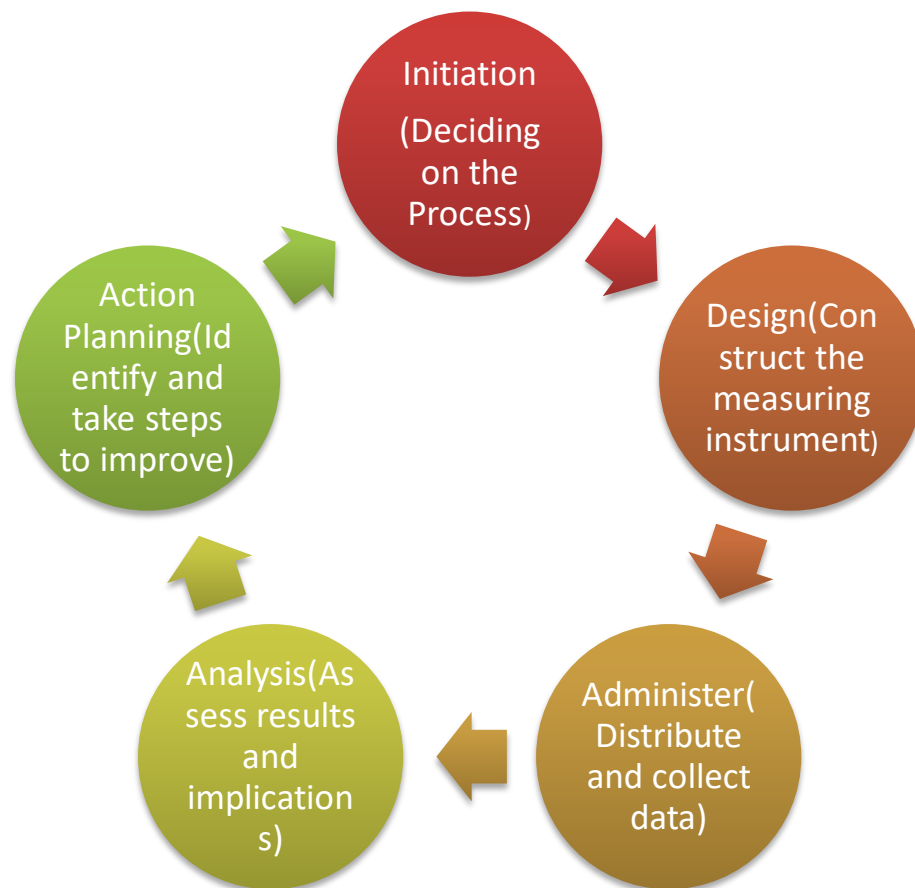




K.L.Mehta Dayanand College for Women, Faridabad

Feedback Analysis and Action Taken Report (2018-19)

Feedback on curriculum and teaching from students, parents, teachers and alumni is taken every year to analyze the effectiveness of existing curriculum and suggest for any modifications. It also helps to analyze the overall institutional performance in different aspects like administration, library facilities and other activities organized by the college.



Stakeholders feedback helps develop need based inputs in the process of curriculum design and development. The feedback from stakeholders is considered helpful and relevant in improving the curriculum development.

Initiation

The initiation stage includes discussing how the process of feedback will be carried out. The members allocate resources and select an appropriate method to get answers to questions like why do we need the feedback? What resources do we have? Who are we consulting? How will the process be carried out?

Design

The design stage includes constructing the measuring instrument. Questionnaires are an important tool which helps in collecting the data from all the stakeholders.

Administer

The administer stage starts when the stakeholders feedback is actually carried out. It is important at this stage to develop an effective two-way communication with the stakeholders in order to promote open and honest sharing of views and beliefs. The process and data will then need to be accurately recorded for the final stages.

Analysis

The analysis stage is where the data gathered is analyzed and reported on. The aim of this stage is to ensure the data is an accurate representation of the stakeholder views, and to prepare the report ready for presentation. The analysis is done by SPSS.

Action Planning

The report is typically presented to the concerned departments where the final stage includes action planning i.e. identifying the weak points and taking steps to improve them.

The feedback obtained from all the stakeholders was analyzed on a scale of 1 to 4. The categorization followed based upon the mean score of different parameters i.e. Very Good ($3 \leq S \leq 4$), Good ($2 \leq S \leq 3$), Average ($1 \leq S \leq 2$) and Below Average ($S \leq 1$).

Students Feedback and Action Taken Report

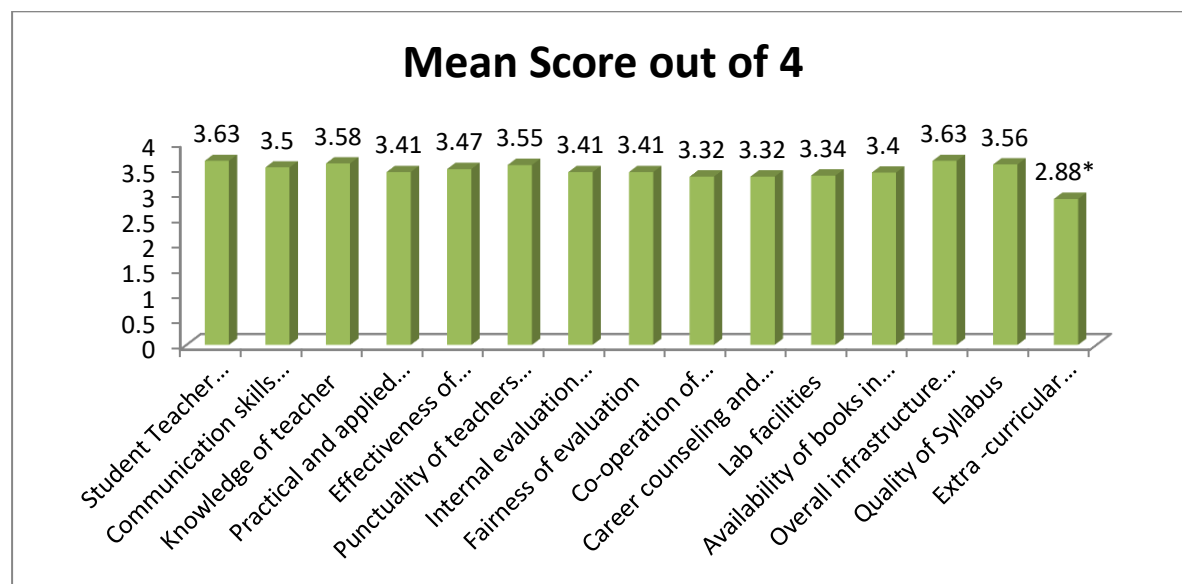
The students are the most important stakeholders of Higher Education systems. The interest and participation of students at all levels play a central role. Responses of 400 students were analyzed. The analysis is as follows:

S. No.	Particulars	Percentage of Students					
		Below Average (1)	Average (2)	Good (3)	Very Good (4)	Mean Score out of 4	Rating
1	Student Teacher	0.2	3.4	29.6	66.7	3.63	Very

	relationship						Good
2	Communication skills of Teacher	3.7	6.8	25.4	64.1	3.50	Very Good
3	Knowledge of teacher	4.4	6.1	16.4	73.1	3.58	Very Good
4	Practical and applied content of teacher	2.9	10.5	30.8	55.5	3.41	Very Good
5	Effectiveness of teachers in completion of syllabus on time	2.4	8.1	29.6	59.7	3.47	Very Good
6	Punctuality of teachers in conducting lectures	4.9	5.6	19.3	70.2	3.55	Very Good
7	Internal evaluation system	2.0	1.0	51.1	46.0	3.41	Very Good
8	Fairness of evaluation	1.2	9.3	37.2	52.3	3.41	Very Good
9	Co-operation of administration staff	1.7	15.4	32.5	50.4	3.32	Very Good
10	Career counseling and placement facility of college	4.4	15.2	24.4	56.0	3.32	Very Good
11	Lab facilities	2.0	.2	59.7	38.1	3.34	Very Good
12	Availability of books in library	3.2	2.0	46.9	47.9	3.40	Very Good
13	Overall infrastructure of college	2.2	3.9	22.5	71.4	3.63	Very Good
14	Quality of Syllabus	2.9	6.8	21.3	68.9	3.56	Very Good
		Discouraging (1)	Indifferent (2)	Co-operative (3)			

14	Extra -curricular activities	0.9	10.7	88.3		2.88*	Co-operative
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*The categorization of the above question was done on a scale of 3 and the parameters followed were: Co-operative ($2 \leq S \leq 3$), Indifferent ($1 \leq S \leq 2$) and Discouraging ($S \leq 1$).



Observation:

The feedback obtained from 409 students was observed by committee members of IQAC. All parameters were rated as “Very Good”. Student teacher relationship and infrastructure had the highest score of 3.63. The career counseling and placement facility of the college had a low mean score. Girls face a lot of challenges such as conservative attitude of their parents, distant job facilities, insecurities working in evening shifts even if the cab facility is available. Also, a need was felt to improve the availability of books in the library and the lab facilities.

Action taken:

Arts Department

- Teachers were advised to do career counseling in each class.

- The department plans to organize more seminars and expert talks during the session.
- Subject teachers will be forwarding the requirement of reference books to library staff.
- Communication skills and soft skills training to be given.

Commerce Department

- Activities which will help in enhancing industry skills to be encouraged.
- Most of the labs have been updated taking into consideration the strength of the students.
- The college is trying to arrange placement drives and workshops, providing pre-placement training including mock interviews, enhancing communication skills through EduBridge and signing of more MOUs with potential companies.

Science Department

- The department plans to organize job fairs and seminars. The suggestion for the same has been forwarded to the placement and career counseling cell of the college.
- Pre-placement training to be given to the students with the help of placement cell
- Suggestion for e-library has been forwarded.

BCA Department

- In order to improve IT facilities, more computers with internet facility to be provided.
- Suggestion for library automation has been forwarded.
- Usage of social media was suggested for improving placement opportunities by getting in touch with various companies and recruiters.

- Improving class environment by encouraging work based learning activities and field trips to be implemented.

Action to be taken at institutional level:

- A need for mentorship to provide guidance, motivation, career exploration and emotional support to students was felt and was commenced with immediate effect.
- Moreover, timely redressal of students' grievances through suggestion boxes is helpful in creating a pleasant atmosphere for students in the college.

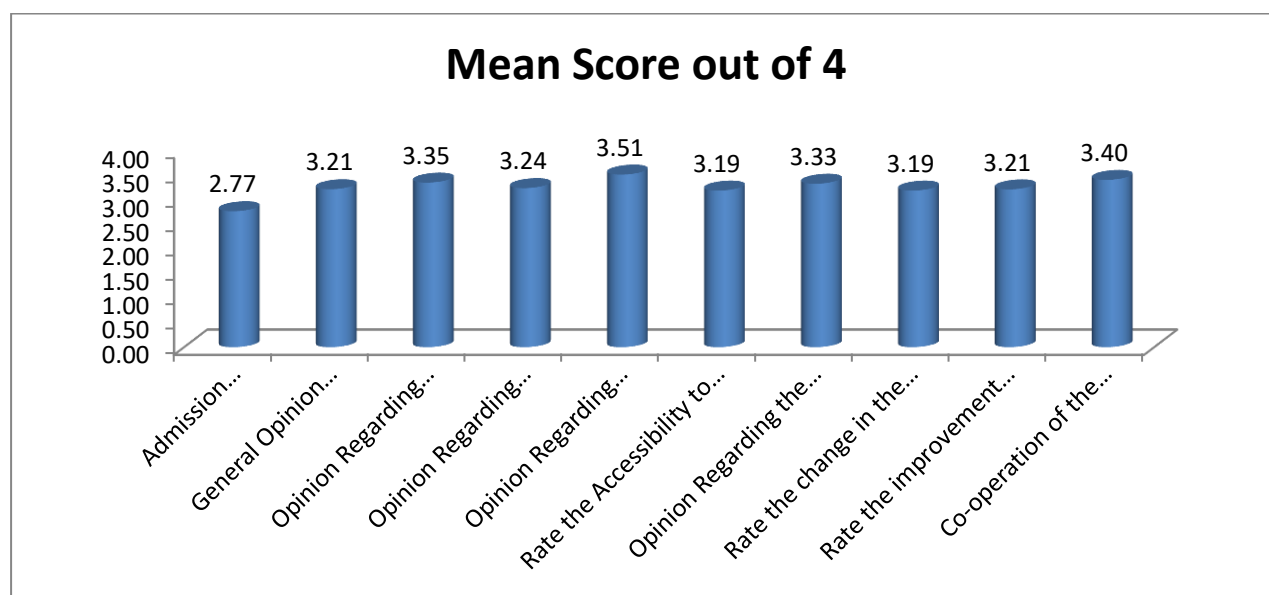
Parents Feedback and Action Taken

Report

Feedback from the parents is taken every year by interacting with them during parent teacher meeting. Based upon the responses received and analyzing the required sample of 400 parents, following observations were made:

	Particulars	Percentage of Parents					Rating
		Below Average (1)	Average (2)	Good (3)	Very Good (4)	Mean Score out of 4	
1	Admission Experience/process of the college	4.8	32.0	45.3	18.0	2.77	Good
2	General Opinion regarding the college	2.5	13.0	45.3	39.3	3.21	Very Good
3(a)	Opinion Regarding learning environment	2.3	7.8	43.0	47.0	3.35	Very Good
3 (b)	Opinion Regarding exposure to extracurricular	2.5	15.0	39.0	43.5	3.24	Very Good

	activities						
3 (c)	Opinion Regarding discipline in the campus	1.8	6.5	30.8	61.0	3.51	Very Good
4	Rate the Accessibility to information	1.8	17.3	41.8	39.3	3.19	Good
5	Opinion Regarding the interest of teachers in progress of your ward	2.0	9.0	43.5	45.5	3.33	Very Good
6	Rate the change in the behaviour and personality of your ward	1.5	13.3	50.5	34.8	3.19	Very Good
7	Rate the improvement in the academic growth of your ward through interaction with the faculty	2.0	12.5	48.0	37.5	3.21	Very Good
8	Co-operation of the teachers	2.8	8.3	35.0	54.0	3.40	Very Good



Observation:

Feedback obtained was analyzed on the basis of responses received from 400 parents. Out of 10 parameters, 9 parameters were rated as “Very Good”. The parents’ opinion regarding discipline in the college enjoyed the highest mean score of 3.51. Discouraging mobile phones has led to the academic growth and maintenance of proper discipline in the campus, which is not liked by the students.

The other parameter below a mean score of 3 is the admission experience. The three cutlists released had some discrepancies which created confusion among the students seeking admission.

Action taken:

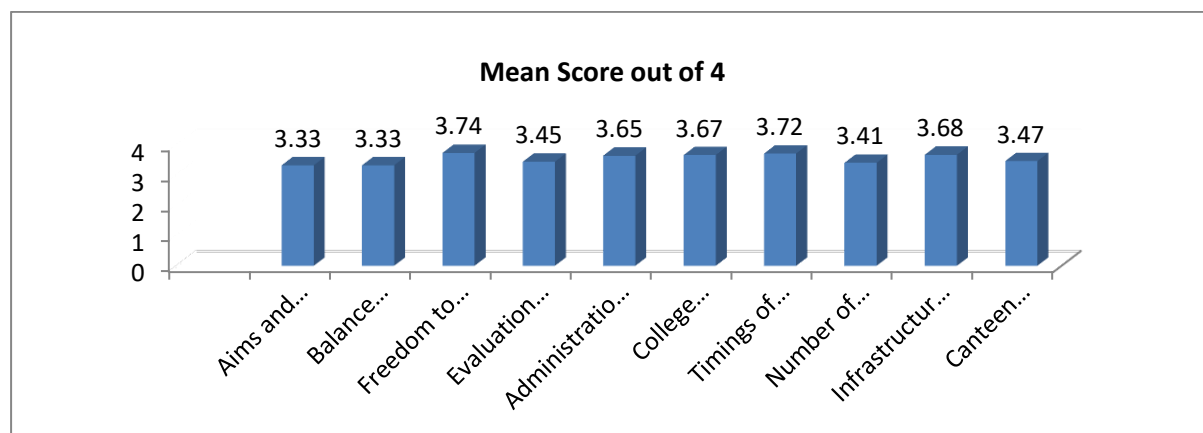
1. The college is in the process of installing software for Mass Text Messages to improve the score for the parameter “accessibility to information’. Also, the college plans to update the website regularly.
2. Parents face problems submitting the fees online on the portal of DGHE due to technical faults. Through offline procedure, parents prefer paying cash rather than paying through college website. Yet efforts have been made to make the admission experience satisfactory by increasing the number of counters, prioritize admission process and guiding them for paying fees online to avoid long queues.

Feedback from Teachers and Action Taken Report

The college follows the prescribed curriculum. Still feedback on curriculum is taken by the teachers to improve the curriculum aspects. The feedback taken from approximately 100 teachers has been analyzed as follows:

Particulars	Percentage of Teachers					Rating
	Strongly Disagree (1)	Disagree (2)	Agree (3)	Strongly Agree (4)	Mean	
Aims and objectives of the syllabus	0	0	67	33	3.33	Very Good
Balance between theory and application	0	1	65	34	3.33	Very Good
Freedom to adopt new techniques/strategies such as Group Discussion, Presentation etc.	0	0	26	74	3.74	Very Good
Evaluation system followed supports development	0	0	55	45	3.45	Very Good
Administration is teacher friendly	0	1	33	66	3.65	Very Good
College provides adequate support for participation in seminar/Conferences	0	0	33	67	3.67	Very Good
Timings of the library are convenient	0	0	28	72	3.72	Very Good
Number of books available in the library is sufficient.	0	1	57	42	3.41	Very Good
Infrastructural facilities are adequate	0	0	32	68	3.68	Very Good
Canteen facility is	0	1	51	48	3.47	Very

satisfactory						Good
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All the parameters were rated as “Very Good” on the basis of feedback obtained from 100 teachers. Freedom to adopt new techniques/strategies enjoyed the highest score of 3.74. Majority of the teachers found the administration as teacher friendly.

Action taken:

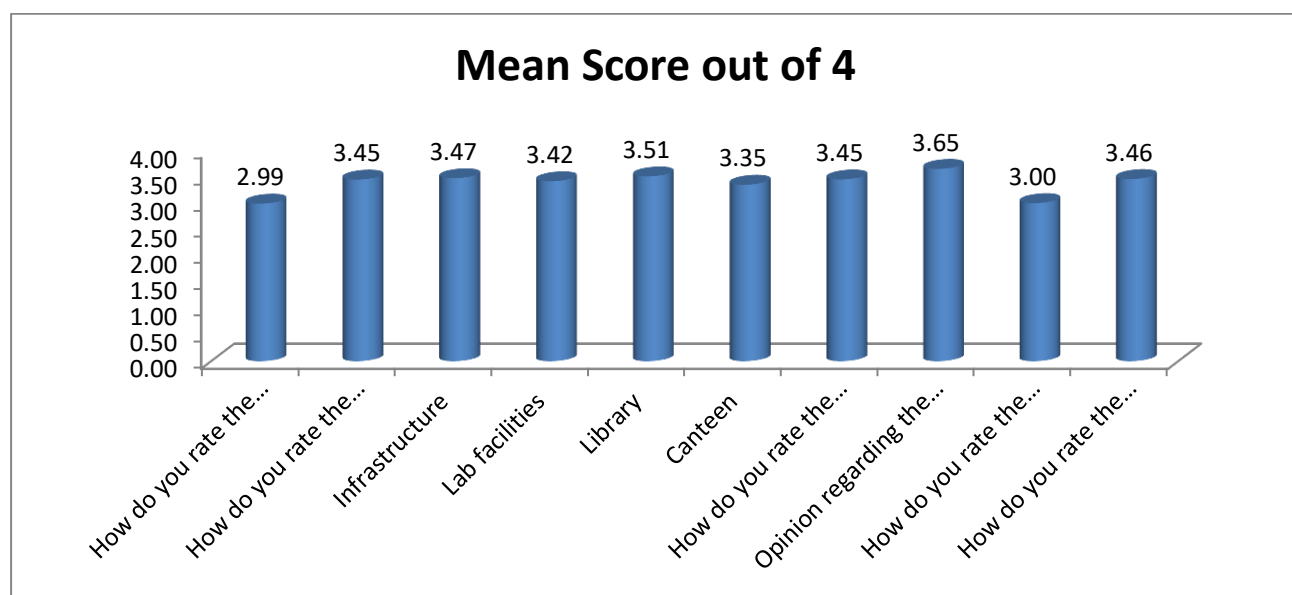
- Efforts by canteen contractor for more variety in food are a perpetual demand of the teachers. As per the UGC circular, the college is also trying to focus on nutrient rich healthy food in the menu.
- For academic upgradation, college plans to contribute funds for the participation of teachers in conferences/seminars/workshops.
- FDPs and seminars to be organized.

Feedback from Alumni and Action Taken Report

Alumni feedback offer important perspectives for evaluating academic programs. Alumni feedback occupies a prominent position in the strategic development process. The feedback taken was analysed on the basis of responses from 400 students. The observation made is as follows:

	Particulars	Percentage of Alumni					Rating
		Below Average (1)	Average (2)	Good (3)	Very Good (4)	Mean Score out of 4	
1	How do you rate the admission procedure of the college?	0	17.5	43.5	39.0	2.99	Very Good
2	How do you rate the improvement in the overall development of your personality?	0	2.3	50.8	47.0	3.45	Very Good
3	Rate the quality of following services/facilities during your tenure as a student						
3 (a)	Infrastructure	0	3.0	46.8	50.3	3.47	Very Good
3 (b)	Lab facilities	0	2.3	54.0	43.8	3.42	Very Good
3 (c)	Library	0	3.0	43.3	53.8	3.51	Very Good
3 (d)	Canteen	0	10.5	44.0	45.5	3.35	Very Good
4	How do you rate the admission procedure of the college?	0	2.3	50.5	47.3	3.45	Very Good
5	Opinion regarding the knowledge base of the	0	1.5	32.0	66.5	3.65	Very Good

	teachers						
6	How do you rate the On-Campus training and placement facility provided to you?	0.8	20.5	56.8	22.0	3.00	Good
7	How do you rate the learning experience in terms of their relevance to real life application?	0	2.8	48.8	48.5	3.46	Very Good
	Do you feel proud to be an Alumna of K.L. Mehta Dayanand College for Women?	Majority of them answered Yes					
	The academic learning I had in the college is useful in my career.	Majority of them answered Yes					
	Was the fee structure nominal?	Majority of them answered Yes					
	Did you pursue higher education after graduation?	Majority of them answered Yes					



For further improvement of the college, Alumni feedback is also essential. Out of 14 parameters in 10 questions, 13 were rated as “Very Good”. According to the alumni, the lab facilities and the infrastructure of the college were adequate to support the strength of the students. Majority of them were satisfied with the admission procedure followed earlier and were proud to be the alumni of the college.

Action taken:

- The teachers have made continuous efforts to make girls aware of the importance of higher education. But early marriage and conservative attitude of their parents have led to a relatively less percentage of girls pursuing higher education. For this, gender sensitization programs need to be organized more often.
- Efforts have also been made to improve the on-campus placement facilities as discussed in the students’ feedback analysis.
- The college plans to get in touch with the alumni and encourage motivational talks by them.



Action taken during (2019-20) on the basis of feedback received in the session 2018-19

1. Placement cell motivated students to reach heights through examples of alumni.
2. Subject teachers after interaction with students have forwarded the requirement of reference books to library staff. The books have been updated keeping in view the strength of the students.
3. Expert lectures in all subjects are organized to help girls gain practical knowledge of the subject.
4. Our students are being mentored timely for doing research and presenting papers at college and inter college level. To encourage this participation, DGHE sponsored seminar was also organized by the Political Science department on the topic "Women's leadership in Panchayati Raj".

Udeshi Mehta
15/09/2020
Officiating Principal
K. L. Mehta Dayanand College of Women
N.I.T. FARIDABAD




K. L. MEHTA DAYANAND COLLEGE FOR WOMEN

K.L. MEHTA MARG, N.H.3, N.I.T. FARIDABAD-121001
AFFILIATED TO M. D. UNIVERSITY, ROHTAK

Action taken during (2019-20) on the basis of feedback received in the session 2018-19

1. The department plans to organize job fairs and seminars. The suggestion for the same has been forwarded to the placement and career counseling cell of the college.
2. Pre-placement counseling was given to the students with the help of placement cell.
3. Suggestion for e-library has been forwarded to the administration
4. The department caters to student diversity by understanding students problems through mentor-mentee program and extra classes for weak students.
5. Many webinars were organized during the session.
6. The department encourage student participation in co-curricular activities by motivating students from time to time.
7. Teaching through project method continued.


Officiating Principal 15/09/2020
K. L. Mehta Dayanand College of Women
N.I.T. FARIDABAD



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AFFILIATED TO M. D. UNIVERSITY, ROHTAK

Action Taken during (2019-20) on the basis of feedback received in the session (2018-19)

1. In order to improve IT facilities, more computers with internet facility were provided.
2. Suggestion for library automation has been forwarded.
3. Improving class environment by encouraging work based learning activities and field trips could not be implemented due to online classes but efforts were made to include practical aspects of teaching to the maximum extent by providing Powerpoint presentations to students and using digital mode of teaching.
4. Webinars for imparting digital skills were organized by the department for both teachers and students.

Uandav of 15/09/2020
Officiating Principal
K. L. Mehta Dayanand College of Women
N.I.T. FARIDABAD



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Action taken during (2019-20) on the basis of feedback received in the session 2018-19

1. Activities like power point presentations, group discussions which will help in enhancing industry skills were encouraged during the session.
2. Most of the labs have been updated as per student requirements.
3. The college is trying to arrange placement drives and workshops, providing pre-placement training including mock interviews, enhancing communication/industry skills through NSDC and EduBridge and signing of more MOUs with potential companies.
4. Teachers were advised to involve themselves for FDP and Research activities.
5. Various campus drives and training sessions were conducted for commerce students.

(Handwritten Signature)

15/01/2020

Officiating Principal

K. L. Mehta Dayanand College of Women
N.I.T. FARIDABAD