



Parents Feedback- Action Taken Report

Academic Year: 2020-21

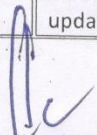
Introduction:

The Parents Feedback Action Taken Report for the academic year 2020-21 at ITM Gwalior outlines the actions implemented in response to the feedback collected from parents. This report aims to ensure continuous improvement in institutional processes, student support services, and overall academic quality based on parental concerns and suggestions.

Summary of Feedback and Action Taken

Key Areas of Feedback	Summary of Parents' Suggestions/Concerns	Action Taken
Online Teaching during Pandemic	Parents appreciated the efforts for conducting online classes, but requested better engagement methods for students during lockdown.	Faculties were trained in advanced online teaching tools and interactive learning platforms (Zoom, Google Classroom, etc.).
Student Well-being and Mental Health	Concerns were raised regarding students' mental health due to prolonged online classes and isolation.	Counseling sessions and wellness programs were organized. Increased availability of student mentors for one-on-one support.
Quality of Online Assessments	Parents were concerned about the fairness and accuracy of online assessments.	A balanced approach to assessment was implemented, including continuous assessments, projects, and MCQ-based online exams.
Technical Difficulties	Some parents mentioned frequent technical issues affecting the learning experience.	IT support was strengthened, and a helpline was established for quick resolution of technical issues during online classes.
Communication with Faculty	Parents requested more frequent updates regarding their child's	A more structured parent-teacher interaction system

1


Co-ordinator, IQAC
Institute of Technology & Management
Gwalior (M.P.)


DIRECTOR
Institute of Technology & Management
Gwalior (M.P.)



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	academic performance.	was introduced, including online PTMs and regular email updates.
Career Guidance and Placement Support	Parents emphasized the need for additional career counseling and job placement support during uncertain times.	Career counseling and placement services were enhanced through webinars, online workshops, and virtual campus drives.
Physical Fitness & Co-curricular Activities	Parents expressed concerns about the lack of physical activity and co-curricular participation during the pandemic.	Online co-curricular activities like yoga sessions, fitness challenges, and virtual competitions were introduced.

Conclusion:

The feedback received from parents during the academic year 2020-21 helped ITM Gwalior identify key areas of improvement, especially considering the challenges brought by the pandemic. The institution took several proactive measures to address the concerns, ensuring a smoother academic experience for students during this unprecedented time.

This report demonstrates ITM Gwalior's commitment to maintaining an open and responsive dialogue with parents, ensuring that students receive holistic support both academically and personally.



Dr S S Chauhan
Dean Academic
ITM Gwalior



DIRECTOR
Institute of Technology & Management
Gwalior (M.P.)

Co-ordinator, IQAC
Institute of Technology & Management
Gwalior (M.P.)