



FEEDBACK ANALYSIS OF STAKEHOLDERS

i. Students

ii. Faculty

iii. Recruiters

iv. Alumni

v. Parents

Feedback was sought from following stakeholders

Sr. No	Stakeholders	2021-22
1	Student	1705
2	Faculty Members	41
3	Alumni	142
4	Recruiters	22
5	Parent	43

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.

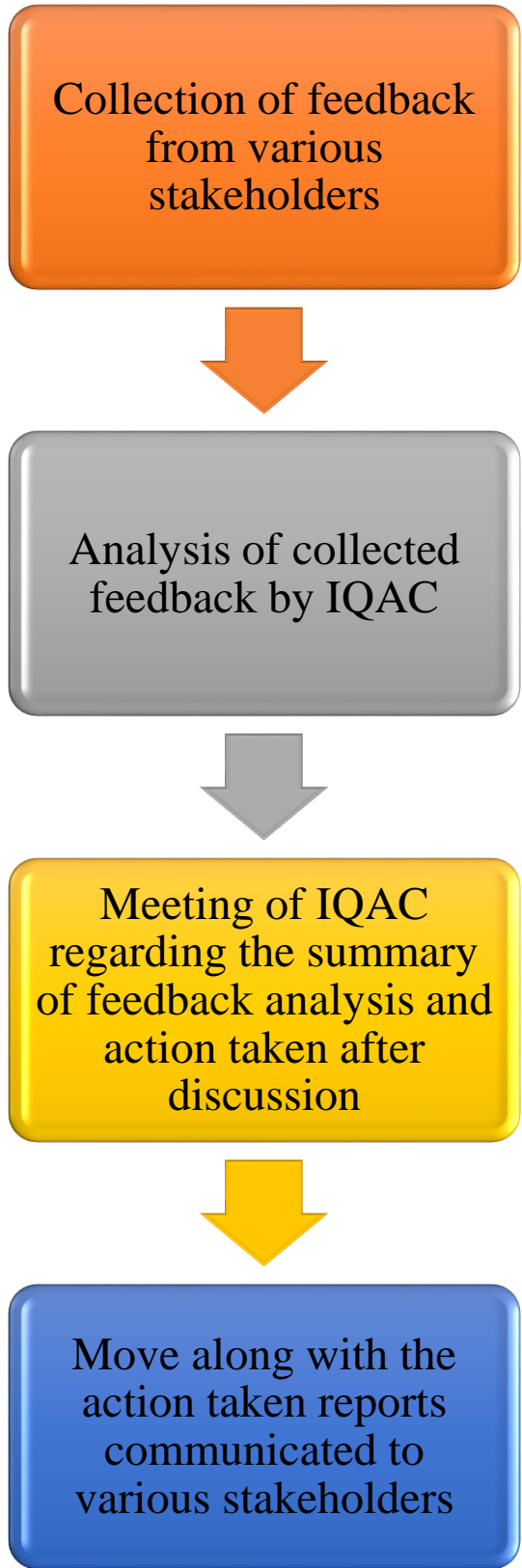
Parents Feedback: Parents' feedback is collected by the respective mentors during Parent Teacher meets, which are held on a regular basis. Feedback is collected manually and suggestions for improvement are taken into consideration.

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



```
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];
```

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 2021-2022**

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 were 99.60 out of 110 in April 2022.	No action required.
			The course faculty of Research Methodology (Sem V) and the lowest score was 95.34 out of 110 for the course faculty of Computer Application in Business (Sem I) on the parameters of Conceptual Clarity and Behaviour with Students.	Faculty members with low feedback scores were identified and suggestions on improvement of their lecture plans were kept forward in discussion with HOD and Associate Director.

		Female students were dissatisfied with cleanliness of washroom and requested for mirrors and sanitary napkin vending machines in washrooms.	Regular restroom cleaning and maintenance is undertaken. Mirrors and sanitary napkin vending machines have been installed.
		Services provided by the office staff of the institute are satisfactory.	No action required.
		Exemption from College classes to be given if pursuing some professional courses.	Mentor accepts the application along with the acknowledgement letter from professional bodies .
		Guest lectures on technical subjects should be arranged.	Various guest lectures on technical subjects have been planned and conducted in the institute under the MoU's

			Student requested improvement in food quality in cafeteria.	In follow up action regarding food quality, the cafeteria manager was instructed to improvise the food quality by preparing low-calorie food items.
	Faculty	Area of High Satisfaction: 1.Computing and internet facilities are up to the standard and satisfactory. 2.Scheduling of classes is properly organised.		No action required
		Area of concern: 1. Wash room cleanliness.		1.Regular cleaning of washrooms is done and the supervisor regularly checks the area.
	Alumni	Area of High Satisfaction: 1.Few alumni believed that students could be given more placement possibilities, and most graduates were extremely happy with the help the institute provided. 2.The institute's alumni meet was well-organized, and the alumni praised it.		No action required
		Area of concern: 1.Alumni expressed worry about the college's meagre		1. Career development activities like CRT, Advance Excel, communication,

		<p>career development initiatives.</p> <p>2. Concern over the lack of elevator services in the institute was voiced by alumni.</p> <p>3. Alumni were also concerned about the pupils' lack of exposure to intra-collegiate events.</p>	<p>certification courses were designed and implemented for the students which gave the students additional knowledge apart from curriculum.</p> <p>2. Provisions of elevator service and ramp for specially-abled students have been into execution stage.</p> <p>3." Aasman", an inter-collegiate event at UG level, is proposed to be held for our own college and steps are taken towards organising the event for our UG college students.</p>
	Recruiters	<p>It was found from recruiters' feedback that the employers strongly agreed that the candidates from our institution who are employed in their organization have good employability skills required for them.</p>	<p>No action required.</p>
		<p>The students were found lacking in the spoken and written English skills. Students should be aware of Industry exposure.</p>	<p>Special training was arranged by the institute to enhance the communication skills of students who were weak in English language skills.</p>

			Recruiters suggested that the students should have good aptitude skills, as it is the first level of the interview process.	Add-on courses were introduced on advance Excel and MS-Office.
			Students must be acquainted with the basics of MS-Office tools. Awareness of current industry trends and standards should be imparted to students.	Industry experts' talks were organised with live examples and needs of the industry imparted to them.
		Parents	Some parents suggested that 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.
			Parents also requested an increase in the number of healthy food items to be made available in the canteen, with hygiene maintained.	The cafeteria was renovated with all basic facilities with respect to health-hygiene and cleanliness. Students are now provided with fresh food at subscribed rates by means of cafeteria memberships.
2.	BCCA	Students	The lowest score was 79.22.out of 100 for the course faculty of Fundamentals of Computers (Sem I).	Faculty members were advised to discuss case study and current article on difficult topics of the subjects.
			The lowest score was 83.12 out of 100 for the course faculty of PHP and MySQL (Sem IV) on the parameters Management of	As a follow-up action, faculties teaching Fundamentals of Computer and PHP and MySQL were

			Class, Usefulness of Study Material Distributed.	recommended Micro-teaching exercises and the feed forward was provided to improve upon the weak areas.
			The students requested to improve quality of food in cafeteria.	In follow-up action regarding food quality, the cafeteria manager was instructed to improvise the food quality by preparing low-calorie food items.
			The faculties were asked to incorporate more real life examples and case studies in order to add value for better understanding by students.	Faculties were requested to include more real life examples and case studies in order to add value for better understanding of students.
		Faculty	Area of High Satisfaction: 1. Computing and internet facilities are up to the standards and satisfactory. 2.Scheduling of the classes is properly organised.	No action required.
			Area of concern: Wash room cleanliness.	Regular cleaning of the washrooms is done and the supervisor regularly checks the area.
			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.
	Alumni	<p>Area of High Satisfaction:</p> <p>1.Few alumni believed that students could be given more placement possibilities, and most graduates were extremely happy with the help the institute provided.</p> <p>2.The institute's alumni meet was well-organized, and alumni praised it.</p>	No action required.
		<p>Area of concern:</p> <p>Alumni expressed their worry about the college's meagre career development initiatives.</p>	Career development activities like CRT, Advance Excel, communication, certification courses were designed and implemented for the students which gave the students additional knowledge apart from curriculum.
		<p>Concern over the lack of elevator services in the institute was voiced by the alumni.</p>	Elevator service and ramp for specially-abled has been into execution stage.
	Recruiters	<p>Students lacked spoken and written English skills.</p>	<p>To improve communication skills, soft skills trainers, who were industry experts, were invited.</p> <p>Special training was arranged by the institute to enhance the communication skills of students who were weak in English language.</p>

			Students should know the basic skills of computer. Students should be aware of Industry exposure.	Add-on courses on advance Excel and MS-Office were introduced.
		Parents	Parents wanted their wards to participate in social activities and sports for which the Institute should take more efforts to encourage, motivate and guide them as well as make it mandatory for all students to participate in at least one extracurricular event or activity.	Every year students from the college get selected and represent RTMNU in various sports. A few to name are cricket, volleyball and other sports. Students participate in the intra collegiate fest “Aasman”, which includes sports activities for the students to enhance their overall growth.
			Most of the parents complained of their wards not informing about important updates. They suggested the institute to develop an app to help them get regular and timely information regarding their attendance, result and other important things.	Periodic PTM is organised for the parents to share progress of their ward.
3.	MCM	Students	The Mean feedback scores for the institute were 98.41 out of 110 in April 2022.	No action required.
			The lowest score was 83.46 out of 100 for the course faculty of Principles and Techniques of management (Sem III) on the parameter management of	The concerned faculty member made use of CLAD model to explain the topic using real life examples. Simplified study material

			class, usefulness of study material distributed and value addition.	was made available for students for better understanding of the subject.
			Students requested to enhance drinking water facility.	Water purifier has been installed in the institute.
		Faculty	Area of High Satisfaction: 1.Computing and internet facilities are up to the standards and satisfactory.	No action required.
			Area of concern: 1.Washroom cleanliness.	1.Regular cleaning of the washroom is done and the supervisor regularly checks the area.
		Alumni	Respondents were extremely satisfied with the skill development programs conducted by the institute. Respondents appreciated the efforts taken by the faculties during Covid-19 in conducting online lectures. Respondents appreciated the various value added programs conducted by the institute.	No action required.
			Area of concern: Alumni pointed the unavailability of awareness programs on drugs, mobile addiction and stress management.	Guest lectures were organised on the topics mentioned such as stress management for the students to cope with stress levels they experienced during pandemic.

		Recruiters	Need to motivate students for participation in paper presentation and quiz competition.	In the faculty meeting, all teachers were directed regarding the need of improving fundamental concepts of students and also their participation in workshops / conferences / competitions.
		Parents	Maximum students have to be placed for job through campus interview.	Efforts will be taken for improving the current scenario of campus placement of students.
4.	MBA	Students	The subject teacher of Organization behaviour got higher scores for Usefulness of study material distributed, Relevance of Teaching with respect to Syllabus Conceptual Clarity, Management of Class, Lower scores were observed on the Practical Relevance.	No action required.
			From the analysis of survey, the data represents for the course faculty of Marketing Management shows the lowest average score i.e. 8.10. on the parameter Communication/Presentation Skills.	Faculty members with low feedback scores were identified and suggestions on improvement of their lecture plans were provided in discussion with HOD and Associate Director.
			Students requested for high speed internet.	High speed internet. Facility was provided.
			Provide better canteen facility in the institute.	The institute has decided to upgrade canteen

			facilities by providing good quality food at subsidised rates. Further, proper seating arrangements were also made for all students.
		Female students were dissatisfied with cleanliness of washroom and requested for mirrors and sanitary napkin vending machines in washrooms.	Regular restroom cleaning and maintenance is undertaken. Mirrors and sanitary napkin vending machines have been installed.
	Faculty	Area of High Satisfaction: Scheduling of the classes. Adequate support from the senior faculty members	No action required.
		Area of concern: Facilities for differently abled . Cafeteria services.	Ramp facility was provided to differently abled was provided. The cafeteria was renovated with all basic facilities with respect to health-hygiene and cleanliness. Faculty members are now provided with fresh food at subscribed rates by means of membership of the cafeteria.
	Alumni	Area of High Satisfaction: 1.Alumni were satisfied with the teaching and revision sessions conducted by the	No action required.

			<p>teachers for the students.</p> <p>2.Alumni appreciated the efforts taken by the institute in development of communication skills of students who came from lower English or other than English medium.</p>	
			<p>Area of concern:</p> <p>Alumni were concerned about the grooming of students from job prospective.</p>	<p>Grooming sessions like Communication skills enhancement, Soft skills development, Group discussions, Mock PI, Public speaking and Presentation techniques were planned and executed for the students, thereby boosting their morale and increasing their confidence.</p>
		Recruiters	<p>The students lacked spoken and written English skills.</p>	<p>Special training was arranged by The institute to enhance the communication skills of students who were weak in English language skills.</p>
			<p>Recruiters suggested that the students should have good aptitude skills, as it is the first level of the interview process.</p>	<p>Career development activities like CRT, group discussion Mock PI's, were introduced.</p>
		Parents	<p>The parents expected the institute to focus more on the overall growth and development of students.</p> <p>Some of the Parents suggested</p>	<p>Career development workshop like CRT, Advance Excel, communication, certification courses were designed and</p>

			<p>to conduct more workshops for improvement of English communication.</p>	<p>implemented for the students which gave the students additional knowledge apart from curriculum.</p> <p>Special training was arranged by The institute to strengthen the communication skills of students who were weak in English language.</p>
			<p>Parents requested to conduct one such meeting every month to know about their ward's curricular progress.</p>	<p>2. PTM every month is not possible but at the end of the semester the PTM is conducted and overall improvement in their ward is shared with the parents.</p>