



St. Xavier's College (Autonomous), Mumbai

Feedback Report

2019-20

Stakeholders: Parents

Introduction:

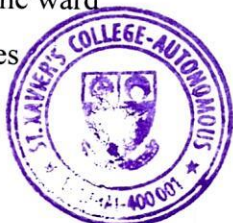
Parents are important stakeholders in their children's educational journey. They play an important role in the development and enhancement of the quality of an institution's practices. Feedback from parents allows an institute to evaluate its service provision and thus cater to providing excellent service towards the students by improving upon existing facilities and introducing newer ones. It thus becomes imperative to consider and evaluate the parents' perspective of an institution.


Mechanism of feedback:

- A Google form was created with the questions on different aspects to be assessed.
- The weblink to the form was shared with the parents of students currently enrolled in the college.
- The link for online feedback was enabled for a month starting from the date of activation.
- Feedback collected was analysed for quality improvement measures.

Aspects of the questionnaire: Feedback questionnaire comprised of following specific areas

- General details of the student
- Admission process
- Orientation programme and duration of the orientation programme
- Parent-Teacher meeting
- Perception about college
- Disciplinary measures of the college
- Academic growth of the ward
- Infrastructural facilities




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- Extracurricular activities conducted by the college
- Inclusion
- Facilities on the campus
- Holistic development process

Summary of Results:

A total of 355 parents of currently enrolled UG and PG students responded to the feedback questionnaire.

Out these, 93.5% of respondents were aware and in favour of the Parents-Teachers meeting being held at the college level. 97.6% of them agreed that the content of orientation programme held for first year students and their parents was useful, informative and relevant, and of an adequate duration. Over 91% felt that the admission process had been smooth overall, with only minor glitches to tackle. All the percentage values stated were almost 10% higher than those in the same categories in the previous year.

An overwhelming majority of 96% parents were happy with the academic growth of their wards. 91% parents felt that good academic discipline was maintained by the college, with respect to the conduction of lectures, practicals, examinations and evaluations. 91% were happy with the syllabus coverage and almost 94% were satisfied with evaluation methods. A heartening 94% of parents felt that their ward's sensitivity towards the underprivileged sections of society had increased by participating in the Social Involvement Programme (SIP) on campus. Around 85% additionally felt that there was a marked increase in the interest and participation in extracurricular activities including sports and cultural events.

Parents were also aware of the infrastructural and other facilities (placement cell, gymnasium, knowledge centre, student beneficiary fund and others) on campus and were extremely satisfied with especially the college library (98.5%). With respect to other facilities, 81.43% were satisfied the purified drinking water facility at different locations on the campus, and 72.15% were happy with the affordability and variety of food and the overall hygiene of the college canteen. Over 61%




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of parents were also satisfied with the washroom facilities on campus, however several of them requested for better maintenance of both, the canteen and washroom facilities.

In conclusion, more than 98% of parents who responded to the questionnaire said that their children were happy to come to college. 96% of them agreed to the holistic development of their wards at St Xavier's College, Mumbai, and 97% stated that they were very likely to recommend the college to others.



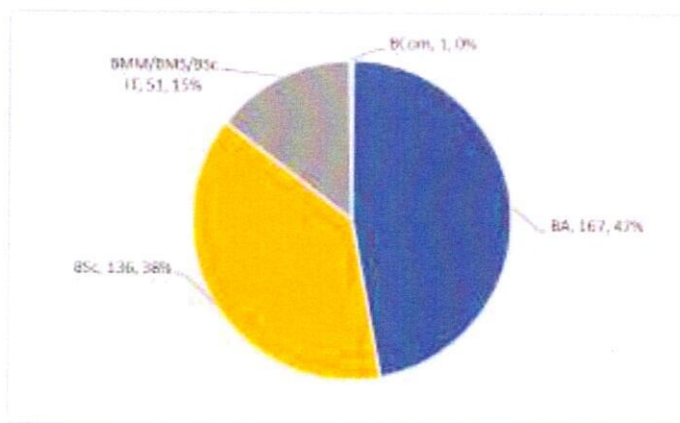

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Parent's Feedback Report 2019 - 2020

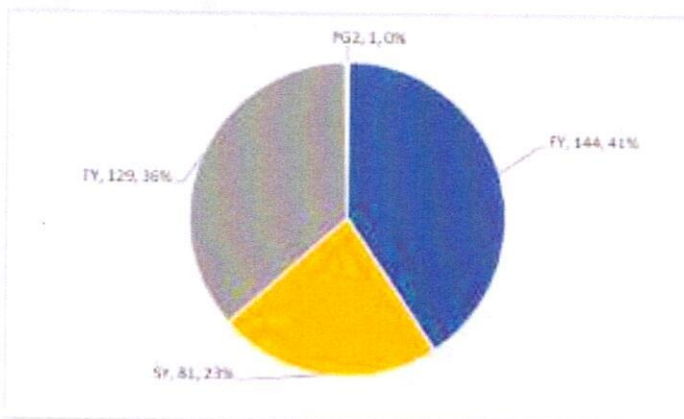
No. of respondents: 355

Degree – wise distribution



The degree your ward is pursuing	Count	%
BA	167	41.3
BSc	136	38.7
BMM/BMS/BSc IT	51	27.7
BCom	1	2.2
Grand Total	355	100

Year – wise Distribution



Your ward is studying in	Abbreviation	Count	%
FY BA/BSc/BSc-IT/BCom/BMM/BMS/BVoc	FY	144	35.0
SY BA/BSc/BSc-IT/BCom/BMM/BMS/BVoc	SY	81	33.6
TY BA/BSc/BSc-IT/BCom/BMM/BMS/BVoc	TY	129	21.8
Part II-MA/MSc/MPP	PG2	1	5.0



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Admission Process

The overall admission process (online)	Count	%
Was smooth	298	84.90
Had few glitches	50	14.25
Had several glitches	3	0.85
Grand Total	351	100.00

84.90% of total respondents mentioned that the online Admission Process was smooth flowing.

Orientation Session

Content was	Count	%
Informative	321	97.57
Not informative	8	2.43
Grand Total	329	100.00

The duration was	Count	%
Adequate duration	288	86.49
Too long	36	10.81
Too short	9	2.70
Grand Total	333	100.00

97.57% stated that the Orientation Session was informative
86.49% felt that the duration of Orientation Session was adequate.

Parent - Teacher Interactions

Awareness	Count	%
Yes	332	93.52
No	23	6.48
Grand Total	355	100.00

Useful	Count	%
Yes	215	92.97
No	17	7.33
Grand Total	232	100.00

Continued	Count	%
Yes	258	94.16
No	16	5.84
Grand Total	274	100.00

93.52% of respondents are aware of the Parent-Teacher meetings
92.97% of respondents agree that it is useful
94.16% felt it should be continued

Ward's Academic Performance

Academic growth	Count	%
Average	51	14.45
Good	289	81.87
No change	13	3.68
Grand Total	353	100.00

Academic discipline	Count	%
Excellent	186	52.99
Good	133	37.89
Needs improvement	32	9.12
Grand Total	351	100.00

96.32% of respondents observed a growth in academic performance
90.88% considered the academic discipline ranging between good & excellent



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Parents are happy with

Coverage of syllabus	Count	%
Yes	281	91.53
No	26	8.47
Grand Total	307	100.00

Methods of evaluation	Count	%
Yes	283	93.4
No	20	6.60
Grand Total	303	100.00

91.53% respondents are happy with the syllabus coverage
94.3% were satisfied with the methods of evaluation

Participation in Extracurricular Activities

The involvement in Cultural activities	Count	%
Decreased	9	2.57
Greatly increased	149	42.57
Increased	147	42
Remained unchanged	45	12.86
Grand Total	350	100.00

The involvement in Sports activities	Count	%
Decreased	43	13.27
Greatly increased	23	7.10
Increased	61	18.83
Remained unchanged	197	60.8
Grand Total	324	100.00

84.57% of respondents observed an increase in their ward's involvement in cultural activities.
25.93% of respondents saw an increase in their ward's involvement in Sports, whereas 60.8% say it has remained unchanged.

Sensitivity towards the less privileged	Count	%
Greatly increased	168	48.14
Increased	159	45.56
Remained unchanged	22	6.3
Grand Total	349	100.00

Positive impact on holistic development	Count	%
Yes	320	98.16
No	6	1.84
Grand Total	326	100.00

93.7% respondents experienced an increase in their ward's sensitivity towards the less privileged
98.16% of respondents observed a positive impact

Infrastructure & Facilities available on Campus

Facilities	Library		Canteen		Purified Drinking Water		Washrooms	
	Count	%	Count	%	Count	%	Count	%
Needs Improvement	3	0.86	85	23.94	55	15.94	140	39.89
Satisfactory	55	15.85	130	36.62	161	46.67	132	37.61
Very Good	289	83.29	140	39.44	129	37.39	79	22.5
Grand Total	347	100.00	355	100.00	345	100.00	351	100.00

99.14% found library facilities very good
60.11% were satisfied with washroom facilities
76.06% mentioned the canteen services was satisfactory
84.09% reported drinking water on campus as good

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Parents Feedback Report 2019 2020

Happy to attend college?	Count	%
Yes	256	72.52
Mostly	83	23.51
No	1	0.28
Not usually	13	3.69
Grand Total	353	100.00


Recommend Xavier's ?	Count	%
Yes definitely	307	87.46
Probably	38	10.83
No	1	0.28
Unlikely	5	1.43
Grand Total	351	100.00

96.03% mention their ward is Happy to attend college

98.29% of respondents would recommend St. Xavier's to others

Note: Unable to judge was removed from every analysis.




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