



FEEDBACK ANALYSIS OF STAKEHOLDERS

i. Students

ii. Faculty

iii. Recruiters

iv. Alumni

v. Parents

Feedback was sought from following stakeholders

Sr. No	Stakeholders	2018-19
1	Student	1272
2	Faculty Members	42
3	Alumni	134
4	Recruiters	21
5	Parent	34

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.

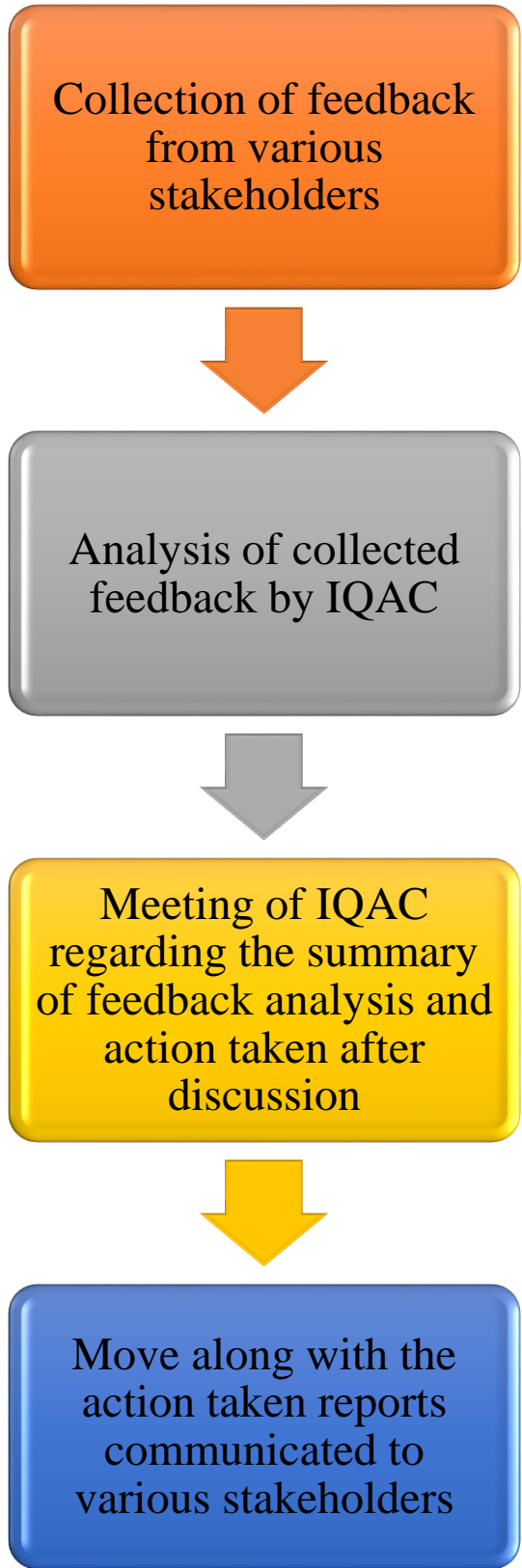
Parents Feedback: Parents' feedback is collected by the respective mentors during Parent Teacher meets, which are held on a regular basis. Feedback is collected manually and suggestions for improvement are taken into consideration.

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 an orange box for 'Collection of feedback from various stakeholders', followed by a grey box for 'Analysis of collected feedback by IQAC', then a yellow box for 'Meeting of IQAC regarding the summary of feedback analysis and action taken after discussion', and finally a blue box for 'Move along with the action taken reports communicated to various stakeholders'. Each step is connected to the next by a downward-pointing arrow of the same color.

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 2018-2019**

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 Programme	Stake Holder	Major Grievances / Suggestion / Feedback	Action Taken by competent Authority
1	BBA	1. Students	The Mean feedback scores for the institute were 93.20 out of 100.	No action required.
			The lowest score 89.23 out of 100 was found on the parameter of conduct, time management and class management for the faculty of Research Methodology (Sem V)	Micro teaching assessment was done under the supervision of subject experts and HoDs. Subject teacher was also advised to conduct joint classes with senior faculty members for 3 lectures in the next semester to improvise the teaching as per syllabus requirement. The faculty was advised to take classes according to allotted time and complete the topics accordingly.

			<p>The lowest 89.42 scores were observed on the parameter Management of class and practical relevance for the faculty of Principles of Marketing Management.</p>	<p>Micro teaching assessment was done under the supervision of subject experts and HoDs. Subject teacher was also advised to conduct joint classes with senior faculty members for 3 lectures in the next semester to improvise the teaching as per syllabus requirement. The faculty was advised to take classes according to allotted time and complete the topics accordingly.</p>
		<p>2. Faculty Members</p>	<p>Area of High Satisfaction:</p> <ol style="list-style-type: none"> 1.Scheduling of the classes. 2. Adequate support from the senior faculty members. 	<p>No action required.</p>
			<p>Area of concern:</p> <ol style="list-style-type: none"> 1. Facilities for differently abled. 2. Cafeteria services. 	<ol style="list-style-type: none"> 1. Ramp, toilet for differently abled and regular maintenance of the services is provided. 2. The cafeteria area was reconditioned with all basic facilities in order to support health and hygiene and cleanliness, ensuring that students are served with healthy and fresh food.

		3. Alumni	<p>1. Arrange lectures for preparation of competitive exam related to CAT, CET, MAT, etc.</p> <p>2. Students are lacking in the spoken and written English and personality development test.</p>	<p>2. Asked the concerned programme head to have Interaction and guiding lectures for students</p> <p>2. Special training was arranged by The institute to straighten The communication skill of The students who are weak in English language and proficiency test.</p>
		4. Recruiters	<p>1. Recruiters suggested that the students need to be good with aptitude skills, as it is the first level of interview process.</p>	<p>Aptitude Skill development training was imparted.</p>
		5. Parents	<p>Regular and timely information regarding students' attendance, result should be reported.</p>	<p>Parent-teacher meetings organised at the end of each academic year for parents to know the progress of their ward.</p>

2	BCCA	1. Students	The Mean feedback scores for the institute were 88.25 out of 100.	No action required.
			The lowest score was 87.12 out of 100 for the course faculty of VB.NET (Sem V) on the parameter of time management.	The faculty was advised to teach students following given time schedule of class. The faculty was also asked to set goals for each class.
			Students requested for additional sports activities after the class timings.	Sports activities such as Badminton, Cricket were organized during Aasman event. Further, permission was granted to students to participate in Inter university sports competitions and activities.
			Syllabus revision for next academic year is needed	Request for syllabus revision was forwarded to Programme Head
		2. Faculty Members	Teacher encourages interaction and involves students in teaching learning process.	Instructions and suggestions are given to all teachers to make use of modern tools like PPT models for teaching.
		3. Alumni	Inclusion of soft skills and communication courses in syllabus	Add-on and certification courses were shortlisted and organized for the students of the institute.
		4. Recruiters	Teach about more software's that are useful in many industries.	Students were guided for improving technical skills by joining free online

				<p>courses. Certification courses on Excel were organized to enhance excel skills for meeting the present day industrial requirement.</p>
		5. Parents	Motivate students to participate in extracurricular activities	Counselling during mentoring session is done for participation in extra-curricular activities.
3	MCM	1. Students	Then institute must take active interest in promoting internship and placement.	Asked the Central placement cell to call / request some industries for students internship and placement.
			The lowest score was 84.96 out of 100 for the course faculty of Advance Database Management System (Sem III). On the parameter of usefulness of study material provided.	References of e-resources were given by teachers after the class. Faculty took a follow up procedure from Librarian regarding access of e-resources by the students.
			The lowest score 89.05 out of 100 was found on the parameter of conduct, time management and class management for the faculty of Advance Database Management System.	Micro teaching assessment was done under the supervision of subject experts and HoDs. Subject teacher was also advised to conduct joint classes with senior faculty members for 3 lectures in the next semester to improvise the teaching as

			per syllabus requirement. The faculty was advised to take classes according to allotted time and complete the topics accordingly.
		2. Faculty Members Area of High Satisfaction: 1.Computing and internet facilities us up to the standard and is satisfactory. 2.Scheduling of the classes.	No action required
		Area of concern: 1.Wash room cleanliness.	Regular cleaning of the washroom is being done and the supervisor regularly checks the area.
		3. Alumni 1.The college should connect with more industry experts. 2. Students were lacking in the spoken and written English and personality development test.	Guest lectures by Industry experts were organized for the students. Alumni meet was organized to enable students to connect better with the industry experts of their domain. 2. Special training was arranged by The institute to straighten The communication skill of The students who are weak in English language and proficiency test.
		4.Recruiters Personality Development workshops as well as public speaking courses	Certification courses were shortlisted and organized for the students.

			were suggested	
		5. Parents	Dress code for the students should be implemented.	Dress code is mandatory as students are asked to follow the dress code as formals with tie. Uniform for the students is still in consideration.
4	MBA	1. Students	The quality of computing and Internet facilities at the Institute are of satisfactory standards	No action required
			Curriculum is not designed to enhance employability	Suggestions for changes in course curriculum was taken into process.
			The lowest score 78.37 out of 100 was found on the parameter usefulness of study material distributed for the faculty of Advance Database Management System.	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.
		2. Faculty Members	Area of High Satisfaction: <ul style="list-style-type: none"> • Scheduling of the classes. • Adequate support from the senior faculty members 	No action required.
			Area of concern: <ol style="list-style-type: none"> 1. Facilities for differently 	1. Ramp, toilet for differently abled and regular maintenance of the services is provided.

			abled. 2. Cafeteria services.	2. The cafeteria area was reconditioned with all basic facilities in order to support health and hygiene and cleanliness, ensuring that students are served with healthy and fresh food.
		3. Alumni	Relevance of soft skills course meeting industry demand	Certification programs were shortlisted, designed and organized for the students.
		4. Recruiters	Courses like Basics of Ms-Office and E-mail writing etiquettes should be incorporated in subjects.	Free online courses on basics of Ms-excel were illustrated after the class to the students.
		5. Parents	Maximum of the students is good in effective communication skills and personality development	No action required