



जानकी देवी मेमोरियल कॉलेज
JANKI DEVI MEMORIAL COLLEGE

(दिल्ली विश्वविद्यालय)/(University Of Delhi)

सर गंगा राम अस्पताल मार्ग, नई दिल्ली-110060
Sir Ganga Ram Hospital Marg, New Delhi-110060

दूरभाष/Tel. : 49876630, ई-मेल/E-mail : jdmcollege@hotmail.com, वेबसाइट/Website : <http://jdm.du.ac.in>

आइ एस ओ 21001 : 2018 व आइ एस ओ 9001 : 2015 प्रमाणित एवं NAAC प्रत्यायित A+ महाविद्यालय
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Janki Devi Memorial College

Stakeholders' Feedback

Action Taken Report

(2022-2023)

<u>Summary of the Average Scores</u>
<u>Students/ Alumni/ Parents Feedback</u>
<u>Employer Feedback</u>
<u>Faculty Feedback</u>
<u>Non-Teaching Staff Feedback</u>
<u>Library Feedback</u>



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Summary of the Feedback Score

Stakeholder	Average Score (out of 4)
Students	2.9
Students Satisfaction Survey	2.9
Parents	3
Alumni	2.9
Employer	2.4
Teaching Staff	3.4
Non Teaching Staff	3.6



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Students/ Alumni/ Parents Feedback **Action Taken Report (ATR)** **2022-23**

Area of Concern	Feedback	Source	Action Taken
Teaching and learning	There should be greater focus on practical teaching methods, interactive classrooms, and field visits	Students Parents	Teachers across disciplines use real-life examples in their classroom teaching. Many departments also organized field visits and educational trips to supplement classroom engagements. Departments have been informed to make such educational trips more frequent. It has been conveyed to the teachers that they should use interactive pedagogies in the class, brainstorming sessions, discussions on issues of social relevance, case studies, while the group discussions/ debates should be featured regularly in classrooms
Teaching and learning	Maintain balance between syllabus and classes; quality and quantity of study	Parents	The college follows the university guidelines regarding the number of classes to be allocated for each course. The departments strive to maintain parity between quantity and quality of education by supplementing teaching with seminars, talks, innovative pedagogical techniques, use of ICT, interactive classroom teaching etc. It has been conveyed to the faculty to maintain hold over coverage of the syllabus from the beginning of the semester and complete the same in the stipulated time to enable revisions and remedial sessions.



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Teaching and learning	Need for more doubt-clearing sessions	Parents	Remedial classes are held at the end of the session to help students clear their doubts in addition to tutorial classes, where students' concerns and doubts are resolved regularly. Students can also meet teachers during their Contact periods, information about which is duly shared with students.
Teaching and learning	More study material for Hindi medium students and teaching should be done in bilingual mode	Students	<p>Some departments have English and Hindi medium sections separately. In other departments, students can approach teachers who engage in bilingual teaching to the extent possible.</p> <p>Teachers try and provide alternate books in case the Hindi medium study material/ substitutes of prescribed textbooks are unavailable.</p> <p>All departments ensure sufficient Hindi medium books in the library and regularly update the collection each year by procuring more such books/copies.</p> <p>There is a special provision to acquire more books in Hindi under the guidelines for the promotion of Rajbhaasha</p>
SEC/VAC choices	More options for SEC and VAC should be there	Students	The college offers many SEC and VAC courses to the students. JDMC is also the Nodal college for Central Cluster and the NEP Implementation Committee ensures a wide choice to be made available. Thus, the students can choose from the options that the college offers as well as from the choices offered by the cluster.



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Assignments	Rigorous assignments and tests are taken by the departments. Not too many tests/assignments should be given just before the final exams begin.	Students Parents	<p>The college has a good practice of taking tutorials/assignments on a regular basis which is also the requirement for the purposes of internal/continuous assessment as per curriculum. The objective is to prepare the students to write well-structured answers in the final examination.</p> <p>It has been conveyed to faculty members that they should give sufficient time to students to submit assignments and spread them over the entire semester.</p>
Mentoring	Need for improvement in mentoring sessions for students	Parents	<p>The college has a well-functioning mentoring system. The mentor-mentee list is made available to students. Teachers form WhatsApp groups with their mentees and meet them regularly. A student can request a session with the Faculty Mentor on a personalized basis too.</p> <p>In addition to mentoring by their respective Mentor, departments also hold sessions to help students overcome challenges they face in different walks of their lives. There are guiding sessions conducted by the principal of the college as well.</p> <p>Students should be active in attending such sessions.</p>
Interaction between students and teachers	There should be more interaction	Students	<p>The classroom provides space for interaction with teachers that is supplemented well with tutorials. In addition, students can interact with teachers during their Contact periods, information about which is shared with students.</p>



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ICT and internet	There should be greater use of ICT tools	Students Alumni Parents	<p>Most of the classrooms are equipped with overhead projectors. There are five classrooms with Smartboards and the college is working towards increasing the number of Smart Classrooms in the coming sessions. Teachers use ICT tools and methods while teaching. The college has four computer laboratories for the students. There is also an e-resource room and a recording Room (Lecture-Capturing System). The internet/Wi-Fi facility is available throughout the campus. The college is also investing hugely in installing a new Wi-Fi system to allow faster internet connectivity, which will be made available to the stakeholders soon.</p> <p>It has been conveyed to the faculty to use ICT more frequently in classroom teaching.</p>
Regularity of Classes	<p>Classes should held as per time table and there should be less gaps in the students' time table.</p> <p>Prior information should be provided when extra class are scheduled/ class is cancelled</p>	Students Parents	<p>It has been conveyed to the faculty to avoid shifting their classes and inform students about extra classes at least a day in advance.</p> <p>The classes are allotted in the Timetable keeping the structure of the curriculum in mind. Due to different combinations and the increasingly interdisciplinary nature of the curriculum, some gaps in Timetable become inevitable. However, the Timetable committees of the college and departments have been informed about this concern.</p>
Attitude of teachers towards students	There is lack of cooperation and respect for student boundaries by few teachers	Parents	It has been conveyed to the faculty to strike a balance between the professional and personal space within the classroom and exhibit cooperative



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			and compassionate behaviour towards pupils.
Parents-Teacher	There should be more parents- teacher interaction	Parents	<p>Parents are always welcome to meet the Principal or any teacher. They can visit the college in case of any emergent situation. Some departments do hold parent-teacher interactions. All their queries are given utmost priority and faculty members try to resolve the same at the earliest.</p> <p>The departments have been informed about the feedback and they have been advised to hold parent-teacher interactions.</p>
Co-curricular activities	<p>There is heavy work pressure in some societies.</p> <p>In some societies, certificates are not given and there is monopoly in student-led societies.</p> <p>Also, college should provide more support to students in ECA.</p>	Alumni Parents	<p>The college has 30+ societies. Students are advised to judiciously choose the societies they wish to join in accordance with their ability to balance the pressure of academic and co-curricular activities.</p> <p>Departments, Societies, Clubs, and Centres conduct numerous ECAs for students and they are always encouraged and motivated to participate in them. Students can fill out proformas and attend/participate in these activities.</p> <p>It has been conveyed to societies to give recognition/ certificates to students and to ensure fair working within societies.</p>
Skill Enhancement	Need for more add on courses: skill based and job-oriented programs for students	Students Parents	The college offers multiple skill-based add-on courses to help students attain the necessary skills for the job market. The students are advised to check online/ offline notices pertaining to these courses which are widely



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			<p>circulated within college premises and via WhatsApp.</p> <p>Last year, the college undertook the task of seeking students' preferences/suggestions for add-on courses to identify the courses to be offered based on the needs of students. The initiation of foreign language courses is an example of the needs-based value-added courses offered by the college.</p>
Career counselling	More career counselling sessions to be organised	Parents	<p>The Career Opportunity Cell conducts career counselling sessions regularly. In addition, departments also conduct such sessions for their students. Students have been advised to keep a regular check on the online/ offline notices related to such sessions which are widely circulated via WhatsApp and the website.</p>
Internship and placement	Need for more internship and placement opportunities	Students Alumni Parents	<p>The Career Opportunity Cell of the college arranges several internships and placement opportunities for the students. The COC is also striving to get better work opportunities for the students.</p> <p>The Centre for Career Counselling, Career Opportunities and Skill Enhancement (CCC) strives to involve students from all the departments so that their specific needs and requirements can be attended to.</p> <p>Students have been advised to check information on their WhatsApp groups and make use of the opportunities.</p>



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Library	There should be an improvement in library infrastructure and increase in the number of books and journals, digital copy of the text should be made available	Students Alumni Parents	<p>As part of the renovation of the library, a mezzanine floor has been built to create extra space for students to read. The library regularly adds/updates new books which are recommended by departments to its collection.</p> <p>Students as well as teachers have been provided with remote access to DULS that allows them to access several library resources digitally.</p> <p>Teachers also share e-copies of reading material, where available.</p>
Sports	There should be more opportunities in sports	Parents Alumni	<p>There are ample sports facilities and opportunities offered by the College. There are several outdoor as well as indoor games that students can play. An outdoor gym facility is also available. The Physical Education department conducts several workshops/training programs such as Yoga, self-defence, aerobics, fitness routines etc.</p> <p>The students have been advised to avail the existing facilities and opportunities to constructively engage in improving their physical and mental well-being. They should check the notices on a regular basis.</p>
Infrastructure	Need for bigger classrooms and auditorium	Parents	<p>The University has increased the sanctioned strength of students for all courses in recent years. The tutorial sizes have also increased as per the University notifications.</p> <p>The administration is working towards providing classrooms of adequate capacity.</p>



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Hostel	Number of seats in hostel to increase and hostel fee should be decreased. Also, hostel admissions should be completed along with college admission.	Parents	The concerns have been shared with the administration and the Hostel Committee.
Canteen	The facilities, food and price in canteen need improvement	Students Parents	The Canteen Committee has been informed about the feedback. The administration along with the Canteen Committee will take steps to improve the dining experience.
Amenities	Drinking water and washrooms facilities need to be improved	Students Parents	As a response to feedback in the previous years, the students' washrooms have been recently completely renovated, in addition to the improved water supply in the washrooms. New water coolers have been installed. Also, water is regularly tested for its quality.
Fee Assistance	Fee assistance should be available to more students	Alumni	The college faculty led initiative provides fee assistance to needy students. Voluntary contributions are made by the faculty members and other stakeholders such as Alumni. The amount collected is disbursed among the students as per need.
Social media	Need to increase college presence on networking sites	Alumni	The college is working on increasing its presence on social media. This will surely help the college improve public perception of it.
Interaction with non-teaching staff	Need to improve the functioning of administrative staff	Alumni	The administrative staff is always willing to provide the best services to students. However, sometimes delays



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			<p>or technical glitches on the part of the University server/portals cause inconvenience to students.</p> <p>It has been conveyed to the non-teaching staff to make students aware of the reasons for the delay in addressing their issues and concerns,</p>
Grievance mechanism	Need to strengthen grievance handling mechanism	Alumni	<p>There are multiple level Grievance redressal mechanisms in place in the College. The redressal works as follows:</p> <ul style="list-style-type: none"> • Students can approach TIC of the parent Dept • Student Faculty Committee meetings are held every month • Each students has been assigned a Faculty Mentor whom they can contact and discuss their concerns • Students can fill up an online form available on college website • They can meet Principal with prior appointment or can mail to principal id • There are grievance redressal committees that look into students' concerns, depending on the nature of issue- Student Grievance Redressal Committee, Anti-Ragging Committee, Internal assessment Monitoring Committee <p>The College will arrange more awareness drives for students in this regard.</p>



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Association with Alumni	Need to improve efforts to connect with the Alumni	Alumni	It has been conveyed to Alumni Association. The college is investing in Alumni Portal that will help to connect with the Alumni in a more efficient way.
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EMPLOYER FEEDBACK ACTION TAKEN

Area	Feedback	Action Taken
<i>Communication skills</i>	While 78% of employers have rated communication skills of students good and above, 11% rated communication skills as 'Excellent'. 22% employers have given rating of 'average' to our students' communication skills.	Several Soft Skills workshops are organized throughout the year by the Career Opportunity Cell (COC) and the Centre for Skill Enhancement as well as respective departments. The COC also arranges workshops on how to prepare for interviews and conducts mock interviews too. It has been conveyed to faculty to conduct more such workshops and students are advised to attend these and benefit.
<i>Productivity & work quality</i>	More than 78% employers responded productivity and work quality of students to be good and above. 22 % employers rated these skills as 'Excellent'. 11% employers rated these skills as 'average'.	The college has more than 35 societies which gives immense opportunities to the students to expose themselves to new experiences and various skills that would serve them in the corporate world too. By being part of various student-centric activities, the confidence level of students has risen. Numerous add-on courses are also offered to help students gain new knowledge and skill sets. Also, the faculty has been informed to encourage students to enhance their skills and mentor them.
<i>Problem solving ability</i>	While 22% of raters rated problem solving ability of our students as 'Excellent', 67% rated them as good and above. Also 33% of raters have given rating of 'Average'.	The Career Opportunity Cell and various departments of the college have regularly been conducting varied workshops and seminars to inculcate problem-solving abilities among our students through



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		<p>various assessments like mock tests, online tests, written tests etc.</p> <p>Departments and societies are informed to conduct more sessions and encourage students to join them.</p>
Leadership qualities	<p>33% of respondents have given 'Excellent' rating to leadership quality amongst our students, 55% rated them as good and above.</p> <p>33% of the respondents found the leadership quality to be 'Average' and 11% as 'Below Average'.</p>	<p>Numerous seminars/ workshops are organized regularly by the career opportunity cell and departments of the college to foster the leadership quality of our students. Students are always encouraged to handle workshops/ seminars/events on their own to instil leadership qualities.</p> <p>Departments/societies have been conveyed to conduct more sessions to improve leadership qualities.</p>
Readiness to take up responsibility	<p>22% of respondents find readiness to take up responsibility amongst our students as 'Excellent', while 78% rated it as good and above.</p> <p>11% of the raters found it to be 'Average' and 11% found it 'Below Average'</p>	<p>With the help of mentor-mentee sessions, students are informed about the relevance of taking initiative. Also, students are always encouraged to come up with their own initiatives. Various cells/societies/incubation centre are the result of the same.</p> <p>In addition to college-level Students' union, departments, clubs and societies have elected representatives who perform a leading role and run the affairs in an efficient and responsible manner.</p> <p>Faculty has been conveyed to motivate and mentor students to take initiative.</p>



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<i>Relevance of curriculum for employability</i>	While 67% of respondents 'Agreed' with regard to the relevance of curriculum for employability, 33% rated it as 'Neutral'.	The revised curriculum of the university as per NEP and teaching pedagogies involved therein will significantly bring about the much-needed change over time in order to better prepare students for new and additional responsibilities. New papers have been added to the syllabus to inculcate industry-related skills in students.
<i>Effectiveness of curriculum</i>	44% of the respondents 'Agreed' to the statement that curriculum is effective in developing skills needed for the industry whereas 56% rated the statement as 'Neutral'.	The curriculum comprises various papers and alternatives for the students to explore their interest areas. The University has implemented NEP 2020 in the academic session 2022-23 that will help update its curriculum based on the global market requirements and students' feedback.
<i>Curriculum delivery at JDMC</i>	While 22% raters 'Agreed' with the statement that curriculum delivery at JDMC helps students in equipping skills needed for professional competence, 67% rated it as 'Neutral'. Also 11% disagreed to the statement.	Faculty uses ICT-based and various other student-centric teaching pedagogies for the delivery of curriculum. The flipped classroom technique is also used which assures that students become self-confident and take ownership of their actions. Various sessions related to different pedagogies have been regularly conducted by the college. More such sessions with hands-on training have been planned for the future.
<i>Performance of students in placement drives</i>	80% of the raters provided 'Good and above' rating to the performance of our students in the placement drives whereas 20% rated it as 'Average'	The Career Opportunity Cell is committed to organizing various sessions related to how to tackle group discussions, facing interviews, CV writing etc. Various mock interviews as well as aptitude tests are conducted regularly which



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		<p>has helped students in improving their performance.</p> <p>Mentor-mentee sessions are also used to help students with issues related to performance in placement and encourage students to participate in drives.</p>
Support provided by the Placement cell	100% of the employers rated the support provided by the placement cell as 'Good and above'	<p>The Cell always remains proactive in reaching out to companies with opportunities as well as in the smooth organization of the placement drives. Also, the drives are pre-planned and students are well informed about all the instructions via various modes such as the college website, WhatsApp groups, social media pages etc.</p> <p>The college is equipped with enough digital infrastructure to provide for conducting the online aptitude tests required by the companies.</p>



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FACULTY FEEDBACK ACTION TAKEN

Area	Feedback	Action Taken
Conveniences	<p>Washrooms and drinking water facility need improvement</p> <p>More washrooms for male faculty are needed</p>	<p>Ladies' washroom in the Staff Room has been completely renovated. Water facility is being improved.</p> <p>There has been an increase in the number of male faculty members over the years and the administration is working towards increasing and improving conveniences for them.</p>
Canteen	Pantry facility should be provided in the staffroom. Canteen food needs to be improved	<p>The pantry facility is being revived. It is equipped with microwave/hot case and refrigerator. The administration will support Staff Association to add more facilities.</p> <p>It has been conveyed to the Canteen Committee to improve the functioning of the canteen.</p>
ICT	To increase use of ICT for teaching-learning, more ICT workshops should be conducted for teachers.	<p>The IQAC and ICT Committee organized ICT workshops for all departments during the session 2022-23. These workshops included training for the use of SmartBoard and Recording Room.</p> <p>It has been conveyed to the ICT Committee to plan more ICT workshops in the coming session to equip teachers with the necessary IT skills.</p>
ICT	More Smartboards should be installed	The administration is very keen on making every classroom a Smart Classroom and working in this direction in a phased manner.



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		<p>Many more SmartBoards will be installed in the coming session. The college will try to provide one Smart Classroom to each department.</p> <p>The classrooms are already equipped with Projectors and use of ICT is facilitated in every possible way by the college.</p>
Computer Labs	Audio facility/ speakers to be available in the computer labs for ICT based pedagogy	The request has been forwarded to the admin for necessary action.
IT Facilities for teachers and departments	<p>Each deptt should be provided with laptop/printer/A4 size sheets</p> <p>Each faculty should be given iPad/Tablet for increased ICT use in classroom as well as other college activities</p>	<p>The college keeps a reserve of laptops that can be issued by individual teachers or departments. They can contact Mr. Manoj for issue of the same.</p> <p>There are eight desktops and one printer installed in the Research Room in the Staff Room. Teachers can easily access them as per their convenience.</p> <p>A4 size sheets can also be collected from office after making an entry in the concerned register.</p>
Computer labs	More Computers are needed	Teachers taking classes in the computer labs can contact ICT Committee for the requirements which will then pursue the requisition requests.
Computer Labs	More computer labs	It has been conveyed to college administration for necessary action.
Research	Research should be incentivized	The college provides Study Leave and Sabbatical Leave as per the University rules.



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		<p>Faculty members are encouraged to apply for research projects both within the college as well as from external agencies.</p> <p>The Research Centre of the college provides funds for faculty projects as well as student projects.</p> <p>Duty Leave is granted for teachers who go for paper presentation in other colleges/universities.</p>
Funding	College should encourage and provide funds for educational tours and excursions for students as well as teachers	<p>The college encourages educational tours and excursions as these are part of experiential learning. Departments are urged to include such activities in their Annual Planner.</p> <p>Departments can fund it from their association money or can give a requisition to the college. A part of expenditure can be funded by the college.</p> <p>Societies can include such expenditure while their annual budgets are being prepared and sanctioned.</p>
Financial support	Financial support should be provided for attending conferences and paper presentation outside India	The college has limited funds available and hence it will be conveyed to faculty members to explore UGC grants that are available for such purposes. The college will forward and support such applications.
Facilities	Yoga/meditation facilities for staff should be provided	<p>There is an Open Gym facility available for staff and students.</p> <p>The Physical Education department conducts Yoga workshops every year.</p>



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		The department will be urged to hold such workshops/ sessions on a regular basis.
	Grievance redressal system for staff to be strengthened	The college has Grievance Redressal System already in place. The details shall be put up on the website.



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Non-Teaching Staff Feedback Action Taken

Area	Feedback	Action Taken
Canteen	Quality of service and quality of food needs to be improved. ACs can be provided in the canteen.	It has been conveyed to the Canteen Committee to look into the matter.
ICT	Computers with the latest configuration should be provided to the Administration office	The college is purchasing new computers to replace the existing ones and give the computer facilities of latest configuration to students in the Computer Labs. The latest configuration computers will soon be provided in the administrative office as well.
Library	Space for keeping personal belongings/books to be improved in the library. Lockers can be provided.	The college will work towards improving these facilities.
Substitute	If a seat is vacant due to the person concerned being absent, there should be a substitute to provide the facilities/services	It has been conveyed to the A.O.s to provide the services if the person concerned is on leave for a longer period.
Conveniences	Improvement of Washrooms for non-teaching staff is required	The college has recently renovated all students' washrooms and the washrooms for female faculty in the staff room. The remaining washrooms will be improved in the coming session.



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LIBRARY FEEDBACK **ACTION TAKEN**

Issue	Action Taken/ Planned
Air-conditioning of the library/reading hall is suggested by many students.	It is being planned in the coming session
More Library orientation programmes to be held	It was a regular practice earlier and will be revived in the coming semester. Library Orientation session is held for the first years from all departments by turn.
Number of Hindi medium books to be increased.	Library and Library Committee will take care of purchasing Hindi medium books. The reason for low collection in Hindi medium is the smaller number of such students relative to English medium students and also unavailability of good publications in Hindi medium. Departments have been asked to set aside a certain portion of their budget every year to add to Hindi collection.
To increase the Issue period of the books	This is not feasible under the semester system.
There should be more novels and a coffee corner	The matter will be discussed in Library Committee meeting.
Better and more washrooms should be there in the library.	The matter has already been discussed with the Building Maintenance Committee and the administration
A recommendation box should be kept at some point where the students can drop in suggestions for books.	A Suggestion box is kept at the entrance of the library. Recommended books can be listed in the Register/Box.



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There were several positive remarks by the students related to the Library:

- Overall ambience of the library is good.
- Very nice library and so is the library staff.
- Library is already very convenient and easy to access resources.
- Management of library is good and the staff is very supportive.
- The library is systematic and well organized.