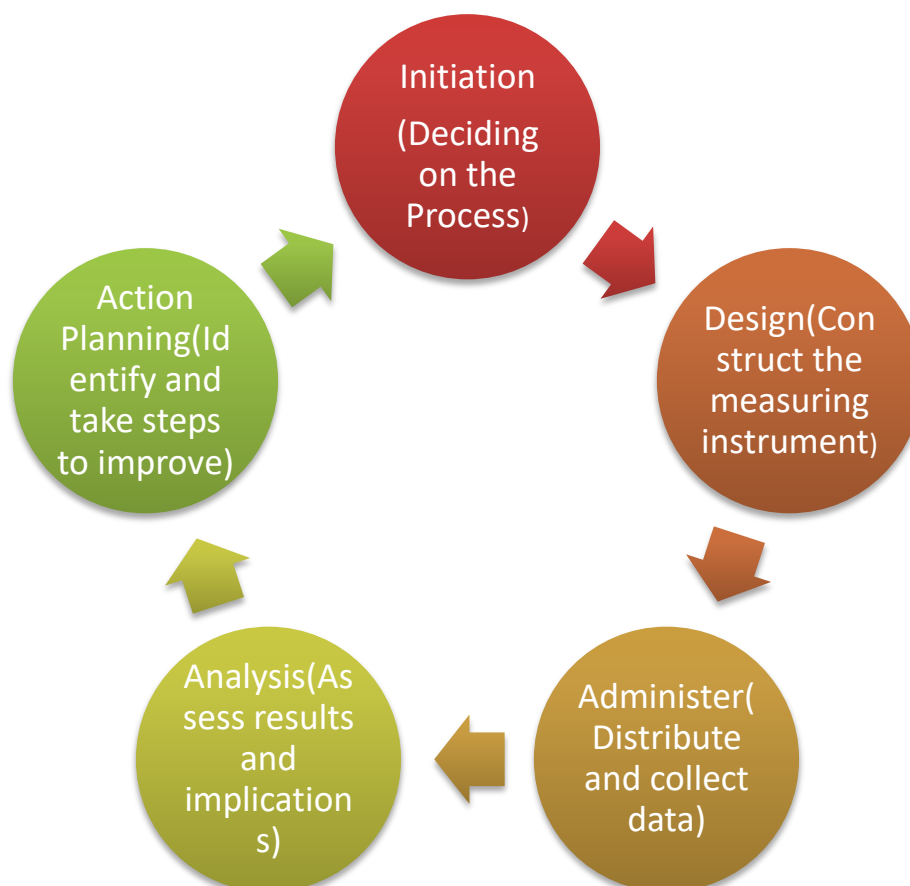# K.L.Mehta Dayanand College for Women, Faridabad

Feedback Analysis and Action Taken Report (2020-21)

Feedback on curriculum and teaching from students, parents, teachers and alumni is taken every year to analyse the effectiveness of existing curriculum and suggest for any modifications. It also helps to analyse 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 analysed 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 analysed on a scale of 1 to 4. The categorization followed based upon the mean score of different parameters i.e. Very Good (3≤S≤4), Good (2≤S≤3), Average (1≤S≤2) and Below Average (S≤1).
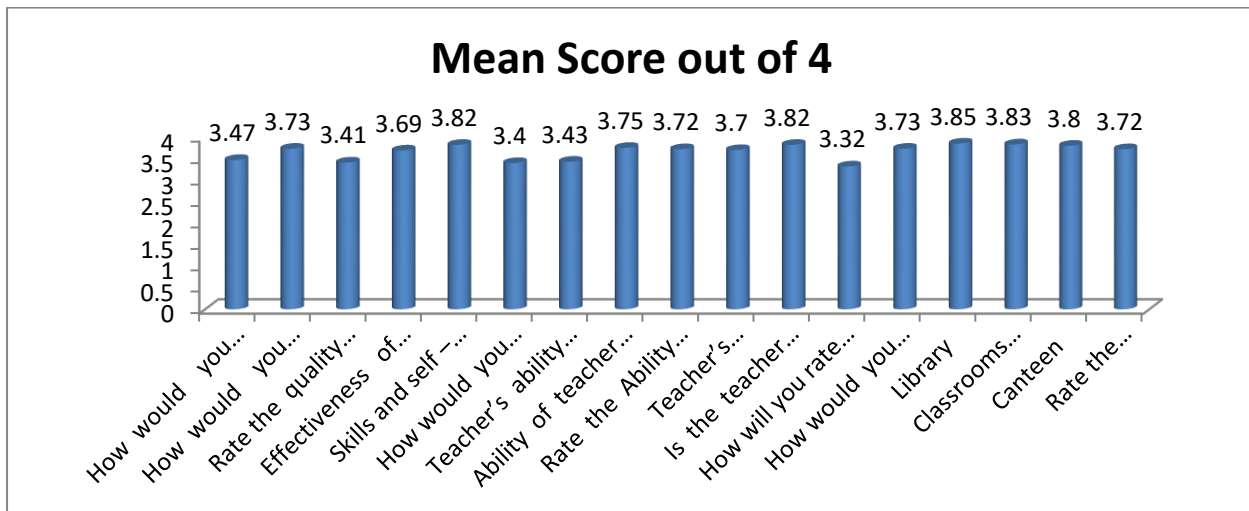
Students Feedback and Action Taken Report

The students are the most important stakeholders of Higher Education systems. The interest and participation of students at all levels play a central role. The analysis done on the basis of responses received from 410 students is as follows:

	Particulars	Percentage of Students					
		Below Average (1)	Average (2)	Good (3)	Very Good (4)	Mean Score out of 4	Rating
1	How would you rate the course content in general?	2.4	8.1	29.6	59.7	3.47	Very Good

#	Question						
2	How would you rate the teacher's ability in creating an interactive classroom?	0	1.5	24.4	74.1	3.73	Very Good
3	Rate the quality of study material made accessible to you by the teachers.	2.9	10.5	30.8	55.5	3.41	Very Good
4	Effectiveness of teachers in delivery of structured lecturers	1.5	9.0	9.0	80.5	3.69	Very Good
5	Skills and self –confidence of teachers in efficiently managing the class.	0	.2	17.1	82.7	3.82	Very Good
6	How would you rate the mentoring provided by your teachers?	3.2	2.0	46.9	47.9	3.40	Very Good
7	Teacher's ability in using smart classrooms to enhance learning experience .	1.7	9.5	33.2	55.6	3.43	Very Good
8	Ability of teacher to cover entire syllabus in due time.	0.7	3.4	16.3	79.5	3.75	Very Good
9	Rate the Ability of teacher in stimulating/ inspiring your interest in the course topic.	1.0	3.4	18.5	77.1	3.72	Very Good
10	Teacher's effectiveness in scheduling assignments and class tests.	0.7	3.9	20.0	75.4	3.70	Very Good
11	Is the teacher flexible in accommodating individual student's needs?	0.2	4.6	8.0	87.1	3.82	Very Good
12	How will you rate the career counselling facility provided by the college?	1.7	15.4	32.5	50.4	3.32	Very Good
13	How would you rate the Co-Curricular / Extra-Curricular activities?	0.2	4.1	17.6	78.0	3.73	Very Good
14	Rate the following :						
a	Library	0.2	4.6	5.4	89.8	3.85	Very Good
b	Classrooms Infrastructure & Facilities	0.2	4.6	7.3	87.8	3.83	Very Good

c	Canteen	1.0	2.4	12.0	84.6	3.80	Very Good
15	Rate the improvement in the overall development of your personality.	1.5	2.9	17.3	78.3	3.72	Very Good

Mean Score out of 4

3.47 3.73 3.41 3.69 3.82 3.4 3.43 3.75 3.72 3.7 3.82 3.32 3.73 3.85 3.83 3.8 3.72

(Bar chart with categories: How would you..., How would you..., Rate the quality..., Effectiveness of..., Skills and self –..., How would you..., Teacher's ability..., Ability of teacher..., Rate the Ability..., Teacher's..., Is the teacher..., How will you rate..., How would you..., Library, Classrooms..., Canteen, Rate the...)

Observation:

1. Efficient use of smart classrooms requested by students.
2. More information related to career guidance and future options demanded by students.
3. Study Material to be made more accessible and should be more organized.
4. Course content to be updated keeping in mind the industry requirements.
5. Due to on-going pandemic, mentoring programs were also scheduled online. Face to face interaction allow for a more meaningful connection as engagement of mentor-mentee becomes easier. Though students appreciated the efforts of the mentors, but they also demanded for more interaction.

Arts Department

Action to be taken:

1. Teachers have been given proper training on how to use smart classrooms. But due to on-going pandemic, the usage of smart classrooms remained limited this year.

2. The college has a placement cell and all activities related to career counselling are performed by it. The requirement regarding the same has been communicated to the cell.
3. Teachers make best efforts to provide study material to the students. The department has advised to upgrade to e-library for students as well to make study material more accessible.
4. Course content followed is decided by the University. Teachers are timely advised by the Principal to incorporate innovative practices to make their teaching pedagogy broader.

Commerce Department

Action to be taken:

1. For better results, Power Point Presentations to be uploaded on the online portal.
2. The Placement cell has been advised to be more responsive to students' needs in these unprecedented times.
3. Through 'Add-on' courses, the college plans to prepare students to the emerging needs of times.
4. The suggestion given by students for success of mentoring was taken into consideration.

Science Department

Action to be taken:

1. PowerPoint Presentations prepared by college teachers have been uploaded on the online portal for easy access of study material. Lecture recordings if needed can be made available to students in the upcoming sessions.
2. With starting of offline classes, teachers will be trained to get accustomed to smart classrooms to make learning more effective and practical.
3. The Placement Cell has been advised to conduct more workshops in online/offline mode to help students have a greater clarity related to their future.
4. Students will be given extra guidance if the need be.

BCA Department

Action to be taken:

1. Teachers have been advised to provide compact and compiled study material to students which will help them in preparing for exams in COVID-19 times, specifically when classes were taken online. Also secondary study material has been made available in the library.
2. Follow up sessions to be recommended to make mentor-mentee relationship more successful.
3. More training to be given to teachers for use of smart classrooms.
4. The suggestion for more career counselling has been forwarded to placement cell. The cell has been advised to conduct more seminars and workshops to enable the students to gain insight into industry requirements.

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

1. All the departments have been advised to divide students into small groups and have an interaction with them in assigned time to provide mentorship. This helps teachers to address student's complaints/doubts or any other difficulty they might be experiencing in the college.
2. Suggestion boxes/Grievance Redressal boxes have been made available at all convenient places. Students are timely encouraged to provide suggestions to help ensure smooth functioning of the college.
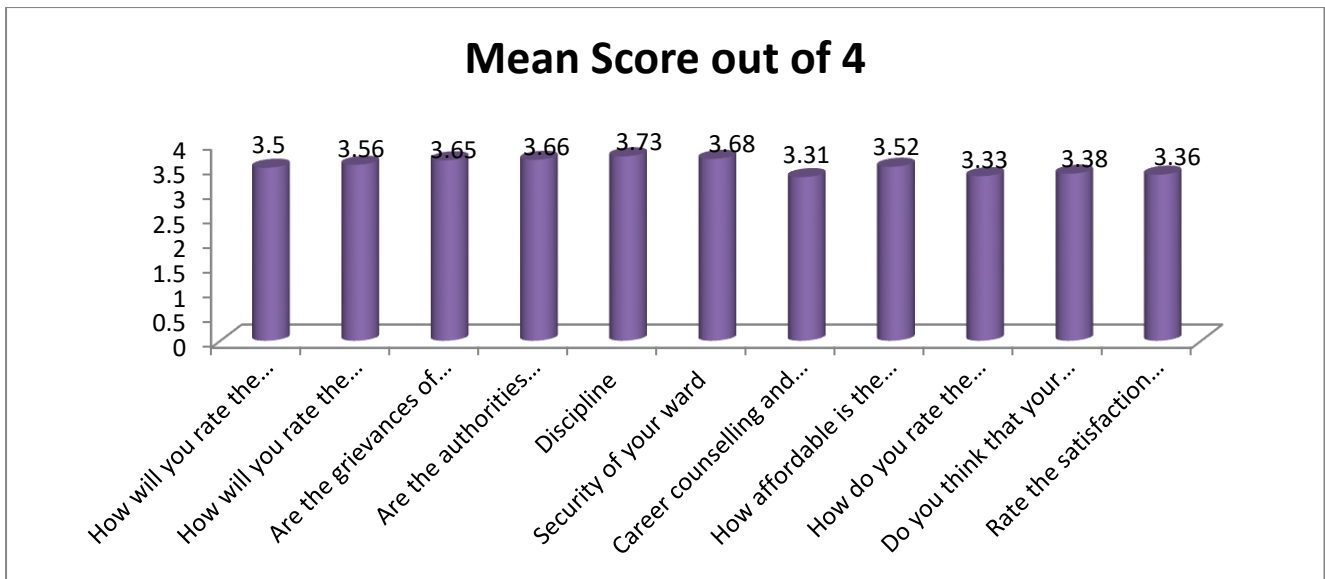
Parents Feedback and Action Taken Report

Feedback from the parents is taken every year by interacting with them during parent teacher meeting. 400 responses were analysed.

	Particulars	Percentage of Parents					
		Below Average (1)	Average (2)	Good (3)	Very Good (4)	Mean Score out of 4	Rating
1	How will you rate the facilities given to your ward in respect of infrastructure and library?	1.5	1.0	44.0	53.5	3.50	Very Good

#	Question						
2	How will you rate the college environment for overall development of your ward?	1.0	0.5	39.8	58.8	3.56	Very Good
3	Are the grievances of the students entertained by the principal and the teachers?	0	1.5	32.0	66.5	3.65	Very Good
4	Are the authorities easily approachable regarding any queries?	1.0	1.8	28.0	69.3	3.66	Very Good
5	Rate the following :						
a	Discipline	0.0	0.0	26.8	73.3	3.73	Very Good
b	Security of your ward	0	2.0	28.5	69.5	3.68	Very Good
c	Career counselling and guidance	1.3	2.5	60.8	35.5	3.31	Very Good
6	How affordable is the fee structure?	.3	3.0	41.3	55.5	3.52	Very Good
7	How do you rate the academic excellence of the college?	0.8	4.3	56.3	38.8	3.33	Very Good
8	Do you think that your ward acquires adequate knowledge from the curriculum?	0.5	2.5	55.3	41.8	3.38	Very Good
9	Rate the satisfaction with the interaction with teachers regarding the performance of your ward?	1.0	3.8	53.8	41.5	3.36	Very Good

Mean Score out of 4

Chart values: 3.5, 3.56, 3.65, 3.66, 3.73, 3.68, 3.31, 3.52, 3.33, 3.38, 3.36

Categories: How will you rate the…, How will you rate the…, Are the grievances of…, Are the authorities…, Discipline, Security of your ward, Career counselling and…, How affordable is the…, How do you rate the…, Do you think that your…, Rate the satisfaction…

Observation:

1. Specifically keeping the pandemic in mind, parents were less satisfied with interaction with teachers regarding performance of their ward.
2. With reference to curriculum, parents demanded broader knowledge opportunities.
3. More career counselling and guidance was requested.

Action to be taken:

1. Online PTM was organised in the last semester as a temporary solution in the pandemic. The college plans to organize offline PTM in the upcoming year to ensure same interaction as before with the parents.
2. The college follows the curriculum designated by the University. Teachers will also be advised to make the teaching learning process more inclusive and discussion based to be in synchronisation with the industry standards. The concern has been shared with placement cell so that appropriate action can be taken.
3. Due to ongoing pandemic, students and parents had issue with online classes and offline exams. Offline classes will be planned soon so as to enable students to have better understanding of the syllabus.

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. 104 teachers has been analysed as follows:

	Particulars	Percentage of Teachers				Mean Score out of 4	Rating
		Below Average (1)	Average (2)	Good (3)	Very Good (4)		
1	How do you rate the availability of computer facilities for ICT based teaching?	0.0	1.0	47.1	51.9	3.51	Very Good
2	College provides opportunities for continuous development of staff.	0.0	1.9	39.4	58.7	3.57	Very Good
3	How do you rate the library facilities (including e-library)?	0.0	0.0	17.3	82.7	3.83	Very Good
4	How do you rate the canteen facilities?	0.0	0.0	23.1	76.9	3.77	Very Good
5	Curriculum as per the need of the contemporary world.	0.0	1.9	49.0	49.0	3.47	Very Good
6	Authorities are approachable and accessible.	0.0	1.0	23.1	76.0	3.75	Very Good
7	How do you rate the college infrastructure?	0.0	1.0	16.3	82.7	3.82	Very Good
8	Opportunities for the Academic Growth in the College	0.0	2.9	36.5	60.6	3.58	Very Good
9	What is your view about the code of conduct and discipline in the college?	0.0	1.0	25.0	74.0	3.73	Very Good
10	How do you rate the environment consciousness	0.0	3.8	39.4	56.7	3.53	Very Good

	in the college?					
11	The College provides adequate support for participation in seminar/Conferences.	0.0	0.0	22.1	77.9	3.78	Very Good

Mean Score out of 4

Observation:

1. Teachers are satisfied with the institution's performance in all the parameters except one. Yet the institution strives to incorporate innovative practices to achieve higher goals.
2. Curriculum needs to be more knowledge-based to respond to recent developments.
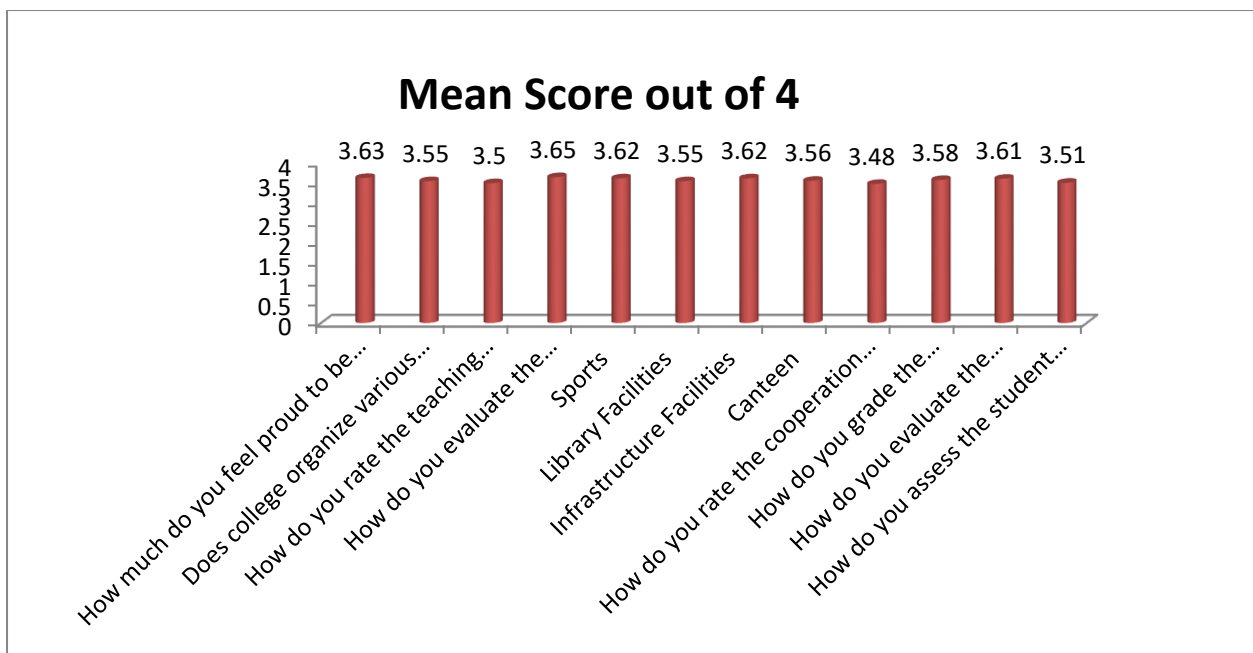
Action to be taken:

1. The college follows the curriculum designated by the University. At the institutional level, we are trying to include more academic and non academic aspects in the curriculum. More participation of students is encouraged at college/national level in online competitions held during the session. Rapid change in technology to suit the emergency times was also made mandatory as a part of curriculum. The college also plans to make more efficient use of smart classrooms to make learning inclusive and suit the contemporary world.

Alumni Feedback and Action Taken Report

Alumni feedback was received from 409 students which was analysed as under:

	Particulars	Percentage of Alumni					
		Below Average (1)	Average (2)	Good (3)	Very Good (4)	Mean Score out of 4	Rating
1	How much do you feel proud to be associated with your college as alumni?	0.2	3.4	29.6	66.7	3.63	Very Good
2	Does college organize various kinds of activities for the overall development of students?	4.9	5.6	19.3	70.2	3.55	Very Good
3	How do you rate the teaching learning process imparted as useful and relevant in real life situations?	3.7	6.8	25.4	64.1	3.50	Very Good
4	How do you evaluate the expertise of the teachers in their subjects?	0	1.5	32.0	66.5	3.65	Very Good
5	How do you estimate the following:						
a	Sports	2.2	3.9	24.0	69.9	3.62	Very Good
b	Library Facilities	2.9	6.8	22.5	67.7	3.55	Very Good
c	Infrastructure Facilities	.2	3.4	30.3	66.0	3.62	Very Good
d	Canteen	4.4	6.1	18.3	71.1	3.56	Very

							Good
6	How do you rate the cooperation and guidance provided by the teacher?	3.7	6.8	27.1	62.3	3.48	Very Good
7	How do you grade the communication skills of the teachers?	4.4	6.1	16.4	73.1	3.58	Very Good
8	How do you evaluate the grievances handled by the authorities?	0	0.7	37.2	62.1	3.61	Very Good
9	How do you assess the student teacher relationship in college as a whole?	0.5	0.2	46.7	52.6	3.51	Very Good

Observation:

1. Majority of the alumni said they were proud to be an alumna of the college
2. Most of them were satisfied with the expertise of the teachers.
3. On campus training and placement facility need improvement
4. The alumnus was satisfied with the Grievance Redressal System of the college.

Action to be taken:

1. The Placement Cell plans to engage itself in self-development activities for girls like up gradation of skills and knowledge of the students beyond the classroom knowledge.
2. More MOUs to be signed in the upcoming year to support placement activities as well.
3. More workshops to be conducted to help support girls for career Counselling.