

**JANKI DEVI MEMORIAL COLLEGE**  
**FEEDBACK FORMS, 2019-20**  
**ACTION TAKEN REPORT**

The college collects feedback from various stakeholders- students, teachers, parents, Alumni, employers and non-teaching staff on an annual basis. For the academic session 2020-21,

- a. **Students' Feedback**- was collected on the issues of infrastructure, teaching-learning process, curriculum and the overall opportunities available in the college.
- b. **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.
- c. **Alumni Feedback** – was collected on the quality of their experience in the college as well as the particular program in which she studied.
- d. **Employers' Feedback** – was collected on their experience regarding campus placement and quality of our students that they recruit.
- e. **Faculty Self- assessment**
- f. **Non-Teaching staff Feedback**

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

**STUDENTS' FEEDBACK AND ACTION TAKEN**

Students expressed satisfaction with:

- technical assistance in computer labs
- medical facilities
- facilities for the students with disability.
- their interaction with the Administrative staff
- regularity of classroom lectures as well as tutorials
- the teaching methodology used by faculty
- Faculty-Student Committee
- Teacher support for participation in co-curricular, extra-curricular as well as sports activities in/outside the college
- Library resources
- Environment-consciousness of the college
- Their overall experience in the college

Majority of students felt that the course curriculum they have studied fulfilled their expectations and helped them to fulfil their career objectives.

<b>Feedback</b>	<b>Action Taken</b>
Technical facilities to be improved	The administration is working towards adding and upgrading the digital infrastructure.
Conveniences to be improved	The water availability will be ensured.
Common Room to be improved	The college is working towards upgrading the facilities and the overall ambience of the Common Room.
Scope for improvement in Canteen	The Canteen person and the Canteen Committee have been asked to look into the matter and ensure greater hygiene and better food.
Career Opportunity and Placement Cell to provide more opportunities	It has been conveyed to the Convenors to explore and provide information about more internships and placement opportunities. Students are keen to take up online/offline short term internships particularly.
Information about financial assistance should be made available	The college will ensure that such information is provided to students timely.
More internship opportunities to be provided	Information regarding Internship opportunities are shared with students from time to time. It was conveyed to the Career Opportunity Cell to ensure such information reaches all students.
More practical exposure to be there	It has been conveyed to departments to provide practical and real-world experience to students.
Library to be updated	Expansion of resources in Library is an ongoing process. The college adds to its stock of books every year as per recommendations received from the departments.
Infrastructure to be improved	College is working towards augmenting its Infrastructure in various domains- both digital as well as physical infrastructure.
Time table to be enhanced- lesser gaps	The Time Table Committees make time table minimizing the gaps. However, at times, gaps are unavoidable due to various constraints. Students should use these gaps to visit library and undertake productive learning activities.

## PARENTS' FEEDBACK AND ACTION TAKEN

99% of the parents were satisfied with their ward's experience of studying at JDMC.

99.5% of the parents were satisfied with their ward's course.

86% of the parents responded that they would recommend this college to their family and friends.

Feedback	Action Taken
Canteen facilities to be enhanced	The Canteen Committee and the Canteen vendor have been asked to look into the issue and improve the canteen facilities.
Washroom and water facilities to be improved	The Caretaker has been instructed to take up the issue urgently and assure water availability.
Parent Teacher meetings to be arranged	At present, few departments conduct interactions with parents. Other departments are encouraged to do so.
Increase the participation of students in extra-curricular activities	The college provides several opportunities to students to participate in co-curricular and extra-curricular activities both by the college as well as events conducted by other colleges.

## ALUMNI FEEDBACK AND ACTION TAKEN

23% of Alumni rated their experience of studying in JDMC as 'Exceptional', 62.5% rated as 'Good' and 12.5% rated it as 'Satisfactory'.

37.7% of Alumni rated their course as 'Exceptional', 54.61% rated it as 'Good' and 7.89% rated it as 'Satisfactory'.

83% of Alumni responded that they will recommend this college to their friends and family.

## EMPLOYER FEEDBACK AND ACTION TAKEN

Employer Feedback could not be taken due to the Lockdown situation since March 2020 as the COVID-19 pandemic gained roots.

## FACULTY SELF-ASSESSMENT

- 92% of faculty instruct students about the style/ content of assignments
- 98% of faculty respond that they return assignments etc on time.
- 99% of faculty remain available for guidance and mentoring.
- Almost all faculty responded that
  - They allow students to improve their assignments for medical or other reasons
  - They make students think creatively through the use of case study, group discussion, assignments/ projects, practical application and students' presentations.
  - They encourage students to undertake critical and comparative analysis
  - They motivate students to express opinions and respond in the class

## NON-TEACHING FEEDBACK AND ACTION TAKEN

The non-teaching staff members responded that:

- They are satisfied with the work environment (90%)
- Their work-related expectations are fulfilled
- They are satisfied with the training given to them to complete their responsibilities
- Their job description is in keeping with the assigned work (95%)
- The college provides facilities for professional development.
- The information about salary slips /PF / allowances is made available to them on time
- The technical facilities (like computers, wifi, etc) were adequate for their needs. (89%)
- They were satisfied with conveniences (like toilets, water, etc) available in the college (94%)
- They follow code of conduct in varying out their professional responsibilities
- They provide help to their colleagues in fulfilling their responsibilities when required (97%)
- They were satisfied with the medical facilities provided by the institution (86%)
- They are satisfied with the efficiency of the administrative department as well as Accounts department. (95%)
- They are satisfied with their interaction with students and faculty.
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	Feedback	Action Taken
1.	Familiarity with Rules and regulations to be increased	The college will organize workshops etc to increase awareness regarding rules, policies and procedures. College encourages non-teaching staff to attend Skill Enhancement Courses and has the policy to reimburse the Registration fee of such courses.
2	Promotion opportunities are not quite satisfactory	The college follows the University guidelines for promotion of its staff. The college facilitates fulfilling of eligibility criteria such as granting permission to staff to participate in training programmes etc.

3	Administration to be more receptive to grievances	The administration follows open-door policy. The college has in place a Grievance Redressal system where the staff can air their grievances and get their redressal.
4	More storage for stacking of books and seating space needs to be added in the library	College is working on expansion of library infrastructure.