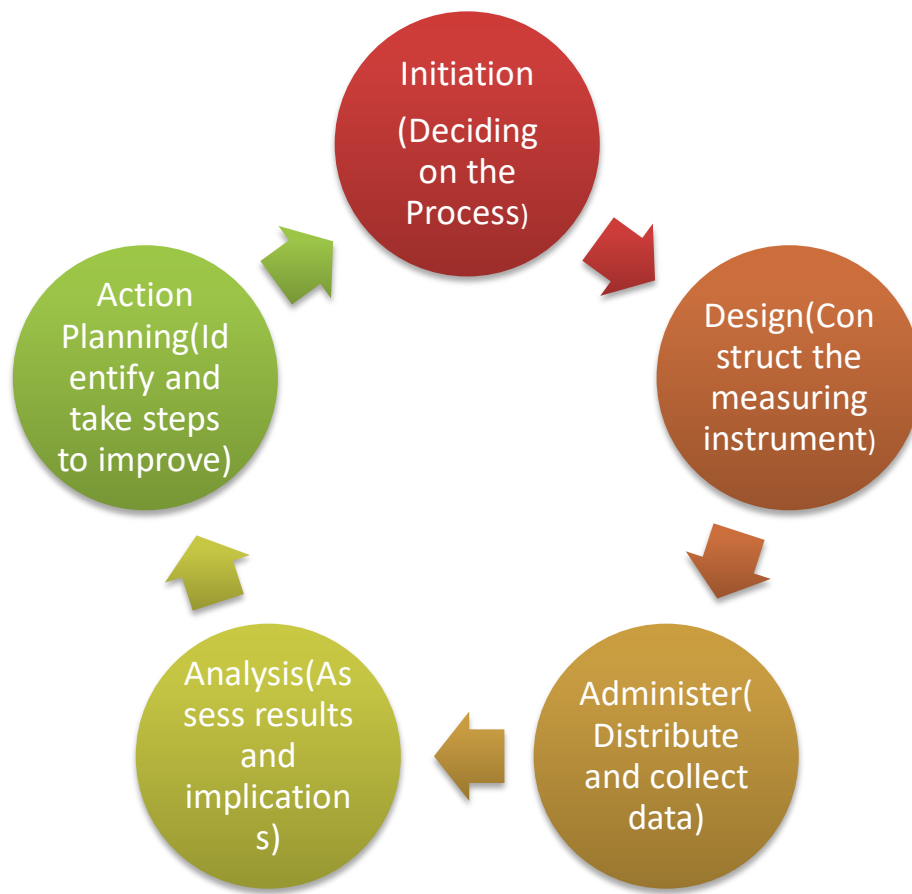




# K.L. Mehta Dayanand College for Women, Faridabad

## Feedback Analysis and Action to be taken Report (2017-18)

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 ( $S \leq 1$ ).

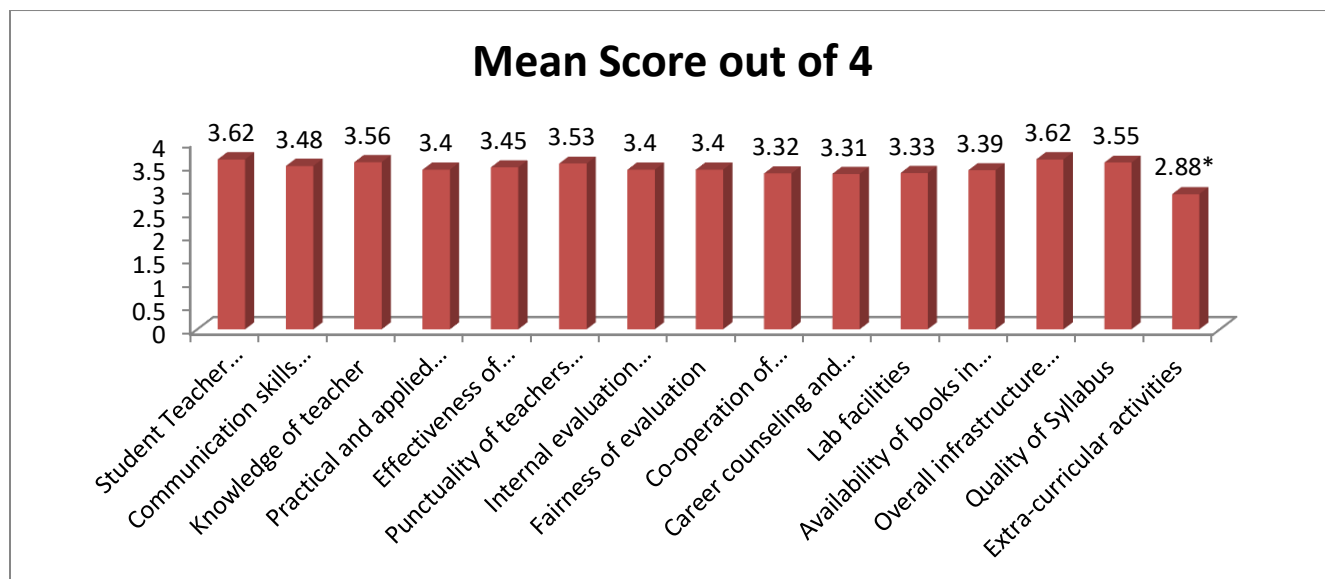
# Students Feedback and Action taken Report

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          | Average (2) | Good (3) | Very Good | Mean Score | Rating |

|    |   | (1)          |             |              | d (4) | out of 4 |           |
|----|---|--------------|-------------|--------------|-------|----------|-----------|
| 1  | Student Teacher relationship                                | .2           | 3.4         | 30.3         | 66.0  | 3.62     | Very Good |
| 2  | Communication skills of Teacher                             | 3.7          | 6.8         | 27.1         | 62.3  | 3.48     | Very Good |
| 3  | Knowledge of teacher  | 4.4          | 6.1         | 18.3         | 71.1  | 3.56     | Very Good |
| 4  | Practical and applied content of teacher                    | 2.9          | 10.5        | 31.5         | 54.8  | 3.40     | Very Good |
| 5  | Effectiveness of teachers in completion of syllabus on time | 2.4          | 8.1         | 31.3         | 57.9  | 3.45     | Very Good |
| 6  | Punctuality of teachers in conducting lectures              | 4.9          | 5.6         | 21.3         | 68.2  | 3.53     | Very Good |
| 7  | Internal evaluation system                                  | 2.0          | 1.0         | 52.1         | 45.0  | 3.40     | Very Good |
| 8  | Fairness of evaluation                                      | 1.2          | 9.3         | 37.9         | 51.6  | 3.40     | 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        | 25.4         | 55.0  | 3.31     | Very Good |
| 11 | Lab facilities  | 2.0          | 0.2         | 60.4         | 37.4  | 3.33     | Very Good |
| 12 | Availability of books in library                            | 3.2          | 2.0         | 47.2         | 47.7  | 3.39     | Very Good |
| 13 | Overall infrastructure of college                           | 2.2          | 3.9         | 24.0         | 69.9  | 3.62     | Very Good |
| 14 | Quality of Syllabus   | 2.9          | 6.8         | 22.5         | 67.7  | 3.55     | Very Good |
|    |   | Discouraging | Indifferent | Co-operative |       | Mean     |           |
| 15 | Extra-curricular activities                                 | 0.5          | 11.0        | 88.5         |       | 2.88*    | Very Good |

\*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:**

Though the mean score of all the parameters are improving every year and all the parameters enjoyed a mean score above 3 and were rated as very good, yet the following 4 parameters needs improvement.

| <u>Issues raised:</u>                | <u>Action taken:</u>  |
|--------------------------------------|---|
| More exposure to placement drives    | College puts in regular efforts to provide placement opportunities to students, yet the problem persists every year due to lack of awareness among girls. Moreover, conservative attitude of parents have led to less participation of students in different drives. To improve upon this, more need for gender awareness programs and counseling of parents was felt to help girls realize the importance of an independent woman. |
| Availability of books in the library | New edition and reference books are added up every session. Due to increasing strength of students every  |

|   |  |
|---|--|
|   | year, the college even plans to switch to e-library to solve the problem of availability of books.         |
| Lab facilities to be added up                   | Investments in microscopes/computers and other equipments to be done to meet the expectations of students. |
| Co-operation required from administration staff | Multiple window platforms to be set up for providing facilitation support.                                 |

## Feedback from Parents and Action taken Report

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

|       |  | Percentage of Parents |             |          |               |                     |           |
|-------|--|-----------------------|-------------|----------|---------------|---------------------|-----------|
|       | Particulars  | Below Average (1)     | Average (2) | Good (3) | Very Good (4) | Mean Score out of 4 | Rating    |
| 1     | Admission Experience/process of the college              | 4.8                   | 29.3        | 36.5     | 29.5          | 2.91                | Good      |
| 2     | General Opinion regarding the college                    | 2.5                   | 13.0        | 47.0     | 37.5          | 3.20                | Very Good |
| 3(a)  | Opinion Regarding learning environment                   | 2.3                   | 7.8         | 45.0     | 45.0          | 3.33                | Very Good |
| 3 (b) | Opinion Regarding exposure to extracurricular activities | 2.5                   | 15.0        | 41.8     | 40.8          | 3.21                | Very Good |
| 3 (c) | Opinion Regarding discipline in the                      | 1.8                   | 6.5         | 34.5     | 57.3          | 3.47                | Very Good |

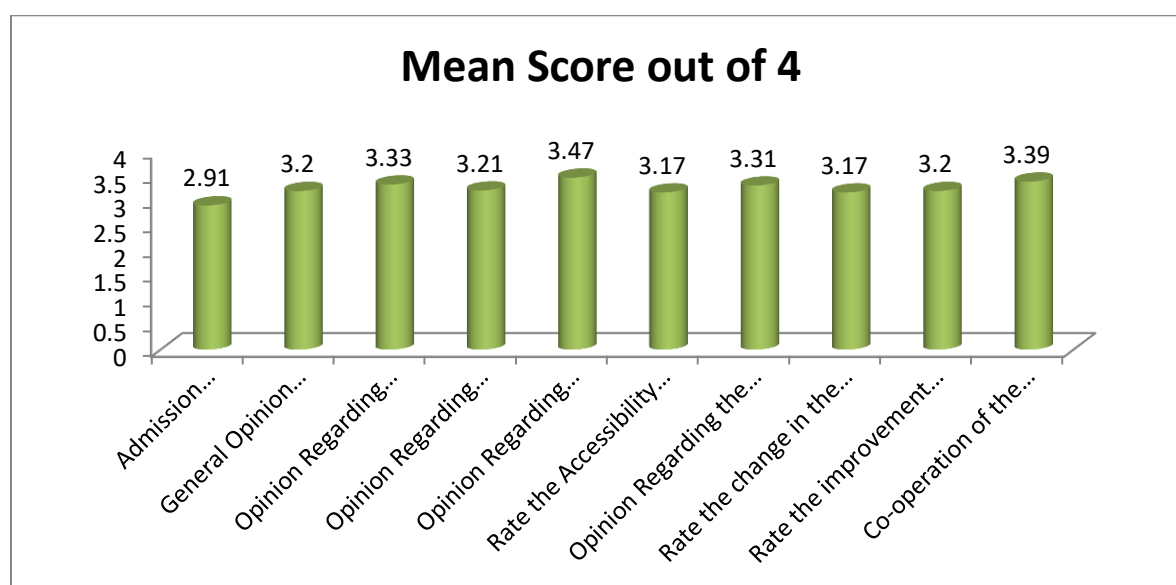
|   |   |     |      |      |      |      |           |
|---|---|-----|------|------|------|------|-----------|
|   | campus  |     |      |      |      |      |           |
| 4 | Rate the Accessibility to information   | 1.8 | 17.3 | 43.5 | 37.5 | 3.17 | Very Good |
| 5 | Opinion Regarding the interest of teachers in progress of your ward                           | 2.0 | 9.0  | 45.3 | 43.8 | 3.31 | Very Good |
| 6 | Rate the change in the behaviour and personality of your ward                                 | 1.5 | 13.3 | 52.0 | 33.3 | 3.17 | Very Good |
| 7 | Rate the improvement in the academic growth of your ward through interaction with the faculty | 2.0 | 12.5 | 49.3 | 36.3 | 3.20 | Very Good |
| 8 | Co-operation of the teachers  | 2.8 | 8.3  | 36.8 | 52.3 | 3.39 | Very Good |

**Observation:**

The score of admission process was less than 3 this year and was rated as 'Good'. The process was carried out by the university this year. Students and parents faced issues due to lack of proper norms. Also a change from offline to online process was not liked by all.

| <u>Issues raised:</u>   | <u>Action taken:</u>   |
|---|--|
| 1. The score of accessibility to information remains low.       | The website is updated regularly yet due to technology constraints, accessibility remains a problem. The college further plans to create more windows for support services. Also, the timings for specific purpose to be fixed so that long queues can be divided according to different time schedules. |
| 2. Need for job oriented/add on courses was felt to improve the | Expert talks and lectures are organized regularly.   |

|                          |   |
|--------------------------|---|
| personality of students. | Focus on improving personalities of girls to be laid by increasing educational trips, compulsory participation of girls in class power point presentation and discussions. Further, mentoring sessions to be organized every year which will help in personality development. |
|--------------------------|---|



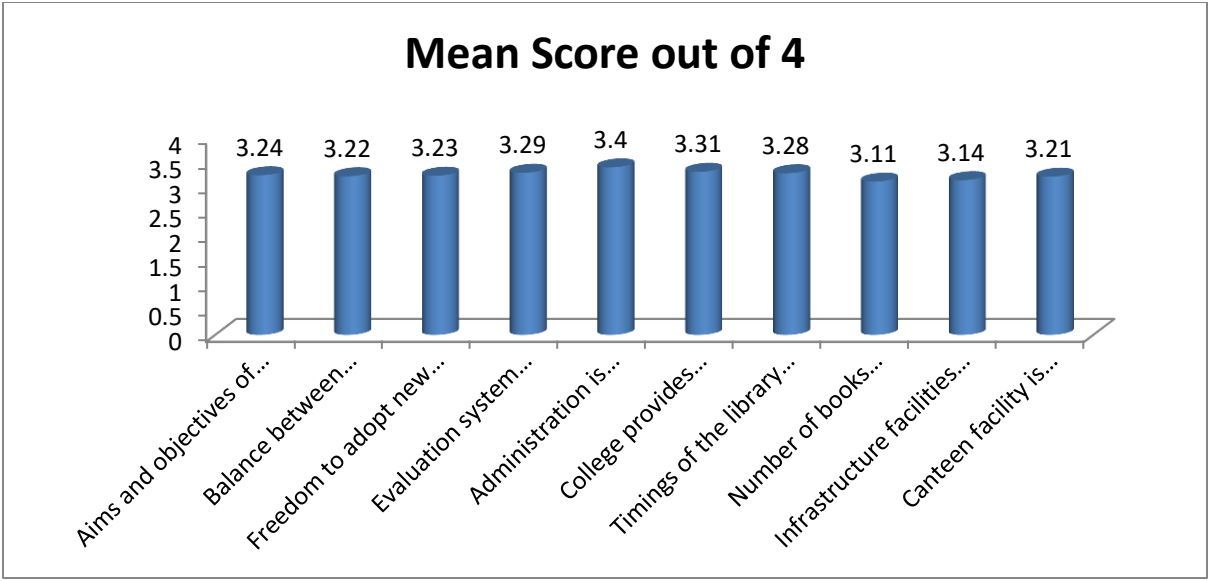


# Feedback from Teachers and Action taken Report

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   |                 |              |                       |      |           |
|--|--------------------------|-----------------|--------------|-----------------------|------|-----------|
|  | Strongly Disagree<br>(1) | Disagree<br>(2) | Agree<br>(3) | Strongly Agree<br>(4) | Mean | Rating    |
| Aims and objectives of the syllabus  | 0                        | 4.0             | 68.0         | 28.0                  | 3.24 | Very Good |
| Balance between theory and application   | 0                        | 5.0             | 68.0         | 27.0                  | 3.22 | Very Good |
| Freedom to adopt new techniques/strategies such as Group Discussion, Presentation etc. | 0                        | 2.0             | 73.0         | 25.0                  | 3.23 | Very Good |
| Evaluation system followed supports development  | 0                        | 1.0             | 69.0         | 30.0                  | 3.29 | Very Good |
| Administration is teacher friendly   | 0                        | 2.0             | 56.0         | 42.0                  | 3.40 | Very Good |
| College provides adequate support for participation in seminar/Conferences             | 0                        | 7.0             | 55.0         | 38.0                  | 3.31 | Very Good |
| Timings of the library are convenient  | 0                        | 4.0             | 64.0         | 32.0                  | 3.28 | Very Good |
| Number of books available in the library is sufficient.                                | 0                        | 18.0            | 53.0         | 29.0                  | 3.11 | Very Good |
| Infrastructural facilities are adequate  | 0                        | 15.0            | 56.0         | 29.0                  | 3.14 | Very Good |
| Canteen facility is satisfactory   | 0                        | 11.0            | 57.0         | 32.0                  | 3.21 | Very Good |

| <u>Issues raised:</u>  | <u>Action taken:</u>   |
|--|--|
| Though the mean score of infrastructure and library facilities have increased from previous year, a need was felt to lay more emphasis this year | <ol style="list-style-type: none"> <li>1. The college proposes to start INFLIBNET facilities for teachers.</li> <li>2. The requirement for additional books will be communicated to the library committee after consultation with the subject teacher.</li> <li>3. The suggestions for improving infrastructure facility are taken in every faculty meeting and actions are taken in regard to this every year.</li> </ol> |
| Need to improve aims and objectives of syllabus  | The syllabus is decided by the university and all decisions related to it are taken by the university itself.  |
| Less freedom to adopt new techniques   | Though the university has a prescribed pattern for syllabus yet teachers were encouraged to lay more emphasis on different techniques like chart making, models, collage and similarly related activities to make teaching more interesting.   |



# Feedback from Alumni and Action taken

## Report

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

|       | Particulars   | Below Average (1) | Average (2) | Good (3) | Very Good (4) | Mean Score out of 4 | Rating    |
|-------|---|-------------------|-------------|----------|---------------|---------------------|-----------|
| 1     | How do you rate the admission procedure of the college?                           | 0.8               | 22.0        | 24.3     | 53.0          | 3.30                | Very Good |
| 2     | How do you rate the improvement in the overall development of your personality?   | 0                 | 17.5        | 33.3     | 49.3          | 3.32                | Very Good |
| 3     | Rate the quality of following services/facilities during your tenure as a student |                   |             |          |               |                     |           |
| 3 (a) | Infrastructure  | 0.3               | 12.8        | 48.5     | 38.5          | 3.25                | Very Good |
| 3 (b) | Lab facilities  | 0.3               | 17.8        | 37.3     | 44.8          | 3.27                | Very Good |
| 3 (c) | Library   | 0                 | 14.0        | 38.8     | 47.3          | 3.33                | Very Good |
| 3 (d) | Canteen   | 0                 | 21.3        | 34.8     | 44.0          | 3.23                | Very Good |
| 3 (e) | Sports  | 0                 | 16.3        | 35.3     | 48.5          | 3.32                | Very Good |
| 4     | Opinion regarding the knowledge base  | 0                 | 12.0        | 39.3     | 48.8          | 3.37                | Very Good |

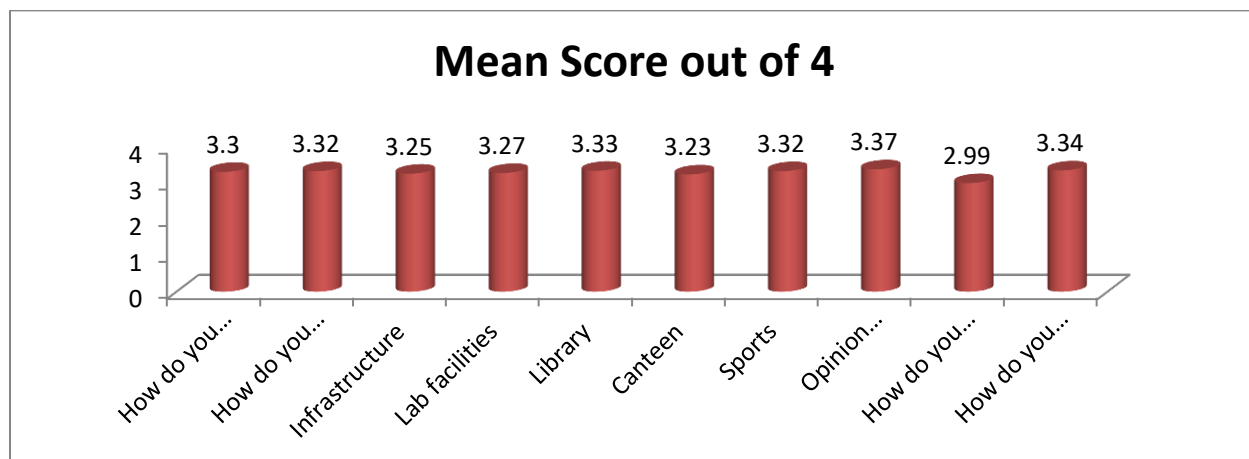
|   |   |                               |      |      |      |      |           |
|---|---|-------------------------------|------|------|------|------|-----------|
|   | of the teachers   |                               |      |      |      |      |           |
| 5 | How do you rate the On- Campus training and placement facility provided to you?               | 2.0                           | 30.8 | 33.8 | 33.5 | 2.99 | Good      |
| 6 | How do you rate the learning experience in terms of their relevance to real life application? | 0                             | 20.3 | 25.5 | 54.3 | 3.34 | 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 |      |      |      |      |           |

### Observation:

Majority of the girls were proud to be alumni of our college. They also found the academic learning to be useful in their career.

Career counseling had a mean score of 2.99 and was rated as 'Good'. Efforts to be done have been discussed in student feedback analysis. Continuous investment in library, Lab facilities and infrastructure is required to support the increasing strength of the students.

All other parameters were rated as ‘Very Good’, yet scope for improvement always remains. Considering this, the college plans to strengthen e-resources for all the stakeholders.





**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 (2018-19) on the basis of feedback received in the session 2017-18**

1. Proper report of student progression is prepared every year.
2. Faculty members were advised to respond to student requirements related to library.
3. Lab facilities like number of computers required, internet facilities etcfor are communicated to the ICT department and they are upgraded every year keeping in view the strength of the students.
4. Issues related to academic and non-academic aspects were discussed with students.
5. Faculty involved students in group activities, paper presentations and powerpoint presentations to encourage leadership and industry skills.
6. Need for more books in library was recommended to library staff to support the increasing strength of students. Books were also added up during the session.
7. Courses under NSDC and EduBridge were continued in this session as well.

  
Officiating Principal 17/04/2019  
K. L. Mehta Dayanand College of Women  
N.I.T. FARIDABAD

**K. L. MEHTA DAYANAND COLLEGE FOR WOMEN**

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**Action taken during (2018-19) on the basis of feedback received in the session 2017-18**

1. New lab instruments are added every year to support practical learning.
2. Proper reports of seminars, workshops are maintained.
3. Audio-visual aids are used at regular intervals to include make learning better.
4. Talks and seminars by eminent resource persons were organized to provide exposure to students.
5. Requirement for more classrooms has been forwarded to the administration
6. Teaching through project method was continued in this year as well.

*Handwritten signature*  
Officiating Principal  
K. L. Mehta Dayanand College of Women  
N.I.T. FARIDABAD  
17/04/2019



**K. L. MEHTA DAYANAND COLLEGE FOR WOMEN**

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AFFILIATED TO M. D. UNIVERSITY, ROHTAK

**Action taken during (2018-19) on the basis of feedback received in the session 2017-18**

1. Teachers are encouraged to take up research. The college sanctioned leave under Faculty improvement programme for teachers for pursuing research.
2. ICT Up gradation through adding more projectors, computers & adequate software facilities was done by ICT Department on suggestion.
3. The department has forwarded the requirement of books to the library. The college is in process of establishing e-library after suggestion from all the departments. Also, new books were purchased.
4. The department keeps full record of tests, assignment and attendance
5. Girls encouraged to pursue higher education for bright future.
6. DGHE sponsored one day National Seminar was organized on the topic “Road Safety”.

*(Signature)*  
17/04/2019

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 (2018-19) on the basis of feedback received in the session (2017-18)

1. New edition and reference books are added up every session. Department has suggested to switch to e-library to solve the problem of availability of books.
2. Computers and other equipment's were added to meet the expectations of students.
3. Multiple window platform suggested to concerned authority for providing facilitation support.
4. One day DGHE sponsored Seminar was organized on the topic "Recent advances in Information Technology".

  
Officiating Principal 17/04/2019  
K. L. Mehta Dayanand College of Women  
N.I.T. FARIDABAD