

# FEEDBACK COMMITTEE

## ACTION TAKEN REPORT

### 2015-2016

The feedback process at Bharati College, University of Delhi is designed to get formative feedback from our students that can be used towards the improvements in the quality of infrastructure, teaching methodology, course design and delivery, as well as student learning experiences apart from various other aspects like infrastructure, ecology, environment etc. The objective of the exercise is to correctly gauge the impact of all the efforts taken by the institution at all levels. Bharati College aims to offer the best possible environment and learning experience to encourage students to perform to their full potential for academic achievement. Taking feedback plays an important role in the evaluation, development and enhancement of the quality of this learning experience. The Feedback Process (collected from various stakeholders) has put an emphasis on the need for involvement of students in the quality assurance of higher education.

**Students' Feedback:** The feedback was collected manually from the students. The students demanded that some new market-oriented courses may be introduced. They were also dissatisfied with the behavior of some of the teachers. The points of concern were duly noted down. Accordingly, the principal called upon the specific teachers and they were apprised of the feedback of the students respectively and were asked to make sure that the issues of the students were addressed. The concerned teachers took note of their respective concerns. The principal discussed the issue of introduction of new courses with Academic committee. The students also wanted safe drinking water. The Principal and the IQAC team ensured that water-coolers fitted with water purifiers were installed.



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## ACTION TAKEN REPORT

### 2016-17

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**Students' Feedback:** The feedback was collected manually from the students. The students expressed their satisfaction related to the teaching, infrastructure and other things but complained of furniture due to which they could not concentrate on their studies, shortage of rooms and wanted an auditorium. Their points of concern were duly noted down. Accordingly, the principal got some furniture of the classrooms changed, a new academic block came under construction and a thought was given to the building of an auditorium. A few of the teachers whose performance was not up to the mark were called upon and their feedback was shared with them individually suggesting them some ways of improvement.

**Parents' Feedback:** During the meeting of IQAC and parents, parents shared that they made a good choice while selecting a college for their wards. They were happy with the exposure and opportunities that their wards received in the college for their overall development. They wished the administrative staff to be more accessible and responsive to the issues faced by their wards during exams etc. The A.O. and S.O. were also apprised of the parents concern and instructed to be more responsive. Parents also wanted that some market-oriented courses may be introduced so that the employability of their daughters is increased after the completion of their graduation. This concern was duly noted and taken to the staff-council and approved.

**Employers' Feedback:** This year a brain storming was done and a procedure as to how to proceed to collect data in a phased manner from the employers was devised. A few of the employers were contacted on phone and feedback of the students was noted. The feedback was favourable in general but a few of the employers recommended the upgradation of the skills of the students. It was placed in the placement committee and it was directed to undertake workshops to sharpen the skills of the students.

**Alumni:** The Alumni Feedback collected manually through a questionnaire, clearly depicted that the ex-students were well satisfied with the teaching methodology and the curriculum of our college. They were satisfied with guidance and mentoring by the teachers that they received in the college and beyond. Some of them opined that the latest topics which are required in the industry should be included in the curriculum. Training should be imparted to the students to make them campus ready, project based assignments could be given to the students. Some new industry-oriented courses may be introduced. They appreciated the infrastructural facilities such as library, seminar hall, theatre room, sports ground and other facilities. The IQAC team in their meeting with the teachers acquainted them with the views of the alumni related to making the learning process more industry-oriented and proposed the introduction of new courses such as Psychology, Sociology, Maths and Journalism in English.



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### 2017-18

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**Students' Feedback:** The feedback was collected through a questionnaire manually. The feedback on teaching quality was collected and analysed and as per past practice, the teachers whose performance was not up to the mark were called upon by the principal. Sanitary pads dispensers, benches in the lawns, landscaping and information availability on website were worked upon based on students' feedback. Students were happy that the college started four new undergraduate courses and two new skill based (short-term) courses to enhance their employability.

**Parents' Feedback:** The feedback of the parents was gathered at the end of the year in a meeting of IQAC and parents. There was a general feeling of satisfaction towards the teaching. They also expressed their happiness in the cordial way the teachers deal with their wards. Still they suggested that the time table must be displayed outside every classroom, the Principal in consultation with the IQAC conveyed to the Time Table Committee to put up the time tables outside each classroom. They wished to have some more skill based courses so that students could utilize their time in learning new skills.

**Employers' Feedback:** This year it was decided to get the feedback through mail. Mails were sent to the employers who had offered internships to our students but no response was received.

**Alumni Feedback:** The Alumni Feedback clearly depicted that the response of ex-students this year was also similar to the previous year and they were found well satisfied with the teaching methodology and the curriculum development in our college. They were also satisfied with guidance and mentoring by the teachers that they received in the college. Majority of the alumni stated that the college has been able to maintain a fair balance between academics and co-curricular activities during their college days. They suggested that training should be imparted to the students to make them work place ready, project based assignments could be given to the students. They appreciated the infrastructural facilities such library, seminar hall, theatre room, sports ground and other facilities. The IQAC team in their meeting with the teachers acquainted them with the views of the alumni related to making the learning process more industry-oriented.

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## ACTION TAKEN REPORT

### 2018-19

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**Students' Feedback:** A feedback form was circulated among the students to gather their feedback for the year spent in the college. Since the responses are anonymous, a lot of insight could be gathered. Students found some of the teachers very strict while some other very lenient. They complained that some of their classes were not held regularly. Some wanted to have more books in the library and also wished to have longer hours for the library. Since they had their classes on Saturdays, while library was closed on Saturdays, their demand was to keep it open on that day also so that they can use library on Saturdays as well. The principal in consultation with the IQAC team decided to increase the opening hours of the library daily and also to keep it open on Saturdays with the staff coming on rotation. Also the teachers were advised to have a balanced approach in student dealing.

**Parents' Feedback:** A meeting with Parents of Bharati College students was organized by the IQAC. At the outset, most parents appreciated the efforts of the College in consistently maintaining a high level of academic excellence. Many parents expressed their regard for the keen interest that many teachers took in the academic and the beyond academic well-being of the students. A parent shared his concerns in navigating the existing website. The concern was duly acknowledged. While the College itself was in the process of redesigning the website, the suggestions of the parents served to reinforce the urgency of the matter. The new website has already been launched. Parents informed that their wards had mentioned some difficulties in the Library. IQAC members took note of the discussions. Thus, the library staff was immediately apprised of the difficulties being faced by the students and a solution was worked out.

### **Employers' Feedback:**

A mail was sent to the employers in this regard but the college did not receive any feedback.

**Alumni Feedback:** Majority of the alumni stated that the college has been able to maintain a fair balance between academics and co-curricular activities during their college days. As some of them joined the skill based courses that were offered by the college during their stay, they mentioned the mileage they received in the job-market. They had the fond memories of their college life.

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## ACTION TAKEN REPORT

### 2019-2020

The feedback process at Bharati College, University of Delhi is designed to get formative feedback from our various stakeholders that can be used towards the improvements in the quality of infrastructure, teaching methodology, course design and delivery. The objective of the exercise is to correctly gauge the impact of all the efforts taken by the institution at all levels. Bharati College aims to offer the best possible environment and learning experience to encourage students to perform to their full potential for academic achievement. Taking feedback plays an important role in the evaluation, development and enhancement of the quality of this learning experience. The Feedback Process has put an emphasis on the need for involvement of students in the quality assurance of higher education.

**Students' Feedback:** The feedback was collected online through circulating a google form. The students reported that a few of the teachers were not able to express themselves in the class. And they desperately wanted to meet their teachers in person, and enjoy being at the college premises physically. Some of the students complained that attending classes online for six hours daily is taking a toll on their health. They also shared their fear and the immense pressure of performing well in the ongoing pandemic that they were facing. These problems were forwarded to the counseling centre of the college to help mitigate the anxiety of students. All the teachers were also asked to be gentler with the students during their interaction. Even the administration was asked to be more responsive to the students 'queries received through phone and email.

**Parents' Feedback:** This year due to pandemic, the meeting with the parents got delayed. However, a virtual meeting was convened and a few of the parents joined on 27 May 2021 for the year 2019-2020. The discussion went on for one and a half hour. The parents shared their experiences and were elated that they have found a very nice college for their wards where teachers are highly dedicated and so many activities are being organized that kept the girls engaged throughout the pandemic. One parent raised the issue of allotment of hostel room which was then and their resolved by the hostel convener. While another parent wanted that the information about the activities is more widely circulated so that the students far away can also participate. The principal and the teachers present assured the parent that this would be duly taken care of. The principal noted and duly informed all the teachers and the conveners of various societies and cells.

**Employers' Feedback:** A mail was sent to the employers in this regard but the college did not receive any feedback.

**Alumni Feedback:** The Alumni feedback was taken manually. Improving the infrastructure of the canteen premises was a suggestion given by most ex-students. Another important suggestion from the Alumni has been to provide entrepreneurship opportunities to students and to organize professional seminars on skill and personality development. They have also suggested that the college should increase internship opportunities for its students to build practical work experience and also encourage research and to improve facilities for it. They were happy that they pursued the skill based courses offered by the college and could make best use of their time and made them market-ready.