	59.4
AVERAGE	19	29.2	29.7	89.1
POOR	1	1.5	1.6	90.6
VERY POOR	6	9.2	9.4	100
Total	64	98.5	100	
Missing System	1	1.5		
Total	65	100		
Cleanliness				
	Frequency	Percent	Valid Percent	Cumulative Percent
EXCELLENT	16	24.6	24.6	24.6
GOOD	28	43.1	43.1	67.7
AVERAGE	11	16.9	16.9	84.6
POOR	4	6.2	6.2	90.8
VERY POOR	6	9.2	9.2	100
Total	65	100	100	
NSS and NCC				
	Frequency	Percent	Valid Percent	Cumulative Percent
EXCELLENT	30	46.2	46.9	46.9
GOOD	22	33.8	34.4	81.2
AVERAGE	11	16.9	17.2	98.4
POOR	1	1.5	1.6	100
Total	64	98.5	100	
Missing System	1	1.5		
Total	65	100		

Annexure 2- Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Admission Process	65	1	5	2.35	1.037
Laboratory Facility*	60	1	4	2.15	.755
Infrastructure	61	1	4	2.38	.916



जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)

Jaywanti Haksar Government Post Graduate College, Betul (MP)

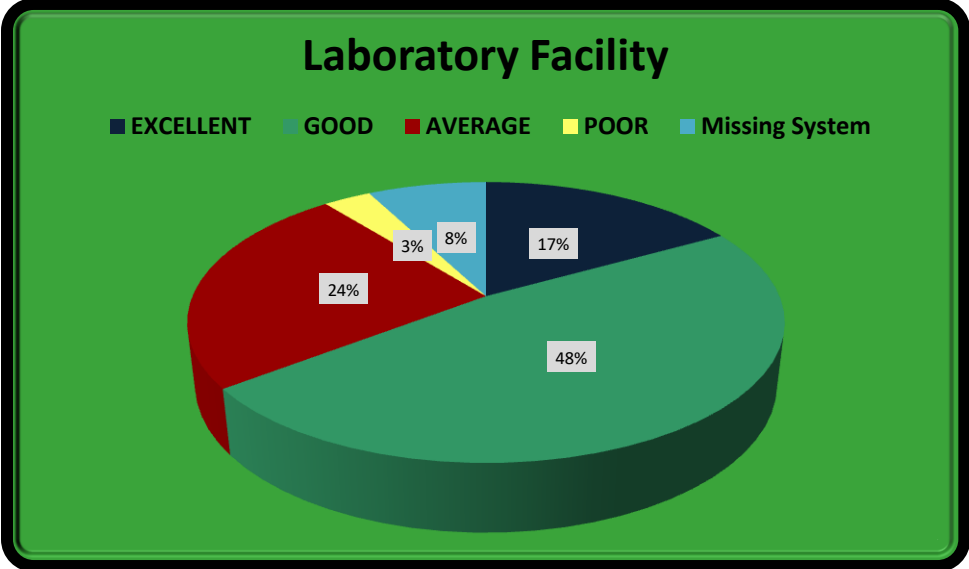
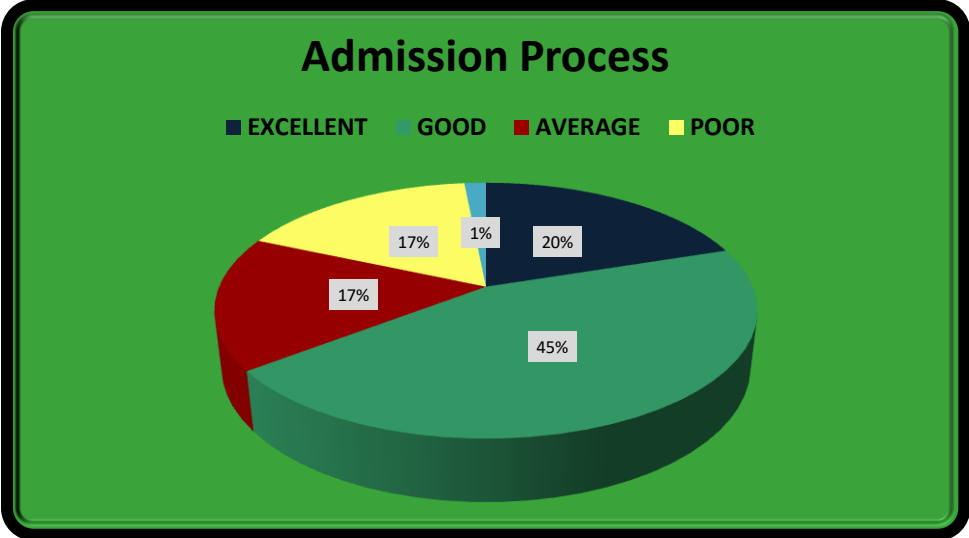
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College Administration	65	1	5	2.45	1.061
Students Discipline	65	1	5	2.77	1.129
Canteen Facility	63	1	4	2.40	.834
Library Facility	64	1	5	2.22	1.000
Sports and Cultural Facilities	65	1	5	2.23	1.072
Teaching	65	1	4	1.98	.857
WiFi Facility*	62	1	5	2.94	1.266
IT cell and Help desk	65	1	5	2.46	1.174
Career Guidance Cell	65	1	5	2.09	1.042
Skills Development Training	65	1	5	2.32	1.105
Internal and External Exam System	65	1	5	2.40	1.087
Grievance or Complaint Handling System	65	1	5	2.60	1.072
Women Harrasment Grievence Cell	64	1	5	2.44	1.097
Cleanliness	65	1	5	2.32	1.187
NSSandNCC	64	1	4	1.73	.802
Valid N (listwise)	51				



Graphical Presentation of Parent Feedback Analysis





जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)

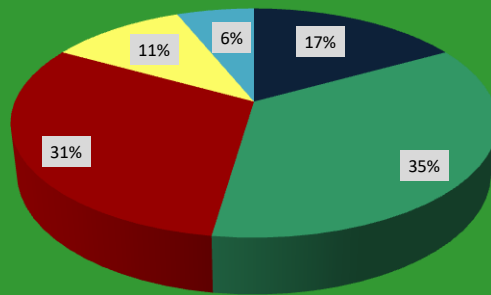
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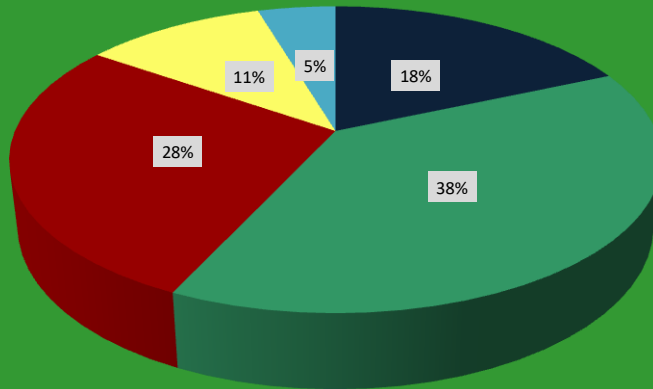
Infrastructure

EXCELLENT GOOD AVERAGE POOR Missing System



4. College Administration

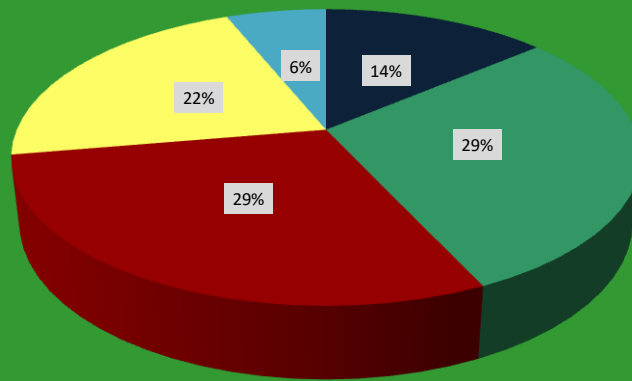
EXCELLENT GOOD AVERAGE POOR VERY POOR





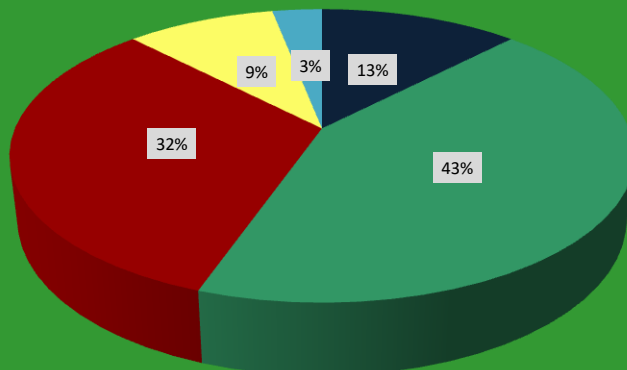
5. Students Discipline

EXCELLENT GOOD AVERAGE POOR VERY POOR



Canteen Facility

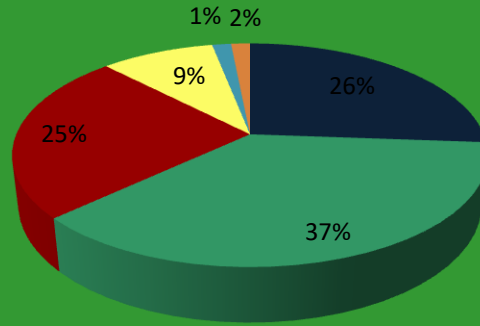
EXCELLENT GOOD AVERAGE POOR Missing System





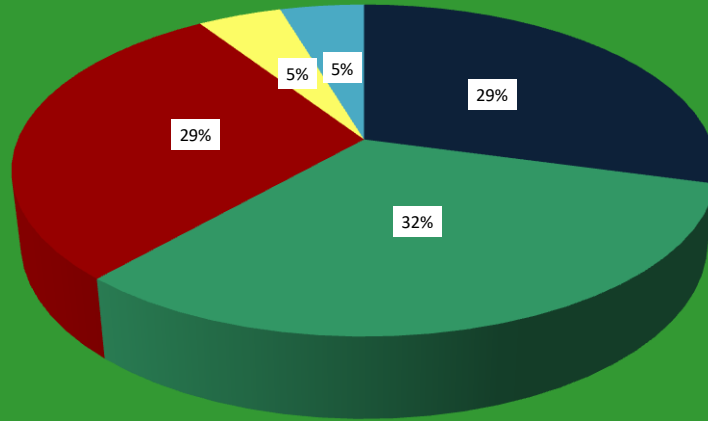
Library Facility

■ EXCELLENT ■ GOOD ■ AVERAGE ■ POOR ■ VERY POOR ■ Missing System



8. Sports and Cultural Facilities

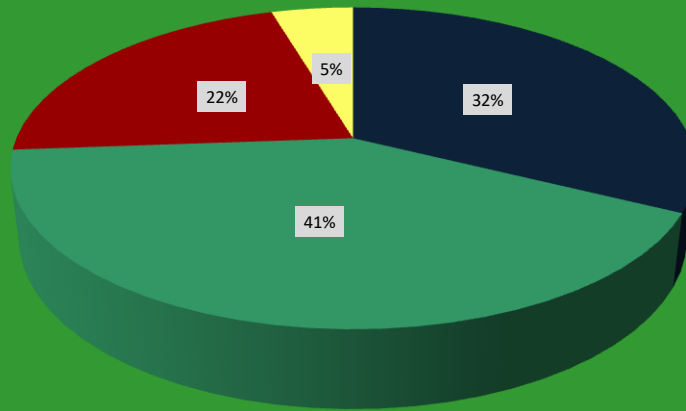
■ EXCELLENT ■ GOOD ■ AVERAGE ■ POOR ■ VERY POOR





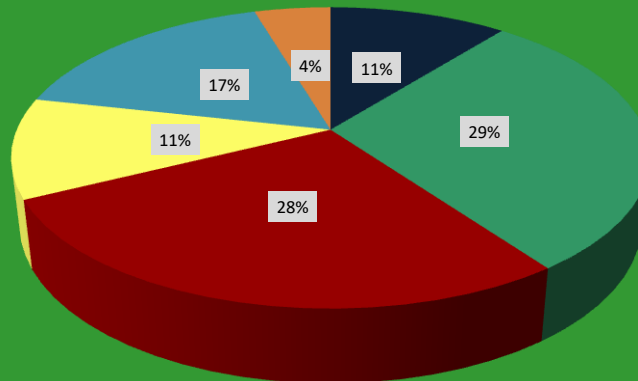
9. Teaching

EXCELLENT GOOD AVERAGE POOR



Wi-Fi Facility

EXCELLENT GOOD AVERAGE POOR VERY POOR Missing System

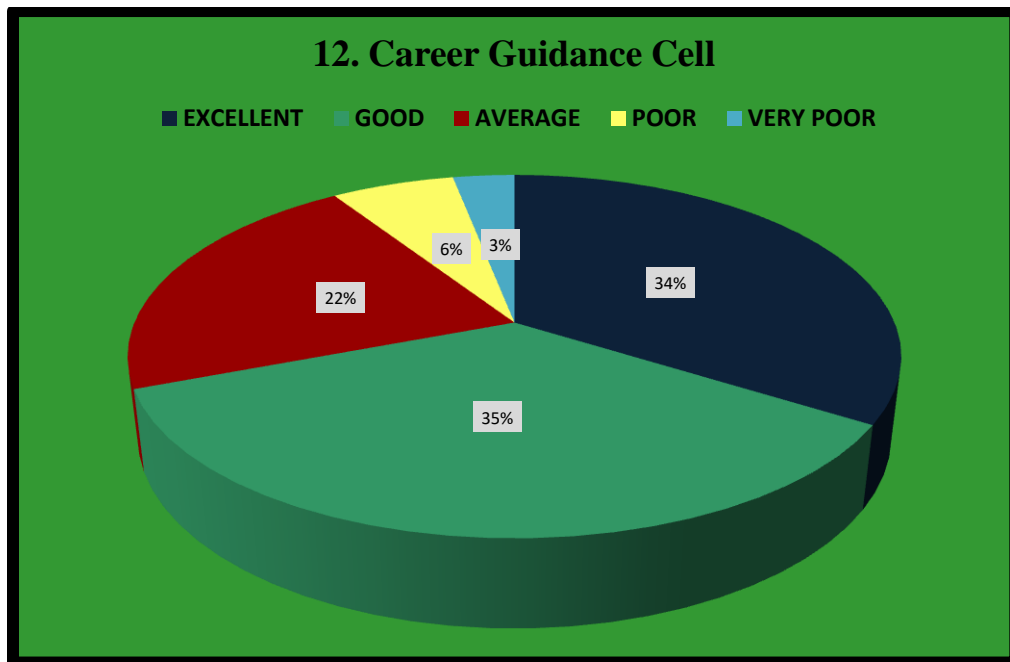
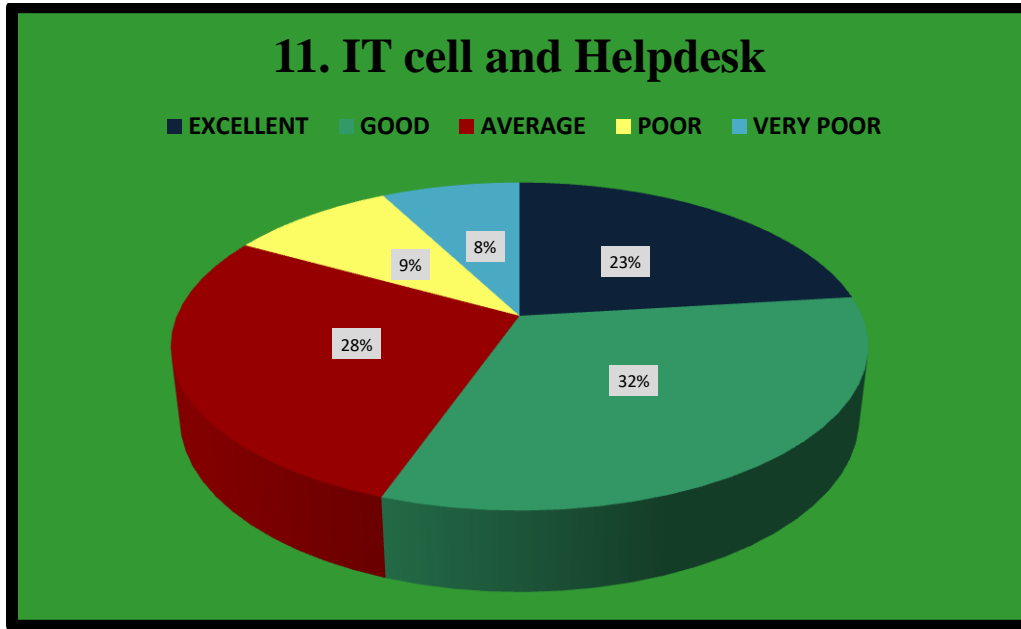


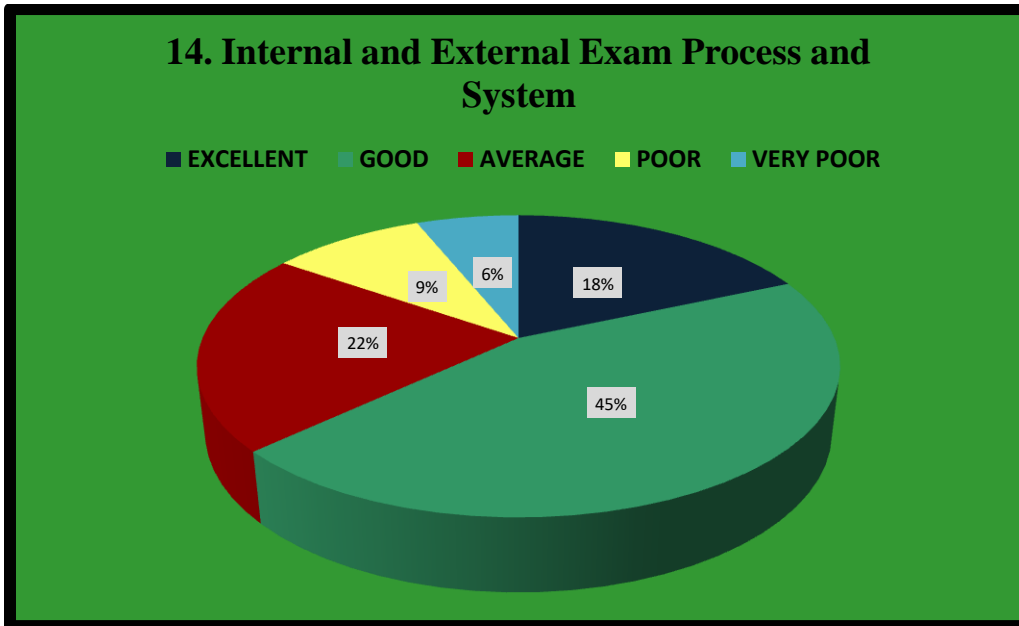
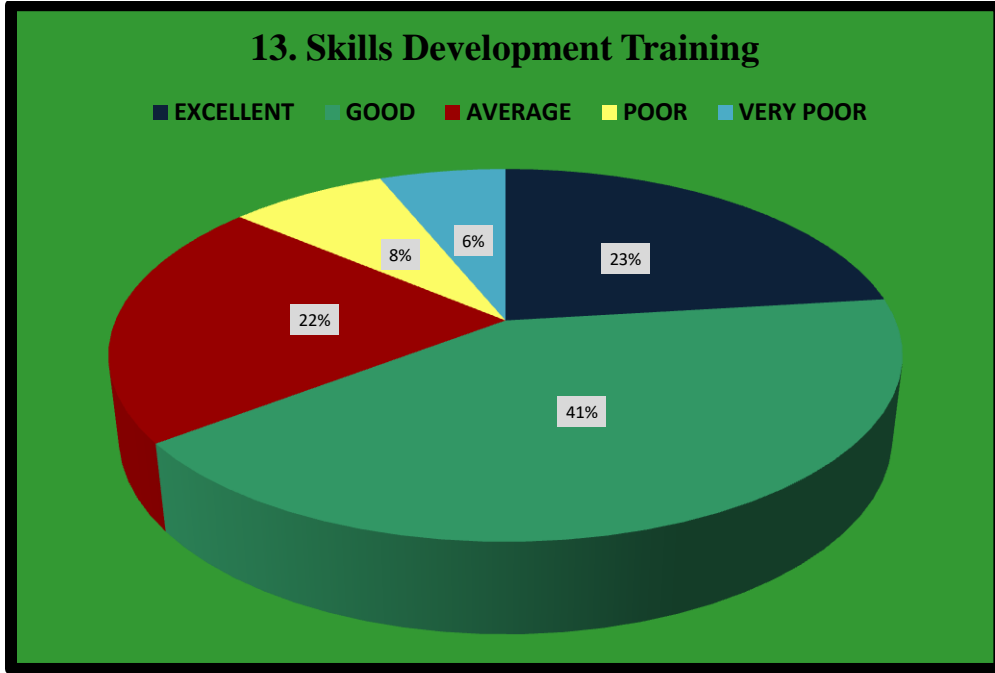


जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)

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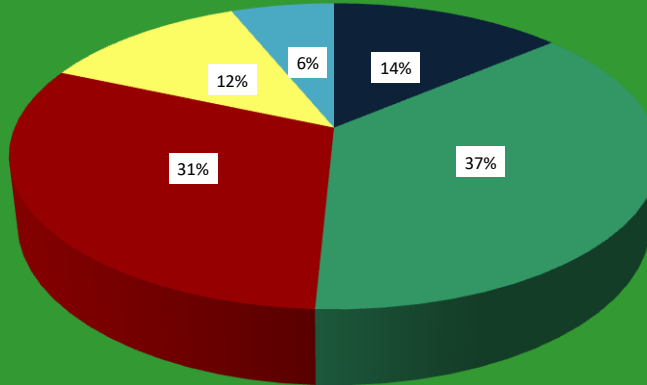






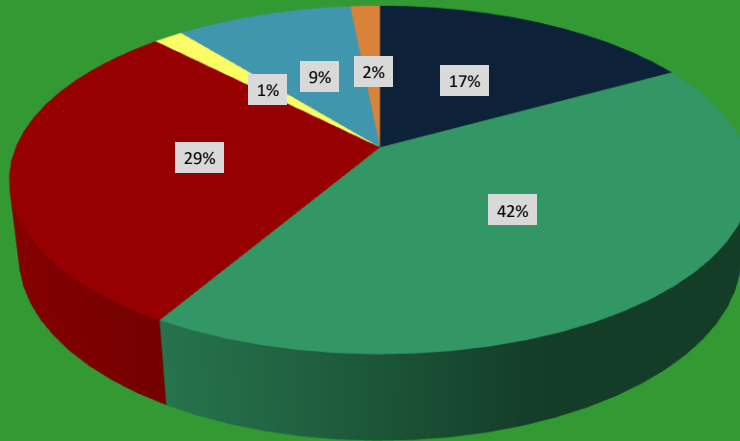
15. Grievence or Complaint Handling System

■ EXCELLENT ■ GOOD ■ AVERAGE ■ POOR ■ VERY POOR



Women Harassment Grievance Cell

■ EXCELLENT ■ GOOD ■ AVERAGE ■ POOR ■ VERY POOR ■ Missing System

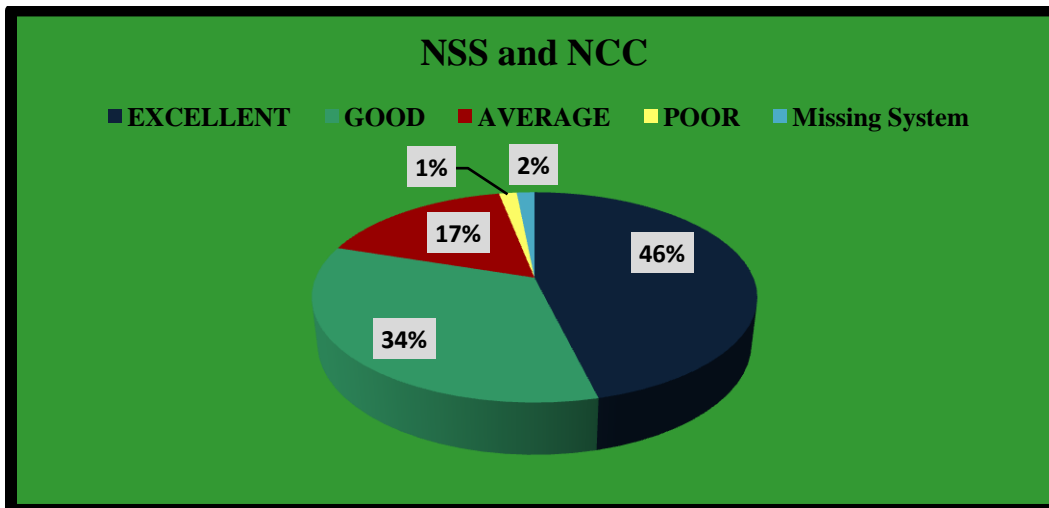
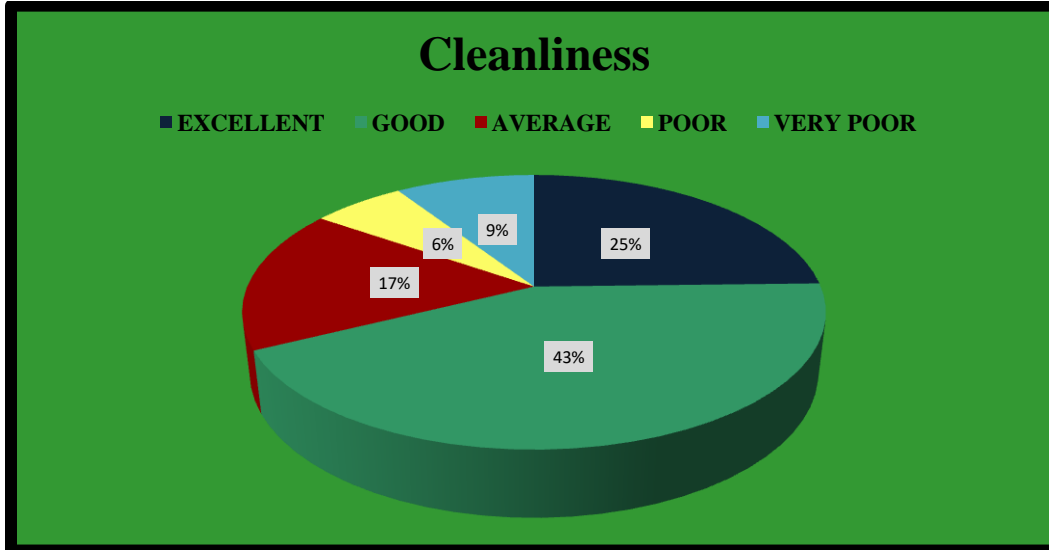




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J.H. GOVT. P.G. COLLEGE BETUL (M.P.) 460001

पालक/अभिभावक सर्वेक्षण फॉर्म

माननीय पालक/अभिभावक,

जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय जिले का अग्रणी महाविद्यालय होने के साथ-साथ प्रदेश का दूसरा सर्वाधिक प्रवेशित छात्रों वाला महाविद्यालय है। इस सर्वेक्षण के द्वारा महाविद्यालयीन सुविधाओं/ गतिविधियों के बारे में सादर आमंत्रित है, जो महाविद्यालय के स्थापित लक्ष्यों की प्राप्ति हेतु निरंतर चलने वाली विकास यात्रा के पथ पर हमारा मार्गदर्शन करेगी।

कृपया निम्नलिखित प्रारूप में अपनी जानकारी भरें व अपनी राय के उचित विकल्प का चुनाव (✓) के द्वारा करें:-

प्राथमिक जानकारी

1. अभिभावक/पालक का नाम :
2. व्यवसाय :
3. मोबा./टेलीफोन नं. :
4. पाल्य का नाम :
5. पाठ्यक्रम का नाम :
6. शैक्षणिक वर्ष :

कृपया महाविद्यालय की विभिन्न गतिविधियों/सुविधाओं के सम्बन्ध में अपनी संतुष्टि के स्तर को निम्न में से किसी एक विकल्प पर (✓) के द्वारा व्यक्त करें:-

	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
1. प्रवेश प्रक्रिया					
2. प्रयोगशाला सुविधा					
3. अधीनसंरचना					
4. महाविद्यालय प्रशासन					
5. छात्र अनुशासन					
6. कैंटीन सुविधा					
7. पुस्तकालय सुविधा					
8. खेल व सांस्कृतिक गतिविधियाँ					
9. अध्यापन					
10. वाई-फाई सुविधा					
11. आई टी सेल व हेल्प डेस्क					
12. कैरियर मार्गदर्शन प्रकोष्ठ					
13. कौशल विकास प्रशिक्षण					
14. आन्तरिक व बाह्य परीक्षा प्रणाली					
15. परिवेदना/शिकायत निवारण प्रणाली					
16. महिला उत्पीड़न शिकायत प्रकोष्ठ					
17. स्वच्छता					
18. NCC/NSS					
19. आपके सुझाव					

हस्ताक्षर



जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)

Jaywanti Haksar Government Post Graduate College, Betul (MP)

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E-mail : hegjhpqcbet@mp.gov.in Website: www.jhgovtbetul.com



J.H. GOVT. P.G. COLLEGE BETUL (M.P.) 460001

पालक/अभिभावक सर्वेक्षण फॉर्म

माननीय पालक/अभिभावक,

जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय जिले का अग्रणी महाविद्यालय होने के साथ-साथ प्रदेश का दूसरा सर्वाधिक प्रवेशित छात्रों वाला महाविद्यालय है। इस सर्वेक्षण के द्वारा महाविद्यालयीन सुविधाओं/गतिविधियों के बारे में सादर आमंत्रित है, जो महाविद्यालय के स्थापित लक्ष्यों की प्राप्ति हेतु निरंतर चलने वाली विकास यात्रा के पथ पर हमारा मार्गदर्शन करेगी।

कृपया निम्नलिखित प्रारूप में अपनी जानकारी भरें व अपनी राय के उचित विकल्प का चुनाव (✓) के द्वारा करें:-

प्राथमिक जानकारी

- अभिभावक/पालक का नाम : राम लाल ठाकुरिया
- व्यवसाय : छवि
- मोबा./टेलीफोन नं. : 9383670128
- पाल्य का नाम : धर्मेश्वर बननेइयों देवीराम कम्पेडियों
- पाठ्यक्रम का नाम : एम ईए (उत्पशास्त्र)
- शैक्षणिक वर्ष : 2021-22

कृपया महाविद्यालय की विभिन्न गतिविधियों/सुविधाओं के सम्बन्ध में अपनी संतुष्टि के स्तर को निम्न में से किसी एक विकल्प पर (✓) के द्वारा व्यक्त करें:-

	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
1. प्रवेश प्रक्रिया	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
2. प्रयोगशाला सुविधा	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
3. अधोसंरचना	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
4. महाविद्यालय प्रशासन	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
5. छात्र अनुशासन	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
6. कैंटीन सुविधा	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
7. पुस्तकालय सुविधा	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
8. खेल व सांस्कृतिक गतिविधियाँ	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
9. अध्यापन	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
10. वाई-फाई सुविधा	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
11. आई टी सेल व हेल्प डेस्क	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
12. कैरियर मार्गदर्शन प्रकोष्ठ	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
13. कौशल विकास प्रशिक्षण	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
14. आन्तरिक व बाह्य परीक्षा प्रणाली	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
15. परिवेदना/शिकायत निवारण प्रणाली	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
16. महिला उत्पीड़न शिकायत प्रकोष्ठ	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
17. स्वच्छता	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
18. NCC/NSS	उत्कृष्ट	अच्छा ✓	औसत	खराब	बहुत खराब
19. आपके सुझाव					

रामलाल
हस्ताक्षर



जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)
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J.H. GOVT. P.G. COLLEGE BETUL (M.P.) 460001
पालक/अभिभावक सर्वेक्षण फॉर्म

माननीय पालक/अभिभावक,

जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय जिले का अग्रणी महाविद्यालय होने के साथ-साथ प्रदेश का दूसरा सर्वाधिक प्रवेशित छात्रों वाला महाविद्यालय है। इस सर्वेक्षण के द्वारा महाविद्यालयीन सुविधाओं/गतिविधियों के बारे में सादर आमंत्रित है, जो महाविद्यालय के स्थापित लक्ष्यों की प्राप्ति हेतु निरंतर चलने वाली विकास यात्रा के पथ पर हमारा मार्गदर्शन करेगी।

कृपया निम्नलिखित प्रारूप में अपनी जानकारी भरें व अपनी राय के उचित विकल्प का चुनाव (✓) के द्वारा करें-

प्राथमिक जानकारी

1. अभिभावक/पालक का नाम : राजेश मौरिछ
2. व्यवसाय : पत्रकार
3. मोबा./टेलीफोन नं. : 8461826533
4. पाल्य का नाम : राजेश मौरिछ
5. पाठ्यक्रम का नाम : M.A. Education
6. शैक्षणिक वर्ष : 2018-19

कृपया महाविद्यालय की विभिन्न गतिविधियों/सुविधाओं के सम्बन्ध में अपनी संतुष्टि के स्तर को निम्न में से किसी एक विकल्प पर (✓) के द्वारा व्यक्त करें-

	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
1. प्रवेश प्रक्रिया			✓		
2. प्रयोगशाला सुविधा			✓		
3. अधीनस्थान		✓			
4. महाविद्यालय प्रशासन		✓			
5. छात्र अनुशासन		✓			
6. कैंटीन सुविधा			✓		
7. पुस्तकालय सुविधा	✓				
8. खेल व सांस्कृतिक गतिविधियाँ	✓				
9. अध्यापन	✓				
10. वाई-फाई सुविधा				✓	
11. आई टी सेल व हेल्प डेस्क				✓	
12. कैरियर मार्गदर्शन प्रकोष्ठ	✓				
13. कौशल विकास प्रशिक्षण		✓			
14. आन्तरिक व बाह्य परीक्षा प्रणाली		✓			
15. परिवेदना/शिकायत निवारण प्रणाली		✓			
16. महिला उत्पीड़न शिकायत प्रकोष्ठ				✓	
17. स्वच्छता	✓				
18. NCC/NSS	✓				
19. आपके सुझाव					

R. M. S. K.
सहायक




जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)
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Action Taken Reports



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Students Feedback Action Taken Report

2018-2019

Sl. No.	Suggestions by Students	Action Taken by the College
1.	Skill development programmes for differently-abled students should be organised.	Skill development programmes for differently abled students were organised.
2.	More classrooms are needed.	New classrooms were constructed.
3.	Science laboratories should be enriched.	Science laboratories were improved with the help of RUSA Funds.
4.	Girls and boys hostels should be well-maintained	Instructions were given to the concerning staff for the maintenance of both hostels.
5.	Leadership motivational programmes should be organised.	Leadership motivational programmes were organised through the Personality Development Cell and Career Guidance Cell.
6.	Pure drinking water should be available.	Pure drinking water facility was provided.
7.	More dustbins are needed in the departments.	Additional dustbins were purchased for the departments.
8.	Library facilities should be improved.	Library facilities were enhanced and more books were purchased.


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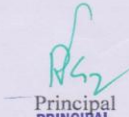
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Teachers Feedback Action Taken Report

2018-2019

Sl. No.	Suggestions by Teachers	Action Taken by the College
1.	Guest lectures and workshops should be organised to provide students with industry- specific knowledge and insights.	Guest lectures and workshops were organised.
2.	Internet facility should be provided to the departments.	Some of the departments were provided with internet facilities.
3.	Steps should be taken to monitor students' progress.	The student tracking process was initiated.
4.	Research environment of the college should be strengthened.	Measures were taken to strengthen the research environment.
5.	More teachers should be trained in the use of ICT.	Teachers were trained in the use of ICT.


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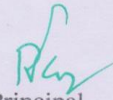
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Alumni Feedback Action Taken Report

2018-2019

Sl. No.	Suggestions by Alumni	Action Taken by the College
1.	More job-oriented training should be provided to the students.	Additional job-oriented training was provided to the students.
2.	More cultural activities should be organised for holistic development of students.	Numerous cultural activities were organised for students' holistic development.
3.	The participation of students in sports and cultural activities should be increased.	Students were encouraged to participate in more sports and cultural activities.
4.	The involvement of alumni in institutional activities should be enhanced.	Measures were taken to enhance alumni involvement in institutional activities.


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Employers Feedback Action Taken Report

2018-2019

Sl. No.	Suggestions by Employers	Action Taken by the College
1.	Programmes should be organised to improve students' language skills.	Programmes to enhance students' language skills were organised through the SVCGC.
2.	Students should be given opportunities to interact with the industrialists.	Students were given the opportunity to interact with the industrialists at the college-organised career fair.
3.	Programmes should be organised to improve students' computing skills.	Programmes were organised to enhance students' computing skills.
4.	Syllabus should enhance the scope of employability.	Skill development programmes were organised by SVCGC.


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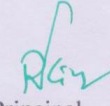
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Parents Feedback Action Taken Report

2018-2019

Sl. No.	Suggestions by Parents	Action Taken by the College
1.	More activities should be organised to instill moral values amongst students.	Activities promoting moral values were conducted via the Personality Development Cell.
2.	More programmes should be organised to sensitise students to environmental conservation.	A workshops on 'Water Conservation' was organised and plantation drives were conducted.
3.	Students' communication skills should be improved.	Workshops and invited lectures were held to improve students' communication skills.


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