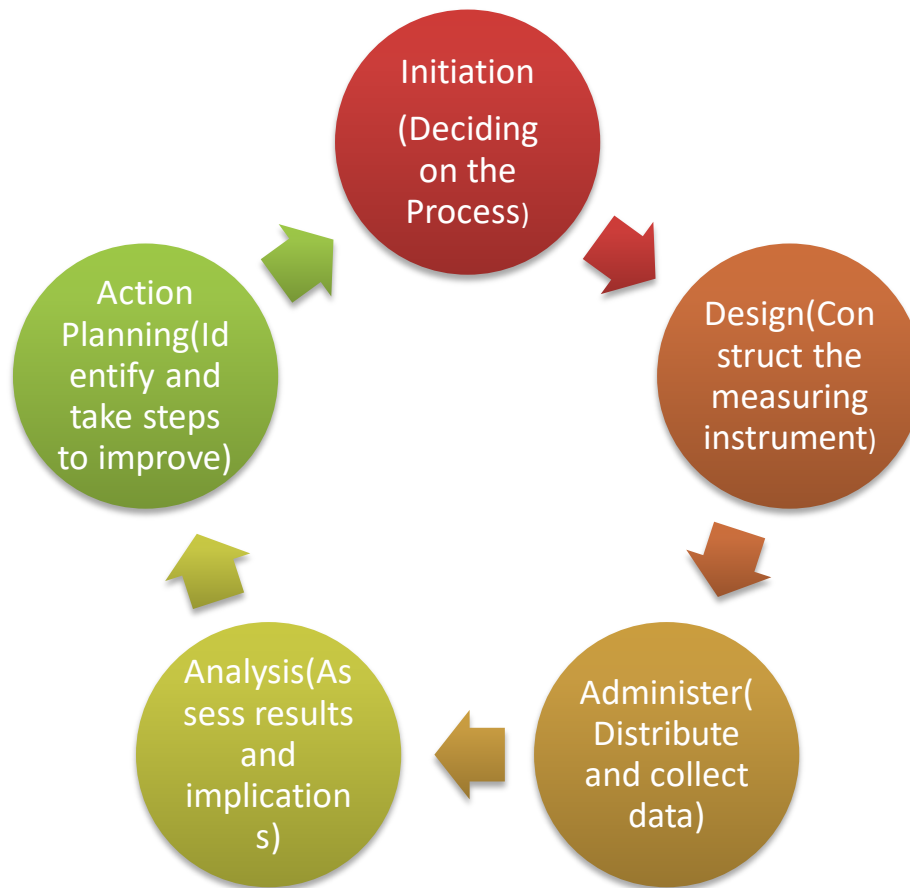




K.L.Mehta Dayanand College for Women, Faridabad

Feedback Analysis and Action Taken Report (2019-20)

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 of the institution.

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 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 aims of this stage are 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.

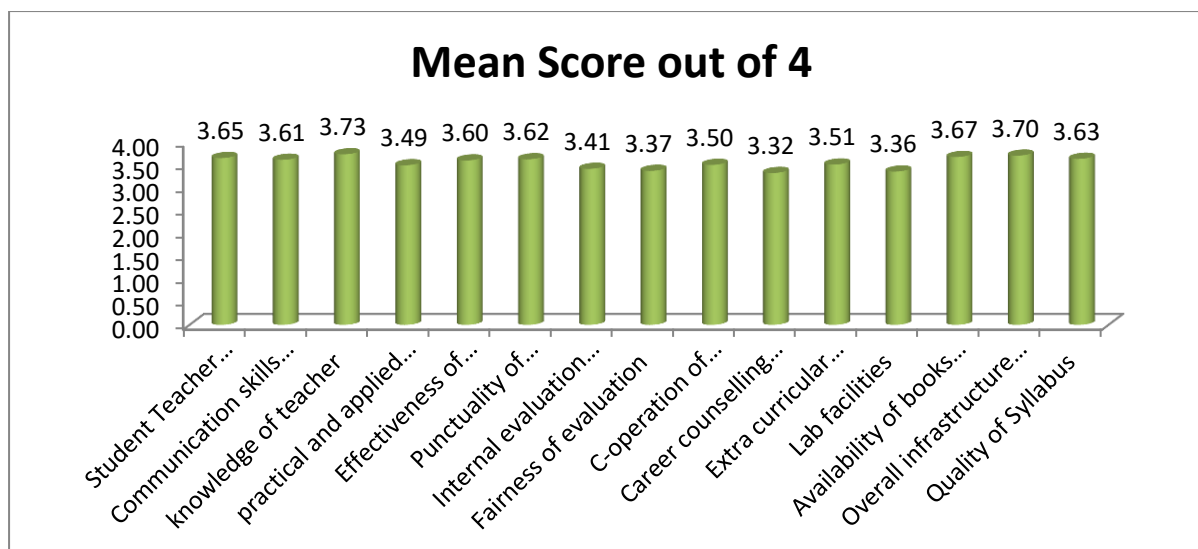
The feedback obtained from all the stakeholders was analyzed on a scale of 1 to 4. The categorization followed based upon the mean score of different parameters i.e. Very Good ($3 \leq S \leq 4$), Good ($2 \leq S \leq 3$), Average ($1 \leq S \leq 2$) and Below Average ($S \leq 1$).

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. We have received approx 2050 student's online feedback of which responses of 522 students was analyzed. The analysis is as follows:

S. No.	Particulars	Percentage of Students					Rating
		Below Average (1)	Average (2)	Good (3)	Very Good (4)	Mean Score out of 4	
1	Student Teacher relationship	1.0	5.2	21.7	72.2	3.65	Very Good
2	Communication skills of Teacher	1.7	6.1	21.3	70.8	3.61	Very Good
3	knowledge of	.4	6.7	12.1	80.8	3.73	Very

	teacher						Good
4	practical and applied content of teacher	2.1	9.2	25.9	62.8	3.49	Very Good
5	Effectiveness of teachers in completion of syllabus on time	1.7	7.9	19.2	71.2	3.60	Very Good
6	Punctuality of teachers in conducting lectures	1.7	7.1	18.2	72.9	3.62	Very Good
7	Internal evaluation system	1.3	10.9	32.6	55.1	3.41	Very Good
8	Fairness of evaluation	3.1	9.2	35.3	52.4	3.37	Very Good
9	C-operation of administration staff	3.1	8.1	24.6	64.3	3.50	Very Good
10	Career counselling and placement facility of college	7.5	10.2	24.8	57.6	3.32	Very Good
11	Extracurricular activities	5.6	5.8	20.9	67.8	3.51	Very Good
12	Lab facilities	5.6	12.3	22.8	58.7	3.36	Very Good
13	Availability of books in library	5.8	5.4	4.6	84.3	3.67	Very Good
14	Overall infrastructure of college	2.1	10.6	2.1	85.2	3.70	Very Good
15	Quality of Syllabus	2.5	8.4	12.3	76.8	3.63	Very Good



Observation:

1. In-Campus/Off-campus recruitment skills need to be improved.
2. Labs can be upgraded with advanced instruments.
3. Improvement in evaluation system with little more fairness.
4. Though the institution always encourages learning through extracurricular activities, but covid-19 has been a major deterrent in planning activities in the above academic year.
5. The institution has suffered because of less placement opportunities that have been provided in the last few years. Efforts are done every year yet the problem persists as encouraging women empowerment will require more dedication and consistency.
6. The mean score of library facilities has increased this year. Our library was equipped with INFLIBNET, many e-Journals and e-Books to support efficient learning.
7. It has been observed that 85% students have had optimum support from college Infrastructure facilities.

Arts Department

Action to be taken:

1. Gender awareness programmes to be organised more often to encourage participation of girls in placement drives.
2. In order to improve the evaluation system, regular tests and assignments are conducted. Also one to one interaction of the student with the teacher is being encouraged to help students find solutions to their weaknesses.

Commerce Department

Action to be taken:

1. Many certified courses conducted under NSDC & EduBridge were introduced to meet the changing requirements of the industry. Also, Add-on courses like fashion designing, early child care, Accounting and Computer were introduced under MDU to improve the skills of the students. This will help to gain practical knowledge and will provide better placement opportunities to students.
2. The college plans to further sign MOUs with companies to provide better placement opportunities.
3. Teachers to be advised to maintain transparency in evaluation by communicating marks and grades to students.
4. Less events were planned this year due to covid-19. The college plans to organize regular events in the college after offset of covid to give students equal opportunities for participation.

Science Department

Action to be taken:

1. Although utmost measures are taken to do fair evaluation of students, yet evaluation score remains low respectively. The internal evaluation is done on the basis of tests, assignment and their participation in various departmental activities. Teachers will be advised to share the breakup of marks to help students understand the evaluation process more clearly.
2. Career counselling is done during the course of period especially for final year students. We are trying to get in touch with more of our alumni who are presently employed through whatsapp group so that information can be gained regarding vacancies that can be shared with the students.
3. Though we now have 3 well equipped P.G. chemistry labs, yet new instruments will be purchased and labs will be renovated on the basis of suggestions given by students.

BCA Department

Action to be taken:

1. The growing strength of students requires additional facilities every year. Investments in computers are done every year taking into consideration the strength of students.
2. Teachers will be advised to be more transparent in evaluation process by sharing the record of marks at the end of each semester.
3. Mentoring and guidance to be given to students during classes. Special lectures and seminars to be organized.

Action to be taken at institution level on the basis of suggestion from students:

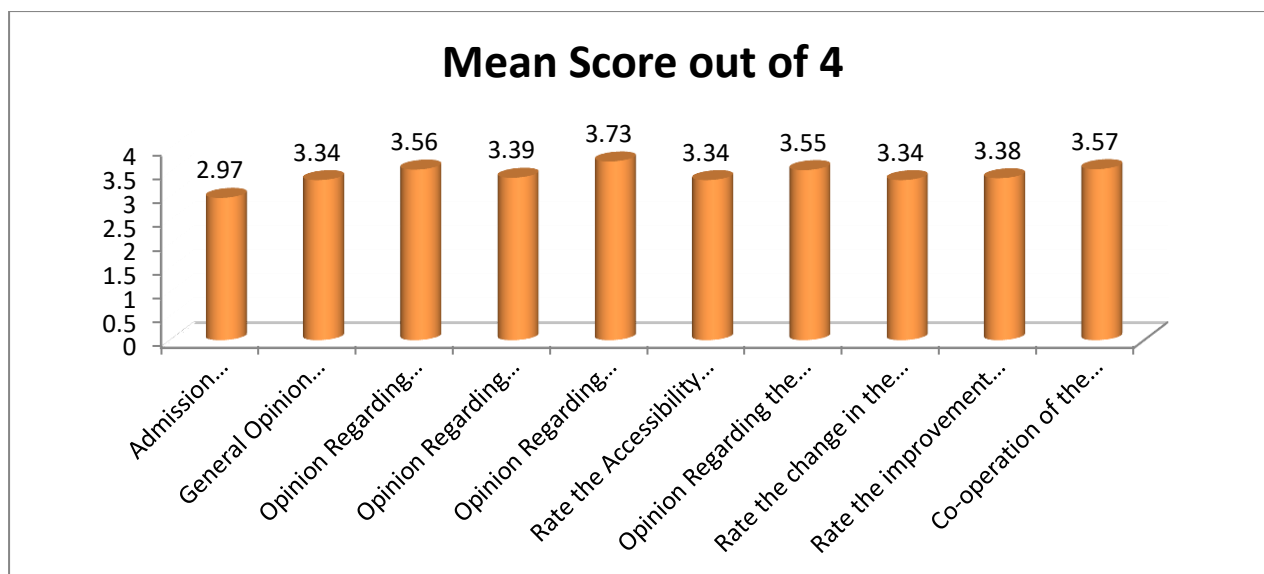
1. The institution is often associated to serve its social responsibility by promoting the students towards Blood Donation Camp, Green Campus-Tree Plantation Drive, Implementation of Swachh Bharat Abhiyan, Gender Sensitization Programs for awareness.
2. Remedial Coaching Classes found to be beneficial for weaker students are now conducted twice every week.
3. A grievance redressal mechanism has been devised to redress individual as well as collective grievances of students where the administration puts all efforts to solve the grievances within 48 working hours.

Parents Feedback and Action Taken Report

Feedback from the parents is taken every year by interacting with them during parent teacher meeting. Due to covid-19, this year the online feedback was taken through Google forms. We received approx 1200 responses of which approx 600 responses were analysed.

	Particulars	Percentage of Parents					
		Below Average (1)	Average (2)	Good (3)	Very Good (4)	Mean Score out of 4	Rating
1	Admission Experience/process of the college	6.3	15.1	53.3	25.2	2.97	Good
2	General Opinion regarding the	0.2	3.3	59.4	37.2	3.34	Very Good

	college						
3(a)	Opinion Regarding learning environment	0.6	42.3	57.1	47.8	3.56	Very Good
3 (b)	Opinion Regarding exposure to extracurricular activities	6.6	47.3	46.1	40.2	3.39	Very Good
3 (c)	Opinion Regarding discipline in the campus	0.2	27.0	72.8	67.1	3.73	Very Good
4	Rate the Accessibility to information	0.2	2.7	60.3	36.9	3.34	Very Good
5	Opinion Regarding the interest of teachers in progress of your ward	0.2	1.8	41.4	56.6	3.55	Very Good
6	Rate the change in the behaviour and personality of your ward	0.2	4.1	57.1	38.7	3.34	Very Good
7	Rate the improvement in the academic growth of your ward through interaction with the faculty	3.5	55.1	41.4	36.1	3.38	Very Good
8	Co-operation of the teachers	0.2	0.6	41.1	58.2	3.57	Very Good



Observation:

1. College systems need to ensure all information provided to the parents is accessible.
2. Need to infuse Skill & Job oriented courses.
3. Admission experience/process is not satisfactory.

Action to be taken:

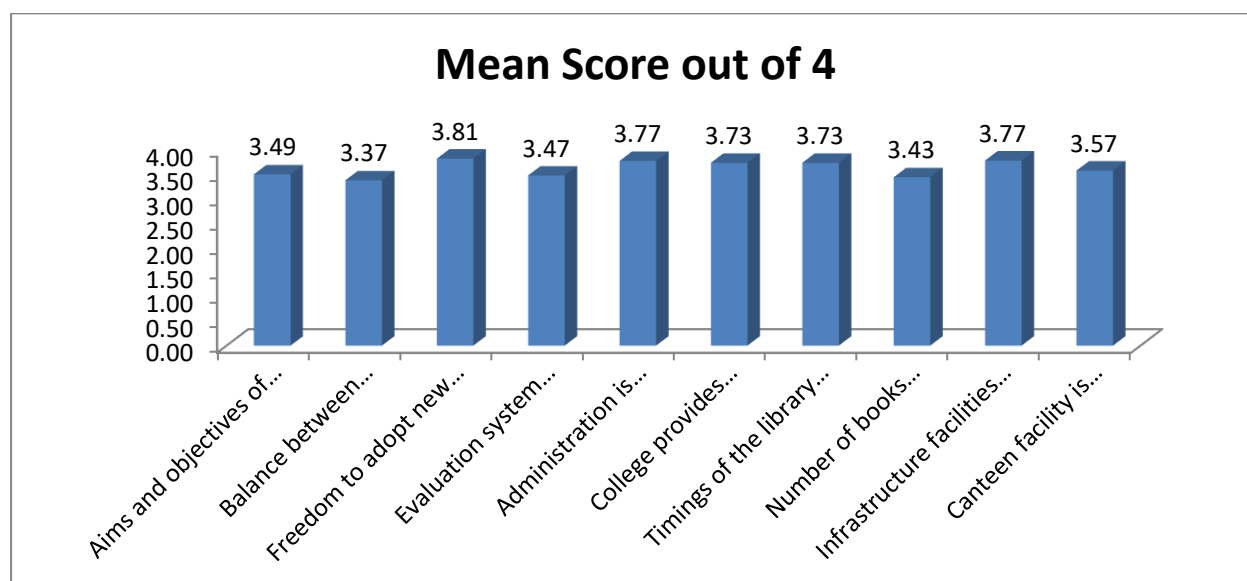
1. Parents are informed about the performance of their ward by the concerned class teachers.
2. The parents of those students whose performance in the consecutive assessment test is poor are counselled individually and parents feedback is also given due consideration.
3. The website of the college is updated every day to improve accessibility to information but issues of accessibility remains due to technological constraints.
4. In addition, PTM is also conducted by every department and their suggestions are received in the right spirit.
5. Many certified courses conducted under NSDC & EduBridge were introduced to meet the changing requirements of the industry.
6. Add-on courses like fashion designing, early child care, Accounting and Computer were introduced under MDU to improve the skills of the students.
7. Though the admission process is carried out by the university, and parents have to face technical difficulties during the admission, yet the college plans to prioritize the admissions by guiding students in paying fees online and increasing the number of counters every year.

Teachers Feedback 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 approx 100 teachers has been analysed 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	3.0	44.7	52.3	3.49	Very Good
Balance between theory and application	2.3	3.8	48.5	45.5	3.37	Very Good
Freedom to adopt new techniques/strategies such as Group Discussion, Presentation etc.	0	0	18.9	81.1	3.81	Very Good
Evaluation system followed supports development	0	1.5	50.0	48.5	3.47	Very Good
Administration is teacher friendly	0	.0	23.5	76.5	3.77	Very Good
College provides adequate support for participation in seminar/Conferences	0	.8	25.8	73.5	3.73	Very Good
Timings of the library are convenient	0	.8	25.8	73.5	3.73	Very Good
Number of books available in the library is sufficient.	.0	4.5	47.7	47.7	3.43	Very Good
Infrastructure facilities are adequate	0	.8	21.2	78.0	3.77	Very Good

Canteen facility is satisfactory	0	4.5	34.1	61.4	3.57	Very Good
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Observation:

1. Research Activities must be strengthened by conducting FDP/Seminars
2. Practical content of syllabus is insufficient to bridge the gap between industry standards and academics.

Action to be taken:

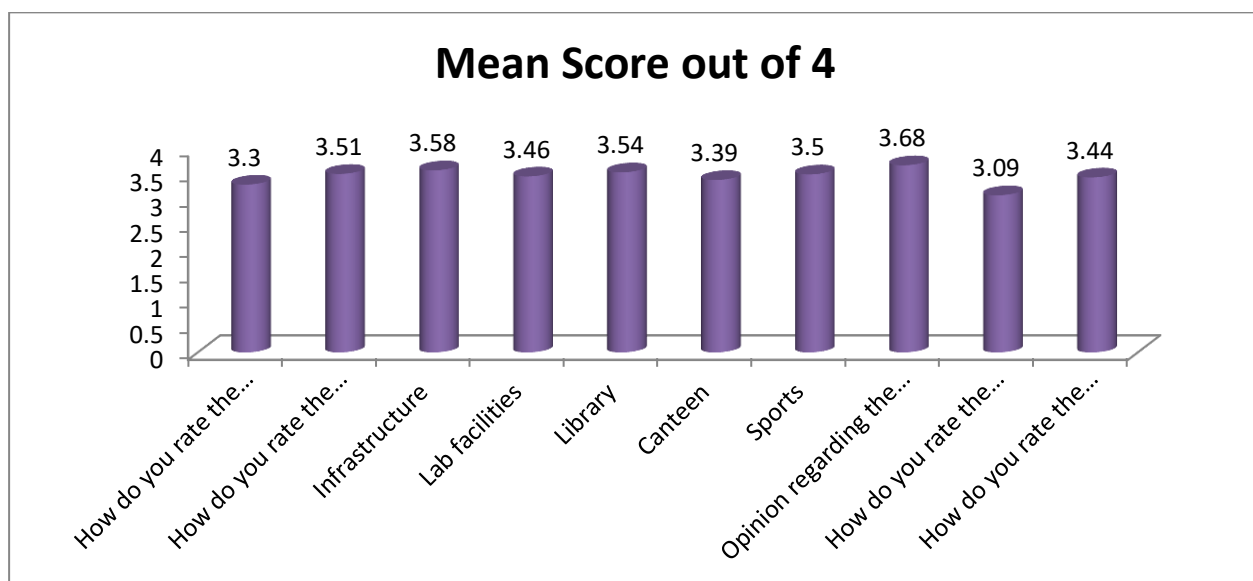
1. Free access facility for faculty to e-Journals (INFLIBNET) was given.
2. Though syllabus is decided by the University, yet teachers are encouraged to conduct monthly activities like PPT, Group Discussion, poster making and brainstorming sessions to encourage practical content of teaching.
3. The administration is promoting a clean and friendly looking canteen with healthier food options.

Alumni Feedback and Action Taken Report

	Particulars	Percentage of Alumni					Rating
		Below Average	Average (2)	Good (3)	Very Good	Mean Score	

		e (1)			(4)	out of 4	
1	How do you rate the admission procedure of the college	0.7	12.6	42.1	44.6	3.30	Very Good
2	How do you rate the improvement in the overall development of your personality?	0	4.2	40.3	55.4	3.51	Very Good
3	Rate the quality of following services/facilities during your tenure as a student						
3 (a)	Infrastructure	0	3.7	34.2	62.1	3.58	Very Good
3 (b)	Lab facilities	0	7.9	37.9	54.2	3.46	Very Good
3 (c)	Library	0	5.7	34.2	60.1	3.54	Very Good
3 (d)	Canteen	0	10.1	41.1	48.8	3.39	Very Good
3 (e)	Sports	0.5	5.9	36.4	57.2	3.50	Very Good
4	Opinion regarding the knowledge base of the teachers	0	2.2	28.0	69.8	3.68	Very Good
5	How do you rate the On- Campus training and placement facility provided to you	3.7	18.3	43.1	34.9	3.09	Very Good
6	How do you rate the learning experience in terms of their relevance to real life application	0	7.7	40.8	51.5	3.44	Very Good
	Do you feel proud to be an Alumnus/Alumna of K.L.M. 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:

1. Majority of the alumni said they were proud to be an alumna of the college
2. Most of them felt that the academic learning they had was useful in their career
3. Since majority of them pursued higher education, yet efforts are made every year to encourage girls to pursue further studies.
4. On campus training and placement facility needs improvement
5. The alumni was not satisfied with the admission process
6. Lab facilities to be further enhanced
7. Their learning experience had less relevance to real life application

Action to be taken:

1. Investments are made every year to improve lab facilities whether it's related to buying advanced equipments or repairing the microscopes/ computers.

2. Active participation of students is encouraged in the seminars for PG students to make their learning experience more useful in real life.
3. The university undertakes the admission process which lacks proper norms making the students/parents dissatisfied with the same.
4. The college plans to sign more MOUs and remain actively involved in on-campus /off-campus placement drives. But due to the present scenario (covid-19), guest lecturers for students have been limited.



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 (2020-21) on the basis of feedback received in the session 2019-20

1. Teachers maintained transparency in evaluation by communicating marks and grades to students and also by providing the breakup of marks.
2. Regular interaction with students under mentor-mentee programme was done.
3. Webinars and workshops organized for all students for effective learning.
4. Faculty members were advised to takeup doubt classes/extra classes.
5. Expert lectures were organized to bridge gap between academic and industry requirements.
6. The suggestion for the placement drives was forwarded to the placement cell and placement drives were also organized by the cell for all the students.
7. The college in collaboration with commerce department and other departments signed MOUs with Froyo Technology to provide better placement opportunities. The details have been provided by the placement Cell. Industry oriented webinar was also organized by Froyo Technology.

Udayan Mehta 21/09/2021
Officiating Principal
K. L. Mehta Dayanand College of Women
N.I.T. FARIDABAD



Action taken during (2020-21) on the basis of feedback received in the session 2019-20

1. Though we now have 3 well equipped P.G. chemistry labs, yet new instruments were purchased and U.G. labs renovated on the basis of feedback given by students.
2. Mentor-mentee program was continued this session which helped in cognitive growth of the students
3. Utmost measures are taken to do fair evaluation of students. The internal evaluation is done on the basis of tests, assignment and their participation in various departmental activities. Teachers will be advised to share the breakup of marks to help students understand the evaluation process more clearly.
4. Career counselling was done during the course of period especially for final year students.
5. We got in touch with more of our alumni who are presently employed through whatsapp group so that information can be gained regarding vacancies that can be shared with the students.
6. Faculty was advised to use smart classrooms as a modern tool of teaching.
7. National seminar on “Emerging trends in life sciences, biotechnology and conservation strategy” sponsored by DGHE was organized. PG students and teachers presented paper.
8. Department organizes expert talks and webinars every session.
9. Teaching through project method was continued.
10. 3 Day workshop on “Fevicryl Hobby Ideas” held from 26th April to 28th April 2021.

Udakar Singh
Officiating Principal 21/09/2021
K. L. Mehta Dayanand College of Women
N.I.T. FARIDABAD

Action Taken during (2020-21) on the basis of feedback received in the session (2019-20)

1. The growing strength of students requires additional facilities every year. Addition in computers was done this year also.
2. Teachers were more transparent in evaluation process by sharing the record of marks at the end of each semester and explaining to them the division of marks.
3. Extra time to students was given for Mentoring and Guidance.
4. Special lectures and activities were also conducted which include dotcom, Project Making Competition, Technovation, Technobuzz etc.
5. Placement Drives were also organized in the session in collaboration with Placement cell which students to find opportunities for placement.
6. Webinars were organized during the session.
7. The college in collaboration with BCA department and other departments signed MOUs with Froyo Technology to provide better placement opportunities. The details have been provided by the placement Cell. Industry oriented webinar was also organized by Froyo Technology.
8. Placement Cell helped in placement of students in Elite Technogroups, TravClan and Abacus Desk.


Officiating Principal 21/09/2021
K. L. Mehta Dayanand College of Women
N.I.T. FARIDABAD

Action taken during (2020-21) on the basis of feedback received in the session 2019-20

1. A workshop for all Faculty members and PG classes on the topic “Ethics and Research” was organised on 23.10.2021 to help understand the importance of research in academics.
2. Under Gender awareness programmes extension lecture on “Issues and challenges being faced by women” was organised on 9th March 2021. Dr. Radhika Kumar, Assistant Professor was the speaker for the same.
3. In order to improve the evaluation system, teachers were advised to include more assessment techniques like quizzes, poster making etc. More emphasis was laid on punctuality and regularity of tests.
4. Mentor mentee programme helped in one to one interaction of the student with the teacher and discussion of various issues faced by them.
5. Department organize seminars and competitions at state and national level to encourage girls participation and provide opportunities for participation.
6. Students were also encouraged to participate in events organized by other colleges. Girls have made us proud by winning various prizes in intercollege events.
7. Duty leave given to teachers to attend seminars.

Vandana Jolly
Officiating Principal 21/09/2021
K. L. Mehta Dayanand College of Women
N.I.T. FARIDABAD