# Janki Devi Memorial College
# University of Delhi
## JDMC-IQAC

## Event Report

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| Name of the event: | Online workshop on Analysing Feedback Data |
| Name of the organizer (s): | Feedback Committee, ISO |
| Type of event<br>(intra-college/inter-college/ state/ national or any other collaboration) | Intra-College |
| Objectives of the event: | To analyse the Feedback Data as per the ISO requirements |
| Name and Affiliation of the Resource person *(if applicable)*: | Dr Shilpa Chaudhary<br>Prof Ruby Bhardwaj<br>Ms Sonia |
| Name and Affiliation of Judge of the event *(If applicable)*: | NA |
| Name and Affiliation of Prize winner of the event *(If applicable)*: | NA |

**Brief Report**

Date: July 22, 2024

Time : 4:00 PM

Join Zoom Meeting
https://us06web.zoom.us/j/81106674678?pwd=L3UtmvNRXK1EbpRtbsmTwCDAHnaT6k.1
Meeting ID: 811 0667 4678
Passcode: 123456

The Feedback Committee, in collaboration with IQAC, conducted an Online workshop on Analysing Feedback Data with all the Teachers-In-charge of the college. The IQAC (Internal Quality Assurance Cell) coordinator, Prof. Payal Nagpal, invited the principal, Prof. Swati Pal, to highlight the importance of feedback collection and its subsequent analysis for NAAC (National Assessment and Accreditation Council) and ISO processes. Prof. Pal elaborated on how feedback is essential for ensuring the quality of education and institutional growth, pointing out that the feedback process is integral to continuous improvement and is a key component of both NAAC accreditation and ISO standards.

Prof. Nagpal emphasized the significance of maintaining formal documentation of all events and activities, stressing that faculty members engage in various activities throughout the year. Proper documentation ensures that these activities are recognized and contribute to the quality assessment processes. She underscored that such records not only help in internal evaluations but also align with the requirements set by accreditation bodies.

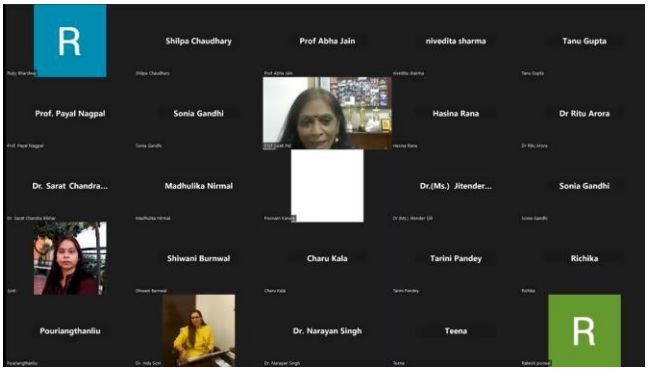
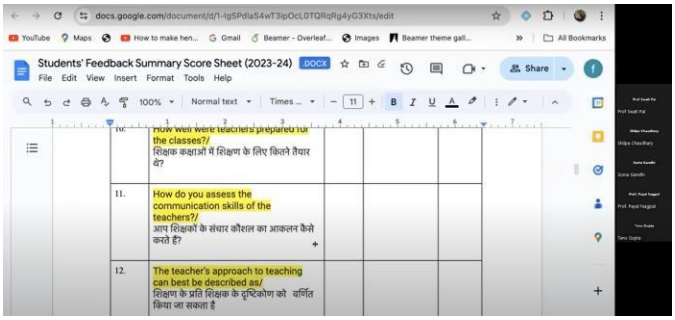
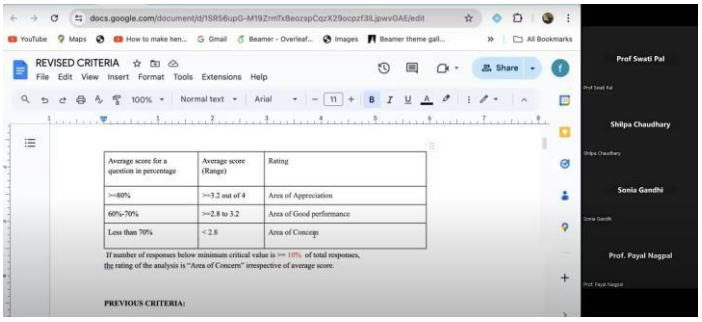
Dr. Shilpa Chaudhary, the ISO Systems Coordinator, provided a comprehensive overview of the feedback mechanisms related to the Students Satisfaction Survey (SSS) and the Self-Study Report (SSR). She clarified the stakeholders involved in this feedback process, which include students, alumni, employers, parents, and non-teaching staff. Dr. Chaudhary walked the attendees through the systematic process of conducting feedback, which begins with the formation of Google Forms that contain NAAC-compliant questions tailored to each stakeholder group. The forms are distributed to the stakeholders, who then fill them out with their responses. These responses are carefully analyzed to identify strengths and areas for improvement. Following this, Action Taken Reports (ATRs) are created, and meetings are held with stakeholders who have provided lower ratings in order to address their concerns.

Dr. Chaudhary further explained the role of different departments in analyzing feedback and preparing ATRs, particularly focusing on responses from students, alumni, and parents. She emphasized the importance of taking a serious approach when dealing with “areas of concern,” which are defined as areas that receive ratings of 2.8 or lower. These areas require urgent attention and targeted actions to enhance quality.

Next, Ms. Sonia, a core member of the feedback team, took the floor to explain the specifics of the feedback process, with a focus on the questions and data points that are most relevant for preparing departmental ATRs. She clarified that certain concerns, such as those related to the canteen or building maintenance, should not be handled by academic departments, as they are not directly related to the teaching-learning process. Ms. Sonia also elaborated on how the average scores for each department are calculated, offering a transparent approach to understanding the feedback results and identifying areas that need improvement.

Prof. Ruby Bhardwaj, ISO Systems Coordinator, spoke about the importance of root cause analysis in addressing feedback concerns. She emphasized that merely addressing the symptoms of a problem is insufficient; a thorough analysis of the underlying causes is necessary to implement effective solutions. As an institution, Prof. Bhardwaj stressed the need to develop a well-structured action plan to address concerns and track progress over time. To make the process clearer, a sample form and last year’s ATR were shared with the participants, which helped illustrate how to effectively handle feedback and develop action plans.

The session concluded with an engaging and interactive question-and-answer round, where faculty members had the opportunity to discuss their concerns and seek clarifications regarding the ATR preparation and analysis processes. This session proved to be informative and collaborative, enabling the teachers to better understand the intricacies of the feedback mechanism and their roles in addressing areas for improvement.

## Poster of the event:

## Geotagged pictures of the event: