



FEEDBACK ANALYSIS OF STAKEHOLDERS

i. Students

ii. Faculty

iii. Recruiters

iv. Alumni

v. Parents

Feedback was sought from following stakeholders

| Sr. No | Stakeholders | 2020-21 |
|---------------|---------------------|----------------|
| 1 | Student | 1350 |
| 2 | Faculty Members | 41 |
| 3 | Alumni | 82 |
| 4 | Recruiters | 17 |
| 5 | Parent | 15 |

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



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 2020-2021**

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 | Stakeholder | Feedback/ Major Grievances / Suggestions | Action Taken by competent Authority |
|----------------|--------------------------|--------------------|---|---|
| 1 | BBA | Students | The Mean feedback scores for the institute, academic structure and Infrastructure were 102.52 out of 110 in April 2021. | No action required |
| | | | The lowest score was 96.57 out of 100 for the course faculty Business Legislation 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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| | | | Value added courses should be included in syllabus 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. |
| | | Faculty | 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. |
| | | | 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. |
| | | | More technological support need from the institution for making online teaching effective. | Institute informed the respective authorise for procurement of LMS/other infrastructure. |
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| | | Alumni | It has been proposed that the college should keep a track of the career trajectories of the alumni so that it could collaborate with them to organize sessions and workshops on various vocational issues. Another suggestion is to harness the influence of social media and organize interesting events that can help the alumni to foster a sense of belonging with the institution and the current students as well. | The institution has taken cognizance of these suggestions and have been shared with the College Alumni Association. Alumni meetings are also held at the departmental level besides the College Alumni Meetings. The college is in the process to collect online database about alumni which will be accessible to alumni and students of the college. |
| | | Recruiters | Respondents praised the extensive and rigorous academic training and development provided by the syllabus, and the contribution of the college in empowering students to become confident and hardworking employees. | The college aims to keep performing consistently in this regard. |
| | | | Pre-placement talks can be arranged in online mode. | Pre-placement talks were arranged. |
| | | | Problem analysis and solving capacity should be improved by arranging expert lectures | Expert lectures are planned to organize in on Microsoft team's platform |
| | | Parents | Organize online parent-teacher meet. | Suggestions were forwarded to higher authority to organize online parent teacher meet and designed an online parent- teacher communication system. |
| | | | In online mode as books from | Faculty is advised to provide |

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| | | | Departmental library are not available, more online material should be provided. | extra materials on google classroom. |
| 2. | BCCA | Students | The maximum Score was 94.05 out of 100 for the course faculty of Computer Application for Business on the parameter of well-organized teaching. | No action required. |
| | | | The lowest score was 95.07 out of 100 for the course faculty Mathematics on Conceptual Clarity, Usefulness of Study Material Distributed and Communication/Presentation Skills. | 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. |
| | | | Online lectures are regularly conducted. Teachers are of helping nature and solve problems through mentor-mentee programs. | No action required. |
| | | Continuation of MCQ type examination | MCQ type examination are suggested to the University during COVID-19 pandemic. | |
| | | Faculty | Respondents stated that the | No action required |

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| | | | contribution of the ICT (Information and Communications Technology) facilities in DAIMSR in creating a technologically upgraded pedagogical environment. | |
| | | | Guidance regarding NET-SET Second paper for Education needed | NET/SET/PET workshops have been arranged by the Institute |
| | | | 1.Computing and internet facilities us up to the standard and is satisfactory. 2.Scheduling of the classes. | No action required |
| | | Alumni | Alumni meeting be arranged for guidance for improvement. | Annual alumni meets were organised. |
| | | | Need to introduce software base courses. Hands on tanning of practical problems. | Value added certification programs were organised in online mode by in-house faculty members in collaboration with industry experts. |
| | | Recruiters | Students lacked spoken and written English skills. | 1. To improve communication skills, The soft skill trainer from Industry as expert was invited. 2. Special trainings were arranged by the institute to straighten communication skills in students. |
| | | | Students should know the at-least computer programming | Add-on courses were introduced on python, PHP |

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| | | | languages. Students should be made aware of Industry practises. | and SQL. |
| | | Parents | Parents wanted frequent career counselling sessions for their wards so that they have more knowledge about future career avenues. | These concerns have been shared with the relevant authority for consideration and appropriate action. The Placement Cell and Departments are encouraged to conduct counselling sessions, talks, and seminars for students to have greater clarity on their career options. The Placement Cell was more responsive to students' need and made students more aware about activities they organise for their placements through several mediums. |
| 3. | MCM | Students | The maximum Score was 93.73 out of 100 for the course faculty of Introduction to Operation Systems (Sem I) for the subject Introduction to Usefulness of Study Material Distributed, Behavior with Students and Relevance of Teaching with respect to Syllabus. | No action required |
| | | | The lowest score was 88.36 out of 100 for the course faculty of Advance Database Management System (Sem III) on the parameter management of class, usefulness | The concerned faculty member made use of CLAD model to explain the topic with real life example. Study material was made simplified |

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| | | | of study material distributed and value addition. | for the understanding of the subject. |
| | Faculty | Area of High Satisfaction: 1.Computing and internet facilities us is to the standard and is satisfactory. | | No action required |
| | | Schedule of online classes should flexible | | -- |
| | Alumni | Area of High Satisfaction: 1.Alumni appreciated the efforts taken by the faculties in teaching and helping the students in all possible ways. 2.Alumni praised the institute's efforts regarding aptitude development and communication skills improvement of the students. | | No action required |
| | | Alumni were of the opinion that there is lack of updated commerce and management magazines in the library. | | Subscriptions for Dalal Street, India Today, Frontline and few other magazines were taken for the students to refer to build on their knowledge |
| | Recruiters | Need to Provide more focus on core fundamental concepts. Need to motivate students for participation in online paper presentation and quiz competition. | | It is directed and discussed with all the faculty members about improving fundamental concepts of students and also their participation in online workshops / conferences / competitions. |
| | Parents | Maximum students have to be | | An effort will be taken for |

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| | | | placed for job through campus interview. | improving the current scenario of campus placement of 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. |
| 4. | MBA | Students | Issues related to internet connectivity at remote places was raised. | Recorded online lectures and circulated to the needy students. |
| | | | Almost all the teachers are well prepared, punctual and covers entire syllabus, performing well in teaching & related activities. | No action required |
| | | | Students agreed that the college provided ample co-curricular opportunities for holistic development | No action required |
| | | | Area of concern: 1. Facilities for differently abled. 2. Cafeteria services. | 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 |

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| | | | | support health and hygiene and cleanliness, ensuring that students are served with healthy and fresh food. |
| | | Alumni | Competitive Examination guidance should be provided. | Expert Talks were arranged to provide respective guidance to students. |
| | | | Recruiters suggested that the students are be strong in their aptitude skills, as it is the first level of the interview process. | Career development activities like CRT, group discussion Mock PI's, were introduced |
| | | | Students are not well verse in Netiquettes' while online conversion. | Students were oriented for online appropriate behaviour |
| | | Parents | Parents requested to conduct one such meeting every month so that they can come to know about their ward's curricular progress. | PTM is conducted at the end of each semester the PTM is conducted and overall improvement in their ward is shared with the parents. |