



# **FEEDBACK ANALYSIS OF STAKEHOLDERS**

**i. Students**

**ii. Faculty**

**iii. Recruiters**

**iv. Alumni**

**v. Parents**

**Feedback was sought from following stakeholders**

<b>Sr. No</b>	<b>Stakeholders</b>	<b>2017-18</b>
1	Student	1154
2	Faculty Members	42
3	Alumni	110
4	Recruiters	15
5	Parent	30

## **Process of conducting Feedback from stakeholders**

IQAC of DAIMSR collects stakeholders' feedback annually. Feedback from Faculty and students is collected at the end of each academic year / semester to analyse the quality performance of the curriculum, teaching and learning process, infrastructure, students' support and progression, etc. Feedback from various stakeholders such as students, teachers, recruiters, alumni and parents is taken by following a proper mechanism. The feedback collected is then analysed and corrective actions are taken. The feedback is collected using specific forms. During the pandemic, the feedback was obtained using online forms.

### **Objectives**

The objective of collecting feedbacks from various stakeholders by the institute is to identify the problem, rectify the root causes and ensure academic excellence at student and faculty levels. The Periodical analysis is made by Academic Council from the following: student performance, faculty performance in every semester, utilization of infrastructure, and requirements for quality enrichment.

### **Methodology:**

**Student Feedback:** The students' feedback on curriculum is obtained from the students which is collected manually by IQAC and is further analysed. Obligatory corrective actions are initiated through competent authority.

**Faculty Feedback:** The faculty members provide their feedback on the various aspects associated to academics, amenities and facilities of the institute which is forwarded for further analysis.

**Alumni Feedback:** This feedback is collected during the alumni meet conducted for the college alumni. Feedback forms are collected from them manually by the faculty members and are analysed under the supervision of IQAC cell. The suggestions received during the alumni meet are taken into consideration.

**Recruiters Feedback:** Feedback from recruiters across all programs are collected for improvement. Post analysis, suggestions by the recruiters are initiated. This is collected manually.

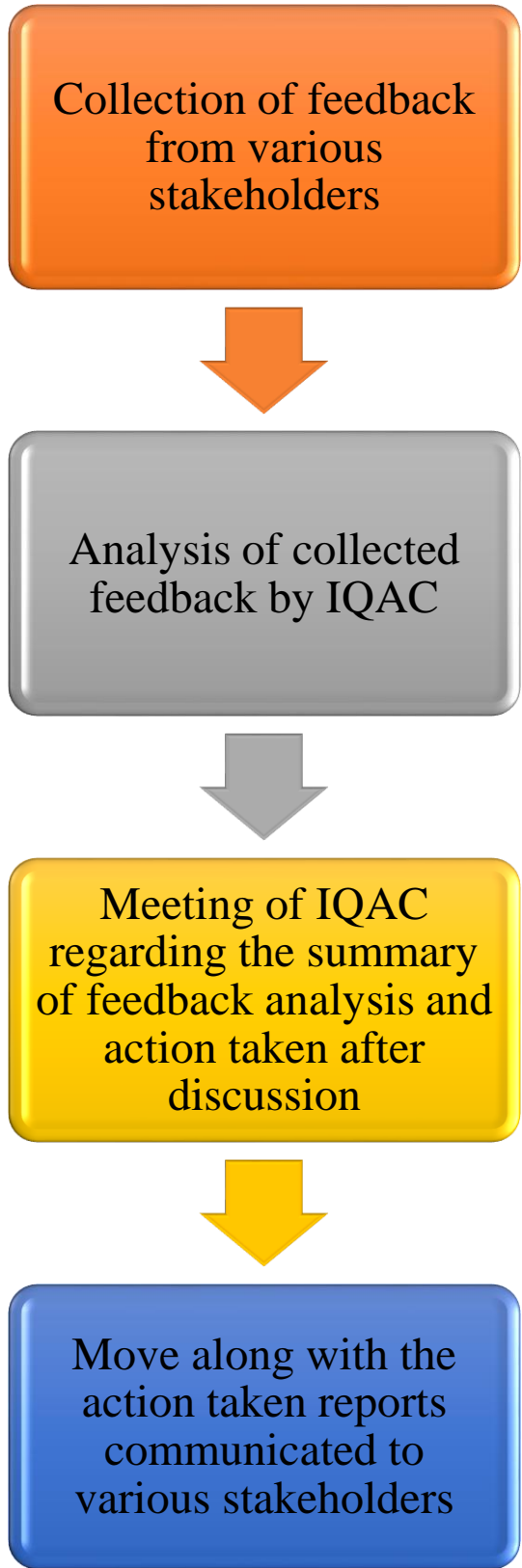
**Parents Feedback:** Parents' feedback is collected by the respective mentors during Parent Teacher meets, which are held on a regular basis. Feedback is collected manually and suggestions for improvement are taken into consideration.

**Institutes contribution towards syllabus restructuring:** Improvement in the teaching pedagogy using ICT tools, case studies, subject enrichment, CLAD model COPO mapping mechanism and micro teaching exercises are regularly practised wherever and whenever need arises.

The feedback received is implemented in the curriculum as there is college representation in various **university committees**. The total number of representatives in the committees **are 5 in Syllabus Drafting Committee, Board of Studies.**

## **FEEDBACK MECHANISM**

Collection of feedback  
from various  
stakeholders



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graph TD; A[Collection of feedback from various stakeholders] --> B[Analysis of collected feedback by IQAC]; B --> C[Meeting of IQAC regarding the summary of feedback analysis and action taken after discussion]; C --> D[Move along with the action taken reports communicated to various stakeholders];
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The diagram illustrates a four-step feedback mechanism. It begins with the collection of feedback from various stakeholders, followed by an analysis of the collected feedback by IQAC. This leads to a meeting of IQAC where a summary of the feedback analysis and the actions taken are discussed. Finally, the action taken reports are communicated to various stakeholders.

Analysis of collected  
feedback by IQAC

Meeting of IQAC  
regarding the summary  
of feedback analysis and  
action taken after  
discussion

Move along with the  
action taken reports  
communicated to  
various stakeholders

**Feedback Analysis of Stakeholders and Action Taken Report for  
Academic Year 2017-2018**

The Internal Quality Assurance Cell has developed feedback mechanism for various stakeholders (Student / Teacher / Parent / Employee / Alumni) of the institute. Accordingly, the various departmental heads collect feedback at the end of every academic year from various stakeholders. The feedback is analyzed and departments initiate appropriate action required. The consolidated feedback analysis and action taken is as follows:

<b>Sr. No.</b>	<b>Name of Programme</b>	<b>Stakeholder</b>	<b>Feedback/ Major Grievances / Suggestions</b>	<b>Action Taken by competent Authority</b>
1	BBA	Students	The Mean feedback scores for the institute were 93.17 out of 100 in April 2018.	No action required.
			In Odd semester the maximum score was 96.16 out of 100 for the course faculty of English and Business Communication I (Sem I)	No action required.
			The lowest score was 89.39 out of 100 for the course faculty of Environmental Management (SEM III). Lower scores were observed on usefulness of study material distributed, relevance of teaching with respect to syllabus and behavior with students.	Micro teaching assessment was incorporated under the supervision of subject experts and Departmental Head. Respective subject teacher conducted 3 Joint Classes along with senior faculty members in the next semester to improvise teaching-learning process.
			The lowest score was 89.36 out of 100 for the course faculty of	The concerned faculty member employed CLAD

			Introduction to Sociology and Psychology (Sem IV). Lower scores were observed on the parameter management of class, usefulness of study material distributed and value addition.	model to explain the topic using real life examples. Study material was abridged for basic understanding of the subject.
	Faculty		<b>Area of High Satisfaction:</b> 1. Scheduling of classes according to teaching load of each faculty member. 2. Satisfied with the services and Behaviour of admin staff.	No action required.
			<b>Area of concern:</b> 1.Cafeteria services. 2.Washroom cleanliness	1. The cafeteria area was reconditioned with all basic facilities in order to support health-hygiene and cleanliness. Students are served with healthy and fresh food. Students with cafeteria memberships can avail the services at subscribed rates. 2. Hygiene is being maintained with regular cleaning practises.
	Alumni		<b>Area of High Satisfaction:</b> Most graduates were extremely happy with the institutional support and guidance. 2.The institute's alumni meet was well-organized, and alumni praised it.	No action required
			<b>Area of concern:</b> 1.Alumni expressed their concerns	1.Career Development activities like CRT, Advance

			<p>with respect to college's inadequate career development initiatives.</p> <p>2. Concern over the lack of elevator services in the institute was voiced by alumni.</p> <p>3. Apprehensions with regards to pupils' lack of exposure to inter-collegiate events.</p>	<p>Excel, communication, certification courses were designed and implemented for the students, which gave them additional knowledge apart from curriculum.</p> <p>2. Elevator service and Ramp for especially abled students is planned and the plan has been into execution stage.</p> <p>3. "Aasman", an intra-collegiate event is organised to engage and provide exposure to the students of UG level.</p>
		<b>Recruiters</b>	<p>The students' needs to be proficient in spoken and written English.</p>	<p>1. To improve students' communication skills, soft skills trainer and industry experts were invited.</p> <p>2. Special training was arranged by the institute to strengthen the communication skills of the students.</p>
			<p>Students must be acquainted with the basics of MS-Office tools. Awareness of current industry trends and standards should be imparted to students.</p>	<p>1. Add-on courses were introduced on advance Excel and MS-Office.</p> <p>2. Industry experts' talks have been organised and live examples and needs of the industry are imparted to them.</p>
		<b>Parents</b>	<p>The teaching pedagogy must include practical orientation so as</p>	<p>Students are encouraged to go through live projects that will</p>

		<p>to enable students to associate their theoretical knowledge with practical applications during SIPs.</p>	<p>give them exposure to the real world scenario.</p> <p>Some MoU's were signed and students were exposed to live projects, internships and placement opportunities.</p>
		<p>Institute should take more efforts to encourage, motivate and guide them as well as make it mandatory for all the students to participate in at least one extracurricular event or activity including sports.</p>	<p>Every year, students from the college get selected and represent RTMNU in various sports.</p> <p>A few to name are cricket, volleyball and other sports. Students participate in the intra-collegiate event Aasman, which includes sports activities for the students to enhance their overall growth.</p>
		<p>The teaching should be Practical-skills oriented to enable students to associate their theoretical knowledge with practical applications.</p> <p>The parents expected the institute to focus more on the overall growth and development of students.</p> <p>Some parents suggested to conduct more workshops for improvement of English communication.</p>	<p>Career development activities like CRT, Advance Excel, communication, certification courses were designed and implemented for the students which gave the students additional knowledge apart from curriculum.</p> <p>Suggestions have been forwarded to higher authority to organize online parent teacher meets on periodic</p>



			Parents requested to conduct one such meeting every month to know about their ward's curricular progress.	basis i.e. once a month.
2.	BCCA	Students	The lowest score was 87.76 out of 100 for the course faculty of Fundamentals of Computers (Sem I).	Faculty members were advised to discuss case studies and current articles on difficult topics of the concerned subjects.
			The lowest score was 87.16 out of 100 for the course faculty of PHP and MySQL (Sem IV). on the parameters Management of Class, Usefulness of Study Material Distributed.	As a follow-up action, faculties teaching Fundamentals of Computer and PHP and MySQL were recommended Micro-teaching exercise and the feed forward was provided to improve upon the weak areas.
			Student requested improvement in food quality in cafeteria.	In follow up action regarding food quality, the cafeteria manager was instructed to improvise the food quality by preparing low-calorie food items.
		Faculty	<b>Area of High Satisfaction:</b> 1. Support for academic for learning and development. 2. Adequate support from the senior faculty members.	No action required
			<b>Area of concern:</b> 1. Availability of conducive environment for personal growth.	1. For personal growth, faculty members were encouraged to take up on few FDP, NPTEL certifications, workshops on RM, and

				writing quality research papers.
		<b>Alumni</b>	<p><b>Area of High Satisfaction:</b></p> <p>1.Alumni were satisfied with the teaching and revision sessions conducted by the teachers for the students.</p> <p>2.Alumni appreciated the efforts taken by the institute in development of communication skills of the students who came from lower English or other than English medium.</p>	No action required.
			<p><b>Area of concern:</b></p> <p>1. Alumni showed their concerns about the grooming of students from job perspective.</p> <p>2.Alumni were concerned about lesser number of ISR activities conducted by the institute.</p>	<p>1.Grooming sessions like Communication skills enhancement, Soft skills development, Group discussions, Mock PI, Public speaking and Presentation techniques were planned and executed for students, thereby boosting their morale and increasing their confidence.</p> <p>2. ISR initiatives like such as blood donation camp, Diya selling through students made by specially abled children, tree plantation, etc. were conducted.</p>
		<b>Recruiters</b>	1.Students lacked spoken and written English skills.	1. To improve communication skills, soft skills trainers who were Industry experts, were

			invited. 2. Special training was arranged by the institute to strengthen the communication skills of students who were weak in English language skills.
			2.Students should know the basic skills of computer. Students should be aware of Industry exposure.
		<b>Parents</b>	Some parents wanted their wards to participate in social activities and sports for which the Institute should take more efforts to encourage, motivate and guide them as well as make it mandatory for all the students to participate in at least one extracurricular event or activity.  Every year students form the college get selected and represent RTMNU in various sports.  A few to name are cricket, volleyball and other sports. Students participate in the intra-collegiate event "Aasman", which includes sports activities for students to enhance their overall growth.
3.	MCM	<b>Students</b>	The maximum Score was 93.73 out of 100 for the course faculty of Introduction to Operation Systems (Sem I) for the subject Introduction to Usefulness of Study Material Distributed, Behavior with Students and Relevance of Teaching with respect to Syllabus.  No action required.

			The lowest score was 88.36 out of 100 for the course faculty of Advance Database Management System (Sem III) on the parameter management of class, usefulness of study material distributed and value addition.	The concerned faculty member made use of CLAD model to explain the topics using real life examples. Simplified study material was made available for better understanding of the subject.
			Students requested to enhance drinking water facility.	Water purifier has been installed in the institute.
	<b>Faculty</b>	<b>Area of High Satisfaction:</b> 1.Computing and internet facilities are up to the standards and satisfactory.		No action required.
		<b>Area of concern:</b> 1.Washroom cleanliness.		1. Regular cleaning of washrooms is being done and the supervisor regularly checks the area.
	<b>Alumni</b>	<b>Area of High Satisfaction:</b> 1.Alumni appreciated the efforts taken by the faculties in teaching and helping the students in all possible ways. 2.Alumni praised the institute's efforts regarding aptitude development and communication skills improvement of the students.		No action required.
		<b>Area of concern:</b> 1. Alumni expressed their concern over lack of awareness programs regarding stress management. 2. Alumni were of the opinion that		1.Sessions and guest lectures on stress management, how to handle study pressure during exams, importance of time management, etc. were

			there is lack of updated commerce and management magazines in the library.	conducted for students. 2.Subscription for Dalal Street, India Today, Frontline and few other magazines were taken for students' reference, to build on their knowledge.
		<b>Recruiters</b>	Need to Provide more focus on core fundamental concepts. Need to motivate students for participation in paper presentation and quiz competition.	In the faculty meeting, all teachers were directed about improving fundamental concepts of students and their participation in workshops / conferences / competitions.
		<b>Parents</b>	Maximum students have to be placed for job through campus interview.	An effort will be taken for improving the current scenario of campus placement of students.
4.	MBA	<b>Students</b>	The subject teacher of Cost Accounting got higher scores for Usefulness of study material distributed, Relevance of Teaching with respect to Syllabus Conceptual Clarity and Management of Class.	No action required.
			Students requested for high speed internet.	High speed internet. Facility was provided.
			Students were not satisfied with cleanliness of washroom.	Cleaning and maintenance of washroom is being done on regular basis.
		<b>Faculty</b>	<b>Area of High Satisfaction:</b> 1. Scheduling of the classes. 2.Adequate support from the senior faculty members	No action required.

			<p><b>Area of concern:</b></p> <p>1. Facilities for differently abled.</p> <p>2. Cafeteria services.</p>	<p>1. Ramp facility was provided for the differently abled.</p> <p>2. The cafeteria was renovated with all basic facilities with respect to health-hygiene and cleanliness. Faculty members are now provided with fresh food at subscribed rates by means of cafeteria membership.</p>
		<b>Alumni</b>	<p><b>Area of High Satisfaction:</b></p> <p>1. Alumni were satisfied with the teaching and revision sessions conducted by the teachers for the students.</p> <p>2. Alumni appreciated the efforts taken by the institute for the development of communication skills of students from lower English or other than English medium.</p>	No action required.
			<p><b>Area of concern:</b></p> <p>1. Alumni were concerned about the grooming of students from job prospective.</p>	<p>1. Grooming sessions like Communication skills enhancement, Soft skills development, Group discussions, Mock PI, Public speaking and Presentation techniques were planned and executed for students, thereby boosting their morale and</p>

				increasing their confidence.
	<b>Recruiters</b>	The students lacked proficiency in spoken and written English language skills.		Special training was arranged by the institute to strengthen the communication skills of students who were weak in English language skills.
		Recruiters suggested that the students need to have good aptitude skills, as it is the first level of the interview process.		Career development activities like CRT, group discussion Mock PI's, were introduced.
	<b>Parents</b>	The parents expected the institute to focus more on the overall growth and development of students. Some parents suggested to conduct more workshops for improvement of English communication.		Career development workshop like CRT, Advance Excel, communication, certification courses were designed and implemented for the students which gave them additional knowledge apart from curriculum. Special training was arranged by the institute to strengthen the communication skills of students who were weak in English language skills.
		Parents requested to conduct one such meeting every month to know about their ward's curricular progress.		2. PTM every month is not possible but at the end of the semester the PTM is conducted and overall improvement in their ward is shared with the parents.