JANKI DEVI MEMORIAL COLLEGE
FEEDBACK FORMS, 2020-21
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 via two forms- **Students Feedback Form** on the issues of curriculum, infrastructure and **Student Satisfaction Survey** on the issues of teaching-learning process and the overall opportunities available in the college.
In addition, students share their feedback in **monthly Student-Faculty meetings** held at department level, during **Contact periods** and **mentoring sessions** conducted by individual teachers/departments/Principal.
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 Feedback & 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

S.no	Feedback	Action Taken
1	Students expressed their appreciation of the efforts made by the teachers to teach in the online mode	Ever since the lockdown in March 2020, teachers have put in lot of efforts to upgrade their ICT skills to equip themselves to teach in the online mode effectively. The college has been regularly arranging sessions to upgrade ICT skills of teachers as well as students. The college uses Google Meet and Google Classroom as platforms for online mode.
2	Network connectivity issues both at students' end and teachers' end especially when online classes are taken from the college premises	At times, the network in the college gets disrupted due to issues with University server. Most students are able to join the online classes but some are not able to do so due to lack of access to internet. Teachers have provided resources over Whatsapp groups also in addition to uploading them on

		Google Classroom to help such students catch up.
3	Some students do not have access to laptops	College has provided facility to students to get the laptop issued. They need to come to college and collect the same. Notice regarding this has been issued already.
4	Long screentime due to online classes	Due to online mode of classes, it is unavoidable. Departments have been advised to keep students' screentime in mind while making time tables.
5	Offline classes to be held	The college will be re-opened as per the directions of authorities. Till then, online classes are being held as per time table. In addition to classes, Remedial classes, Add-on courses, seminars/ workshops/competitions are all being conducted online. The college has tried to make students not miss out on any aspect of college life even in the virtual mode.
6	Coverage of syllabus in the class should be complete and discussion of performance of students in assignments/ tests should be undertaken	Online classes are held as per schedule. TICs take stock, on a regular basis, regarding status of completion of syllabus. Departments were advised to ensure completion of syllabus in the class and TICs were asked to seek the status on a more regular basis. If teacher is unable to complete the syllabus due to ill-health and other reasons, extra classes need to be fixed. Tests and Assignments also need to be discussed in the class so that students know the rubrics and are fully prepared for semester-end examinations.
7	Online teaching to be made more interactive and different teaching styles may be adopted	The college has always emphasized on use of learner-centric pedagogy. Departments were advised to ensure use of varied teaching styles and increased student participation in the teaching-learning process.
8	Students' mental and emotional needs to be taken care of	The college regularly holds Counselling sessions for students. The College provides the facility of personal Counselling services as well. The students can take appointment with the College Counsellor and interact with her. Counselling Committee was asked to share the Counsellor's details with the students again.

9	Recording of lectures to be shared to make good the loss due to interruptions in the network connectivity	Teachers were requested to make available the recordings/handouts. But it will be teachers' prerogative whether he/she would like to share these. Students are welcome to get their doubts solved in the tutorial classes and attend Remedial classes.
10	Cameras should be ON for students as well as teachers	Due to bandwidth constraint, all videos may not be possible to be switched on. Also some students may not want to share their personal space at home on screen. Respecting the privacy of students, teachers insist but do not make compulsory for all students to switch on their videos.
11	International exposure should be provided	At present, college has MOU with University of Munster, Germany. In future, college plans to take on more international collaborations.
12	More Skill enhancement opportunities to be provided	The college has made its best efforts to use the online mode and offer numerous skill enhancement courses/ Add-on Courses. Departments and societies/ Centres repeatedly share brochures and calls for registration. Students were asked to be vigilant and enroll for the courses. They can also inform about their preferred course during Student Faculty Meetings which can then be conveyed to the concerned society/Centre.
13	More interactive sessions with teachers needed	Mentoring sessions are available. Students can approach Mentor faculty assigned to her or any other teacher and take guidance by interacting. Teachers are available in Contact periods. Departments were asked to ensure sharing information regarding Contact periods of teachers with students.
14	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.

PARENTS' FEEDBACK AND ACTION TAKEN

S.no	Feedback	Action Taken
1	Connect the learning with practical and Classrooms need to be more interactive	Faculty members were encouraged to use experiential learning methods so that student participation in the classroom increases, conduct workshops, offer Add-on courses, share E-resources with students so that students are able to relate the content taught in the classroom to real world and appreciate the relevance and practical aspects of the course content.
2	Pay more attention to Hindi medium students	Several departments do conduct bilingual teaching. It was conveyed to all departments that they should teach in bilingual manner to cater to the needs arising from student diversity. They should also ensure sufficient text books and reference books in the library for Hindi medium students. Sufficient library budget can be reserved for textbooks in Hindi medium.
3	Improvement in college library	Library is being upgraded on a regular basis. Books etc are added as per the recommendations of the departments.
4	Increase the participation of students in extra-curricular activities	Numerous opportunities are available for students to participate in ECA. Information related to call for participation in events conducted by other colleges is also regularly shared with the students. Departments and societies have been asked to share the information with all students well in advance and encourage participation of students therein.

ALUMNI FEEDBACK AND ACTION TAKEN

S.No	Feedback	Action taken
1	Diverse teaching methods to be used	College organizes pedagogy workshops and faculty members actively attend such workshops/ FDPs etc organized by other entities too. Conveyed to the faculty to use varied learner-centric modes of pedagogy as per the needs of the curriculum and ensure student participation in the teaching learning process.

2	More extra-curricular activities	Numerous opportunities are available for students to participate in ECA. Departments and societies have been asked to share the information with all students well in advance and encourage participation of students therein. Departments were also asked to seek students' opinion and organize the ECA of the kind students wish to participate in.
3	More use of ICT	The college has always encouraged use of ICT for teaching-learning process. Conveyed to faculty members to increase the use of ICT for all courses.
4	Individual attention to students	College has strong tutorial as well as mentor-mentee system in place to ensure interaction of students with faculty on a one-to-one basis. Teachers are also available during Contact periods. Remedial classes are also organized to fill up the gaps in learning for students in very small groups or even one-to-one. Departments were asked to inform students regarding these mechanisms during mentoring sessions.

EMPLOYER FEEDBACK AND ACTION TAKEN

	Feedback	Action Taken
1.	Need to improve students' performance in the placement drive	Career Opportunity Cell as well as departments have been instructed to conduct more workshops on issues such as facing interviews, resume writing, handling group discussions etc. Students also need to be encouraged to attend and benefit from numerous sessions that Career Opportunity Cell conducts throughout the year. Mentoring sessions can be used to encourage students to participate in such events.
2.	Need to improve communication skills and time management skills of students	Career Opportunity Cell as well as departments have been instructed to conduct more workshops on soft skills. Each department has been asked to conduct atleast one Soft Skills workshop during the year and ensure maximum participation of students.
3.	Students possess adequate professionalism	The college has always attempted to instill values and ethics among students. It is

		heartening to know that such virtues are being recognized by the employers.

FACULTY FEEDBACK/SELF-ASSESSMENT AND ACTION TAKEN

	Feedback	Action Taken
1.	Feedback on test/ assignment	Rubrics need to be discussed with students
2.	Curriculum related concerns such as sequencing of papers, overloaded content in certain courses.	The college follows the Delhi University curriculum. Since many teachers take part in syllabus related meetings, they voice the concerns in these forums.

NON-TEACHING FEEDBACK AND ACTION TAKEN

	Feedback	Action Taken
1.	Rules and regulations are not clear	Workshops will be organized 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. One week training programme on "General Administrative Training' was organized by IQAC in December 2020.
2.	More storage and seating space needs to be added in the library	College is working on expansion of library infrastructure.

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