

Panjab University, Chandigarh

Alumni Feedback Analysis and Action Taken Report

Year 2020-2021

The input of alumni to the institute's activities is particularly essential in the development of any university. **Nearly 550 alumni** have provided feedback for the 2020-21 academic year. We appreciate all of our students, both present and former who have been our true brand ambassadors. Alumni have been requested to provide their valuable feedback concerning academic facilities and support, university infrastructure, skill and personality development approach, and activities to make students industry-ready, since the university recognises their role in institution growth. Alumni feedback helps the institute to examine how its service offering is perceived by one of its most significant stakeholders i.e. alumni, in order to enhance its processes, policies, facilities, and curriculum. The method of feedback analysis has placed a greater focus on the requirement for student development in the quality assurance of higher education. Involvement of alumni necessitates that student be active participants in education, rather than only passive recipients. Similarly, input from alumni is collected annually through different official and informal gatherings and surveys.

Objectives of Alumni's feedback:

1. To improve the quality of education delivered to students by the institution.
2. To determine if additional facilities and infrastructure are needed to improve student learning.
3. To comprehend our shortcomings in order to address them with creative solutions

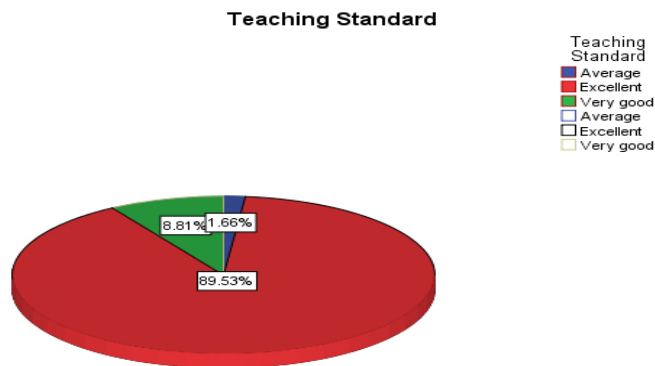
The IQAC takes feedback from the alumni of Panjab University every year on following parameters

- 1) **Academic facilities and Support** - This criterion focuses on alumni perceptions of the quality of teaching, pedagogy techniques, academic environment of the university, adequate course curriculum, adequate admission procedure and cost-effective fee structure, extracurricular & co-curricular activities, and faculty Resources.
- 2) **University Infrastructure**- This metric elicits alumni viewpoint on availability of sufficient library resources, general infrastructure and lab facilities, canteen facilities, banking amenities, postal facilities, and dormitory facilities.
- 3) **Skill and Personality Development**- This parameter reflected quantity and quality of workshops, seminars, and guest lectures organised, academic enrichment activities, personality development and soft skills and possibilities for extracurricular activities, inculcation of professional and ethical values.
- 4) **Industry Readiness**- This criterion focuses on preparing students for the workforce by equipping them with the necessary skills, offering proper training and placement assistance, and emphasising the relevance of learning to real-world applications.
- 5) **Institutional Relationship with Alumni**- Under this criterion, alumni are asked whether they receive regular updates through SMS, email, phone, Facebook, etc. If regular alumni gatherings and contact take happen. Alumnus view concerning efforts made by the Alumni Association's executive body and several divisions to effectively enrol and strengthen the Alumni Association.

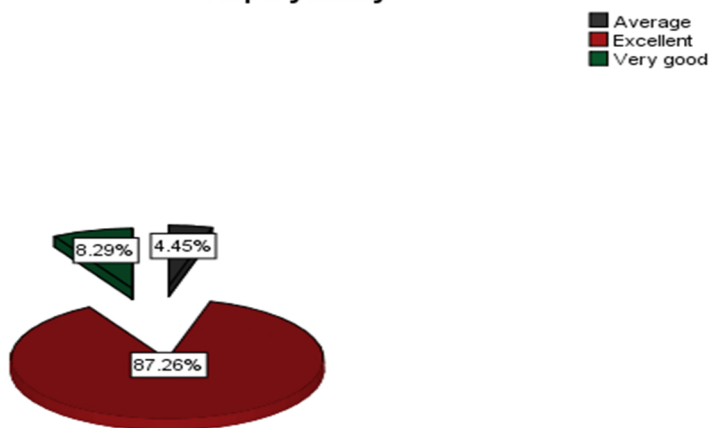
Feedback Analysis

Overall rating	% of Alumni rated Excellent
Teaching Standards, Pedagogy techniques & Assessment	91.2%
The Education imparted at university is useful & relevant	91.7%
Curriculum is up to standard	89.5%
University Infrastructure (Hostel, Sports, Canteen)	86.2%
University Library resources	91.1%
Training & Placement Opportunities	90.4%
If alumni willing to contribute to university development	83.9%

- 1) **Academic facilities and Support-** Alumni appreciated the university's affordable tuition and simple admissions procedure. Most alumni believed the course covered analytical and practical topics adequately. The library provides ample seating for studying and accessing computer labs, giving students access to the latest technology and resources. The research department offers a variety of tools available for student use, from databases to in-person assistance when carrying out research projects. Furthermore, alumni as well as students can take advantage of the faculty's expertise and guidance through their office hours and one-on-one meetings. These resources are essential to student success and enable them to excel in their studies. The teaching staff has also been highly supportive of students' needs. They provide guidance on course material and offer extra help when needed. Professors are always willing to assist in any way they can, making sure that all students have the opportunity to succeed academically. alumni say our curriculum prepares them well for competitive exams. Alumni comprehended curriculum as broad having several high-quality, foundational courses that develop critical and creative thinking and help students prepare for competitive exams.



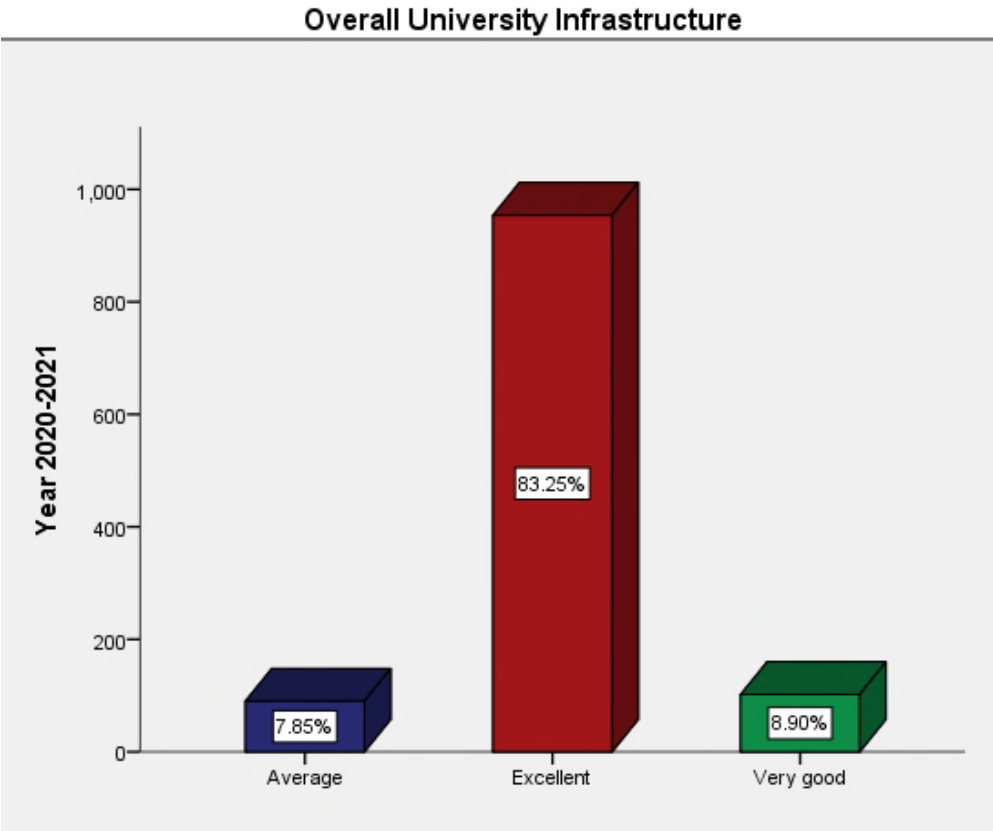
The education imparted at Panjab University is useful and relevant in employability



- 2) **University Infrastructure** – University infrastructure is highly rated by alumni as a valuable resource for students' academic and professional development. Good ventilation, lighting, capacity, AV equipment, chemistry sets, and computer systems can be accessed by students as per their requirement. Moreover, the campus makes effective use of technology, which facilitates internet access in the classroom and elsewhere, making it a more convenient place to do one's homework than at home. Additionally, there are a variety of leisure facilities available, including gyms, swimming pools, and sports fields, which may be used as stress relievers before, during, and after exams and other time-consuming tasks. The cafeteria is well-maintained, with a wide variety of cuisine available to suit a variety of tastes and dietary restrictions. Furthermore, the campus's outside and interior are always under the watchful eyes of CCTV monitoring cameras, thus safety is never an issue. Each department of university has the rich library for books, journals, newspapers, PhD theses, and cross-discipline magazines, large reading halls, periodical centres, group discussion spaces, and a central campus library with physical and electronic access

to all subscription databases. Students get free access to the university hospital, which includes highly qualified doctors and medical equipment. Alumni said the hostel provided everything, including inexpensive, sanitary meals, separate facilities for boys and girls, empathetic wardens, rigorous security, TV, indoor games, and other entertainment in the common hostel areas.

Parameter 2: University Infrastructure
Sports Facilities
Library Infrastructure and Service
Residential Facilities and Service
Science Laboratories'
Computer Labs, Web technologies & Internet Facilities
Service quality of Health Centre
Food Canteen quality and Service

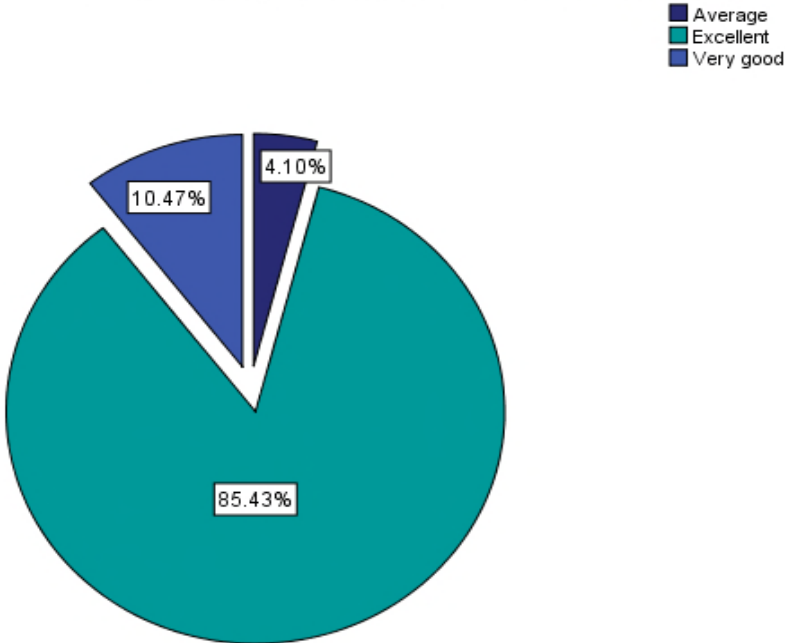


3) **Skill and Personality Development-** Alumni acknowledged the university for its outstanding work in providing opportunities for students to grow in a variety of ways, including via the provision of a rich curriculum in areas such as personal and professional development. The University offers a wide variety of programmes and classes for its students to choose from, giving them the opportunity to grow and develop in ways that are unique to them. Students may choose and choose from a wide variety of courses, including foreign language lessons, career-related certifications, interpersonal communication programmes, social media marketing courses, digital media courses, networking events, and critical thinking courses. The University also offers chances for introspection and development by way of lectures, seminars, and workshops covering a wide range of issues pertinent to today's competitive job market. In addition, several activities are designed to help students network with their classmates from different backgrounds and become more employable upon graduation.

4)

Parameter 3: Skill and Personality Development: Overall 85% rated it as Excellent
Quality & Quantity of Training & Placement Workshops
Intellectual environment for Research and Development
Quality & Quantity of Skill based course & Value-Added Courses for enhancing life skills
Personality development courses, seminars & workshops for soft skills

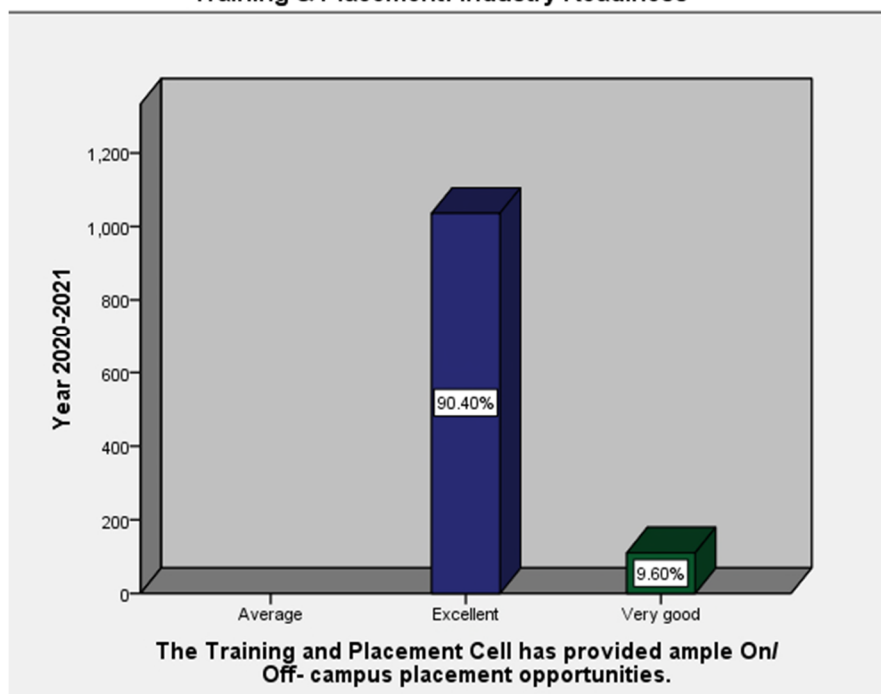
Skill & Personality development outlook of University

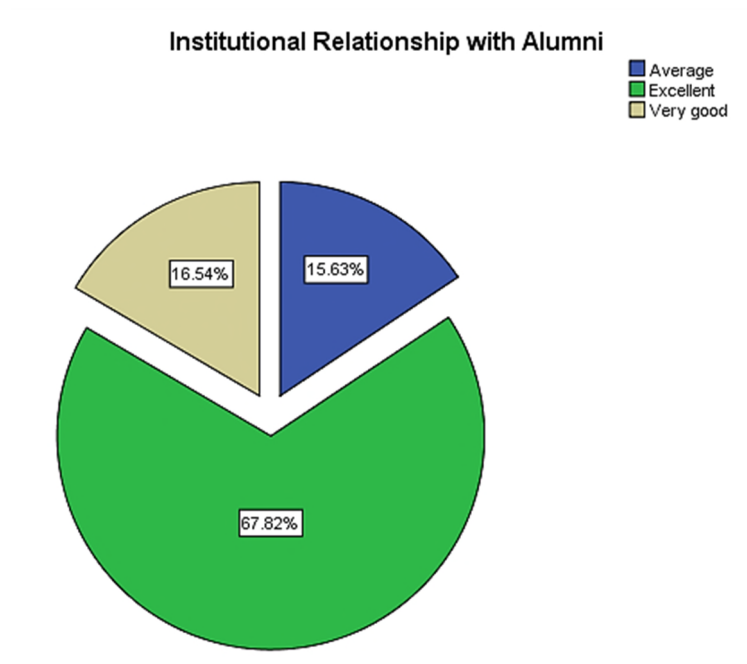


- 5) **Industry Readiness-** To meet this requirement, alumni believed that programmes must provide students with marketable skills, provide enough training and placement support, and frame their curricula in terms of their relevance to the real world. Alumni comprehended that the current curriculum encompasses with the needs of the business and equips students with the knowledge and abilities they'll need to find and maintain employment in their chosen area. The courses included a wide range of topics, from technology and management to communication and customer service to doing original research and addressing complex problems as well as entrepreneurship. Faculties and placement representatives are accessible for inquiries and follow-up guidance. Alumni believed that the time and effort invested in these courses and other industry preparation measures pays off well, as seen by the success of many recent graduates in securing lucrative employment after graduation. In addition, the university's placement drives ensure that students are aware of the most recent career prospects in their profession. Individual mentorship sessions are also available so that programme students may interact to academic and industry partners about the job market or their professional development.

Parameter 4: Industry Readiness: Overall 90.4% rated it as Excellent
University curriculum is Industry focused
Placement drives & good placement opportunities are available
Availability of career counselling and counselling and placement cell at university/ departmental level
Average Score for job market experience
Provide Placement support even after course completion

Training & Placement: Industry Readiness





Additionally, alumni were questioned on aspects like

- (a) Something specific you loved most about your university.
- (b) If you have any suggestions for specific areas where your university could focus, would you kindly provide them?
- (c) Please list any industry difficulties you are now facing and how your university may have assisted you in learning about them when you were a student.
- (d) And from the standpoint of placements, in which area(s) do you think the university can benefit its students more?

The majority of university alumni who were surveyed said they always found the professors, respected leaders, administration and non-administrative personnel to be highly supportive and always there for them. The research and personality development courses and workshops are really beneficial.

Suggestions from Alumni

- a) The majority of alumni indicated the university should continue to focus on providing students with real-world experience. This can be accomplished through internships, field trips, or industry collaborations that help students gain skills that are relevant to their future career goals. Through these experiences, students will have the opportunity to build networks with industry professionals and gain a better understanding of what's expected from them in their chosen profession.
- b) Secondly, it would also be beneficial for the university to nurture an environment for students to explore different opportunities outside of their core curriculum. University must offer additional opportunities such as research projects or seminars in various fields that would give students an edge over other applicants when looking for employment.
- c) These resources should be made accessible and promoted in order to make sure that every student is aware of these options and take advantage of them. These should also be made available to the alumni so that they continue to maintain academic relations with the university
- d) Alumni was appreciative of highly interactive website of the PUAA and the efforts made by PUAA to connect with its rich alumni base. The Global Alumni Meet conducted online has been specially appreciated. They wanted it to be an annual affair

ACTION TAKEN REPORT

- a) Panjab University has placed an emphasis on value-added courses on research, courses that focus on developing skills, and courses that focus on developing personality.
- b) PU has taken into consideration the suggestion of providing real time industry experiences, industry-oriented cutting-edge education through industry meets and visits, by collaborating with various academic institutions for holistic and experiential learning.
- c) University has been organising interactive programmes like celebrating National and International Events/Days
- d) PUAA organised online workshops on Health and Wellness as well as providing platform to alumni to showcase their talent.
- e) PUAA has also tried to keep alumni informed about various developments in its campus through social media and interactive website

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Singh (Signature)
Director
Internal Quality Assurance Cell
Panjab University,
Chandigarh

Sharma (Signature)
Associate Director, Internal Quality Assurance
Panjab University,
Chandigarh.

Chand (Signature)
Panjab University,
Chandigarh.