



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

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Janki Devi Memorial College

Stakeholders' Feedback

Action Taken Report

(2024-2025)



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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	34	Students often undervalue SECs, especially when no end-term examination is included.	Continuous internal assessments based on skill acquisition have been introduced in place of end-term practicals.	Students
Students 2	How do you foresee employment opportunities after studying Skill Enhancement Courses(SEC)?	2.3	103	Students are unable to judge employment potential until completing their degrees and entering the job market.	Students are guided to opt for job-oriented SEC courses.	Students
Students 3	How will you rate your knowledge of IT tools after studying Skill Enhancement Courses(SEC)?	2.4	70	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.	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?	2.5	55	Being 2-credit courses with limited classes, VACs provide a less effective learning experience. The narrow range of options also reduces	Departments will diversify the VAC pool and enhance delivery through interactive teaching methods to	University guidelines



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				student interest and hinders implementation.	improve student engagement and outcomes.	
Students 6	How will you rate your reading and writing skills after studying Ability Enhancement Courses (AEC).	2.6	42	Limited focus on language enhancement in some AEC courses due to time and syllabus constraints.	Teachers will incorporate additional reading/writing exercises in tutorials and provide guided practice sessions.	Faculty
Students 7	How will you rate the choices provided to you for various NEP Courses?	2.4	63	Constraints due to university guidelines and limited physical infrastructure.	The department will optimize available resources and request additional infrastructural support to ensure smoother implementation.	Departments
Students 13	How will you rate the fairness of the internal evaluation (IA/CA) process by the teachers?	2.6	49	Lack of clarity among students due to frequent changes by the University causes confusion	Teachers provide rubrics. They are encouraged to provide assessment plans at the start of each session and encourage open discussions on marks awarded.	Students Teachers



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Student 15.	Does the college promote internship, student exchange, field visit opportunities for students?	2.7	44	Students show limited awareness and participation in such opportunities.	Departments will increase collaboration with industry/NGOs and share internship/field visit opportunities more widely. The students will be encouraged to participate actively.	Students Departments
Student 22	Do you think that the teachers are able to Identify your weaknesses and help you to overcome them?	2.7	69	Large class and tutorial sizes limit personalized support	Teachers identify the slow and advanced learners through mechanisms in place and differential pedagogic methods are employed.	Teachers
Alumni 1	Faculty	2.7	14			
Student, 27 Alumni, 10	What percentage of teachers use ICT tools such as LCD projector, Smart Boards, Multimedia, etc. while Teaching?	2.5 2.7	118 4	Lack of availability of Wi-Fi Not all disciplines require the use of ICT on a regular basis	More Smartboard enabled classrooms have been introduced. ICT Committee regularly upgrades resources and provides training to teachers. Delay on part of the University in	Teachers, Admin



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					upgrading WiFi infrastructure	
Students 30	Developing or enhancing Entrepreneurial Initiatives or Research aptitude	2.6	40	Entrepreneurship is not a mandatory requirement in most disciplines	The department supplements the curriculum by encouraging research aptitude and organizing activities in line with University guidelines. The college has both Entrepreneurship cell and Research Centre with a dedicated students wing- KHOJ. Interested students are welcome to join these	Students Departments E-Cell Research Centre
Students 31	Developing skill set	2.6	22	Mandatory SECs but students do not take them seriously due to no end-term exam for them.	The department encourages students to enroll in these add-on courses to strengthen skills and complement the	Students and NEP guidelines.



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				Larger number of courses per semester under NEP and fewer credits for VACs.	University curriculum. Students are advised to regularly check both online and offline notices, which are widely shared across the campus and through WhatsApp, for updates on these courses.	
Student 32	Adding values and ethics/ मूल्यों और नैतिकता को जोड़न	2.7	17	Mandatory VACs but students do not take them seriously due to no end-term exam for them. Larger number of courses per semester under NEP and fewer credits for VACs.	Teaching along with IA and CA are made to ensure that students benefit from these courses	Students Teachers
Student 34	Preparation for higher studies/employment	2.6	35	Despite of regular updates regarding various placement opportunities and seminars, the students have demonstrated a limited participation in available career resources and support.	The College, COC, and the Department organize several counseling sessions for higher education and recruitment drives. Career counselling sessions and peer-alumni mentoring groups will	Students Faculty



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					guide students on higher studies and employment preparation.	
Student 35	Classroom Facilities	2.7	27	Increased enrolment has created pressure on available classroom infrastructure.	College is working on better allocation of classrooms, scheduling in smart rooms, and requesting infrastructure upgrades wherever possible.	Admin
Student 38 Faculty 31	Canteen	2.2 2.1	89 11	Unsatisfactory performance of the previous vendor, whose service quality, hygiene, and food standards did not meet student expectations.	The college has replaced the previous vendor with another provider to ensure satisfactory service. The new vendor has been instructed to provide quality food that is prepared with hygiene.	Admin, Canteen Committee
Student 39	Washrooms	2.3	90	Increased usage due to longer class hours due to increased	Dedicated staff ensure daily cleaning; caretakers	Caretakers and Administrative Officer



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				number of courses under NEP with high; limited hygiene awareness.	conduct inspections.	
Student, 40	Drinking Water	2.5	56	Sufficient number of water coolers on the campus at different locations but few locations are overloaded	Steps will be taken to increase awareness about locations of multiple water coolers among students	Caretakers and Administrative Officer
Student 42	Internet Facilities	1.9	246	Delay on part of University in upgrading WiFi infrastructure	Reminders sent to University to speed up the new Wi-Fi installation.	Admin
Library 9	Internet/ WiFi	2.2	152			
Student 43	Language Labs	2.4	54	The time-intensive NEP curriculum limits opportunities for interactive learning. Moreover, students have limited awareness of the advantages such a facility offers in their daily learning.	Interactive learning sessions have been integrated within the NEP framework, orientation programs were conducted to raise student awareness about the benefits of the facility, and faculty members have been instructed to utilize the language lab during tutorials.	Admin Teachers



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Students 44	Recording Studio	2.5	37	Limited use by faculty and students due to remote-access alternatives available	Faculty members have been encouraged to integrate the recording room into their teaching methods alongside quizzes and digital resources. Students are also encouraged to use the facility	Teachers Students
Students, 51 Alumni, 2	Experience with the non-teaching Staff.	2.7 2.7	26 10	Despite cooperative efforts by the administrative staff, technical issues and unforeseen circumstances sometimes cause inconvenience to students.	Non-teaching staff have been directed to maintain transparent communication with students and provide timely updates.	Non-teaching
Students, 52 Alumni 9	Medical Facilities	2.7 2.7	11 6	Lack of awareness about the facilities even though the facility is introduced during the orientation to the students.	The college has a trained team of health care providers. The Student Union has been asked to inform the students about health facilities.	Students



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Students, 53	Counselling Facility and College Counsellor	2.6	26	Lack of awareness and openness among students.	The college has a full-time certified psychologist available to help students cope with their challenges. Occasionally, the students are encouraged to seek their help. Further awareness can be created through student mentoring by student union.	Admin, Counselling committee
Students, 54	Fee Assistance by college	2.5	40	Number of applicants often exceeds the funds available Limited funds	Student awareness regarding additional funding avenues is expanded to ensure wider access to fee assistance. Faculty are encouraged to contribute to Fee Assistance fund	Admin Students
Student 55 Alumni 14	Mentor- Mentee system	2.6 2.7	45 12	Despite repeated reminders for mentorship sessions, students seem to lack the initiative to be a part of these sessions.	Mentor-Mentee Sessions are organised in collaboration with the IQAC every semester. The teachers are in touch with their mentees on	Students



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					WhatsApp groups or through email.	
Students, 56, 57 Alumni, 8	Grievance Handling	2.5 2.6 2.8	35 28 17	Low student engagement	A structured mechanism, guided by the Grievance Redressal Policy, is in place. Students can submit their grievances through the college website or record them in registers maintained at designated locations. Additionally, student-faculty committee meetings are conducted at regular intervals to ensure that concerns and grievances are addressed promptly and effectively.	Student Faculty Committee Grievance Redressal Committees
Students, 58	How will you rate the research opportunities provided by the college?	2.6	29	Limited student participation and a lack of awareness about the research initiatives and resources provided by the college.	Students are informed about research opportunities during orientation, engaged	Research Centre Departments



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					department-wise by the Research Centre and encouraged to stay updated via WhatsApp for full participation.	
Students 59	How will you rate the e-resources of the college?	2.7	23	Students are unfamiliar with e-resource platforms.	Library orientations and workshops train students in accessing e-resources.	Students Library
Students, 60	How will you rate the Add-on Courses provided by the college?	2.6	49	Limited student interest and the time-intensive NEP curriculum restrict students' availability to engage fully in these supplementary programs.	Add-on courses are being aligned with student interests and flexible schedules, with increased awareness campaigns to boost participation alongside the NEP curriculum.	Students
Students, 61	How will you rate the Extra-Curricular opportunities provided by the college?	2.7	25	Low attendance in extracurricular orientations.	The students are counseled to attend all the college orientations to acquaint themselves with multiple opportunities	Students



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					available as per their interests. The college provides various platforms ranging from NSO, 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	2.6	21	The time-constrained NEP curriculum leaves students with very less time to participate in various extension and social outreach activities.	The college organizes orientations for all societies to promote outreach programs. Incentives such as attendance benefits and extended activity periods have been introduced to encourage maximum student participation.	Admin, IQAC
Students 63	How will you rate the various Clubs, Societies and centres of the college?/	2.7	21	Many students struggle to balance academic load with society participation.	Societies to promote themselves during orientations and encourage student enrolment	Admin, IQAC



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Students, 64 65 Alumni 7	How will you rate the Placement and internship Opportunities provided by the college?	2.3 2.4 2.2	75 87 47	Limited student interest; some prefer the 4th year NEP option.	Career counselling and placement sensitization sessions are held.	COC
Students, 66	How will you rate the opportunities provided by the college for Holistic/Personality Development?	2.5	41	Time-constrained timetables and the emphasis on completing prescribed syllabi, which leave limited room for extracurricular activities. Additionally, the NEP's focus on academic content and an increased number of papers has further narrowed opportunities for students to engage in well-rounded personal growth. Limited awareness of available programs also contributes to lower participation.	The college will continue integrating extracurricular activities, skill development programs, and value-added courses into the curriculum, while aligning with the goals of the NEP to foster well-rounded student development.	Admin, IQAC



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Parents,1	How frequently do you visit the college website?	2.0	73	Many parents do not visit the college website for information.	Parents will be guided during orientation to use the website as the primary information source.	Admin
Parents, 2		2.7	8			
Parents, 3	Please rate the orientation/mentoring sessions held for parents	2.5	27	CUET admissions bring many out-of-state students, limiting parent participation in orientation sessions, and multiple orientations during a staggered admission process risk loss of teaching time.	The college will try to involve more parents in such orientations and mentoring sessions.	Admin
Parent 7	Sports facilities of the college/ महाविद्यालय में खेल सुविधाएं	2.7	11	The limited utilization of sports facilities is primarily due to the time-bound NEP curriculum, which leaves students with little free time, and a lack of awareness about the	The college has ensured the availability of two open gyms on demand, introduced additional games, and is continually expanding sports facilities. Proposals for a pickleball court	College



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				available sports resources and programs.	and a cricket field are underway. Awareness campaigns and scheduled sessions are being organized to encourage student participation despite the time-bound NEP curriculum.	
Parent 12	Contribution of the college towards skill enhancement of your ward is:	2.7	15	The NEP curriculum offers a variety of skill enhancement courses along with practical applications. However, the lack of seriousness among students due to low credits and no end term examination	Departments will share details of skill courses and encourage student participation and regularity.	Departments, Students
Parent 13	How approachable are the college authorities?/	2.7	12	Due to the CUET, most of our students are from other states of the country which makes it	The college will try to involve more parents during various orientations to ensure a smooth communication.	Admin



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				<p>difficult for the parents to promptly approach the college. However, the admin is active in responding to the queries posted via emails.</p>		
Employer 3	Please rate the overall knowledge and awareness of our students.	2.6	0	<p>Lack of conceptual clarity and in-depth knowledge</p>	<p>The college focuses on enhancing student learning through various platforms such as remedial classes, mentoring sessions and skill-based add-on courses (offered by departments and societies.) Departments have been informed to plan such more actions to increase conceptual clarity among students</p>	<p>Departments Students</p>



जानकी देवी मेमोरियल कॉलेज JANKI DEVI MEMORIAL COLLEGE

(दिल्ली विश्वविद्यालय) / (University Of Delhi)

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Stakeholder and Ques No.	Question	Average Score (out of 4)	No. <MCV	Root Cause	Action taken/ planned	Responsibility
Employer 8	Please rate the performance of our students in placement drive.	2.5	0	Lack of knowledge, communication and interview skills	Various sessions to improve the interview skills are held by COC as well as departments such as focusing on mock interviews, aptitude tests, group discussions, interview preparedness etc. Conditioning of students needed to undergo internship so as to gain corporate exposure	Career Opportunity Cell Departments Students

Ms. Sonia
Convenor
Feedback Committee

Prof Payal Nagpal
IQAC Coordinator

Dr Shilpa Chaudhary
Prof Ruby Bhardwaj
ISO Systems Coordinators

Prof Swati Pal
Principal