

JANKI DEVI MEMORIAL COLLEGE
2017-18
FEEDBACK FROM THE STAKEHOLDERS
ACTION TAKEN REPORT

As a part of Quality Assurance initiatives of the institution, the IQAC introduced online feedback forms for students, alumni, parents, faculty, non-teaching staff, employers. Feedback is collected on various aspects of the institution from stakeholders, analysed and necessary measures are implemented for improvements.

- **Students' Feedback-** was collected on the infrastructure, teaching-learning, curriculum and the opportunities provided by the college. In addition, students share their feedback in *monthly Student-Faculty meetings* held at department level and also during *Contact periods*. The departmental Student-faculty meetings were initiated by the IQAC in 2016-17 as another mechanism to collect student feedback. This forum enables students to discuss and resolve problems related to teaching-learning, and other issues. If the problem is not resolved at the department level, it is forwarded to the Principal and, if required, to the Apex Grievance Redressal Committee of the college.
- **Parents' Feedback** – was collected on the quality of experience of their ward in the college as well as the particular program in which she is studying.
- **Alumni Feedback** – was collected on the quality of their experience in the college as well as the particular program in which she studied.
- **Employers' Feedback** – was collected on their experience regarding campus placement.
- **Faculty Self- assessment-** Online Self-Assessment Form for the faculty has been initiated. It enables faculty members to critically analyse and improve aspects like classroom lectures, availability of teachers outside classrooms for guidance and assistance, maintaining records of students' performance and encouragement of analytical thinking, etc.
- **Feedback from Non-Teaching staff-** was collected on the work environment and facilities provided by the college.

The feedback was analyzed (Graphical presentation attached) and following action was taken so as to improve the quality of experience of our valuable stakeholders.

STUDENTS' FEEDBACK AND ACTION TAKEN

S.no	Feedback	Remarks/ Action Taken
1	Regularity of classes and quality of teaching-learning process	Almost all students expressed satisfaction with the regularity of classes (96.6%), tutorials (97%) and teaching methodology (99%). The college will continue its efforts to maintain high academic standards.
2	Functioning of Student-Faculty Committee	97% students were satisfied with the functioning of the departmental Faculty-Student committees.
3	Teacher support for participation in co-curricular, extra-curricular and sports activities	92% of students were satisfied with teacher support in this regard. Teachers keep motivating students to participate in various activities which are organized by our college as well as by other colleges.
4	Facilities for students with disabilities	96% students expressed satisfaction with the facilities such as lifts, ramps, wheel-chair, library resources etc. The Equal Opportunity Cell has taken care to provide quality facilities to such students and has been asked to continue its good efforts to further strengthen the facilities in the library. The college has employed a full-time lady assistant to support these students.
5	Career opportunities and Placement Cell needs to be strengthened	The Placement Cell has been asked to expand the network of campus recruitments and try to provide opportunities for students from all courses. 72% students expressed their keenness to take up placement immediately after graduation.
6	Environment-consciousness of the college	All students gave the feedback of the college being environment-friendly. <i>Avani</i> - The Environment Club of the college has been relentlessly engaged in ensuring environment-consciousness in the college.
7	Technical facilities and technical assistance in computer labs need to be improved	The college administration is working towards improving the technical facilities.
8	Conveniences need to be strengthened	The caretaker has been instructed to ensure the availability of water at all times.

9	Common Room facilities should be increased	The administration will work towards its improvement.
10	Food choices in the canteen should be expanded	The Canteen Committee has been instructed to look into it and take up rounds of canteen all through the year to ensure quality of food served as well as availability of sufficient choices in food.
11	Students were not aware of financial assistance provided by the college	It was duly noted and care will be taken to disseminate information widely among students in future via various mediums such as website, Prospectus, WhatsApp groups, LED board in the college lobby, notice-boards and email groups.

An overwhelming percentage of students (99%) have expressed satisfaction with their experience in the college, 89% of students felt that the curriculum they have studied has fulfilled their expectations and 86% of students felt that the course curriculum helps them fulfill their academic and career objectives.

PARENTS' FEEDBACK AND ACTION TAKEN

19% of parents rated their ward's experience in the college as 'Extremely good', 66% as 'Good' and 15% as 'Satisfactory'. 22% of parents rated the course in which their ward was studying as 'Exceptional', 69% as 'Good' and 9% as 'Satisfactory'. 88% of parents stated that they would recommend this college to others.

The college will continue to work towards improving the students' experience in the college.

EMPLOYERS' FEEDBACK AND ACTION TAKEN

S.No	Feedback	Action taken
1	Facilities for Placement drive to be improved	Meeting was held with the Placement Cell to discuss the issue and the suggestions put forth have been duly noted.
2	Students' performance in the placement drive needs improvement	The Placement Cell has been asked to conduct more seminars and workshops for improving communication skills and preparation for interview and group discussion.

The recruiters were satisfied with the support provided by the Placement Cell.

ALUMNI FEEDBACK AND ACTION TAKEN

31% of Alumni rated their experience in the college as 'Exceptional', 62% as 'Good' and 3% as 'Satisfactory'.

28% of Alumni rated their course as 'Exceptional', 55% as 'Good' and 10% as 'Satisfactory'.

90% of them stated that they would recommend this college to others.

FACULTY SELF-ASSESSMENT AND ACTION TAKEN

- 90% of teachers reported that they instruct students about the style/content of assignments.
 - Assignments/ tutorials/ projects are returned on time – 50% reported 'Always' and 50% reported 'Most of the times'.
 - 82% teacher said that they are always available outside classroom / contact periods for guidance and mentoring
 - 99% teachers reported that the records of students' performance and other evaluation criteria are maintained properly.
 - To make teaching more effective and student-centric, teachers use ICT, interactive classroom, field trips, assignments, research, mentoring, special lectures by experts etc.
 - Teachers use various pedagogic techniques to motivate students to express opinions and respond in the class- cooperative learning method, dialogical methodology, building friendly classroom environment, praxis by correlating theory with lived-in experience, group discussions, presentation, projects, debates etc.
 - Teachers provide special attention to weaker students. Also incentives are given for classroom participation.
 - Teachers select questions for tutorials and mid-terms based on university exam pattern and also to enable critical and creative thinking and to ensure conceptual understanding. Questions with difficulty levels are covered and time management skills are also imparted.
 - 95% proportion of teachers who allow resubmission of assignment and retest for medical reasons, for ECA, improvement in scores etc
 - The teachers not just ensure completion of syllabus but also ensure knowledge- sharing and skill enhancement take place.
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NON-TEACHING FEEDBACK AND ACTION TAKEN

- 91% expressed satisfaction with the work environment.
- 91% felt that the information related to their job is made available to them on time and that the administration was receptive of their grievances.
- 71% of non-teaching staff rated the efficiency of administrative department as 'Excellent' and the others rated it as 'Satisfactory'.
- 38% of non-teaching staff rated the efficiency of accounts department as 'Excellent' and 72% rated it as 'Satisfactory'.
- The staff was satisfied with their interaction with students as well as faculty.
- All staff found their job description in line with the assigned work.
- The staff works as a team as most of them responded that they help their colleagues as well receive help from each other.

S.No	Feedback	Action Taken
1.	Technical facilities (computers, WiFi etc) to be improved.	81% found technical facilities adequate while others felt the need for improvement. The administration will work towards it.
2.	Not familiar with rules and regulations	Workshops will be organized to increase awareness regarding rules and regulations. College encourages non-teaching staff to attend Skill Enhancement Courses and has the policy to reimburse the Registration fee of such courses.
3.	Conveniences need to be improved	The caretaker has been instructed to look into the matter and ensure availability of water.
4.	Salary slips need to provided in time	The Accounts section has been instructed to ensure that salary slips, PF information etc are provided in time.
3.	Storage space for stacking of books is inadequate	College will working on increasing the stacking space in library