



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

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Janki Devi Memorial College Stakeholders' Feedback

Action Taken Report (2023-2024)

<u>Summary of the Average Scores</u>
<u>Students/ Alumni/ Parents Feedback</u>
<u>Employer Feedback</u>
<u>Library Feedback</u>
<u>Qualitative Questions</u>



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Summary of the Feedback Score

Stakeholder	Average Score (out of 4)
Students	2.8
Students Satisfaction Survey	3.0
Parents	2.8
Alumni	3.0
Employer	2.6
Teaching Staff	3.4
Non Teaching Staff	3.6
Library	2.9



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Students/ Alumni/ Parents Feedback

Action Taken



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Stakeholder and Ques No.	Question	Average SCORE OUT OF 4	No. of responses < MCV (=0)	Root Cause	Action taken/ planned	Responsibility
Students 1	How will you rate your knowledge and skills after studying Skill Enhancement Courses (SEC)?	2.6	26	Lack of seriousness among students due to low credits and excessive burden of papers. Some SECSs do not have end-term exams. Students are taking time to understand the NEP.	Teachers have been asked to do continuous assessments based on the evaluation of the knowledge and skills of the students as there shall not be an end-term practical exam.	University
Students 2	How do you foresee employment opportunities after studying Skill Enhancement Courses(SEC)?	2.3	68	It is too early for students to comment on this negatively at this stage unless they complete their degrees and enter the	Students have been advised to choose job-oriented SEC courses.	Students



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				job market afterward.		
Students 3	How will you rate your knowledge of IT tools after studying Skill Enhancement Courses(SEC)?	2.3	50	All the SEC courses are not about polishing the IT skills of the students.	Students have been advised to choose SECs relating to IT skills. They can also attend power seminars and sessions organised by the ICT team.	Students
Students, 4	How do you rate the role of Value Addition Courses (VAC) in shaping your personality and making you a well-rounded individual?	2.6	39	<ul style="list-style-type: none"> The VACs are 2-credit courses, typically structured as either 1 theory and 1 practical session or 2 practical sessions. The students will take time to understand the new NEP structure. At times the VAC slots are clubbed together. 	<ul style="list-style-type: none"> The college representatives for the VAC committee have initiated dialogues with the university regarding the issues faced by the students. It has been suggested that the VAC courses slots be divided to ensure continuity and effective implementation. 	University guidelines



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Students 6	How will you rate your reading and writing skills after studying Ability Enhancement Courses (AEC).	2.6	37	AEC does not have tutorials. It is difficult to develop reading and writing skills in just two lectures.	A part of the lecture can be devoted consciously to improve reading skills. To address writing skills home assignments can be given.	
Students 7	How will you rate the choices provided to you for various CoNEP courses?	2.4	58	Too many courses in each semester. Guidelines given by the University are not in sync with the limited physical infrastructure.	The departments were informed of the students' desire for a wider selection of courses, and as a result, they were encouraged to expand the range of subjects offered to ensure each course was represented.	
Students 13	How will you rate the fairness of the internal evaluation (IA/CA) process by the teachers?	2.6	59	<input type="checkbox"/> Last-minute changes were made by DU to the evaluation pattern for SEC and VAC.	IA/CA guidelines stipulated by the University are stated on the syllabus and shared with students. Rubrics of assessments are shared with students.	IA Moderation Committee, Teachers, Students



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					<p>Teachers have been advised to discuss their marking with students regularly.</p> <p>Students are given adequate time to approach teachers incase of any discrepancy in their IA/CA marks before they are submitted to University.</p>	
Student 22	Do you think that the teachers are able to Identify your weaknesses and help you to overcome them?	2.7	107	Reduced hours of interaction between teachers and students	<p>Students can approach teachers/mentors in their contact periods or mentoring sessions. Remedial classes are organized every semester to help students to strengthen their weak areas. Students should be active in attending such sessions.</p> <p>Teachers identify learners' levels and cater to them.</p>	Teachers Students



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Student, 27	What percentage of teachers use ICT tools such as LCD projector, Smart Boards, Multimedia, etc. while Teaching?	2.4	198	Lack of availability of Wi-Fi Limited rooms with smartboards.	<p>A new lab has been added particularly to cater to the requirement of practical classes. More Smart Boards are being added to enhance teachers' usage of ICT. Most of the classrooms are equipped with overhead projectors</p> <p>Faculty members are also recording lectures in the Recording Room.</p> <p>The ICT Committee of the college works regularly towards upgrading the IT skills of students and faculty.</p> <p>College has written to the University for increasing Wi-Fi connectivity as promised by them. Meantime we have increased Wi-fi connectivity in certain areas of college.</p>	Teachers, Admin
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Students 30	Developing or enhancing Entrepreneurial Initiatives or Research aptitude	2.7	51	Lack of awareness and participation by students	Several opportunities available: -Add-on courses -Entrepreneurship Cell, Project Anupam -The Research Centre of the college provides funds for faculty projects as well as student projects. It has its students' wing- KHOJ.	Students
Students 31	Developing skill set	2.7	42	Lack of awareness and participation by students	Several opportunities available -SEC courses: -Add-on courses -Entrepreneurship Cell -The Research Centre with students' wing- KHOJ. -40+ societies/clubs	Students and NEP guidelines.
Student 34	Preparation for higher studies/employment	2.7	62	Lack of participation by students	Several opportunities provided by: -PRATIBHA -COC -Departments -Alumni Association	Students



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					-Societies/clubs/ Centres. Students to be pro- active in availing of these opportunities.	
Student 38 Faculty, 32 Non- Teaching staff, 15	Canteen	1.6	433	Poor canteen services by the vendor	Tender for Canteen will soon be floated. Canteen committee regularly takes rounds for inspection.	Admin, Canteen Committee
Student 39	Washrooms	2.2	133	Students' lack of awareness regarding proper use and maintenance of washroom cleanliness	Sufficient and timely supply of toilet cleaning material is always ensured. Three female janitorial staff members have been assigned specifically for toilet cleaning Caretakers conduct regular inspections of the washrooms.	Caretakers and Administrative Officer
Student, 40	Drinking Water	2.3	110	The ongoing maintenance and repair work in	Two water coolers with 400 ltr storage	Caretakers and Administrative Officer



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				<p>the college temporarily affected the functionality and availability of drinking water.</p> <p>Limited Capacity of Water Coolers</p> <p>Lack of Water Purifiers</p>	<p>capacity have been installed.</p> <p>The capacity of one centralized RO Water Purify Plant has been increased to 250 ltr per hour.</p> <p>A new RO water purifier with a capacity of 100 ltr per hour has been procured and installed. Also, periodic drinking water tests are being conducted to ensure safe drinking water.</p>	
Student 42	Internet Facilities	1.3	373	The outdated infrastructure and insufficient bandwidth to support the growing demand.	The college is making a significant investment in installing a new Wi-Fi system to provide faster internet connectivity, which will be available to stakeholders soon.	Admin
Student 43	Language Labs	2.4	88	The time-challenging NEP curriculum leaves insufficient	The college has encouraged its faculty to utilize tutorials along with upgrading the	Admin Teachers



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				interactive learning opportunities.	language lab equipment, incorporating interactive learning tools, and providing additional resources to enhance the overall learning experience.	
Students 44	Recording Studio	2.5	57	Limited use by students	The Recording studio facility is available to faculty for recording of e-lectures and also to students who are making use of it. They record podcasts etc.	Admin
Students, 51	Experience with the Non-teaching Staff.	2.7	33	Technical glitches, unserviceable portals, and certain unforeseen circumstances imposed by University server/portal.	The administrative staff tries to cooperate fully with the students. The non-teaching staff members have been instructed to communicate transparently with the students and update them appropriately.	Non-teaching staff
Students, 52	Medical Facilities	2.7	29	Limited use of the facility only	The college has a nurse and a doctor	Admin



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				in times of medical need.	during college hours.	
Students, 53	Counselling Facility and College Counsellor	2.7	39	Lack of awareness and openness among students.	The college has a certified psychologist available to help students cope with their challenges. Counselling sessions are held regularly. Further awareness can be created through student mentoring by students union.	Admin, Counselling committee
Students, 54	Fee Assistance by college	2.6	59	<ul style="list-style-type: none"> ● Limited use by students with financial needs ● Paucity of funds (voluntary contributions) 	The college will explore more fund raising options.	Admin Fee Assistance Committee
Student 55	Mentor- Mentee system	2.7	66	Despite repeated reminders for mentorship sessions, students seem to lack the initiative to be a part of these sessions.	Mentor-Mentee Sessions are held on a regular basis in collaboration with the IQAC. The teachers are in touch with their mentees on WhatsApp	IQAC, Students



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					groups or through email.	
Students, 56, 57 Alumni, 8	Grievance Redressal Mechanism and Student Faculty Committee	2.7 2.6 2.7	43 61 19	Low student engagement and attendance in these meetings.	A very well-formulated mechanism based on Grievance Redressal Policy. Students have the option to post their grievances on the website. Students also have the option of registering their concerns/complaints in registers maintained at relevant places and, at student-faculty committee meetings are held at regular intervals so that the concerns and grievances can be addressed with utmost promptness.	Student Faculty Committee Grievance Redressal Committees
Students, 58	How will you rate the research opportunities provided by the college?	2.6	41	Lack of participation and awareness Very few students apply for research projects	During the orientation, students are informed about the research opportunities. JDMC has a Research Centre and	Admin, Research Centre, Students



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					a special wing for students' research-KHOJ. Students will be encouraged to take up research projects.	
Students, 60	How will you rate the Add-on Courses provided by the college?	2.6	49	Lack of interest among students and time constraints due to NEP curriculum.	The college gathered students' preferences and suggestions for add-on courses to ensure that the offerings aligned with their needs. An example of a needs-based, value-added course introduced is the foreign language courses launched in response to student demand.	Students
Students, 61	How will you rate the Extra-Curricular opportunities provided by the college?	2.7	27	Low attendance in extracurricular orientations.	The students are counseled to attend all the college orientations to acquaint themselves with multiple opportunities available as per their interests. The college provides various platforms ranging from NSO,	Students



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					NCC and NSS to choose from in addition to over 40 clubs and societies.	
Students, 62	How will you rate the various Extension and Social outreach activities provided by the College	2.7	33	The time-constrained NEP curriculum leaves students with no time to participate in various extension and social outreach activities.	The college conducts various orientations for all the societies encouraging outreach programs. The benefit of attendance and a long activity period have been introduced to maximize students' participation.	Admin, IQAC
Students, 64,65	How will you rate the Placement and internship Opportunities provided by the college?	2.4	100	Lack of interest in placement among students	-COC Conducted placement drives for more than 20 companies and placed around 70 students in 2023-24. -Department representatives in COC -Sensitization of students about placement opportunities through counselling sessions.	COC



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Students, 66	How will you rate the opportunities provided by the college for Holistic/Personality Development?	2.6	48	-Time-constraint -Heavy syllabus -Too many papers often leave little room for holistic development	In alignment with the goals of the NEP to foster well-rounded development, the University has integrated skill development and value-added courses into the curriculum. College provides several opportunities for holistic development.	University, Admin
Parents,1	How frequently do you visit the college website?	2.0	126	Many parents do not visit the college website for information.	During the orientation programme, parents are advised to visit the website at regular intervals for better insights.	Admin
Parents, 2	Please rate the college website	2.7	136			
Parents, 3	Please rate the orientation/mentoring	2.5	43	Due to the CUET, most of our	The college will try to engage more parents through	Admin



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	sessions held for parents			<p>students are from other states of the country which makes it difficult for the parents to be available for the orientation and mentoring sessions.</p> <p>Additionally, since the admissions process is completed in various stages/phases and continues till the middle of the semester, having multiple orientations will result in teaching time loss to the students and teachers.</p>	online orientations and mentoring sessions.	
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Employers' Feedback

Action Taken Report



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Question no. and Question	Average SCORE OUT OF 4	No. of responses < MCV	Root Cause	Action Taken	Responsibility
2, Productivity & work quality	2.3	0	Limited awareness among students and time constraints caused by the demanding NEP curriculum structure. Several SEC and VAC courses are also skill based, therefore students limit their exposure to them.	Various add-on courses and short-term courses are offered to students to upgrade their skills. Students are also encouraged to take up internships with companies to get corporate exposure. Also, the faculty has been informed to encourage students to enhance their skills and mentor them.	University guidelines Students COC
3, Problem-solving ability	2.4	0	Low student participation and lack of awareness regarding the facilities offered by the college among students.	The Career Opportunity Cell and other departments have been holding frequent workshops and seminars to help students develop their problem-solving skills through various assessments, including written, online aptitude tests, and mock tests. Departments and societies are informed to conduct more	Students COC



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				sessions and encourage students to join them.	
4, Leadership quality	2.3	0	Although the NEP offers various skill-based learning options, limited opportunities for practical leadership experiences and a lack of focused training in the academic curriculum present challenges for students.	To address this, the college provides a range of add-on courses aimed at holistic development and greater exposure Through mentor-mentee sessions, students are encouraged to join societies/clubs/centers of the college which provides them with an opportunity to learn teamwork as well as leadership skills. Also, seminars and workshops are conducted regularly by the Career Opportunity Cell and departments to nurture the leadership quality of our students. Departments/societies have been conveyed to conduct more sessions to improve leadership qualities.	Students COC



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8, The performance of students in Placement drives	2.22	0	Many students prefer pursuing higher education and focus on master's level exams rather than entering the workforce.	Various sessions are conducted throughout the year by the Career Opportunity Cell to make students interview-ready. Besides, mock interviews, aptitude tests, and group discussions are also held regularly. More such sessions are planned to improve the performance of students in drives. Mentor-mentee sessions are also used to help students with issues related to performance in placement and encourage students to participate in drives.	Students
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Library Feedback - Open-ended Question

Action Taken

Area of Concern	Action taken
Too much noise in the Library.	Since the library gets busier particularly during the arrival of newly admitted students and around assignment submission deadlines, the noise levels get higher. The library staff is advised to take a proactive approach in maintaining silence.
Additional self-help books on topics such as time management, personality development, and confidence building should be included.	The library already has self-help books. However, we will be adding more titles on similar topics during the current academic session.
Books on various religions to be added to the library.	The library will be adding more books on religion, including new editions, to accommodate the students' requests



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Student Feedback/Suggestions from Open-ended Questions:

Area of concern	Feedback	Source	Action Taken
Teaching Learning	<p>The instructions should be conducted in a bilingual format as many students are from Hindi medium backgrounds.</p> <p>Provide notes, especially in Hindi</p> <p>Separate section for Hindi medium students</p>	Students	<p>Some departments have separate sections for English and Hindi medium students. In other departments, students can seek assistance from teachers who incorporate bilingual instruction whenever feasible.</p> <p>Teachers try to provide alternative books when Hindi medium study materials or substitutes for prescribed textbooks are unavailable. All departments ensure that there are adequate Hindi medium books in the library and regularly update the collection each year by acquiring additional copies.</p>
Assignments and tests	<p>Fewer assignments and tests are to be given during the semester.</p> <p>Lesser Extra Classes</p>	Students	<p>The college regularly conducts tutorials and assignments, aligning with the requirements for internal and continuous assessment as outlined in the curriculum. The goal is to equip students with the skills to write well-structured answers in their final examinations.</p> <p>It has been conveyed to the teachers that they should pre-plan their assignments and tests to give the students enough time to attend such submissions.</p>



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			<p>Due to multiple co-curricular activities and government-encouraged celebrations, regular classes are sometimes disrupted. The teachers try their best to complete the syllabus on time, for which they sometimes opt for extra classes.</p> <p>The college has started a one-hour 'Activity Period' daily to minimize time wastage.</p>
Teaching Learning	<p>Not more than 2 teachers sharing one paper</p> <p>Timely completion of syllabus</p>	Students	<p>It has been conveyed to the faculty to minimize paper-sharing and 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.</p> <p>Principal takes stock of syllabus covered from every department through TICs.</p>
Teaching-Learning	GE subjects should be taught from scratch	Students	<p>The college follows the syllabus as prescribed by the University. Students are oriented to choose GEs very carefully depending on their learning ability and preference.</p>
Teaching Learning	Teachers should help improve students' writing skills and grammar	Students	<p>While teaching, the teachers identify the slow and advanced learners. Based on this identification, the students are provided with additional study material to help them with the curriculum.</p> <p>Many SECs and VACs also have a writing component to</p>



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			help the students with comprehension.
Teaching Learning	Students are forced to attend seminars for attendance. Too many seminars and talks	Students	The college conducts and organizes various seminars, workshops, and symposiums to benefit students and enhance the curricular experience. Since students take such activities as an opportunity to pursue other endeavors, the teachers mandate the students to attend these seminars for their own growth and learning experience.
Learning	BA(Prog) students feel underrated as compared to honors students	Students	Most of our best athletes, cadets, and performers are from the B A Prog courses. The teachers always encourage the students to excel without any prejudices.
Teaching Learning	No online Classes Gaps in the timetable	Students	All classes are conducted in person except when directed by the University/to accommodate the University guidelines. The classes in the timetable are arranged according to the curriculum structure. However, due to the variety of course combinations and the growing interdisciplinary nature of the curriculum, some gaps in the timetable are inevitable. Both the college and department timetable committees are aware of this issue and are working to minimize the gaps as far as possible.



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Mentoring	More mentoring sessions especially with subject teachers	Students	<p>The college has an effective mentoring system in place, with a mentor-mentee list accessible to students. Teachers create WhatsApp groups with their mentees and hold regular meetings. Students can also request personalized sessions with their faculty mentors.</p> <p>The students also have an opportunity to meet their subject teachers during the tutorials in smaller batch sizes as well as Contact Periods. The students are requested to attend these tutorials and mentor-mentee sessions.</p>
Internships	NOCs to be signed promptly	Students	Students are counseled to submit their requests on time and not wait for the last dates. Lack of proper documents sometimes delays the process of rendering NOCs
Teachers on leave	<p>Timely availability of substitution for teachers who go on long leaves</p> <p>Timely notification of class cancellation</p>	Students	Arranging for a substitute teacher follows university guidelines that require time. The steps involved, such as advertising and forming a selection panel, are time-sensitive and cannot be done immediately.
VAC/SEC/AEC options	More SEC options are to be given.	Students	The college offers a variety of SEC courses. As the nodal college for the Central Cluster, JDMC's NEP Implementation Committee ensures a diverse range of options. Consequently, students can select from the courses offered by the college as well as those provided by the cluster.



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	<p>Teachers should be trained to teach skill-enhancing papers</p> <p>4-hour engagement is hectic and less productive/gaps in the timetable</p> <p>Timings for VAC/SEC should be student-friendly</p> <p>More AEC options to be given</p>		<p>Since the SECs and VACs were recently upgraded and introduced in the curriculum, the teachers are now being trained through various workshops and seminars to teach such papers more effectively.</p> <p>The classes in the timetable are scheduled with the curriculum structure in mind. However, due to various combinations and the increasingly interdisciplinary nature of the curriculum, some gaps in the timetable are unavoidable. The college and department timetable committees have been made aware of this issue.</p> <p>AEC options chosen by students are shared by the University that facilitates its centralized/cluster classes.</p>
Attendance	Flexible attendance for ECA students	Students	ECA students are given compensatory attendance. The college now provides a daily one-hour activity period to support their talent development without missing classes.



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Infrastructure	<p>More ventilation in the classrooms/ AC classrooms</p> <p>Furniture needs upgradation</p> <p>Hostel for second and third-year students</p> <p>More activity rooms for practice</p>	Students	<p>The administration is actively working to ensure that classrooms have adequate capacity, ventilation and upgraded furniture.</p> <p>The concerns have been shared with the administration and the Hostel Committee.</p> <p>The administration is actively working to ensure better support facilities to its stakeholders.</p>
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