



# Internal Quality Assurance Cell

**Pt. Ravishankar Shukla University**

**Raipur - 492 010, Chhattisgarh**

Email: [igacprsu@gmail.com](mailto:igacprsu@gmail.com); [igac@prsu.ac.in](mailto:igac@prsu.ac.in)

## Feedback Analysis of Stakeholders and Action Taken Report-2020-21

### Summary Statistics of Feedback Received (2020-21):

S.No	Feedback Category	Total Numbers of Stakeholder Recorded Feedback
1.	Student's Feedback	600
2.	Teacher's Feedback	60
3.	Parent's Feedback	48
4.	Alumni's Feedback	100

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# **Student's Feedback (2020-21)**



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## STUDENTS FEEDBACK SUMMARY SESSION 2020-2021:

S. NO.	QUESTIONS	VERY GOOD	GOOD	SATISFACTORY	UNSATISFACTORY
Q1	Depth of the Course Content, including Project Work, if any	25.00%	42.50%	27.50%	5.00%
Q2	Extent of Coverage of the Course	22.50%	45.00%	30.00%	2.50%
Q3	Applicability/Relevance to Real-life Situations	32.50%	40.00%	25.00%	2.50%
Q4	Learning Value (in terms of Knowledge, Concepts, manual skills, analytical Abilities, and broadening perspective)	27.50%	45.00%	27.50%	0.00%
Q5	Clarity and relevance of Textual Reading Material	25.00%	47.50%	25.00%	2.50%
Q6	Relevance of Additional Source Material	25.00%	42.50%	22.50%	10.00%
Q7	Extent of effort required by the students (you) to cope with the course/ Program	32.50%	42.50%	22.50%	2.50%
Q8	Provision of sufficient time for Feedback	25.00%	40.00%	32.50%	2.50%
Q9	Overall Rating	37.50%	37.50%	22.50%	2.50%

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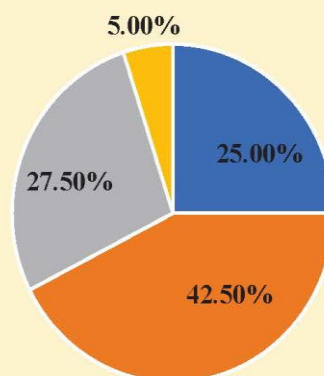
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**Student Feedback**

**Session (2020-2021)**

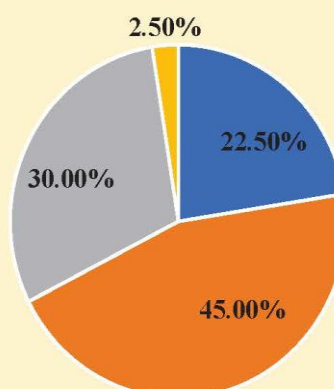
**Depth of the course content including project work,  
if any**

- VERY GOOD
- GOOD
- SATISFACTORY
- UNSATISFACTORY



**Extent of coverage of course**

- VERY GOOD
- GOOD
- SATISFACTORY
- UNSATISFACTORY



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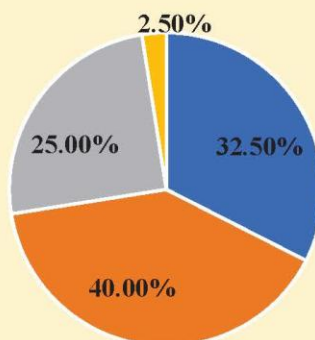
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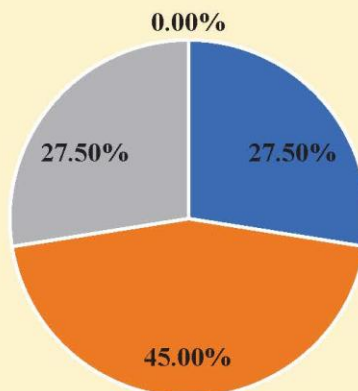
## Applicability/ relevance to real life situations

- VERY GOOD
- GOOD
- SATISFACTORY
- UNSATISFACTORY



## Learning Value (in terms of knowledge, concepts, manual skills, analytical abilities and broadening perspectives)

- VERY GOOD
- GOOD
- SATISFACTORY
- UNSATISFACTORY



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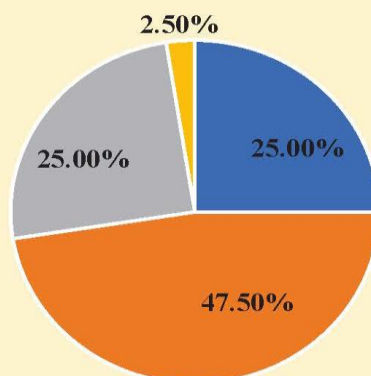
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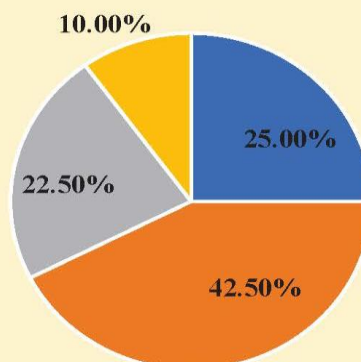
## Clarity and relevance of textual reading material

- VERY GOOD
- GOOD
- SATISFACTORY
- UNSATISFACTORY



## Relevance of additional source material

- VERY GOOD
- GOOD
- SATISFACTORY
- UNSATISFACTORY



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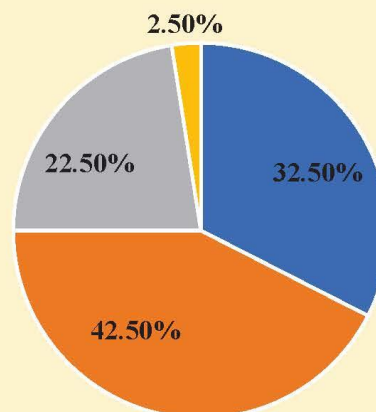
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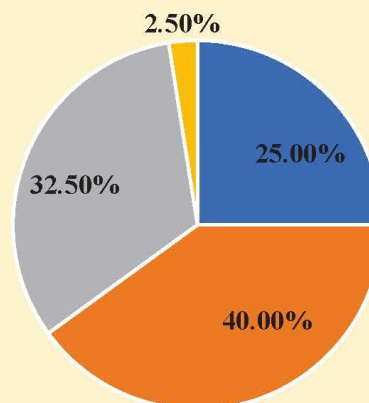
## Extent of effort required by students (you) to cope with the course/ program

- NONE
- VERY LESS
- LESS
- MAXIMUM



## Provision of sufficient time for feedback

- VERY GOOD
- GOOD
- SATISFACTORY
- UNSATISFACTORY



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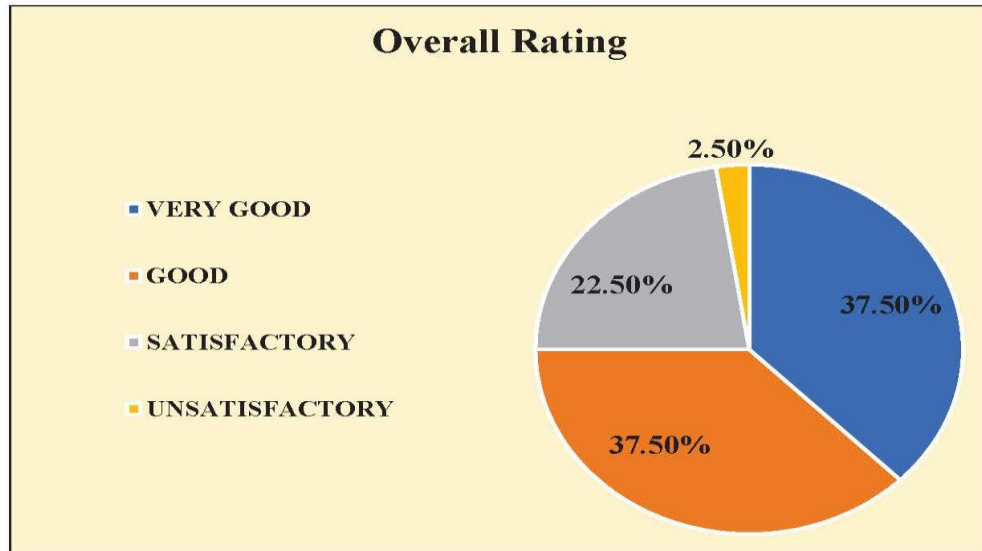


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## **Some of the student's comments and responses (2020-21):**

**Student 1.** Sometimes network issues arise. Other than, this atmosphere is very good in our department.

**Response:** Although the school is Wi-Fi enabled. Sometimes, the network is interrupted from the service provider's end or due to some internal issues. Internal issues are generally resolved immediately.

**Student 2.** Access to the online library for books and research papers. Seminar on recent discoveries by students so that we could gain more knowledge in the area of research undergoing. Discussion on future aspects, internships etc. in the field. Visual demonstration of practical's if possible (either through online resource).

**Response:** In the departmental library, standard reference and textbooks (hard and soft copies), including foreign authors, are available for students. Research papers are available through the UGC-INFLIBNET facility. Further, in the classroom seminars, faculty members suggest the students for inclusion of the latest research information on the topic to discuss during their presentations. For the visual demonstration, students are advised to use visual practical labs. The virtual laboratory through <https://www.vlab.co.in/>, it initiated by an initiative of the Ministry of Education under the National Mission on Education through ICT.

**Student 3.** The department or university had to decrease the fees because we are learning online and there is no use of material for practical.

**Response:** The suggestion was sent to the university administration.

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## **Action Taken Report on Student Feedback 2020-2021**

The students of the PRSU from all the departments collectively commented on the curriculum design and gave positive feedback on the depth and coverage of courses at the university, but some disagreed with this. They also said that the courses and curriculum are primarily applicable in real-life situations and also focus on value and skill-based learning along with enhancing knowledge. The majority of students agree that the reading materials provided to them have clarity and are easy to understand, while the additional materials suggested to them are relevant to their courses and are useful in enhancing their overall understanding of the subject, but some students didn't agree to this and said that the recommended reading materials are not relevant all the time. Students also appreciated the presence of the library, which provided all the required materials and additional sources, but some students showed dissatisfaction and suggested incorporating more reading materials and digital sources and that their access to the students should be easy. They said that the effort put in by students to cope with the syllabus is less and easier to understand, but some said that they face difficulty and have to put a lot of effort into coping with the syllabus. Students also commented on the teaching faculty of the university and provided feedback that the majority of the teachers are very knowledgeable in their respective subjects, are committed to their jobs as teachers, and are sincere towards it. The students said that the teachers are always available when required by the students in and out of the class and always encourage students to enhance their knowledge and guide the students for their careers. The students are satisfied with the university, but they seek more and more exposure to gain real-life experiences and suggest the university take steps in this direction for the overall development of the students. The complaints of the students are taken into account, and the suggestions provided by them are forwarded to the university administration for further action.

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# **Teacher's Feedback**

## **(2020-21)**



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## TEACHERS FEEDBACK SUMMARY SESSION 2020-2021:

S. NO.	QUESTIONS	POOR	AVERAGE	GOOD	VERY GOOD	EXCELLENT
Q1	Curriculum and Syllabus are need-based	0.00%	0.00%	10.00%	55.00%	35.00%
Q2	The course outcomes are well-defined and clear	0.00%	5.00%	20.00%	45.00%	30.00%
Q3	A sufficient Number of relevant reading materials and digital resources are available in the library	0.00%	5.00%	20.00%	40.00%	35.00%
Q4	The Course has a good balance between theory and application	0.00%	0.00%	10.00%	50.00%	40.00%
Q5	The Course/ Syllabus increased my knowledge and perspective in the subject area	0.00%	0.00%	15.00%	35.00%	50.00%
Q6	I have the freedom to propose, modify, suggest, and incorporate new topics in the syllabus through the proper forum	0.00%	0.00%	35.00%	40.00%	25.00%
Q7	I have the freedom to adopt new techniques/ education tools,/ Strategies in teaching	0.00%	0.00%	10.00%	35.00%	55.00%
Q8	The minimum required course outcome level is achievable in my class	0.00%	0.00%	20.00%	45.00%	35.00%
Q9	I have taken sufficient steps to provide assistance to slow learners	0.00%	0.00%	25.00%	55.00%	20.00%
Q10	I have contributed to the curriculum and/ or syllabus revision	0.00%	0.00%	20.00%	30.00%	50.00%

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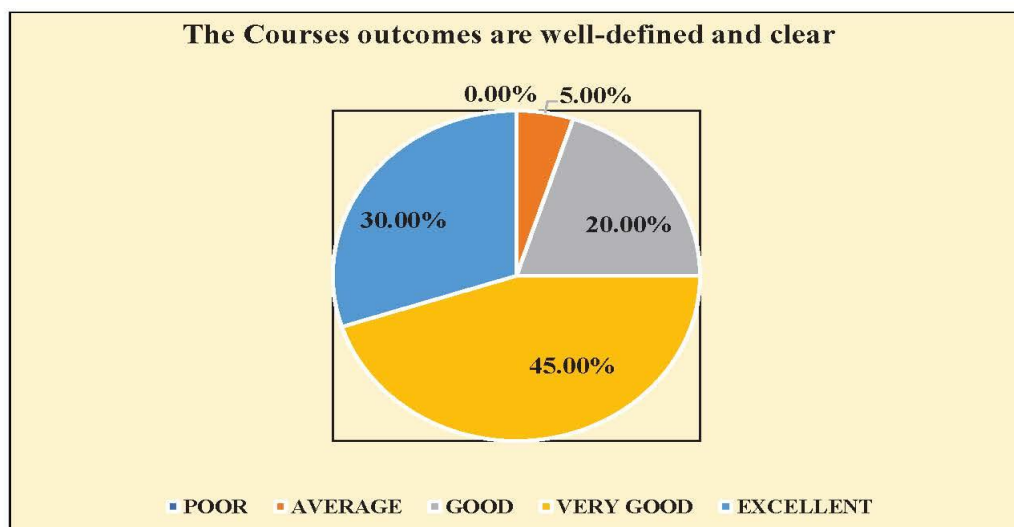
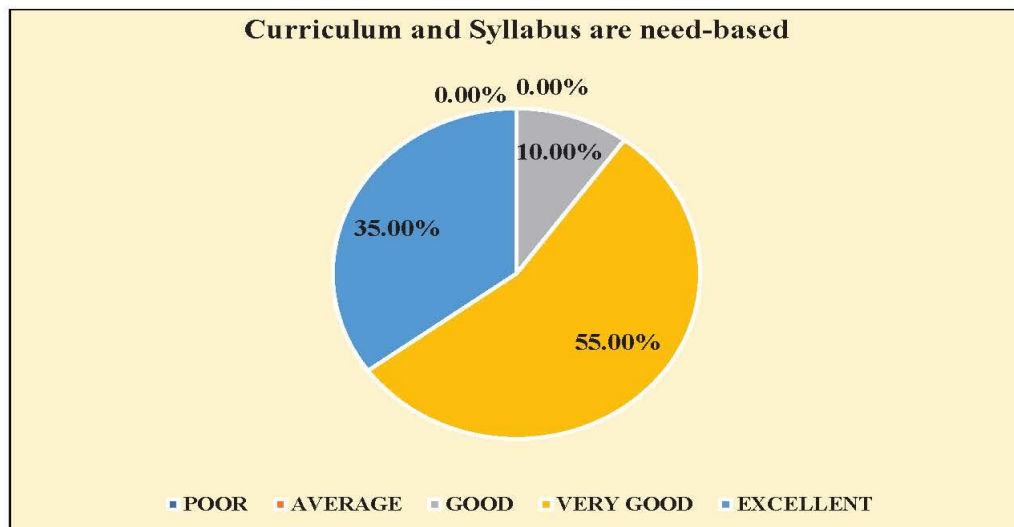
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Teacher's Feedback on Curriculum

(2020-2021)



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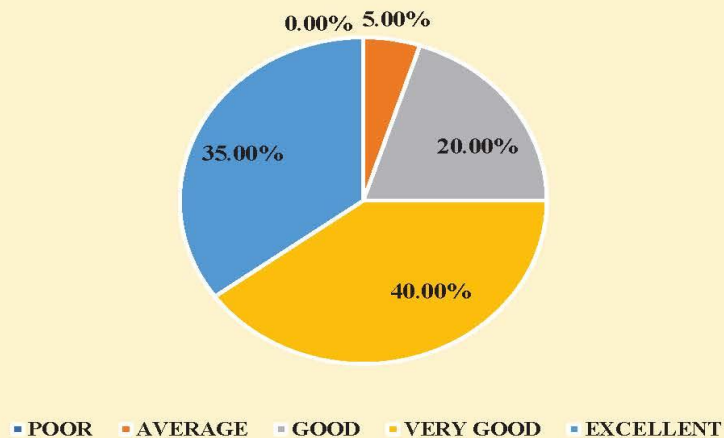
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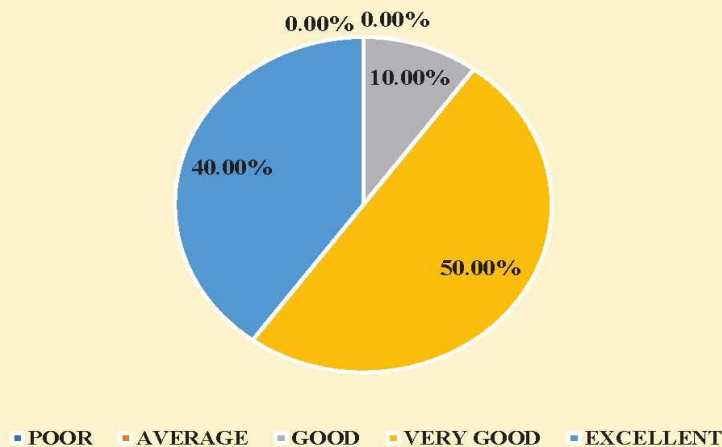
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A sufficient number of relevant reading materials and digital resources are available in the library



The Course has a good balance between theory and application



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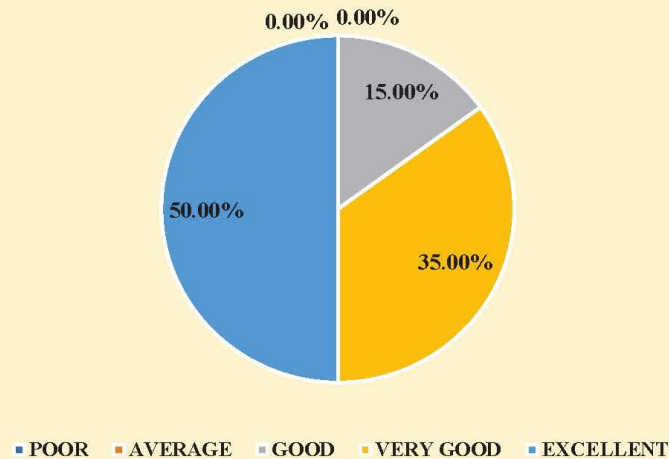
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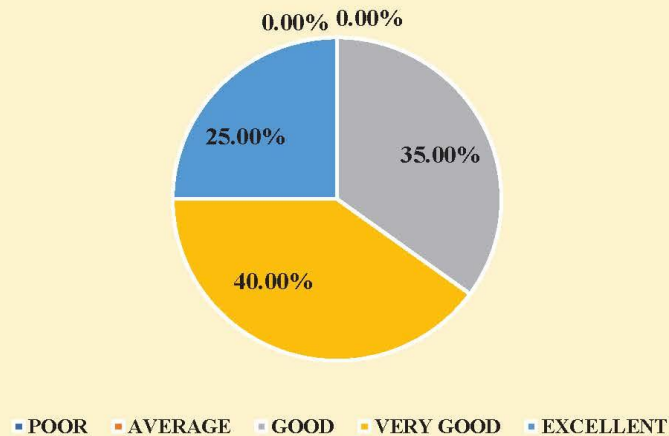
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The Course/Syllabus increased my knowledge and perspective in the subject area



I have the freedom to propose, modify, suggest, and incorporate new topics in the syllabus through the proper forum



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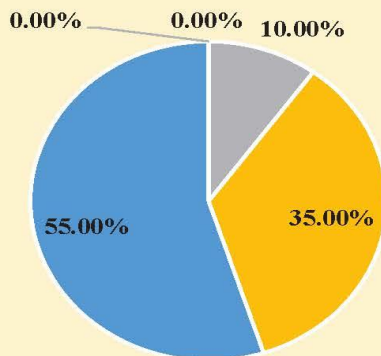
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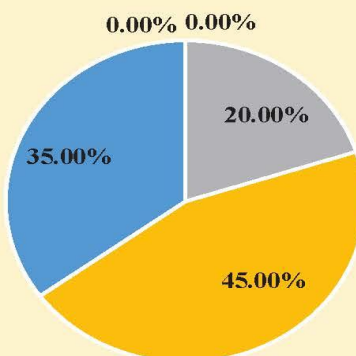
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**I have the freedom to adopt new techniques/ education tools/ strategies in teaching**



■ POOR ■ AVERAGE ■ GOOD ■ VERY GOOD ■ EXCELLENT

**The minimum required course outcome level is achievable for my class**



■ POOR ■ AVERAGE ■ GOOD ■ VERY GOOD ■ EXCELLENT

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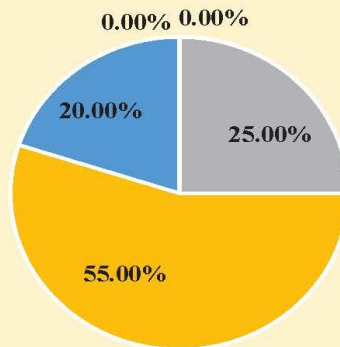
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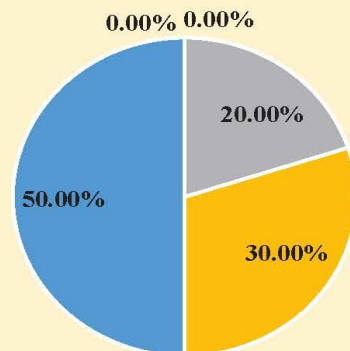
Email: [igacprsu@gmail.com](mailto:igacprsu@gmail.com); [igac@prsu.ac.in](mailto:igac@prsu.ac.in)

**I have taken sufficient steps to provide assistance to slow learners**



■ POOR ■ AVERAGE ■ GOOD ■ VERY GOOD ■ EXCELLENT

**I have contributed to the curriculum and/ or syllabus revision**



■ POOR ■ AVERAGE ■ GOOD ■ VERY GOOD ■ EXCELLENT

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## **Action Taken Report on Teachers' Feedback**

**2020-2021**

The teachers' feedback on the curriculum indicates that they are generally satisfied with the current university environment and have offered valuable suggestions for improvement. The majority agree that the curriculum and syllabus are need-based and that the course outcomes are well-defined. However, some teachers disagree and suggest incorporating more application-based topics into the syllabus to enhance its effectiveness. Most teachers are satisfied with the available reading materials and digital resources, though a few expressed dissatisfaction and recommended the inclusion of additional learning materials, both online and offline.

Teachers appreciate that the syllabus has contributed to their subject knowledge. They also value the freedom to adopt new teaching methods and tools, as well as the opportunity to suggest and incorporate new topics into the syllabus through proper channels—an approach actively supported by the university. Overall, most teachers feel that they have successfully achieved the minimum expected outcomes of the courses. The feedback received has been forwarded to the administration for necessary action and further improvement.

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# **Parent's Feedback (2020-21)**



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## PARENT FEEDBACK SUMMARY SESSION (2020-2021):

S. NO.	QUESTIONS	STRONG LY AGREE	AGREE	NEUTRA L	DISAGRE E	STRONGLY DISAGREE
Q1	Getting admission in the PRSU for my ward is a matter of pride for me.	66.66%	29.16%	4.16%	0.00%	0.00%
Q2	The admission process in the University is fair and accurate.	58.33%	25.00%	16.66%	0.00%	0.00%
Q3	The admission process in the University is fair and accurate.	54.16%	45.83%	0.00%	0.00%	0.00%
Q4	The discipline in the University is good.	58.33%	41.66%	0.00%	0.00%	0.00%
Q5	The atmosphere in the University is conducive for learning.	45.83%	33.33%	20.83%	0.00%	0.00%
Q6	There is a positive change in the behaviour of my ward after joining the University .	45.83%	33.33%	16.66%	4.16%	0.00%
Q7	I have great respect for Pt. Ravishankar Shukla University.	54.16%	29.16%	16.66%	0.00%	0.00%
Q8	The Pt. Ravishankar Shukla University is one of the best Universities of the state.	54.16%	45.83%	0.00%	0.00%	0.00%
Q9	The University information is accessible to all.	50.00%	41.66%	8.33%	0.00%	0.00%
Q10	The curriculum of the course is well designed and promotes learning experience of the students	58.33%	33.33%	8.33%	0.00%	0.00%
Q11	Employability is given focus in the curriculum design.	41.66%	41.66%	16.66%	0.00%	0.00%
Q12	The curriculum incorporates recent changes in the area.	37.50%	45.83%	16.66%	0.00%	0.00%
Q13	The University Employees are cooperative.	41.66%	54.16%	0.00%	4.16%	0.00%

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Q14	The changes introduced in the University in recent years are progressive.	41.66%	54.16%	4.16%	0.00%	0.00%
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## Some of the parent's comments and responses (2020-21)

**Parent 1.** Notes should be provided.

**Response:** The teachers provide study materials regularly. However, we induce them to prepare their reading materials by own at this Masters level. As the topics are covered during theory classes and in the classroom seminars. Further, rich university and departmental libraries are available for them and we provide all the e-resources too.

**Parent 2.** As per the present situation and their current status, Students should be allowed desertion in their 4th sem even if it's minimised from 6 to 4 months. Already the covid situation has made it difficult for them to fetch practical knowledge of the subject, and cancellation of their dissertation just to finish up their degree would do no good to them, they would just be limited to theoretical knowledge.

**Response:** University acts as per the Govt guidelines in this pandemic situation.

**Parent 3.** We would recommend allowing alumni, use online library & research papers.

**Response:** It is open for both registered students and alumni.



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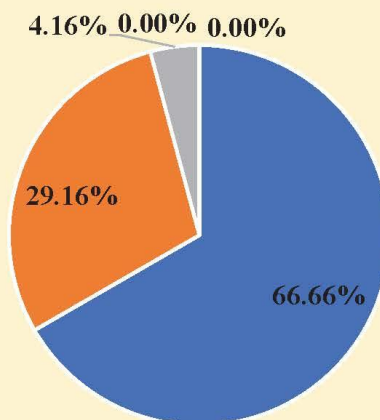
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**Parents's Feedback**

**Session (2020-2021)**

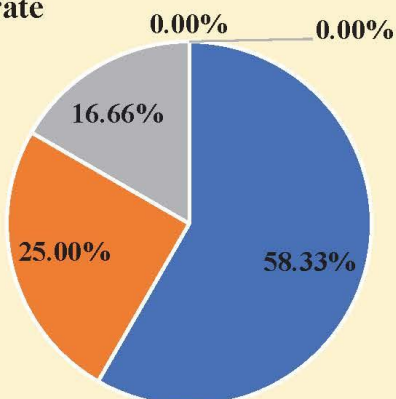
**Getting admission in the PRSU for my ward is a matter of pride for me**

- STRONGLY AGREE
- AGREE
- NEUTRAL
- DISAGREE
- STRONGLY DISAGREE



**The admission process in the University is fair and accurate**

- STRONGLY AGREE
- AGREE
- NEUTRAL
- DISAGREE
- STRONGLY DISAGREE



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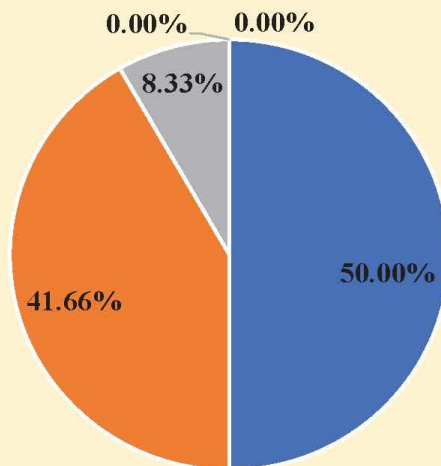
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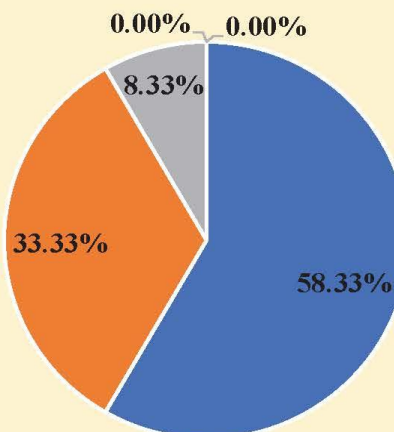
## The University information is accessible to all

- STRONGLY AGREE
- AGREE
- NEUTRAL
- DISAGREE
- STRONGLY DISAGREE



## The curriculum of the course is well designed and promotes learning experience of the students

- STRONGLY AGREE
- AGREE
- NEUTRAL
- DISAGREE
- STRONGLY DISAGREE



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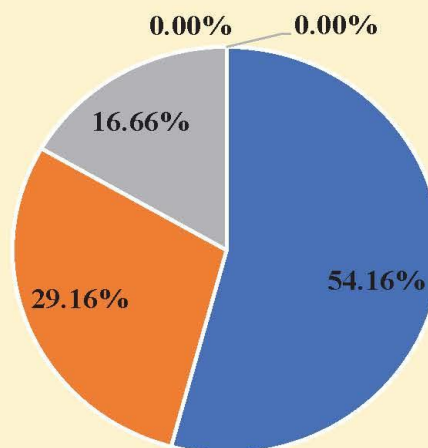
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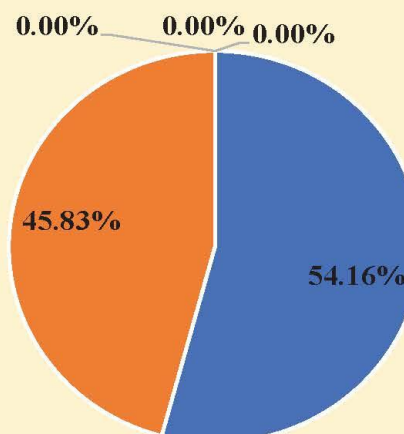
**I have great respect for Pt. Ravishankar Shukla University**

- STRONGLY AGREE
- AGREE
- NEUTRAL
- DISAGREE
- STRONGLY DISAGREE



**The Pt. Ravishankar Shukla University is one of the best Universities of the state**

- STRONGLY AGREE
- AGREE
- NEUTRAL
- DISAGREE
- STRONGLY DISAGREE



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Pt. Ravishankar Shukla University  
Raipur 492010 (C.G.)



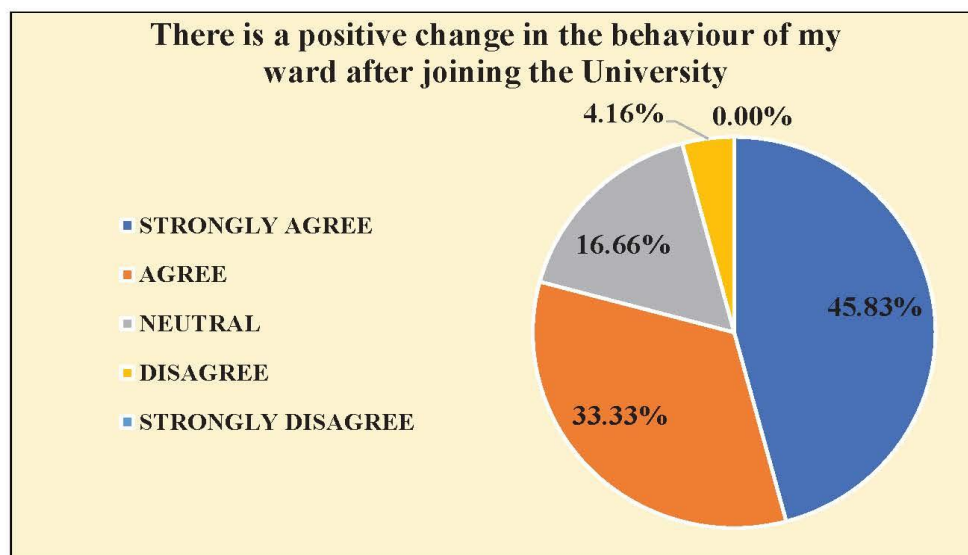
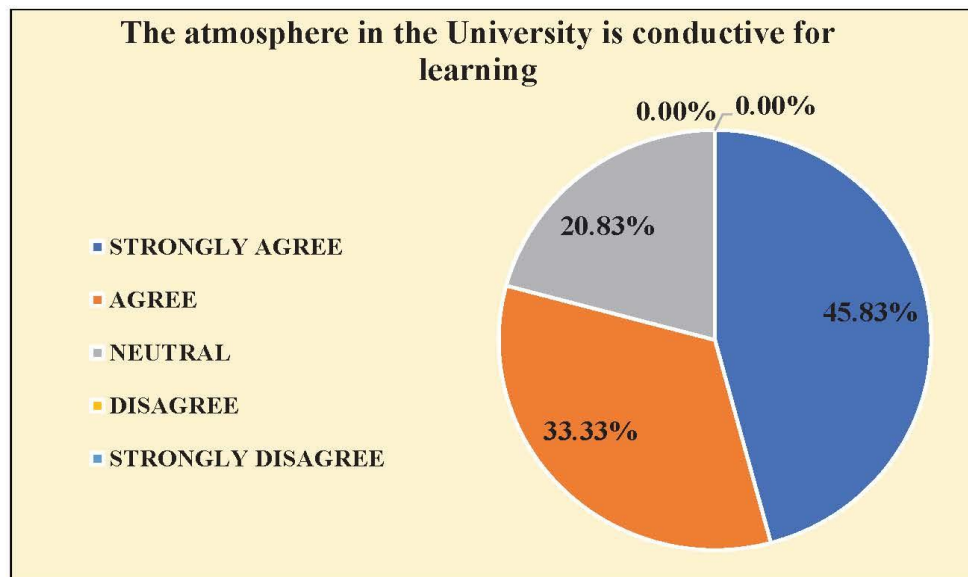


# Internal Quality Assurance Cell

Pt. Ravishankar Shukla University

Raipur - 492 010, Chhattisgarh

Email: [igacprsu@gmail.com](mailto:igacprsu@gmail.com); [igac@prsu.ac.in](mailto:igac@prsu.ac.in)



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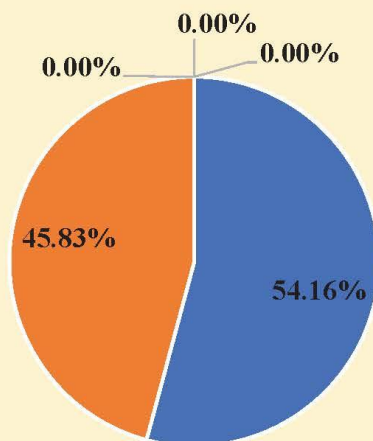
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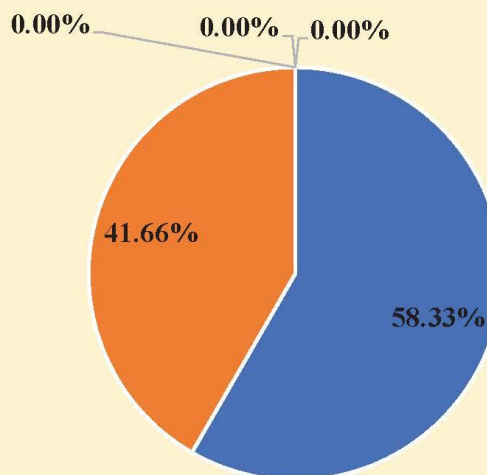
My ward is improving his knowledge-base through interaction with professors of the University

- STRONGLY AGREE
- AGREE
- NEUTRAL
- DISAGREE
- STRONGLY DISAGREE



The discipline in the University is good

- STRONGLY AGREE
- AGREE
- NEUTRAL
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- STRONGLY DISAGREE



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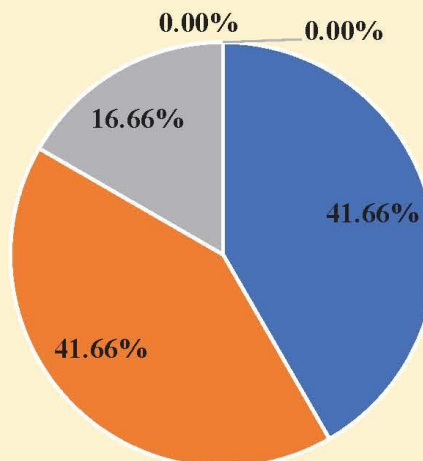
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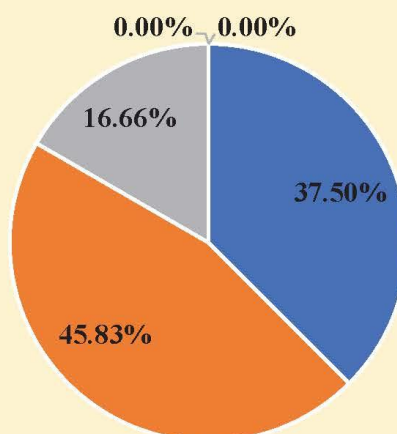
## Employability is given focus in the curriculum design

- STRONGLY AGREE
- AGREE
- NEUTRAL
- DISAGREE
- STRONGLY DISAGREE



## The curriculum incorporates recent changes in the area

- STRONGLY AGREE
- AGREE
- NEUTRAL
- DISAGREE
- STRONGLY DISAGREE

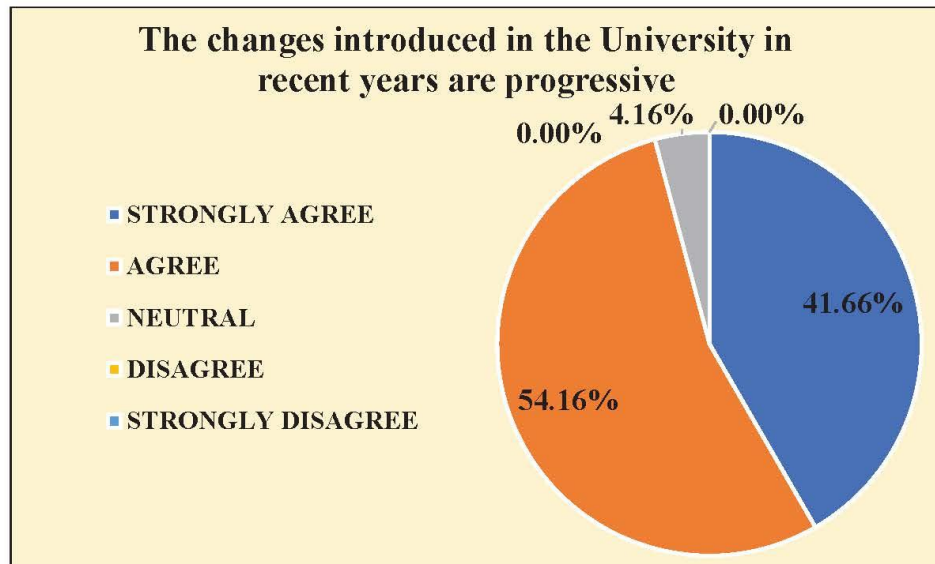
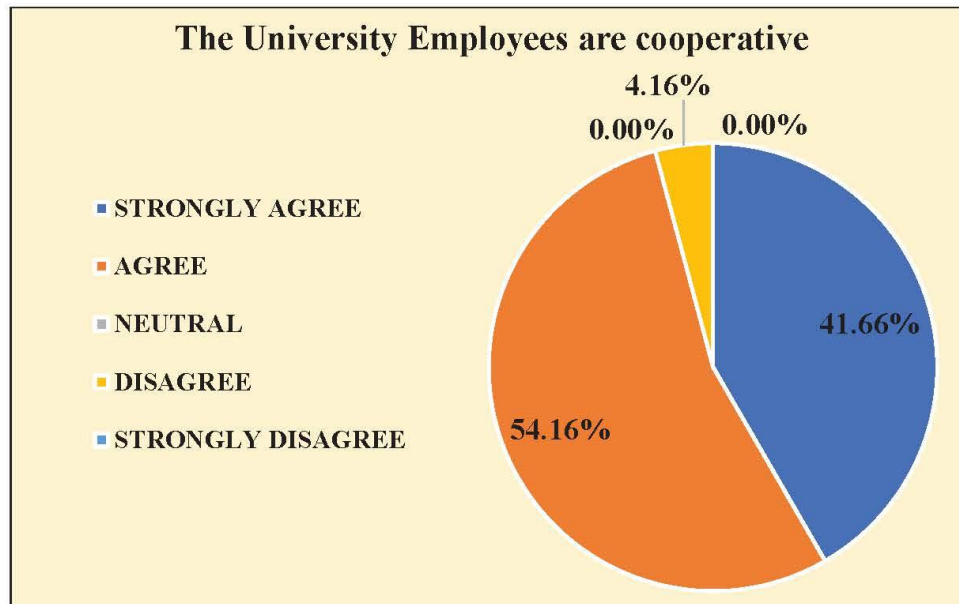


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# Internal Quality Assurance Cell

## Pt. Ravishankar Shukla University





# Internal Quality Assurance Cell

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## **Action Taken Report on Parents Feedback**

**2020-2021**

The feedback from the parents of the students is satisfactory and praiseworthy added with some valuable suggestions. Most parents believe that getting admission to PRSU is a matter of pride for their child and found the admission process to be fair, indiscriminate and accurate. The parents believe that the university maintains discipline and provides an adaptable and happening environment for the students, which allows the students to showcase their talents and abilities and also enhances them to learn and grow, this atmosphere has also brought a positive change in the mindset and personality of their children. They admit that PRSU is one of the best universities in the state and appreciate the fact that university information is accessible to all without discrimination. The parents focused on the fact that the curriculum meets the requirement of employability, encourages soft-skill development, and promotes experience-based learning and that the university is continuously moving forward in this direction to provide students with skilful education to enhance their overall development. The parents appreciated the fact that the staff of the university were cooperative and humble. Parents are altogether happy with the university and provided valuable suggestions for its improvement like as incorporating frequent industry interaction with the students which is already initiated by the university in the form of frequent workshops, seminars, interaction with experts of varied fields etc.

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# **Alumni's Feedback (2020-21)**



# Internal Quality Assurance Cell

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## ALUMNI FEEDBACK SUMMARY SESSION (2020-2021):

S. NO	QUESTIONS	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
Q1	I feel proud to be the student of Pandit Ravishankar Shukla University (PRSU).	90.00%	10.00%	0.00%	0.00%	0.00%
Q2	The learning I had in the University is useful in my career.	45.00%	55.00%	0.00%	0.00%	0.00%
Q3	The developments in the University in recent years are appreciative.	50.00%	35.00%	15.00%	0.00%	0.00%
Q4	The new courses introduced meet contemporary requirements.	40.00%	55.00%	5.00%	0.00%	0.00%
Q5	PRSU is involving alumni in its activities.	35.00%	55.00%	10.00%	0.00%	0.00%
Q6	The alumni have a role to play in academically strengthening the University further.	45.00%	50.00%	0.00%	0.00%	5.00%
Q7	The alumni have role to play in financially strengthening the University.	30.00%	55.00%	10.00%	0.00%	5.00%
Q8	Formation of department wise alumni association is a step in the right direction.	65.00%	25.00%	0.00%	10.00%	0.00%
Q9	The department/PRSU administration should take initiative to efficiently enroll and strengthen the alumni association.	45.00%	55.00%	0.00%	0.00%	0.00%

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## **Some of the alumni's comments and responses (2020-21)**

**Alumnus 1.** University should keep update the alumni with new project work and researches...

**Response:** A department alumni group on Whatsapp is there to share information. Further, various departmental activities are regularly uploaded on the departmental and university website.

**Alumnus 2.** 1. The department should conduct more interesting and fun learning activities in association with alumni so that more students can become part of the alumni association

2. During pandemics, e-learning has gained attention so online competition can be organized for the welfare of students.

**Response:** The Alumni Association every year conducted meet for maximum interaction with current students and alumni. The faculties are using various online resources for imparting knowledge to the students during the present pandemic.

**Alumnus 3.** Projects funds, Industrial tie-up for the student to get a job

**Response:** The school is working on a Department Placement Cell. Presently, the University Placement Cell exists and offers jobs available on its placement portal.





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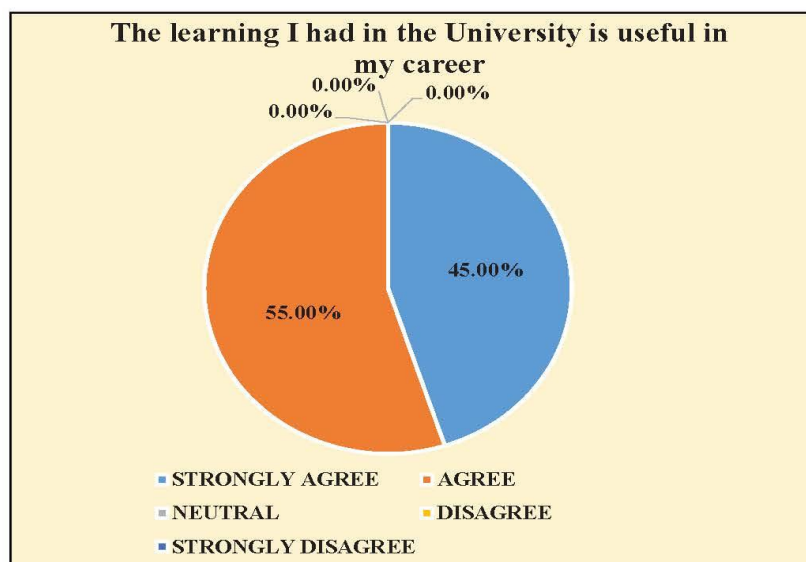
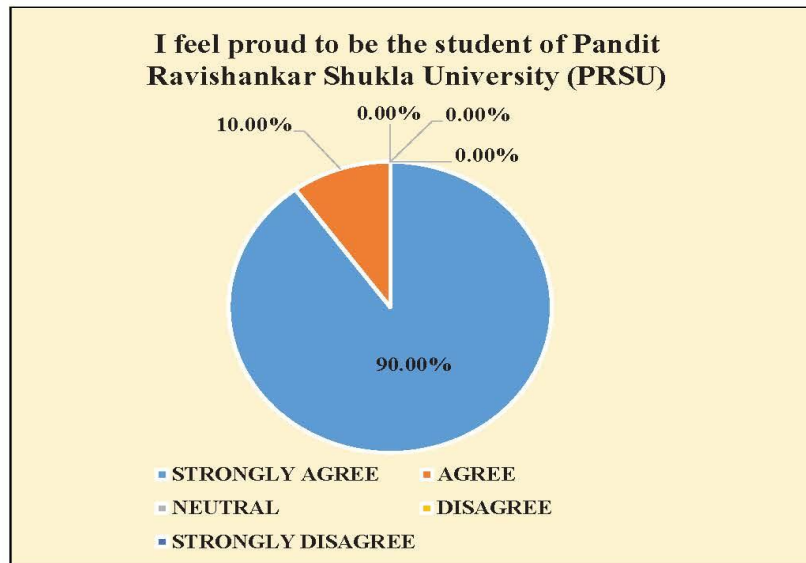
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**Pt. Ravishankar Shukla University (PRSU), Raipur**

**Alumni Feedback**

**Session (2020-2021)**



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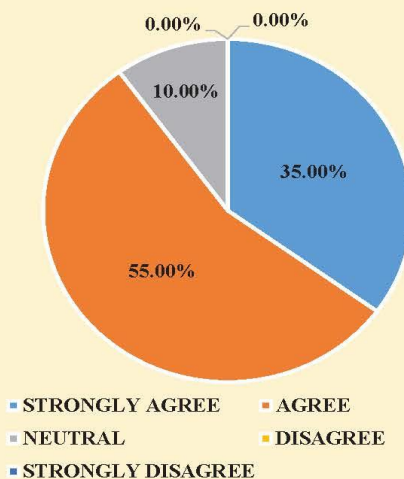
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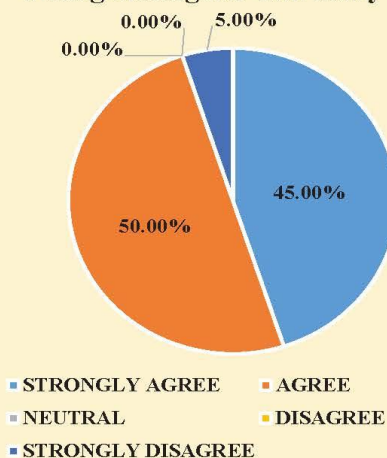
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## PRSU is involving alumni in its activities



## The alumni have a role to play academically strengthening the University further



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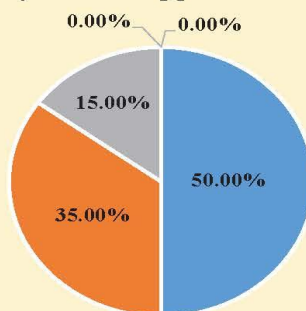
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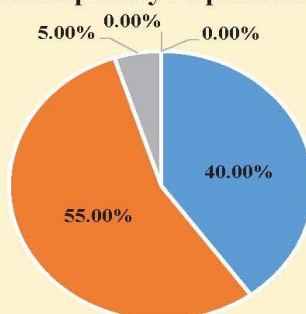
Email: [igacprsu@gmail.com](mailto:igacprsu@gmail.com); [igac@prsu.ac.in](mailto:igac@prsu.ac.in)

**The developments in the University in recent years are appreciative**



■ STRONGLY AGREE ■ AGREE  
■ NEUTRAL ■ DISAGREE  
■ STRONGLY DISAGREE

**The new courses introduced meet contemporary requirements**



■ STRONGLY AGREE ■ AGREE  
■ NEUTRAL ■ DISAGREE  
■ STRONGLY DISAGREE

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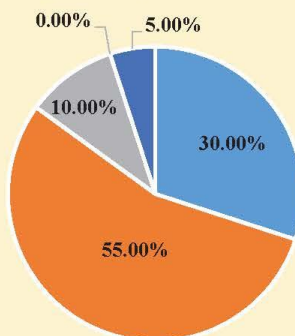
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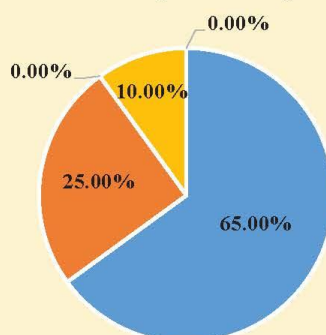
Email: [igacprsu@gmail.com](mailto:igacprsu@gmail.com); [igac@prsu.ac.in](mailto:igac@prsu.ac.in)

**The alumni have role to play in financially strengthening the University**



■ STRONGLY AGREE ■ AGREE  
■ NEUTRAL ■ DISAGREE  
■ STRONGLY DISAGREE

**Formation of Department wise alumni association is a step in the right direction**



■ STRONGLY AGREE ■ AGREE  
■ NEUTRAL ■ DISAGREE  
■ STRONGLY DISAGREE

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## **Action Taken Report on Alumni Feedback**

**2020-2021**

The feedback from the university's alumni was mostly positive regarding all aspects of the university, with some valuable suggestions. Most alumni agree that their learning experience at this university has helped them in their career development, and they express their gratitude towards their teachers and the university for their success. The alumni appreciated the current curriculum of the university and suggested that a more research-oriented, soft-skill development and multidisciplinary promoting curriculum should be incorporated into the university. Alumni suggest that strengthening the alumni association by creating department-wise alumni associations that will run actively is a must, and it will benefit the student by increasing the alumni and current student interaction. All the alumni feel proud to be part of the PRSU University family. They are happy to be part of the alumni association, which always connects them with the university and suggests that frequent and regular alumni meetings should be organized. The overall feedback from the alumni indicates that the university is progressing in the right direction, and the alumni are eager to contribute to the university in terms of their knowledge and experience for that to happen the university is actively strengthening the alumni association and also directing the department-wise alumni association to be active and to conduct frequent activities involving the presence of alumni.

**Director, IQAC**  
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