

Feedback Action Taken Report

Year 2020-2021

The College firmly believes in continuously assessing and improving itself on the basis of the feedback received from its stakeholders. A mechanism has been devised by the IQAC of the College whereby feedback is periodically collected from all its stakeholders viz, students, visitors (such as distinguished guests), parents, alumni and staff (Figure 1). The feedback, so collected, is duly analyzed and is used in planning and executing the development plans of the institution.

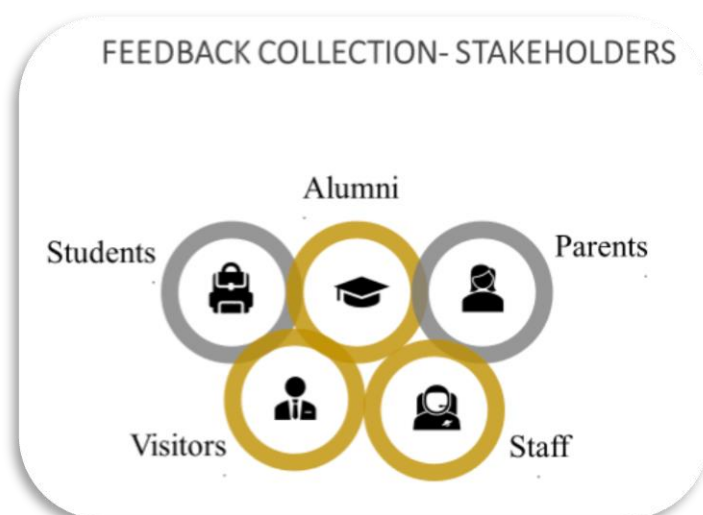


Figure 1: Feedback from Stakeholders

A. Student Feedback: Evaluation of the College

Students evaluated the College quite positively in the year 2020-21 with regard to its different aspects like orientation programmes, quality of teaching, teachers', administrative office staff's and library staff's behaviour towards the students, infrastructure in classrooms, library and canteen, safety, security and discipline measures, sports, extra-curricular, drinking water, washroom and counselling facilities in the college, placements and internships, maintenance of garden/plants, cleanliness and hygiene and encouragement to leadership, analytical, problem-solving, team work and entrepreneurial skills.

Positive feedback, however, means a greater responsibility in the institution to fulfil students' expectations. Therefore, the College strengthened its best practices, took several initiatives and is in the process of launching various other measures for the benefit of the students, such as:

- The Learning Management system was in use by all faculty members and students to continue seamless classroom interactions in pandemic times.
- Prabodh, an in-house interdisciplinary research and innovation scheme has been initiated to encourage research temperament among undergraduate students of the College.
- College has signed MoUs with the National Productivity Council (NPC), an autonomous organization under the DPIIT, Government of India, wherein ARSD College has been designated as the nodal college for empanelling and involving other colleges for work related to customized trainings, capacity building programmes and promoting entrepreneurial activities amongst students.
- College has also signed an MoU with NSUT to foster the research environment and provide more opportunities for students as well as faculty for enhancing their technical skills and research temper.
- Students and faculty members have all been provided unique College IDs in order to facilitate seamless virtual interactions.
- Complete digitization of student records, administrative files, and library holdings has been achieved.
- Quality lectures are being uploaded on the College YouTube channel.
- Quality e-modules are being created by the faculty that may be accessed by the student community the world over.
- Value adding short-term e-courses are being offered in collaboration with other institutions.
- 20 MoUs were signed between Skill Development and Entrepreneurial Cell with public and private entities such as NIESBUD, BSE Institute Ltd., AIFMR, among others, to administer training programmes under the PM Yuva Yojana, and workshops on vocational skills to provide stakeholders with the best possible avenues of growth. 3 short-term

courses have been completed so far, 3 are ongoing and 6 have been proposed. 31 value-added courses have been completed and 8 new ones are proposed. 176 students have been trained under these courses so far.

- The Placement Cell of the College signed up with the Coursera Campus Programme to provide free access to around 4000 online courses till 30 September 2020. Over 350 students signed up for this programme.
- The College has also signed 17 MoUs to strengthen industry-institution linkages, and increase institutional reach along these vectors primarily: research, entrepreneurship, and ISR.
- Collaborative workshops for students regarding Entrepreneurship and Skill Development with MSME, NIESBUD and Ministry of Labour and Skill Development were organized.
- College ISR activities and extension activities are among its best practices along with their stellar research capabilities. In 2020-21, 142 events were organized involving over 1200 students.
- The College unit of NSS has grown exponentially in its activities and collaborations. It has adopted a nearby slum, Sriram JJ Cluster and runs SEVADEEP, a dedicated initiative designed to better living conditions and provide greater opportunities. It has collaborated with Connecting Dreams Foundation to run educational initiatives in a nearby government school.
- Enactus ARSD College is running 5 students-run projects to transform underprivileged lives through entrepreneurial action. They also organize an annual exhibition-cum-sale.
- The Women Development Cell runs sensitization programmes along with innumerable other events to help bridge the gender divide.
- Eco Club and Garden Committee organize events to raise environmental awareness. The Garden Committee conducted a Tree Census on Campus and also conducts a Green Audit annually.
- The Equal Opportunity Cell works to ensure barrier-free access on Campus and the empowerment of people with disabilities.
- ARSD College has been awarded by several bodies for its inclusive, environmentally conscious campus.

- Other College Societies such as the North East Welfare Committee, Rangayan, the Dramatics Society, and the Star College Scheme also work to raise awareness about social issues and campaigns for social justice.
- College has also entered into MoUs with the NGO Jagruti for recycling.
- The College has signed an MoU with the Society for Disability and Rehabilitation Studies to provide a better environment and facilities to the differently-abled students of not only ARSD College but all the colleges of South Campus, Delhi University. In one of their initiatives, motorized wheel chairs, motorized scooties and Apple MacBook Air laptops were distributed to our needy students by the Society.
- During the Lockdown, the College also crowdfunded one of the ex-students of the College, Chandan Kumar who is physically challenged, to safeguard the livelihood of his family and help him continue with his postgraduate studies.
- In concert with Help the Blind Foundation, Hong Kong, College has provided financial assistance of Rs 10000/- each to 6 visually-challenged students.
- With Gargi and Vidya Prakash Foundation, full fee waiver was provided to 12 students who lost the earning member of their family during the pandemic.
- Office and administrative staff have been sensitized in order to communicate with students effectively.
- In order to facilitate easy access, most student-related processes have been placed online.
- Greater alumni involvement has been seen in terms of contribution to infrastructure development, institution of prizes and freeships, as well career counselling opportunities
- Conscious reduction of College's carbon footprint and adoption of environment-friendly measures
- The College has an alumni database and has also been collecting offline information to track student progression.

- The College has strengthened its feedback mechanism, allowing students, staff, parents, alumni and visitors to comment on institutional facilities and processes through a structured online feedback process.
- The Placement Cell has been placing students in good companies, with the numbers rising every year. In 2020-21, 233 students were placed with the highest salary of 10 lakhs per annum.
- Over the last two years, an internship fair has seen the involvement of over 100 companies and 1000 students.

B. Student Feedback: Evaluation of the Faculty

The College takes pride in its experienced, research oriented, highly dedicated, self-motivated, committed and student friendly faculty members. Students' highly positive feedback for the teachers reinstated this fact. Students are extremely satisfied with their teachers':

- punctuality,
- command in the subject,
- communication skills,
- teaching skills,
- handling of the syllabus, internal assessment and attendance records,
- attitude towards students,
- beyond the class mentoring and
- emphasis on ethical conduct and social responsibility.

The College tries to reinforce the positive teacher feedback by constant and discrete appreciation of the efforts put in by the faculty members to meaningfully engage the students. Also, the faculty is provided with several opportunities for

- personal and professional growth (refresher and orientation courses),
- learning and training platforms (FDPs, workshops and webinars) and
- research facilities (PRABODH, Star DBT etc.)

to keep up their motivation to give their best to the students.

C. Parent Feedback

Parents of our students have always been active and strategic stakeholders of the College. Their feedback is invaluable and quite reflective of an independent yet concerned viewpoint. We have been blessed with an ever improving and positive feedback from the parents regarding college website, teaching-learning environment, industry-academia exposure, growth opportunities, sports facilities, infrastructure, grievance handling and approachability. The College endeavours to strengthen and reinforce the positive feedback by:

- Regularly updating its website and making it more informative and user friendly.
- Constantly improvising the teaching-learning environment to provide the best and the latest to our students using ICT-enabled tools.
- Expanding and strengthening the industry-academia exposure and growth opportunities for our students through initiatives like Annual Internship Fair, Annual Theatre Festival, collaboration with the National Productivity Council, NSUT, NEISBUD etc., webinars, workshops and many more.
- Continuously improving the sports facilities, college infrastructure and grievance handling mechanisms for the benefit of the students.

The pandemic has been harsh on all of us. With lock-downs, restrictions on public gatherings and movements and many other limitations, we understand the parents concern with regard to the co-curricular activities and library facilities during the pandemic. This was despite numerous webinars, events, workshops, panel discussions etc. that the College organised in online mode last year and fully digitized library facility. To address the concern of the parents in this regard the College has tried to exploit every opportunity

- To give physical accessibility to the library, as per guidelines, and to assist the students in the use of digital library.
- To ensure mass participation of the students in the planning, coordination and execution of the online events of the College societies.

D. Alumni Feedback

The College considers its alumni as an integral part of its foundation and collects feedback regularly from them. The following graph represents the analysis of the feedback collected from the alumni during the academic year 2020-21.

College endeavours to strengthen its linkages with its alumni and ensure that the alumni become an active catalyst in its growth and development. To achieve these twin objectives, conscious attempts are in execution to include alumni representatives at strategic levels in the College. In addition, the College ensures that the alumni are regularly updated about its initiatives, milestones, growth and achievements through an up-to-date website, newsletters and other communications, annual alumni meet and other alumni engagements. It is the result of such endeavours that:

- Alumni involvement has increased terms of their contribution to infrastructure development, and prizes and freeships, and career counselling sessions for the students.
- During the Covid -19 pandemic, one of our distinguished alumni, Mr. Gaurav Mohan Sharma, Director, Alvaro Company made a generous donation of four oxygen concentrators: one for the College and three to the University of Delhi.

IQAC of the College is extremely receptive to the feedback, suggestions and recommendations received from the alumni and sincere attempts to implement these have become a norm. Different units of the College like Placement Cell, Debating Societies, Dramatics Society, Enactus and other societies of the College and the Departmental Level Associations and Seminars actively engage alumni through their various activities to orient, inspire and mentor the students.