



## Feedback Analysis & Action Taken Report



**Deen Dayal Upadhyaya Gorakhpur University**  
A State University established under Uttar Pradesh State University Act 1973



**2020-21**  
**STUDENTS' FEEDBACK Analysis**  
Action Taken Report



Students' Feedback Analysis: 2020-21

Students' feedbacks were obtained from students of various teaching department of the University on a prescribed feed back proforma (Table-1).Feed backs were recorded from 3073 students on 21 parameters on five point category scale i.e. Very Good, Good, Satisfactory, Unsatisfactory and Not Applicable. The focus of most of the questions was upon curriculum /syllabi structure, design, development. Some of the question were related to contemporary issues & student centric matters.The responses of students reveal that in case of 5 out of 21 parameters response of more than 50% students was "Very Good" which explains that knowledge base communication skill, sincerity, commitment level & teacher student relation are very much appreciated by students.For14 out of 21parameters, more than 75% students responded as Very Good &Good (taking together). It is important to note that for all the 21 questions/ parameters more than 60% students responded as Very Good &Good. For all the 21 questions/ parameters more than 90% students responded positive (taking together Very Good & Satisfactory) which shows that for all the 21parameters students response is favourable. It reveals that in the eyes of students, Quality of course content, curriculam design & development, course coverage, knowledge, skill ,sincerely &commitment levels of teacher, learning out comes, Student teacher relationship , students support system, class arrangement during Covid-19 &fairness of assessment are very well appreciated by students.

All the feedback / responses of students and overall analysis was put before the Dean's Committee of the University by Internal Quality Assurance Cell (IQAC). The committee gave a proper thought to all the aspects of students' feedback & unanimously recommended the future policy guidelines which are given as Action plan.

Action Taken:-

In the recent years, technology based education has "gained importance. During Covid -19 problem, online education has got a special place .At present , the teaching learning system is becoming more and more dependent upon online education. Teachers & students both are aware of the challenges & opportunity. Therefore, as far as possible, all the possible arrangements should be made to facilitate quality on line teaching system with maximum convenience to students. In this regard university has made ICT cell & comprehensive policy to execute all the modalities in this regard.

  
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**2020-21**  
**TEACHERS' FEEDBACK Analysis**  
Action Taken Report



**Teachers' Feedback Analysis : 2020 - 21**

Teachers' feedbacks were obtained from various teaching Departments of University on a prescribed feedback format (Table-II). Feedbacks were recorded on 17 Parameters/question which were focused upon curriculum design and development , academic facilities, teaching, evaluation etc. Some questions were also related to academic scenario during Covid-19. The responses of all teachers were recorded on five point category scale (i.e. Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree). The responses of teachers reveal that in case of 9 out of 17 parameters, response of more than 50% teachers was very good which explains that course outcomes and contents of syllabi are very good, university is able to attract good students , academic calendar is followed, different academic program and courses are regularly revised and examination system is effective and transparent. For 13 out of 17 Parameter, more than 95% teachers responded positively as Strongly Agree and Agree (taking together). It reveals that teachers are satisfied/happy with academic programmer/courses, curriculum designed and they feel that programmes of studies carry sufficient number of optional papers. They have a challenging experience during covid-19 for online teaching and almost all of them used IT methods for online teaching. Overall, the feedback shows satisfactory response of teachers for different parameters. Teachers are of the opinion that more efforts should be done to create infrastructure facilities for online teaching/education important can be done in online teaching with more facilities in this regards. Although teachers are encouraged for conducting/participating in Seminars/conferences but they require funds and financial support for participation in conference / seminars because such funds are not available under un-assigned grant now.

These feedbacks and the analysis were put before the Deans' committee of the University by IQAC. The Committee observed it and suggested the following Action Plan.


**Action Taken :**

The University from its own resources has provided funds for organisation of Seminars/Conferences in the University. In the last five years, university has organized around 75 seminars/Conferences. Many teachers got financial assistance for participation in Seminars. In the last 5 years, ICT facilities were developed in Departments to equips teachers with new technology friendly way of teaching. To strengthen the technology based teaching and to meet online teaching challenges university has created on ICT cell with vibrant ICT policy. University has taken steps to improve infrastructural support line of activities for teachers. Now every department has at least one smart classroom and University has two auditoriums and many seminar halls in the campus.

  
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**2020-21**  
**EMPLOYER'S FEEDBACK Analysis**  
Action Taken Report



Employers' Feedback Analysis : 2020 - 21

Feedbacks from employers about the curriculum design/development and students' of the University were obtained in a prescribed format (Table III) and their feedbacks on 13 parameters/ questions were recorded & analyzed. Employers' responses were recorded on five point category scale i.e. Strongly Agree, Agree, Netural, Disagree & Strongly Disagree. The questions were focused upon curriculum, syllabi, courses & application of university knowledge earned by students at the work place. It is important to note that for all the 13 parameters, more than 90% employers responded positive as Strongly Agree & Agree. It reveals that more than 90% employers feel that syllabus/courses studied by our students are useful at work place. They promote skill development & courses/programmes have employability. The education obtained by our students increases ability of work, better communication skill, & what they have learned in university carries good future prospectus. Responses of the employers reveal that they are highly satisfied with the education, work & behavior of our students. They are of the opinion that the curriculum /Courses of the university are highly useful as they are capable of generic development, skill enhanced with employability. Almost 95% employers feel that curriculum /course studied by students are relevant for employability. Almost 98% employers feel that courses /syllabus studied by our students are helpful in innovative thinking. Almost 96% employers feel that the education obtained by our students increases work ability & they are capable of taking extra responsibility. Almost 94% employers appreciated the academic programmes run by the University in recent years.

Employers' feedback, detailed analysis was put before the Deans' committee of the university by IQAC. The committee observed the analysis & unanimously gave its opinion which is translated into Action Plan.


**Action Taken:**

Deans' committee was happy with the overwhelming positive response of the employers about the Curriculum/ syllabus/ courses & their usefulness for skill development, entrepreneurship & employability. The committee suggested that more & more useful programmes /courses should be launched which can make more & more students capable of skill development & getting employment. In this regard, university has started a number of employment oriented & skill based degree, diploma & certificate programmes from the session 2021-22. New Agricultural faculty is offering degree programmes at B.Sc & M.Sc levels. B.tech programmer has also started. In all 63 new programmes are being offered by the university from the session 2021-22 with rich effective & standard syllabi/ courses having direct bearing with generic development, skill & employment.

  
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**2020-21**  
**ALUMNI FEEDBACK Analysis**  
Action Taken Report





Alumni Feedback Analysis : 2020-21

Alumni feedbacks were obtained on a prescribed format and the summary of responses was prepared in Table IV. For 15 Parameters, feedbacks were recorded on **five** point category scale (i.e. Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree). Out of total 654 responses, around 95% Alumni revealed "Strongly Agree" response for 11 out of 15 parameters which shows that the Alumni are highly satisfied with the learning that they had in the university and they find it highly useful. They appreciate the efforts of the University for broader participation of Alumni. They consider that formation of department wise Alumni association is a right step in this direction. They appreciate and highly satisfied with the education that they obtained in the university and find the curriculum/Programmers/courses useful in the life and job area. Almost 99% Alumni feel proud to be student of this university and feel that admission process in good and transparent. Almost 100% Alumni feel that Departments/University should take initiatives to strengthen the Alumni Cell by effective enrolment. Almost 96% Alumni feel that participation of Alumni in the Departments and university is important & crucial. Alumni themselves are eager to participate as a true stakeholders of the university.

The responses of the Alumni, and the detailed analysis were put before the Deans' committee of the university by IQAC. The committee observed it and unanimously recommended the guidelines which are presented here as Action Plan.


**Action Taken :**

Deans' committee of the University took a serious note of the wishes of Alumni. The first Alumni meet was organized by the University in May 2013. Now university has made various effort to include Alumni both at Department and University levels. University has planned Alumni meet at every department level and one International Alumni Meet at university level. In the follow up every department has made Alumni contact groups and organized Alumni Meet this year. International Alumni Meet was proposed and planned by the university in the first week of May 2021 but due to covid-19 problem it could not take place. But all the department in the light of feel of drop plan the rest of the departments organized online Alumni Meet in their departments and prepared report of the event. The action plan in this regard is highly successful because university/departments have been able to include and register a large number of Alumni. University has planned to maintain this momentum to incorporate more and more Alumni in the process of development of the university.

  
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**2019-20**

**STUDENT'S FEEDBACK Analysis**  
Action Taken Report



## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Students' Feedback Analysis

2019-20

Students' feedbacks were obtained from students of various teaching departments of the University on a prescribed feedback proforma. Feed backs were recorded from 1500 students on 21 parameters on five-point category scale i.e. Very Good, Good, Satisfactory, Unsatisfactory and Not Applicable. The focus of most of the questions was upon curriculum /syllabi structure, design, development. Some of the questions were related to contemporary issues & student-centric matters. The responses of students reveal that in case of 6 out of 21 parameters response of more than 55% students was "Very Good" which explains that knowledgebase, communication skill, sincerity, commitment level & teacher student relation are appreciated by students. For 15 out of 21 parameters, more than 80% students responded as "Very Good" & "Good" (taking together). It is important to note that for all the 21 questions/ parameters more than 58% students responded as "Very Good" & "Good". For all the 21 questions/ parameters more than 80% students responded positively (taking together "Very Good" & "Satisfactory") which shows that for all the 21 parameters students response is favorable. It reveals that in the eyes of students, quality of course content, curriculum design & development, course coverage, knowledge, skill, sincerity & commitment levels of teachers, learning outcomes, Student teacher relationship, students support system & fairness o assessment are very well appreciated by students.

All the feedback / responses of students and overall analysis was put before the IQAC of the University. The IQAC gave a proper thought to all the aspects of students' feedback & unanimously recommended the future policy guidelines which are given as Action plan.

#### **Action Taken:-**

In the recent years, technology based education has gained importance. At present, the teaching-learning system is becoming more and more dependent upon ICT based education. Teachers & students both are aware of the challenges & opportunities. Therefore, as far as possible, all the possible arrangements should be made to facilitate quality teaching system with maximum convenience to students. In this regard the University has established the ICT Cell & formed comprehensive policy to execute all the modalities in this regard.

  
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**2019-20**

**TEACHER'S FEEDBACK** Analysis  
Action Taken Report



## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Teachers' Feedback Analysis

2019-20

Teachers' feedbacks were obtained from various teaching Departments of University on a prescribed feedback format. Feedbacks were recorded on 17 Parameters/questions which were focused upon curriculum design and development, academic facilities, teaching, evaluation etc. Some questions were also related to academic scenario during Covid-19. The responses of all teachers were recorded on five point category scale (i.e. Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree). The responses of teachers reveal that in case of 10 out of 17 parameters, response of more than 45% teachers was very good which explains that course outcomes and contents of syllabi are very good, the University is able to attract good students, academic calendar is followed, different academic programs and courses are regularly revised and examination system is effective and transparent. For 11 out of 17 Parameters, more than 92% teachers responded positively as 'Strongly Agree' and 'Agree' (taking together). It reveals that teachers are satisfied/happy with academic programmes/courses, curriculum design and they feel that programmes of studies carry sufficient number of optional papers. They have a challenging experience during covid-19 for online teaching and almost all of them used IT methods for online teaching. Overall, the feedback shows satisfactory response of teachers for different parameters. Teachers are of the opinion that more efforts should be done to create infrastructure facilities for online teaching/education. Improvement can be done in online teaching with more facilities in this regards. Although teachers are encouraged for conducting/participating in Seminars/conferences but they require funds and financial support for participating in conference / seminars because such funds are not available under un-assigned grant now.

These feedbacks and the analysis were put before the IQAC of the University. The Committee observed it and suggested the following Action Plan.

#### **Action Taken:-**

The University from its own resources has provided funds for organizing Seminars/Conferences in the University. In the last five years, the University has organized many seminars/Conferences. Many teachers got financial assistance for participation in Seminars. In the last 5 years, ICT facilities were developed in Departments to equip teachers with new technology-friendly way of teaching. To strengthen the technology-based teaching and to meet online teaching challenges the University has created an ICT cell. The University has taken steps to improve infrastructural support line of activities for teachers. Now every department has at least one smart classroom and the University has two auditoriums and many seminar halls in the campus.

  
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**2019-20**

**EMPLOYER'S FEEDBACK Analysis**  
Action Taken Report



## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Employers' Feedback Analysis

2019-20

Feedbacks from employees about the students of the University were obtained in a prescribed format and their feedback on 13 parameters/ questions were recorded & analyzed. Employers' responses were recorded on five-point category scale i.e., Strongly Agree, Agree, Natural, Disagree & Strongly Disagree. The questions were focused upon curriculum, syllabi, courses & application of university knowledge earned by students at the work place. It is important to note that for all the 13 parameters, more than 90% employers responded positively as 'Strongly Agree' & 'Agree'. It reveals that more than 92% employers feel that syllabus/courses studied by our students are useful at work place. They promote skill development & courses/programmes have employability. The education obtained by our students increases ability of work, better communication skill, & what they have learned in university carries good future prospectus. Responses of the employers reveal that they are highly satisfied with the education, work & behavior of our students. They are of the opinion that the curriculum/Courses of the University are highly useful as they are capable of generic development, skill enhanced with employability. Almost 94% employers feel that curriculum/courses studied by students are relevant for employability. Almost 97% employers feel that courses /syllabus studied by our students are helpful in innovative thinking. Almost 96% employers feel that the education obtained by our students increases work ability & they are capable of taking extra responsibility. Almost 94% employers appreciated the academic programmes run by the University in recent years.

Employers' feedback, detailed analysis was put before the IQAC of the University. The IQAC observed the analysis & unanimously gave its opinion which is translated into Action Plan.

#### **Action Taken:-**

IQAC was happy with the overwhelming positive response of the employers about the Curriculum/ syllabus/ courses & their usefulness for skill development, entrepreneurship & employability. The IQAC suggested that more & more useful programmes /courses should be launched which can make more & more students capable of skill development & getting employment. In this regard, university has planned to introduce a number of employment-oriented & skill-based Degree, Diploma & Certificate programmes.

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**2019-20**

**ALUMNI'S FEEDBACK Analysis**  
Action Taken Report





## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Alumni Feedback Analysis

2019-20

Alumni feedbacks were obtained on a prescribed format and the summary of responses was prepared. For 15 Parameters, feedbacks were recorded on five-point category scale (i.e. Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree). Out of total 325 responses, around 80% Alumni revealed "Strongly Agree" response for 10 out of 15 parameters which shows that the Alumni are highly satisfied with the learning that they had in the University and they find it highly useful. They appreciate the efforts of the University for broader participation of Alumni. They consider that formation of department wise Alumni association is a right step in this direction. They appreciate and are highly satisfied with the education that they obtained in the University and find the curriculum/Programmers/courses useful in the life and job areas. Almost 90% Alumni feel proud to be students of this University and feel that admission process is good and transparent. Almost 98% Alumni feel that Departments/University should table initiatives to strengthen the Alumni Cell by effective enrolment. Almost 92% Alumni feel that participation of Alumni in the Departments and University is important & crucial. Alumni themselves are eager to participate as a true stakeholder of the University.

The responses of the Alumni, and the detailed analysis were put before the IQAC of the University. The IQAC analyzed it and unanimously recommended the guidelines which are presented here as Action Plan.

#### **Action Taken:-**

IQAC of the University took a serious note of the wishes of Alumni. The first Alumni meet was organized by the University in May 2013. Now the university has made various efforts to include Alumni both at Department and University levels. University has planned Alumni meet at every department level and one International Alumni Meet at university level. In the follow up every department has made Alumni contact groups and organized Alumni Meet this year. International Alumni Meet was proposed and planned by the University. Some departments organized Alumni Meet. The action plan in this regard is highly successful because university/departments have been able to include and register a large number of Alumni. The University has planned to maintain this momentum to incorporate more and more Alumni in the process of development of the University.

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**2018-19**  
**STUDENTS' FEEDBACK Analysis**  
**Action Taken Report**

## Students' Feedback Analysis:

Students' feedback obtained by University teaching departments were put before the Deans' Committee of the University by Internal Quality Assurance Cell (IQAC). Feedbacks were obtained from 876 students on prescribed feedback sheet (Table - I). On the basis of responses of students for 21 parameters on a five category scale i.e. *Very Good*, *Good*, *Satisfactory*, *Unsatisfactory* and *Not Applicable*, the feedbacks revealed that in case of 5 out of 21 parameters response of more than 60% students was "*Very Good*". More than 80% students have shown their response as "*Very Good*" and "*Good*" (taking together) for 12 out of 21 parameters. Students highly appreciated 6 parameters by giving more than 90% response to "*Very Good*" and "*Good*" categories. The parameters on which students' feedback have shown high and positive response which is worth appreciating are knowledge, communication skills, sincerity and commitment level of teachers, This encouragement for class participation and student-teacher relationship. All these reveal the capability of teachers, their sound knowledge base commitment and care for this students. No doubt, good and knowledgeable teachers, regularity of classes and availability of teachers for students in and outside the classroom and a good teaching environment in the campus are our biggest strengths.

On the other hand, only 30% of students considered adequacy and quality of computers/labs/workshops/studios etc. as very good and good. Similarly, only 49% of students appreciate Career Counselling and placement facilities as "*Very Good*" and "*Good*".

### Action Taken:

In the recent years, the University has provided advanced version of computers to different departments with Wi-Fi facilities, provided laptop to every teacher, computer labs have been developed in various departments, almost every department has got the facility of smart class rooms. Work of Accounts Section is completely computerized every other administrative departments have been provided with computer facilities to work. University has initiated the establishment of On-line examination Cell for future self-sufficiency to conduct on-line examinations of the University within the campus with a capacity of 500 computers.

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**2018-19**  
**TEACHER'S FEEDBACK** Analysis  
Action Taken Report

## Teachers' Feedback Analysis:

Teachers' feedback and its analysis was put before the Deans' Committee of the University by Internal Quality Assurance Cell (IQAC). In a prescribed format (Table - II), response of 187 teachers were recorded on 18 parameters based upon curriculum, teaching-learning and evaluation system using five point option scales. A remarkable positive response was found from more than 90% teachers for 12 parameters out of total 18 parameters. The highest rated positive response with 97% "Strongly Agree" and "Agree" outlook were found for the "aims and objectives of the syllabi are well defined and clear to teachers and students." The majority of teachers, almost 92%, acknowledge the encouragement of the University for organising Seminars/Workshops/Symposia and Conferences. Almost 95% of the teachers consider that the examination system followed by the University is very effective. Similarly, 92% of the teachers consider that evaluation system adopted by the University is very effective. More than 85% teachers feel that programmes of studies carry sufficient number of optional papers. **Responses reveal that most of the teachers are of the opinion that infrastructural facilities regarding teacher's room/cabins, classrooms, reading rooms and toilet facilities should be improved.** Teachers are also of the opinion (as per this response) that the University should provide adequate funds and support to faculty members for participation in conferences/seminars although provision for such fund is not available under un-assigned grant since April, 2019.

### Action Taken:


The University from its own resources has provided funds for organizing seminars in the University. Almost more than 75 seminars and workshops took place in the University in the last five years and more than 100 teachers got financial assistance for participation in Seminars held in other Universities

. The University has provided laptop to every teacher in the year 2014. In the last five years ICT facilities were developed in departments and now almost every department has at least one Smart class to equip teachers with new technology friendly way of teaching. It also benefits students because they learn to use the technology based methods. Most of the teachers of the University can use IT based learning practices.

Responses of teachers reveal that many teachers want an improvement is infrastructural support line of activities for teachers e.g. cabins, teachers' rooms etc. Deans' committee of the University observed it and issued instructions to engineering department to provide proper infrastructural support to the teachers as early as possible.

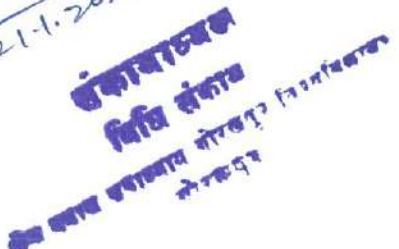
  
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**2018-19**  
**PARENT'S FEEDBACK Analysis**  
**Action Taken Report**

## Parents' Feedback Analysis:

Feedback from parents was obtained on a prescribed Proforma (Table-III) for 15 parameters and it was presented before the Deans' Committee of the University. For the 11 out of 15 parameters more than 75% parents showed "Strongly Agree" preference. Similarly for the 8 out of 15 parameters, more than 80% parents revealed "Strongly Agree" preference. It is important to note that in case of 4 parameters more than 90% parents revealed their response as Very Good which shows that more than 90% parents consider that 'Getting Admissions in this University a matter of pride', "The admission process in this University is fair" "Department has a conducive learning atmosphere" and "The course curriculum promotes learning experience". It shows a clear confidence of parents in University admission, curriculum and teaching environment. 86% of parents "Strongly Agree" and "Agree" in their opinion that their ward is improving his/her knowledge through interaction with faculty members and "A positive change in the behaviour and personality of my ward" is clearly noticeable after joining the department. About 86% of parents have either "Strongly Agree" view or Agree view about the parameter that "teachers take full interest in the progress of my ward." and "The course curriculum promotes learning experience." Overall analysis of feedbacks of parents reveal that they have strong opinion in favour of admission process, teaching, care for their wards, a useful curriculum and interest of teachers in their students and attitude of teachers in promoting them for outer sphere of knowledge.

## Action Taken:

In the last past 5 years, the University has given online facility of application for admission, examination form, downloading of admit cards, online redressal of grievances of students, facilities to view the answer scripts online. The University website contains all information for students and parents, which are regularly updated.



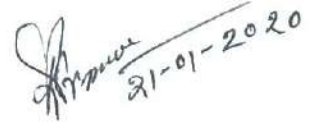
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**2018-19**  
**ALUMNI FEEDBACK Analysis**  
**Action Taken Report**



### Alumni Feedback Analysis:

Alumni Feedback and their features were put before the Deans committee of the University by Internal Quality Assurance Cell (IQAC). In a prescribed format (Table-IV), responses of 243 Alumni were recorded on 15 parameters on 6 category scale. Out of total 243 feedbacks, more than 65% Alumni, showed 'Strongly Agree' response for 4 parameters i.e. "I feel proud to be a student of this University, teaching faculty is knowledgeable, faculty is cooperative and the learning I had in the University is useful in my career". Out of 15 parameters, almost 98% of Alumni "Strongly Agree" and "Agree" which shows appreciable positive response. Almost 60% Alumni feel that Alumni have a role to play in the financial strengthening of the University. In the last few years, large numbers of Alumni have financially contributed to this University and their respective department e.g. providing funds for a new student's hostel; providing available books and funds to departments etc. Almost 98 % Alumni appreciate the admission processes and have **the opinion that fee structure in very nominal**. Almost more the 95% Alumni feel that what they have gained and learned in the University is useful for them. On the other hand, response of Alumni also reveal that they should play a major role in financial strengthening of the University and University should incorporate more & more Alumni in it's activities.

### Action Taken:


The University has to made efforts to develop Alumni association both at the departmental level and the University level. Some of the departments have Alumni association meet at departmental level. Deans' committee of the University took a serious note of the wishes of Alumni and subsequently a progress was made in the works of Alumni Association. Some of the department e.g. Botany, Zoology etc. organised Alumni meets at departmental level. The first Alumni meet was organised by the University in May 2013 and preparations are going on for organizing the second Alumni meet in coming months at the University level.


  
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**2017-18**

**STUDENT'S FEEDBACK Analysis**  
Action Taken Report



## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Students' Feedback Analysis

2017-18

Feedback of the students is an important part of the University functioning. Students' feedback was collected from students of various teaching department of the University on a prescribed feedback proforma. Feedbacks were recorded from 800 students on 18 parameters on five-point category scale i.e. Very Good, Good, Satisfactory, Unsatisfactory and Not Applicable. Most of the questions were open ended and based on curriculum /syllabi structure, design, development. Some of the questions were related to contemporary issues & student centric issues. The responses of students reveal that in case of 11 out of 18 parameters response of more than 50% students was "Very Good" which explains that knowledgebase, communication skill, sincerity, commitment level & teacher student relation are very much appreciated by students. For 4out of 18 parameters, more than 90% students choose Very Good &Good option (taking together). It is important to note that for all the 18 questions/ parameters more than 70% students responded as Very Good &Good. For all the 18 questions/ parameters more than 90% students' response was positive (taking together Very Good & Satisfactory) which shows that for all the 18 parameters students response is favorable. It reveals that in the eyes of students, Quality of course content, curriculum design & development, course coverage, knowledge, skill, sincerely commitment levels of teacher, learning out comes, Student teacher relationship, students support system & fairness of assessment are very well appreciated by students.

All the feedback / responses of students and overall analysis were put before the IQAC of the University. The IQAC gave a proper thought to all the aspects of students' feedback & unanimously recommended the future policy guidelines which are given as Action plan.

#### **Action Taken: -**

In the recent years, technology based education has gained importance. At present, the teaching-learning system is becoming more and more dependent upon the ICT and modern tools and techniques of Education. Teachers & students both are aware of the challenges & opportunity. Therefore, as far as possible, all the possible arrangements should be made to ensure quality Education and to facilitate students. In this regard the University has taken appropriate steps for & drafting of comprehensive policy to meet the requirements.

**Director**  
Internal Quality Assurance Cell  
D.D.U. Gorakhpur University  
Gorakhpur



**2017-18**

**TEACHER'S FEEDBACK Analysis**



## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Teachers' Feedback Analysis

2017-18

Teachers' feedbacks were obtained from various teaching Departments of University on a prescribed feedback format. Feedbacks were recorded on 16 parameters, focusing on curriculum design and development, academic facilities, teaching/learning, evaluation etc. The responses of all teachers were recorded on five-point category scale (i.e. Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree). The responses of teachers reveal that in case of 13 out of 16 parameters, response of more than 60% teachers was very good which explains that course outcomes and contents of syllabi are very good, university is able to attract good students, academic calendar is followed, different academic program and courses are regularly revised and examination system is effective and transparent. For 9 out of 16 parameters, more than 90% teachers responded positively as "Strongly Agree" and "Agree" (taking together). It reveals that teachers are satisfied/happy with academic programmer/courses, curriculum designed and they feel that programmes of studies carry sufficient number of optional courses. Overall, the feedback shows satisfactory response of teachers for different parameters. Teachers are of the opinion that more efforts should be made to create infrastructural facilities for technology based and modern ways of teaching/learning. Although teachers are encouraged for conducting/participating in Seminars/conferences they require funds and financial support in this regard. The University should take steps to meet this requirement. The dearth of sufficient staff was also felt.

The feedbacks and its' analysis was put before the IQAC. The IQAC considered the recommendations and suggested the following Action Plan. The Action Plan was sent to the Deans for action.

#### **Action Taken:**

The University from its own resources has provided funds for organization of Seminars/Conferences in the University. In the last five years, university has organized so many seminars/Conferences. Many teachers got financial assistance for participation in Seminars. The university also initiated the recruitment process. In the last 5 years, ICT facilities were developed in Departments to equips teachers with new technology friendly ways of teaching. To strengthen the technology-based teaching and to meet the contemporary teaching challenges university has taken many steps toward this. University has taken steps to improve infrastructural support for teachers. The University has smart classrooms and two auditoriums and many seminar halls in the campus.

**Director**  
Internal Quality Assurance Cell  
D.D.U. Gorakhpur University  
Gorakhpur



**2017-18**

**PARENT'S FEEDBACK Analysis**  
Action Taken Report



## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Parents' Feedback Report

2017-18

The feedback from parents was obtained on a prescribed proforma for 15 parameters and it was presented before the IQAC of the University. For the 11 out of 15 parameters more than 50% parents showed "Strongly Agree" preference. Similarly, for the 8 out of 15 parameters, more than 60% parents revealed "Strongly Agree" preference. It is important to note that in case of 4 parameters more than 90% parents revealed their responses as "Strongly Agree" which shows that more than 90% parents consider that 'Getting Admissions in this University a matter of pride', "The admission process in this University is fair" "Department has a conducive learning atmosphere" and "The course curriculum promotes learning experience". It shows a clear confidence of parents in University admission, curriculum and teaching environment. 87% of parents "Strongly Agree" and "Agree" in their opinion that their ward is improving his/her knowledge through interaction with faculty members and "A positive change in the behaviour and personality of my ward" is clearly noticeable after joining the department. About 85% of parents have either "Strongly Agree" view or "Agree" view about the parameter that "teachers take full interest in the progress of my ward." and "The course curriculum promotes learning experience." Overall analysis of feedbacks of parent's reveal that they have strong opinion in favour of admission process, teaching, care for their wards, a useful curriculum and interest of teachers in their students and attitude of teachers in promoting them for outer sphere of knowledge.

#### **Action Taken:-**

In the last past 5 years, the University has introduced online facility for application for admission, examination form, downloading of admit cards, online redressal of grievances of students, and other such facilities. The University website contains all relevant information for students and parents, which are regularly updated.

  
**Director**  
Internal Quality Assurance Cell  
D.D.U. Gorakhpur University  
Gorakhpur



**2017-18**

**ALUMNI'S FEEDBACK Analysis  
Action Taken Report**





## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Alumni Feedback Analysis

2017-18

Feedback from the Alumni was collected using a standard format and the summary of responses was prepared in prescribed format. For 16 Parameters, feedbacks were recorded on five-point category scale (i.e. Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree). From the 216 responses received, around 55 % on an average Alumni selected "Strongly Agree" response for 9 out of 15 parameters which reflects that the Alumni are highly satisfied with the learning they had acquired in the University and they find it highly useful and helpful in their profession. The University encourages the active participation of the Alumni in almost all activities especially curriculum design. They consider that formation of departmental Alumni Association is a right step in this direction. Almost 91% Alumni feel proud to be student of this university and feel that admission process is fair and transparent. Almost 90% Alumni have expressed the need to take initiatives to strengthen the Alumni Cell for its active and effective involvement as well as its expansion. Almost 82% Alumni feel that it has an important role in financially strengthening the University. The Alumni themselves are eager to participate as true stakeholders of the University.

The responses of the Alumni, and the detailed analysis were put before the IQAC. The IQAC deliberated, discussed and unanimously recommended the guidelines which are presented here as Action Plan. The Action plan is sent to the Deans for action.

#### **Action Taken:**

The University took a serious note of the recommendations of the Alumni. The first Alumni meet was organized by the University in May 2013. Now the University has made various efforts to include Alumni both at Department and University levels. University has planned Alumni meet at the department level and one International Alumni Meet at university level. In the follow up every department has made Alumni contact groups and has planned to organize Alumni Meet. The action plan in this regard is highly successful because university/departments have been able to include and register a large number of Alumni. The University has planned to maintain this momentum to incorporate more and more Alumni in the process of development of the University.

**Director**  
Internal Quality Assurance Cell  
D.D.U. Gorakhpur University  
Gorakhpur



**2016-17**

**STUDENT'S FEEDBACK Analysis**  
Action Taken Report



## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Students' Feedback Analysis

2016-17

Feedback of the students is an important part of the university functioning. Students' feedback was collected from students of various teaching department of the University on a prescribed feedback proforma. Feedbacks were recorded from 700 students on 18 parameters on five-point category scale i.e. Very Good, Good, Satisfactory, Unsatisfactory and Not Applicable. Most of the questions were open ended and based on curriculum /syllabi structure, design, development. Some of the questions were related to contemporary issues & student centric issues. The responses of students reveal that in case of 11 out of 18 parameters responses of more than 40% students was "Very Good" which explains that knowledgebase, communication skill, sincerity, commitment level & teacher student relation are very much appreciated by students. For 11 out of 18 parameters, more than 70% students choose Very Good & Good option (taking together). It is important to note that for all the 18 questions/ parameters more than 70% students responded as Very Good & Good. For all the 18 questions/ parameters more than 90% students' response was positive (taking together Very Good & Satisfactory) which shows that for all the 18 parameters students response is favorable. It reveals that in the eyes of students, Quality of course content, curriculum design & development, course coverage, knowledge, skill, sincerely commitment levels of teacher, learning outcomes, Student teacher relationship, students support system & fairness of assessment are very well appreciated by students.

All the feedback / responses of students and overall analysis was put before the IQAC of the University. The IQAC gave a proper thought to all the aspects of students' feedback & unanimously recommended the future policy guidelines which are given as Action plan.

#### **Action Taken: -**

In recent years, technology based education has gained importance. At present, the teaching learning system is becoming more and more dependent upon the ICT and modern tools and techniques of Education. Teachers & students both are aware of the challenges & opportunities. Therefore, as far as possible, all the possible arrangements should be made to ensure quality Education and to facilitate students. In this regard the University has taken appropriate steps for drafting of a comprehensive policy to meet the requirements.

**Director**  
Internal Quality Assurance Cell  
D.D.U. Gorakhpur University  
Gorakhpur



**2016-17**

**TEACHER'S FEEDBACK Analysis  
Action Taken Report**



## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Teachers' Feedback Analysis

2016-17

Teachers' feedbacks were obtained from various teaching Departments of University on a prescribed feedback format. Feedbacks were recorded on 16 Parameters, focusing on curriculum design and development, academic facilities, teaching/learning, evaluation etc. The responses of all teachers were recorded on five-point category scale (i.e. Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree). The responses of teachers reveal that in case of 12 out of 16 parameters, response of more than 60% teachers was very good which explains that course outcomes and contents of syllabi are very good, university is able to attract good students, academic calendar is followed, different academic program and courses are regularly revised and examination system is effective and transparent. For 9 out of 16 parameters, more than 90% teachers responded positively as "Strongly Agree" and "Agree" (taking together). It reveals that teachers are satisfied/happy with academic program/courses, curriculum designed and they feel that programmes of studies carry sufficient number of optional papers. Overall, the feedback shows satisfactory response of teachers for different parameters. Teachers are of the opinion that more efforts should be made to create infrastructural facilities for technology based and modern ways of teaching/learning. Although teachers are encouraged for conducting/participating in Seminars/conferences they require funds and financial support in this regard. The University should take steps to meet this requirement. The dearth of sufficient staff was also felt.

The feedbacks and its analysis was put before the IQAC who considered the recommendations and suggested the following Action Plan.

#### **Action Taken:**

The University from its own resources has provided funds for organizing Seminars/Conferences in the University. In the last five years, the University has organized many seminars/Conferences. Many teachers got financial assistance for participating in Seminars. The University also initiated the recruitment process. In the last 5 years, ICT facilities were developed in Departments to equip teachers with new technology- friendly ways of teaching. To strengthen the technology-based teaching and to meet the contemporary teaching challenges the University has taken many steps. The University has taken steps to improve infrastructural support for teachers. The University has smart classrooms and two auditoriums and many seminar halls in the campus.

**Director**

Internal Quality Assurance Cell  
D.D.U. Gorakhpur University  
Gorakhpur



**2016-17**

**PARENT'S FEEDBACK Analysis  
Action Taken Report**



## Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

### Parents' Feedback Report

2016-17

The feedback from parents was obtained on a prescribed proforma for 15 parameters and it was presented before the IQAC of the University. For the 9 out of 15 parameters more than 40% parents showed "Strongly Agree" preference. Similarly, for the 6 out 15 parameters, more than 45% parents revealed "Strongly Agree" preference. It is important to note that in case of 4 parameters more than 90% parents revealed their response as "Strongly Agree" which shows that more than 90% parents consider that 'Getting Admissions in this University a matter of pride', "The admission process in this University is fair" "Department has a conducive learning atmosphere" and "The course curriculum promotes learning experience". It shows a clear confidence of parents in University admission, curriculum and teaching environment. 86% of parents "Strongly Agree" and "Agree" in their opinion that their ward is improving his/her knowledge through interaction with faculty members and "A positive change in the behaviour and personality of my ward" is clearly noticeable after joining the department. About 84% of parents have either "Strongly Agree" view or "Agree" view about the parameter that "teachers take full interest in the progress of my ward." and "The course curriculum promotes learning experience." Overall analysis of feedbacks of parents reveal that they have strong opinion in favour of admission process, teaching, care for their wards, a useful curriculum and interest of teachers in their students and attitude of teachers in promoting them for outer sphere of knowledge. The recommendations were put before the IQAC for action.

#### **Action Taken:**

In the last past five years, the University has introduced online facility for application for admission, examination form, downloading of admit cards, online redressal of grievances of students, and other such facilities. The University website contains all relevant information for students and parents, which are regularly updated.

Director  
Internal Quality Assurance Cell  
D.D.U. Gorakhpur University  
Gorakhpur



**2016-17**

**ALUMNI'S FEEDBACK Analysis**  
Action Taken Report





# Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur

## Alumni Feedback Analysis

2016-17

Feedback from the Alumni was collected using a standard format and the summary of responses was prepared in prescribed format. For 15 Parameters, feedbacks were recorded on five-point category scale (i.e. Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree). From the 216 responses received, around 50 % on an average Alumni selected "Strongly Agree" response for 15 parameters which reflects that the Alumni are highly satisfied with the learning they had acquired in the university and they find it highly useful and helpful in their profession. The university encourages the active participation of the Alumni in almost all activities especially curriculum design. They consider that formation of departmental Alumni Association is a right step in this direction. Almost 80% Alumni feel proud to be student of this university and feel that admission process is fair and transparent. Almost 91% Alumni have expressed the need to take initiatives to strengthen the Alumni Cell for its active and effective involvement as well as its expansion. Almost 82% Alumni feel that the "learning I had in the university is useful in my career". Alumni themselves are eager to participate as true stakeholders of the university.

The responses of the Alumni, and the detailed analysis were put before the IQAC. The IQAC deliberated, discussed and unanimously recommended the guidelines which are presented here as Action Plan.

### **Action Taken:-**

The University took a serious note of the recommendations of Alumni. The first Alumni meet was organized by the University in May 2013. Now university has made various efforts to include Alumni both at Department and University levels. University has planned Alumni meet at the department level and one International Alumni Meet at university level. In the follow up every department has made Alumni contact groups and has planned to organize Alumni Meet. The action plan in this regard is highly successful because the University/departments have been able to include and register a large number of Alumni. The University has planned to maintain this momentum to incorporate more and more Alumni in the process of development of the University.

Director  
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