# FEEDBACK ANALYSIS OF STAKEHOLDERS

**i. Students**

**ii. Faculty**

**iii. Recruiters**

**iv. Alumni**

**v. Parents**

**Feedback was sought from following stakeholders**

| Sr. No | Stakeholders | 2019-20 |
|---|---|---|
| 1 | Student | 1463 |
| 2 | Faculty Members | 44 |
| 3 | Alumni | 122 |
| 4 | Recruiters | 18 |
| 5 | Parent | 45 |

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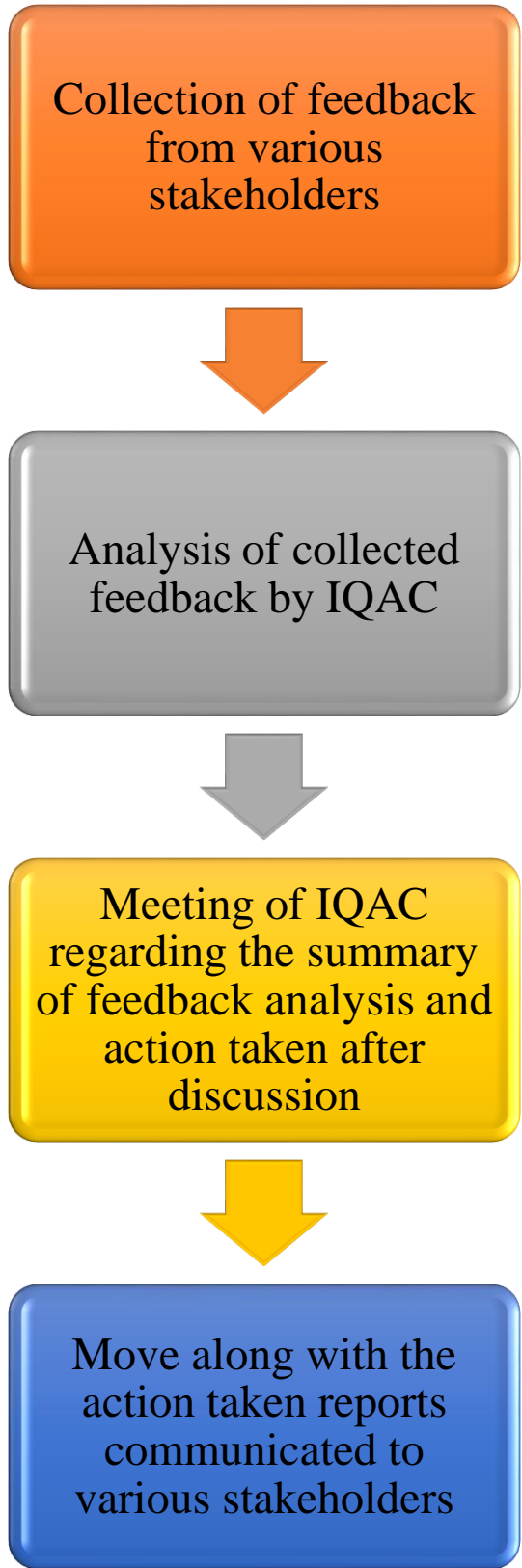
**Parents Feedback:** Parents' feedback is collected by the respective mentors during Parent Teacher meets, which are held on a regular basis. Feedback is collected manually and suggestions for improvement are taken into consideration.

**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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Analysis of collected feedback by IQAC

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

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Move along with the action taken reports communicated to various stakeholders

## Feedback Analysis of Stakeholders and Action Taken Report for
## Academic Year 2019-2020

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:

| Sr. No. | Name of Progr amme | Stake Holder | Major Grievances / Suggestion / Feedback | Action Taken by competent Authority |
|---------|--------------------|--------------|------------------------------------------|-------------------------------------|
| 1 | BBA | 1. Students | The Mean feedback scores for the institute were 87.53 out of 100. | No action required |
|   |     |             | Conceptual Clarity on subjects like financial management and statistical techniques. | More Practice assignments and e-resources access links are provided for their improvement. |
|   |     |             | The lowest score was 91.49 out of 100 for the course faculty of Cost Accounting 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. References of e-resources were given by teachers after the class. Faculties took a follow up procedure from Librarian |

| | | | | | regarding access of e-resources by the students. |
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| | | | **2. Faculty Members** | **Area of High Satisfaction:** 1.Support for academics for higher learning and development. 2.Adequate support from the Senior faculty members. 3.Classes are adjusted when faculties are on leave | No action required |
| | | | | **Area of concern:** 1.Availability of conducive environment for personal growth. | For personal growth the faculty members were encouraged to take up on few FDPs, NPTEL certifications, workshops on RM, writing quality research papers. |
| | | | **3. Alumni** | Value added courses should be included in syllabi to make value additions to the profile of students. | Value added courses like necessity of business ethics and human values were shortlisted by HoDs and were discussed with the faculties of the institute. |
| | | | **4. Recruiters** | Certification courses on Interview techniques and public speaking needs to be undertaken. | Activities like Group Discussion and Interview techniques were conducted for final year students. |
| | | | **5. Parents** | Record teachers' lecture-videos for reference of our wards. | The feedback was discussed with faculties and were instructed to start preparing video lectures of their subjects. |

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| | | | The lowest score was 86.40 out of 100 for the course faculty of Programming in 'C' (Sem I) on parameters on Well Organized/ Structured Teaching, Behavior with Students and Value Addition. | Faculty members whose feedback scores were identified, were given suggestions on improvement of their lecture plans, in discussion with HOD, Associate Director and IQAC.<br><br>For all faculty members, it was emphasized to include more practical and real life examples, case studies, guest lectures and field visits to enrich their courses.<br><br>CLAD models for all the subjects were reviewed by HOD and Associate Director. |
| **2** | **BCCA** | **1. Students** | Provide better canteen facility in the institute. | The institute has decided to upgrade canteen facilities by providing good quality food at subsidised rates. Further, proper seating arrangements were also made for all students. |
| | | | **Area of concern:**<br><br>Traditional teaching tools are used. | Classrooms were equipped with ICT tools to make the process of learning interactive and student-centric. |
| | | | **Area of High Satisfaction:**<br>1.Scheduling of classes with respect to the teaching | |

| | | | | load and classes conducted.<br><br>2.Behaviour and services provided by the Admin office was satisfactory. There is adequate support from Senior faculty member | No action required. |
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| | | | **3. Alumni** | Curriculum facilitating enhancement of practical competencies as needed by the industry. | Certification courses on business communication and programming languages are were shortlisted and organized. |
| | | | **4.Recruiters** | Need to motivate students for participation in paper presentation at intra and inter collegiate level. | In the faculty meeting, all faculties of the institute are directed about the need of improving fundamental concepts of students regarding preparation of professional presentations along with their participation in paper-presentations at intra-collegiate and intercollegiate events. |
| | | | **5. Parents** | To deal with wards not informing the parents of the happenings of the college, the institute should develop an app that helps them get regular and timely information regarding their attendance, results and other important | Regular interaction with the parents is planned every semester in order to provide them with first-hand information about their ward's performance. |

| | | | things. | |
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| **3** | **MCM** | **1. Students** | Curriculum should be modified | Request for revision in university syllabus has been made to the concerned authorities. |
| | | | Do not deduct marks for delayed submission of assignments. | Faculties give a grace period of three more days after the submission deadline. |
| | | | Research Methodology workshop needs to be conducted. | Bridge course on research Methodology was planned, designed and conducted. |
| | | **2. Faculty Members** | Emphasis should be given to e-content development. | E-books were made available for students as well as faculty members in the libraries. |
| | | | Workshop on Research Methodology needs to be conducted. | Permission is granted to each and every faculty as per Research Policy. |
| | | **3. Alumni** | Efforts taken by the institute to connect with alumni | Regular Alumni meet is taken by the institute to integrate its Alumni in further enhancing the overall quality of the Institution |
| | | **4.Recruiters** | Workshops on Personality Development and basics of computer should be arranged | Add-on courses were introduced on Personality development and Ms-Office |
| | | **5. Parents** | Internship / Live Projects /Training and Placement needs to be taken care off. | Students are informed well in advance about such activities by the T & P in-charge. |

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| **4** | **MBA** | **1. Students** | Faculty of Managerial Skills for Effectiveness shows the lowest average score i.e. 74.67 out of 100 on the parameters of Usefulness of Study Material Distributed, Well Organized / Structured Teaching. | Faculty of Managerial Skills for Effectiveness were suggested for improvement of their lecture plans in discussion with HOD Associate Director and IQAC. Study material was provided to the students by faculty members. |
| | | **2. Faculty Members** | Availability of online resources required in teaching and research activities was requested | A wide range of national and international e-books and e-journals in the area of accountancy, economics, finance, human resource management etc. were downloaded in the library. |
| | | | Need for providing Duty Leaves to teachers for attending conferences and FDPs has been highlighted along with more research opportunities and infrastructural facilities. | The institution has taken cognizance of this parameter and these concerns have been shared with the relevant authority for consideration and appropriate action. |
| | | **3. Alumni** | Service provided by the Office Staff of the institute are satisfactory. | No action required. |
| | | **4.Recruiters** | A considerable number of students lacked spoken and written English skills. | Mock PI and GD sessions are now a regular activity to give exposure to the students and to give a boost to their |

| | | | | morale. |
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| | | **5. Parents** | Some of the Parents suggested that dress code for the students should be implemented. | Dress code is mandatory as students are asked to follow the dress code - formals with tie. Uniform for the students is still in consideration. |