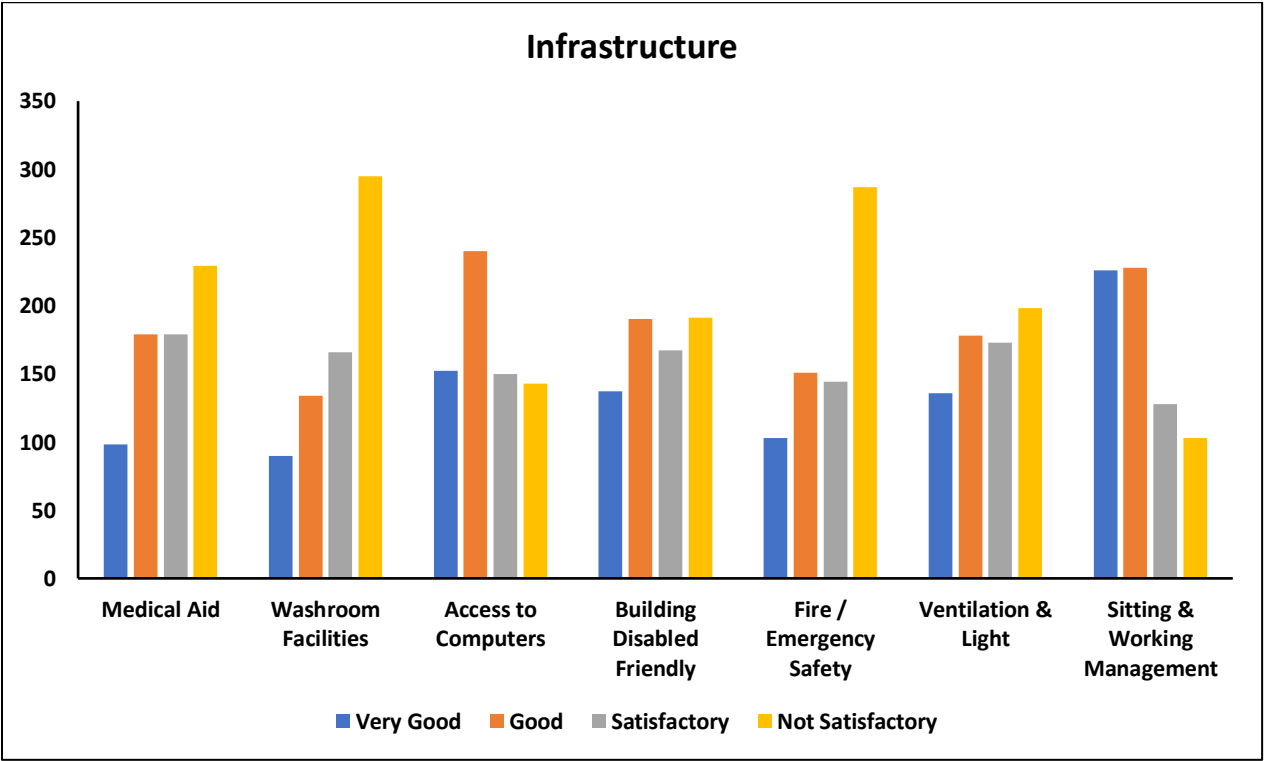
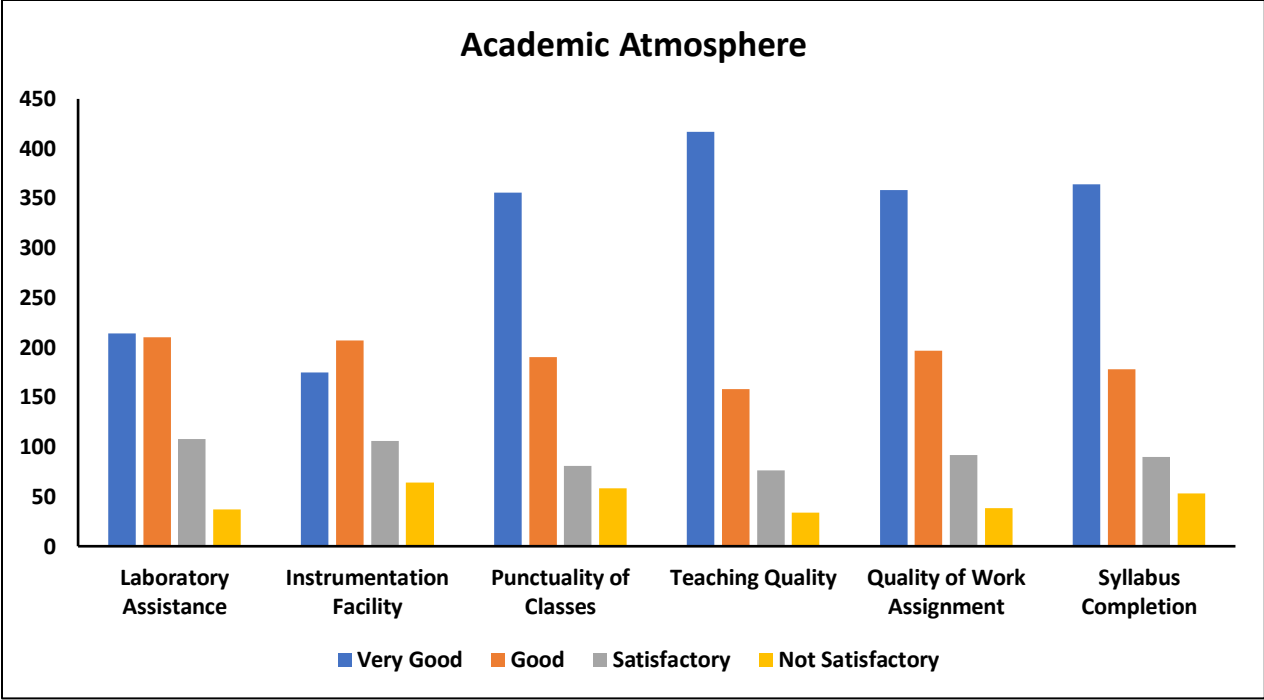


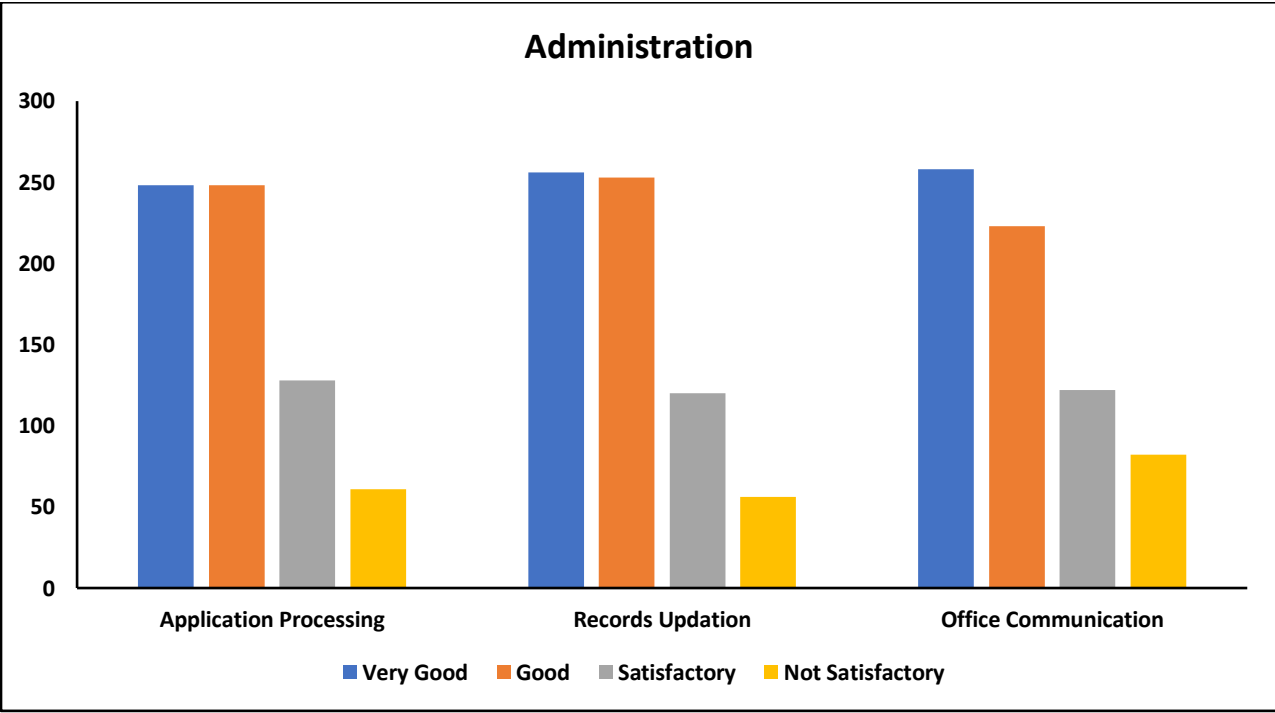
Zakir Husain Delhi College
University of Delhi
Feedback Analysis Report and Action Taken Report 2023 - 24

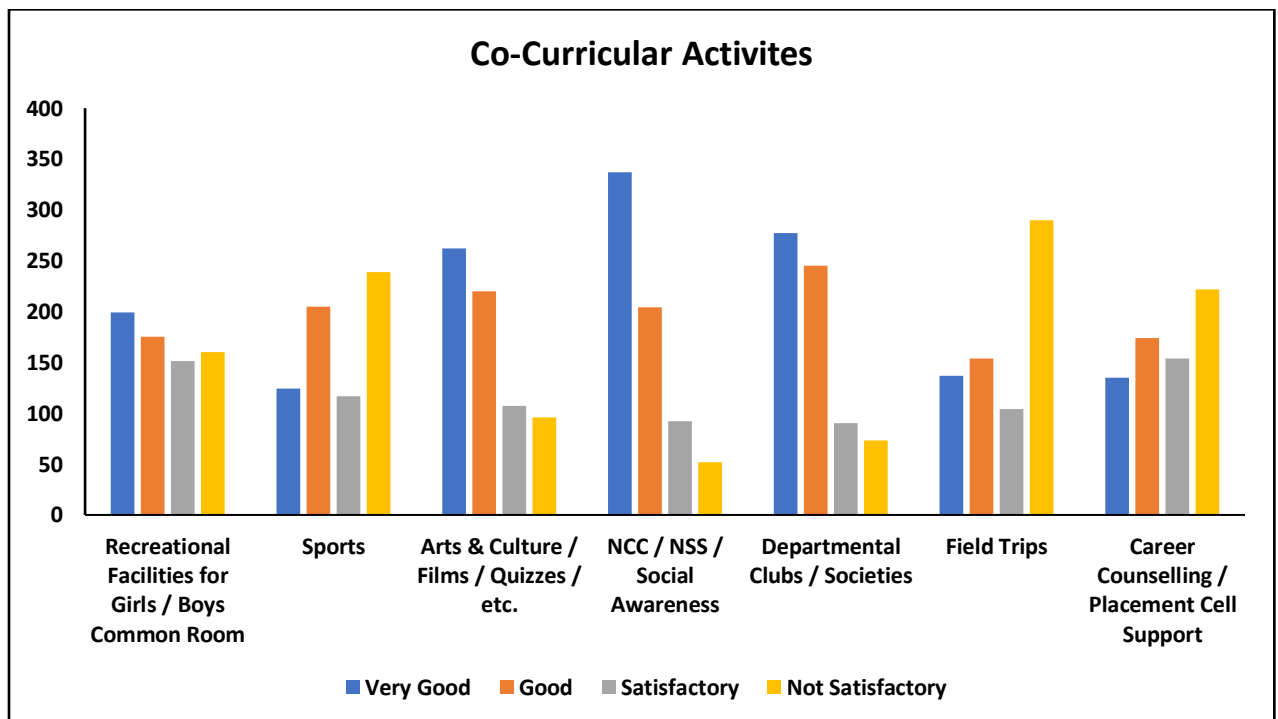
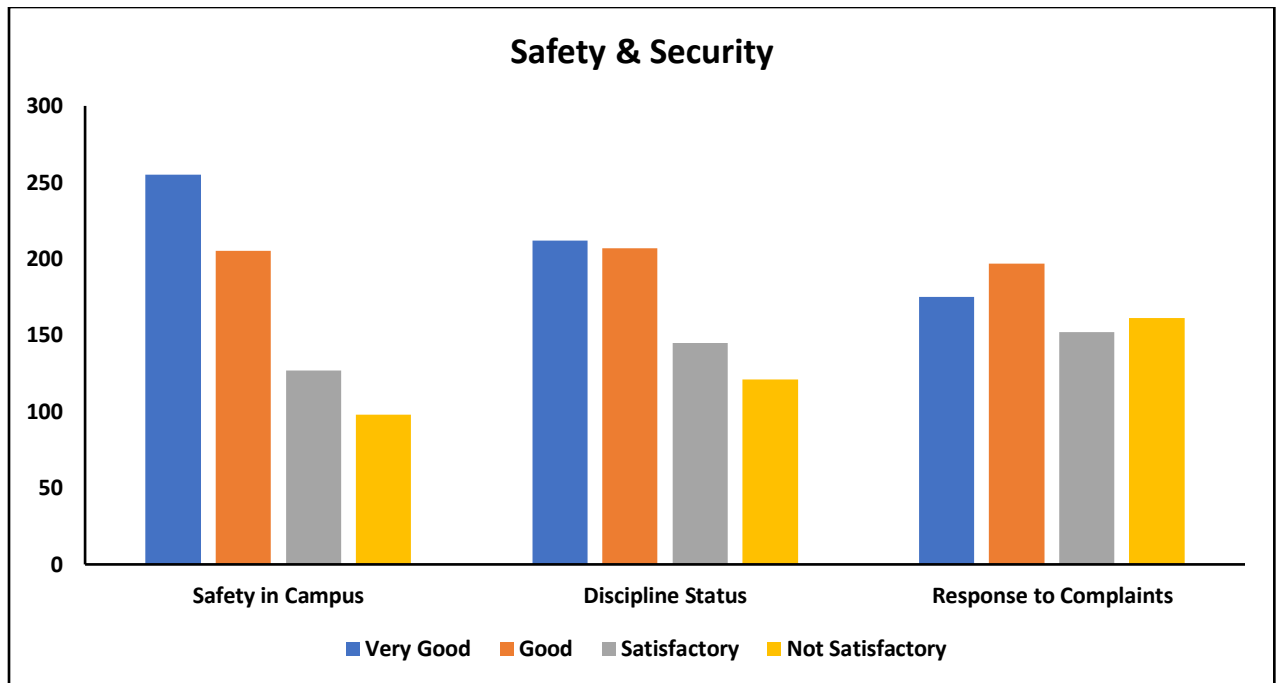
ZHDC taken feedback from its key stakeholders through google forms for the academic year 2023-24. Students, faculties, alumni and employer's feedback of the institution are received. College infrastructure, academic atmosphere, co-curricular activities, administrative support, etc., were analyzed on the basis of feedback received from the stakeholders. After collecting the feedback and reviewing the responses, a self-assessment was carried out and several measures were taken at different levels so that we can improve ourselves. A thorough analysis was done of all the responses and necessary steps were taken to solve the grievances of the stakeholders. Furthermore, for the progress of the college, suggestions received from the students are analyzed in detail and some measures are taken so that administration becomes better. The following part of the document demonstrates visual analysis of the feedback obtained in the year 2023-24 and the action taken in response to that.

A. Feedback Analysis Report and Action Taken Report: Students

Feedback was taken by the IQAC from the students about the various aspects like college infrastructure, classroom and laboratory facilities, classroom teaching, library facilities, academic atmosphere, safety and security, etc. College academic atmosphere, library facilities, and administration has received positive feedback from the students. Feedback from students in the infrastructure category is not very encouraging. Mixed responses have been received in the safety and security section. Furthermore, co-curricular activities have also diverse feedback in most of the sub-sections. Some finding of the feedback received and a summary of the actions taken are presented in following.







S. No.	Suggestions	Actions Taken
--------	-------------	---------------

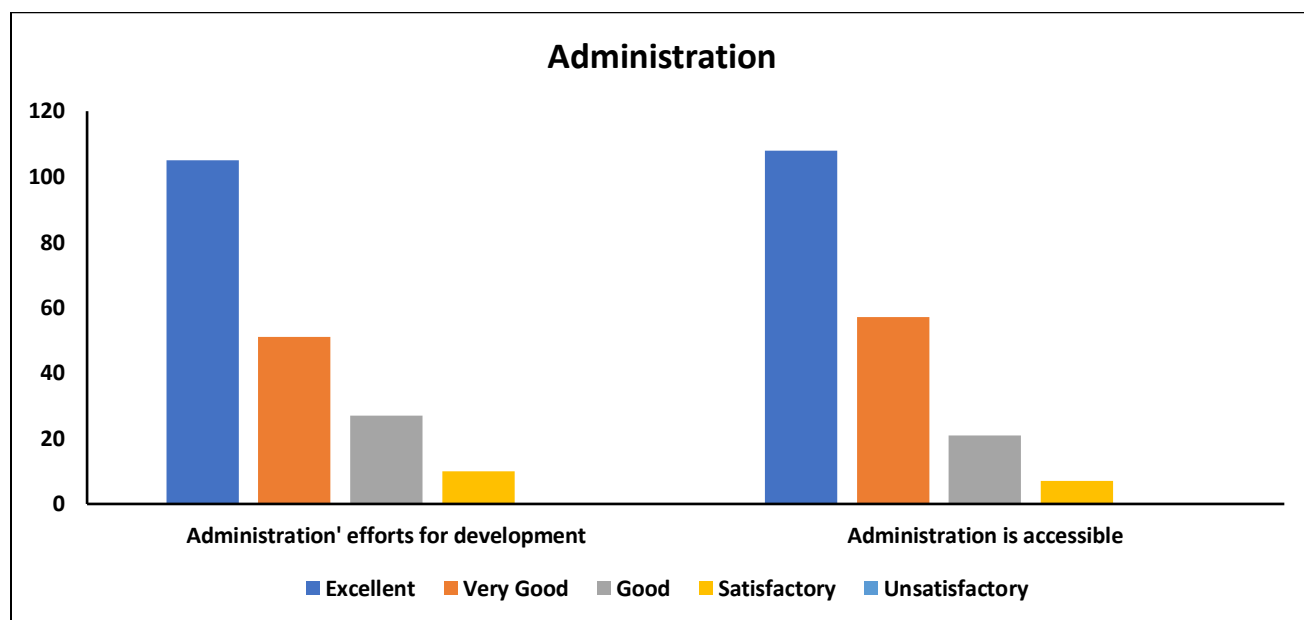
1.	College canteen facilities should be improved. Food should be hygienic, more options in menu and price should be reasonable.	Feedback received from the students have been communicated to the college canteen committee convenor and administration by the IQAC. The responses about the canteen are alarming in its nature. College will definitely take strict and major steps in this direction so that our students will not face such problems in the near future.
2.	Medical room should be opened regularly and facilities should be improved	Students have responded between satisfactory and non-satisfactory category for the medical facility. Responses in good and very category have also been received. A separate medical room is there in the college where medical attendant is available. However, the responses received reflected that major steps must be taken in this area so that our students will not encounter such difficulties. Administration has been informed by the IQAC so that necessary steps can be taken.
3.	The number of washrooms should be more especially for female students and should be cleaned on regular basis.	There are washrooms in college premises but some floors do not have the washroom facilities for the female students due to the space constraint in the present campus. The problem was well acknowledged by the IQAC team and communicated to the authorities. The problem can only be resolved in the new building of the ZHDC.
4.	Students have suggested that access to the computers and internet facility should be improved in the college so that they have more access to the e-resources.	There should be more computers in the college for e-resources access as received from the student's feedback. The college administration recognized the suggestion and realized that there is a need of more computers. College has added new computers in the computer lab and some laptops have also been placed in the same. However, looking at the number of students, there is a need of more systems. The requirement is conveyed to the ICT committee.
5.	College academic atmosphere has been appreciated by most of the students in various aspects. However, few responses are there in the satisfactory and non-satisfactory category for the instrumentation facility and syllabus completion.	This feedback has been communicated to the academic supervisory committee and administration for the immediate action. But improvement in the instrumentation facility needs fund for the further upgradation. This can only be achieved when college have more budget for the instrumentation and equipment.
6.	Students have suggested that college should work on student windows for more help and talk politely.	The AO ADMIN was communicated about the students' problems and it was ensured that the various requirements of the students will be completed efficiently and timely. Queries received from students will be promptly responded. The behavior towards the students will be polite in future as informed by the administration.

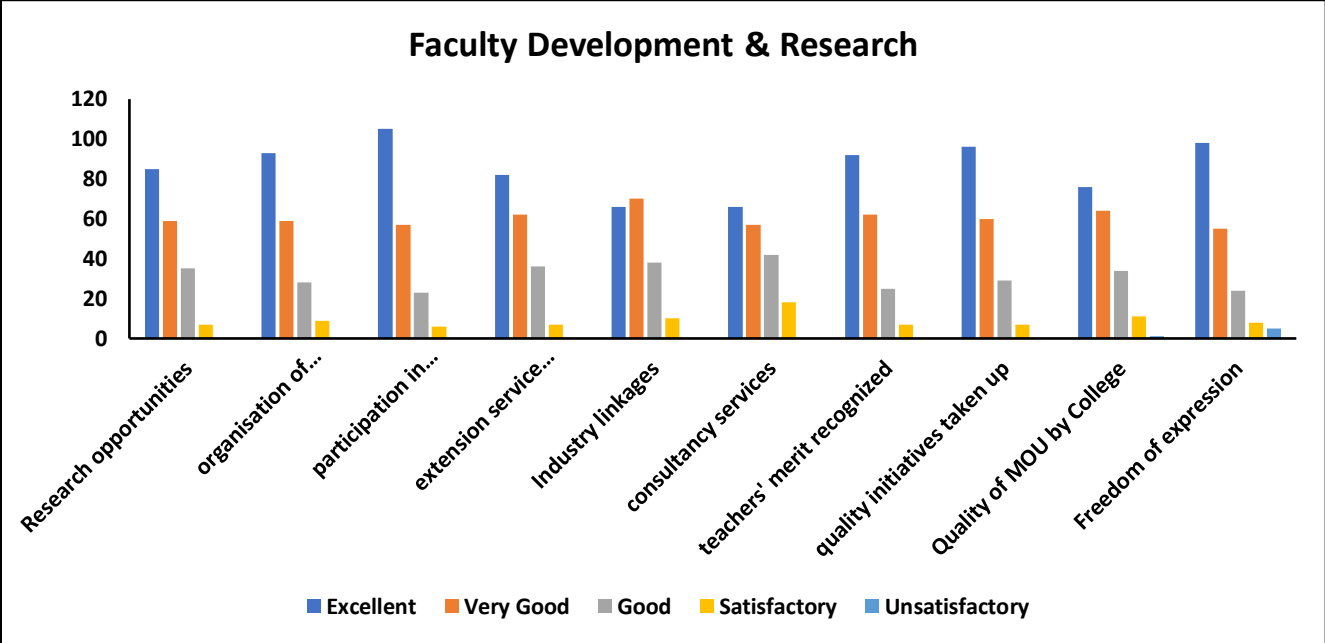
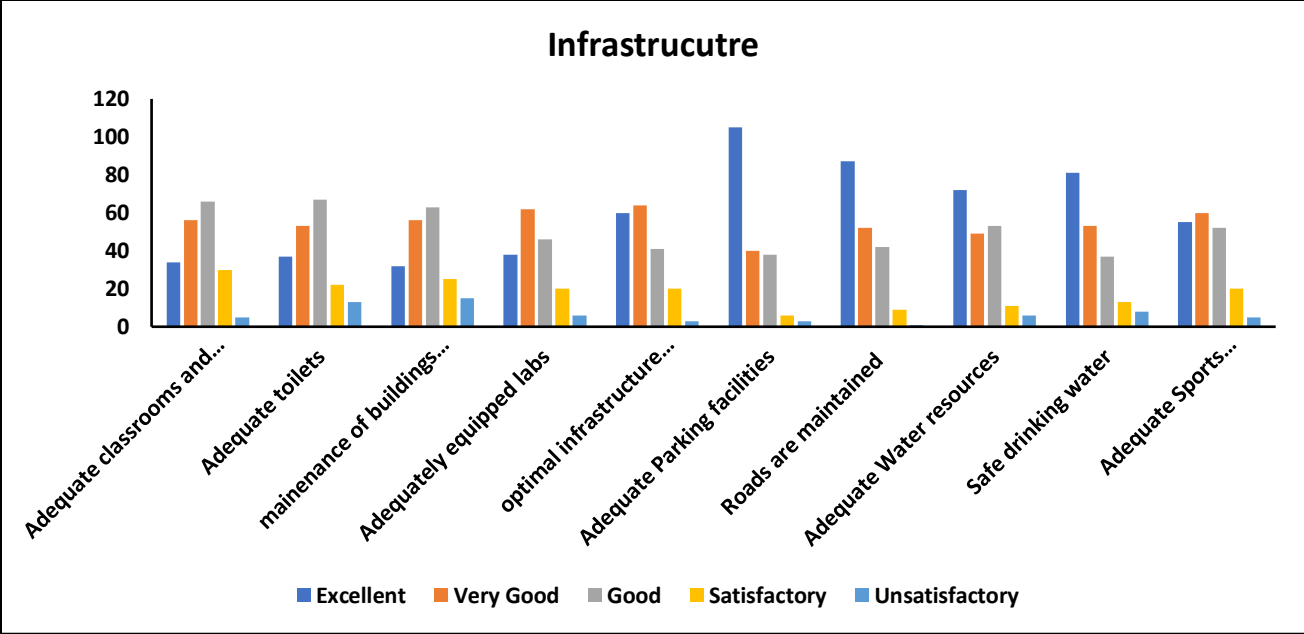
7.	College library facilities are very much appreciated by the students. But, few of them responded in satisfactory and non-satisfactory category.	The ZHDC college library is known for its large Book Bank which provide books to all the students for the entire academic session. Still, some of its students are only satisfied by the facilities which makes the library committee interested in knowing the practices that can further improves the facilities. Suggestions provided by the students will be implemented wherever required.
8.	There should be more space for reading and sitting in the library.	This feedback is well-acknowledged by the IQAC and administration. However, college can't do much in this area due to the limited space in the current college campus. ZHDC new building will definitely have more space for the library and students' issues regarding reading and sitting space can be resolved efficiently.
9.	There should be more safety towards the female students and the outer safety of the college should be improved.	College has received mixed responses in the safety and security category. Students have responded in the four categories which reflects that some of the students have faced the security issue in the campus. There are CCTV in the college campus to see the various activities of the students. College proctorial board also works for the discipline and safety in the college campus. However, feedback from the students suggested that more actions must be taken towards providing safe and secure environment. Suggestions have been communicated to the proctorial board for the improvement. College outer safety can't be controlled by the administration. However, nearby police station has been informed about the student's concern.
10.	More attention should be paid towards the student complaints and should be resolved timely.	Students have shown the concern regarding response to the complaints. This feedback is communicated by the IQAC to the administration for the further action.
11.	There should be more space for sitting in the Boys and Girls common room. Some recreational activities should also be there.	At present, college has one Boy's and one Girl's Common room. But according to the number of students there is a requirement of more space so that students can do some activities in their leisure time. However, due to the limited space in college, more space cannot be allotted to the students for the recreational activities. This problem will be resolved in the new building of ZHDC where there is a separate wing for student activities.
12.	The sports infrastructure and facilities in the college need further improvement.	Students have shown satisfactory and unsatisfactory response in this area along with some responses in the good and very good section also. College ground was not opened for a long time due to the construction work going on in college premises in the past. However, college has tried to continue some of the sports activities in the nearby stadium or grounds such as football, cricket, volleyball and

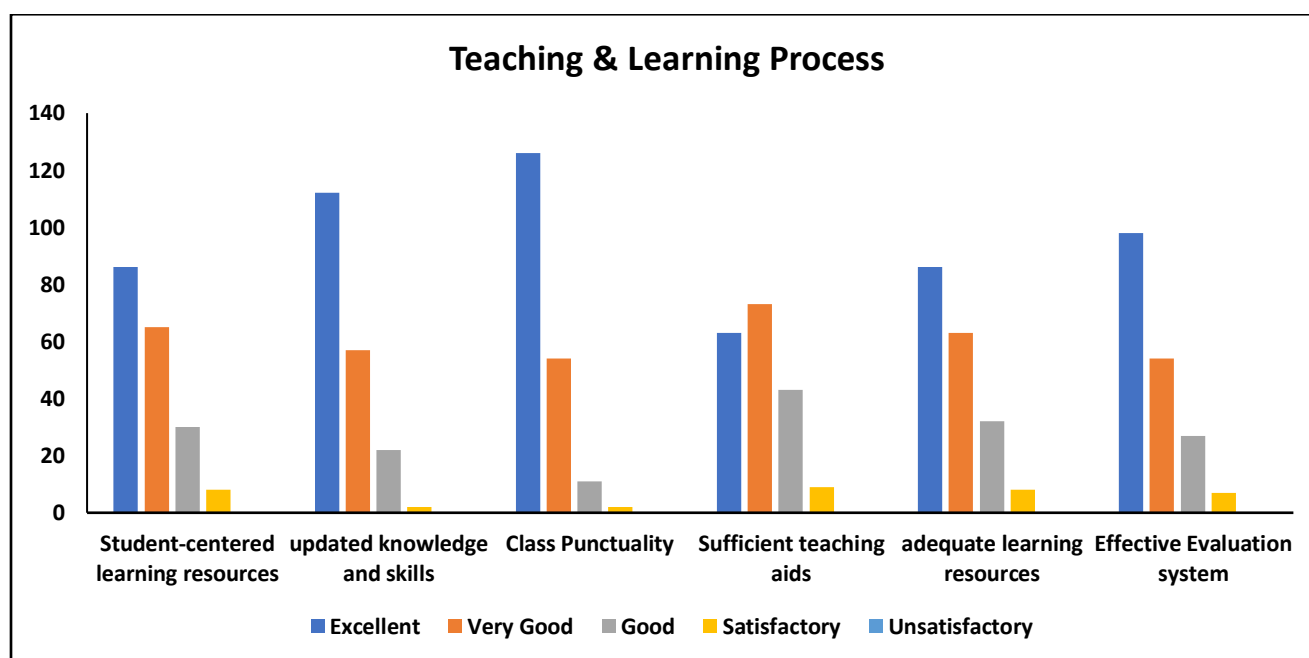
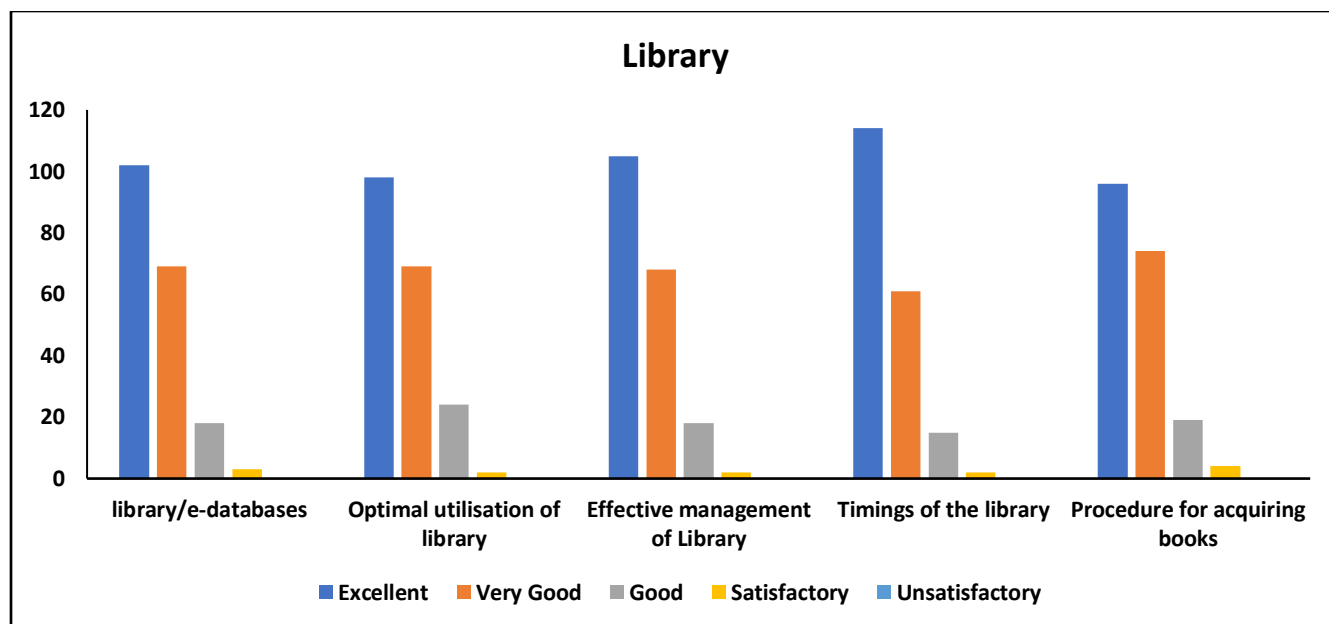
		<p>basketball practice sessions. Judo, Table-Tennis and Chess practice are restored in the campus. Kabaddi and kho-kho games are also introduced in the college and teams were made. Coaches are also assigned to most of the sports. College ground is also opened in this academic session after a long period. An intra-college event was also organized by the sports advisory board for the students and staff. But more efforts are required in the sports so that students can see the changes and participate more in sports.</p>
13.	<p>Field trips should be organized once a year by each department so that students have exposure to the industry as well as relevant field.</p>	<p>Students have mixed feedback in this category. Some of the students have responded in the satisfactory and non-satisfactory category as well. It was suggested by the students that college departments should organize more field trips for better exposure to industry or relevant areas. Some departments organize field trips every year as a part of their curriculum e.g., History, Zoology, Environment department. Other departments also organize field trips whenever possible e.g., Botany and Chemistry departments. However, the students' responses have reflected that there is a need of more field trips. This feedback has been communicated to the departments so that necessary steps can be taken in this direction.</p>
14.	<p>College placement cell and career counselling support needs improvement and should be more active.</p>	<p>Mixed responses have been received in this area. Students have suggested that more placement should be there from the college. College placement cell organizes Job Fair annually so that many companies can hire our students. Seminars and workshops are also organized by the placement cell for the career orientation. Internships are also offered to our students by many firms. Number of companies that comes to our college has increased in the last few years. However, further work is required for the more placements of the students. The feedback is shared with the convenor of Placement cell for the necessary steps.</p>
15.	<p>Overall, more co-curricular activities should be organized in the college during the academic year.</p>	<p>Students have suggested that there should be more co-curricular activities in the department as well as at college level. This feedback is shared with the convenors of the societies at the college and department level so that a plan can be carried out by the convenors to organize more events in each department. Our college arts and culture society, NSS, NCC and quiz society has received encouraging responses. Same can be done by other societies as well so that students feel more participation in the institution.</p>

B. Feedback Analysis Report and Action Taken Report: Faculty

Feedback was taken by the IQAC team from the faculties about the several aspects like teaching-learning process, library facilities, faculty development & research, college infrastructure, college administration, etc. Most of the faculty members have praised the administration efforts for the development of the institution and also given the positive feedback for the accessibility of the administration. Feedback with respect to library is highly praised in all the aspects whether it is availability of e-resources or adding new books to the library. Library management is also very effective as received from the feedback. Responses about college infrastructure are mixed in almost all the areas. Teaching learning process is also praised by the faculties. Furthermore, feedback received about faculty development & research is also very encouraging. Some findings of the feedback received and a summary of the actions taken are presented in following.







The following table presents the faculty suggestions and actions taken:

S. No.	Suggestions	Actions Taken
1.	In the teaching, learning and evaluation process, some faculties have suggested that there should be more theory period for each paper.	This suggestion was taken well by the IQAC. However, under the curriculum of NEP, number of theory periods are less as compared to the previous curriculum of UGC. Less number of theory periods can be justified if the proper use of ICT and e-resources are used by the students as well as

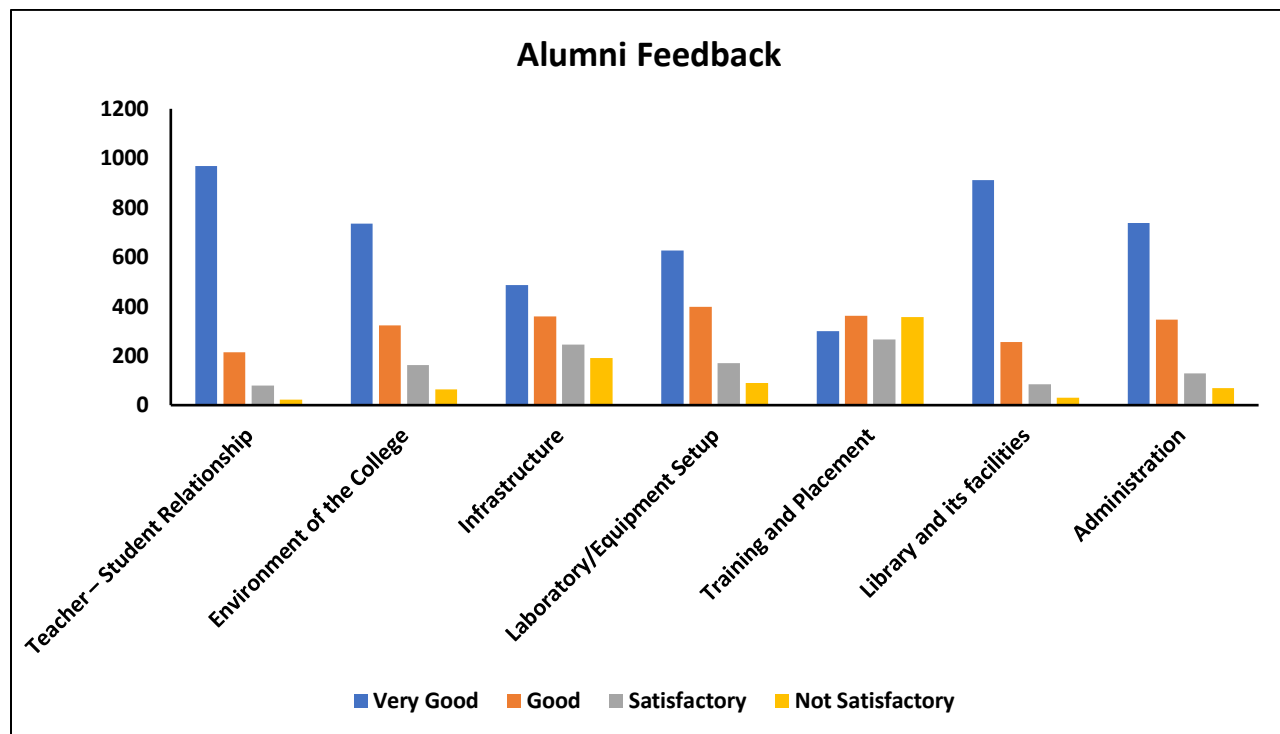
		faculties. Flip classroom approach needs to be adopted in the curriculum.
2.	There should be regular upgradation and maintenance of all resources available in the institution. Also, addition of new ones should be there.	Responses in the infrastructure section are mixed. Faculties have suggested that there should be addition of new and more resources. Regular maintenance should also be the priority of the institution. This feedback is communicated to the administration via IQAC. College is working in this direction continuously. However, some funds are needed to fulfill the requirement of the institution in the infrastructure section. Action in this direction require funds and more budget should be allocated by UGC in a time bound manner.
3.	The process of acquiring chemicals and instruments should be eased so as to ensure timely availability.	All the purchases of the chemicals and instruments are to be done via GeM portal as the policy of the government. There is a purchase committee for the same in the institution. This feedback is shared with the convenor of the committee so that there is a proper time management between requirement and acquiring process. Departments also need to be active about the requirement and communication to the committee on a prior basis.
4.	There should be academic freedom for faculty to organize seminar, lectures, etc. as these are crucial for the teaching learning process.	Freedom to organize seminars, lectures, workshops is available to the teachers. There are 19 departments in the college so there has to be a procedure that every department need to follow. May be in this process, some of the faculties have faced problems to organize the academic events. This suggestion is communicated to administration so that in future our key pillars of the institution can organize the events smoothly.
5.	In order to promote research, the process of getting academic and/or duty leave needs to be ensured.	There is a proper procedure for applying academic and/or duty leave in the institution. Faculty members are granted leave as per the standard procedure. This suggestion was taken critically by the administration if some faculties have encountered such problem, then institution will definitely resolve the same to ensure academic growth of the faculties.
6.	There should be research rooms for teachers in our campus.	At presents there are 3-4 rooms for research in college campus. However, all the 19 departments don't have this facility. This suggestion is communicated to the administration. To implement this proposal college needs some more rooms that can be allocated to the different departments to carry out their research work. This can only be resolved once the institution shifts to the new building of the college. College administration is doing sincere efforts to acquire new building so that hurdles faced by faculties can be worked out.
7.	There should be regular training programme for faculty	Many FDPs have been floated by MMTC centers across the country according to their academic calendar. Faculties can participate and learn the skills that are required in this

	which will enable them to update their knowledge.	evolving era. However, if certain expertise is required in a specific discipline that can be communicated to the administration.
8.	Gradual syncing with the student centric approach to bring about visible changes in their vision.	In this arena, college has a mentor-mentee scheme in which specific number of students are allotted to each faculty member from their department. Regular interaction of faculties with their mentees can bring the change in their perspective and students can also develop a vision. However, college can also organize some seminars in this area so that students can understand the today's challenges and take the decisions accordingly.
9.	There should be cubicles for faculty members in college and study rooms for faculty in the library.	Most of the faculty members have given the positive feedback about library in all the areas. But some of the them have suggested that there should be study rooms for them in the library. College administration has fully recognized this suggestion. There is a provision of separate room in the library for the faculties. However, space allocated is less. This can only be resolved when the more space is available for library in college campus. ZHDC new building has this answer but at present faculties have to wait patiently for the solution. Furthermore, some cubicles to departments can only be provided in the new building only.
10.	Smart classrooms and well-maintained furniture would aid in keeping teaching learning interactive. There is a need to play videos, audio recordings of literary texts and podcasts as teaching aids but faculties are unable to do so because of the absence of resources.	Some of the college classrooms have projectors. However, this teaching aid is not available in all the classrooms. With the implementation of new curriculum of NEP, there is a need of ICT enabled classrooms. IQAC has communicated this feedback to the administration so that some more rooms become ICT enabled. All the rooms can not be installed with new equipment due to the fund limitation. More budget is required to fulfil this requirement of faculties. College administration is doing its efforts to maintain the furniture but again more fund allocation can fully resolve this problem.

C. Feedback Analysis Report and Action Taken Report: Alumni

Feedback was taken by the IQAC team from the alumni about the various aspects like teacher-student relationship, college environment, infrastructure, laboratory setup, library facilities, etc. College alumni have appreciated the teacher-student relationship to a very large extent which is a very good sign for an institution. College library, administration and environment of the college has also received very good feedback from its one of the key stakeholders. Feedback in college infrastructure and training & placement category has mixed responses. Some more sincere efforts

are needs to be taken in the laboratory and equipment setup facility as reflected from the feedback. Some findings of the feedback received and a summary of the actions taken are presented in following.



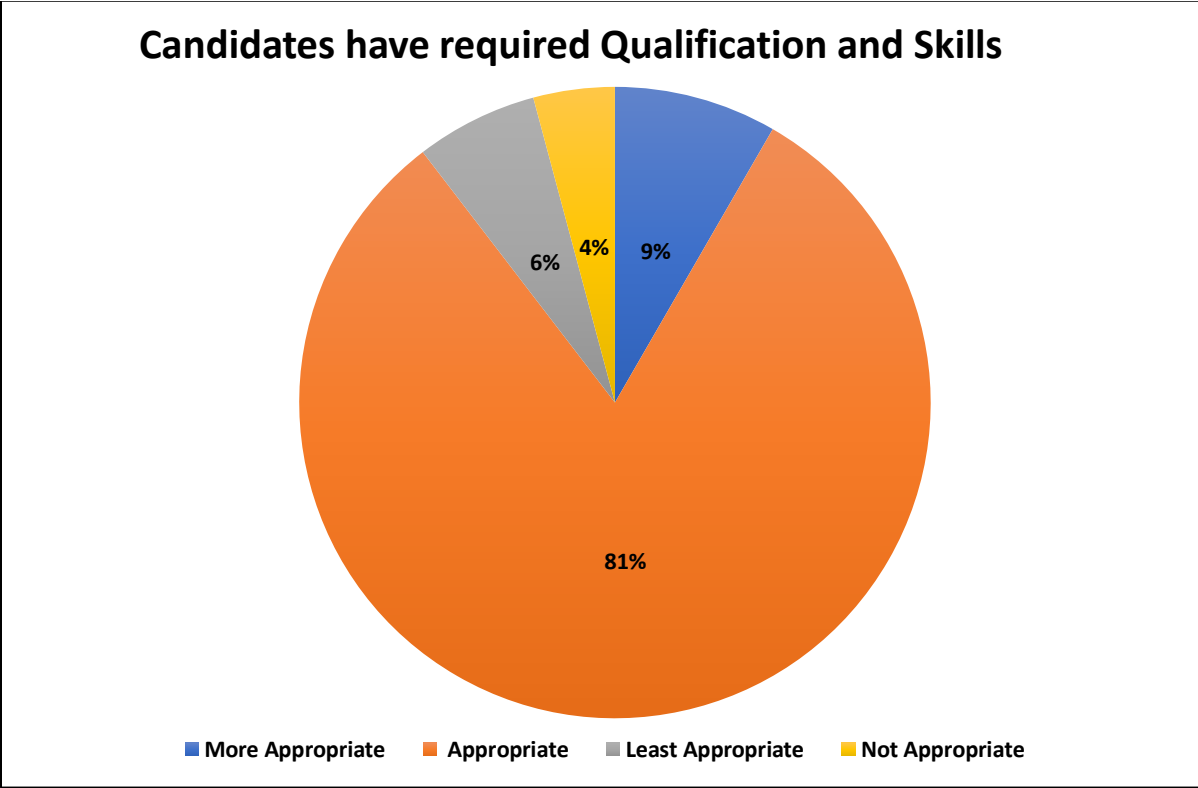
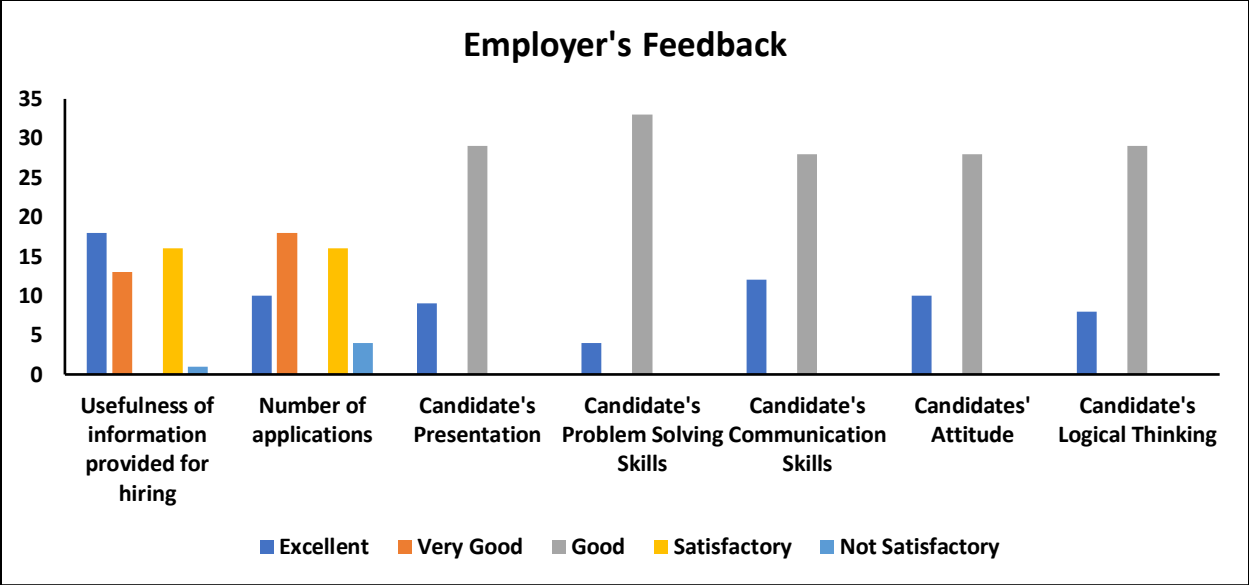
The following table presents the alumni suggestions and actions taken:

S. No.	Suggestions	Actions Taken
1.	College environment feedback lies in very good and good category, mostly. But, some of our alumni have also responded in satisfactory and non-satisfactory section as well.	The environment of the college is appreciated by the most of the alumni whether it is from academic or safety perspective. Our college Proctorial board in association with internal complaint committee ensures the better and safe environment to all the key pillars of the institution. No outsider is allowed in the college premises without prior permission. However, they are one or two incidents where some issues have been faced by the administration and students. Administration has taken strict measures regarding safe and healthy environment of the college. Feedback of the Alumni have been communicated to the committees that works in this direction so that necessarily steps can be taken.
2.	College infrastructure needs to be maintained properly and furniture,	College administration is working in this direction and repairing of the furniture, electrical appliances, etc. is going on in the college. To add new furniture in the classrooms, college needs more funds which limits the institution as this

	fans, boards should be added to the classrooms.	has to be approved by UGC. This feedback is communicated to the administration by the IQAC so that necessary measures can be taken.
3.	Classroom size needs to be improved.	College has sufficient classrooms but size of the classroom is an issue that has been faced by the college due to increase in the intake capacity in each department after OBC and EWS expansion. At present there are limited number of classrooms that have seating capacity more than 60. This problem will find its solution once the college new building is available to the administration.
4.	Training and placement cell of the college has received responses in the satisfactory and non-satisfactory category apart from the very good and good section as well.	This feedback is well-acknowledged by the IQAC team and communicated to the convenor of the placement cell so that more work can be done in this area. Our college organizes Job fair every year. Seminars and workshops are also organized by the placement cell so that students can be hired from the college itself. However, more efforts are needed in this arena as reflected by the mixed responses.
5.	The laboratory and equipment setup should be improved as per the requirement.	The college administration has recognized this feedback from its alumni. College is restricted due to the limited space availability for some new labs and funds. There is a provision of new labs as per requirement under NEP in the new building of the ZHDC where more advance equipment can be setup according to the curriculum.

D. Feedback Analysis Report and Action Taken Report: Employer

Feedback was taken by the IQAC team from the Employer about the various desired skills possessed by candidates such as problem solving, communication and logical thinking. Employers were also asked about candidate presentation, information to candidates about the employer and candidate attitude. Most of the feedback lies in the good and excellent category which is very encouraging for the College Placement Cell. They have also praised our Placement Cell management and execution of the Job fair. The companies that come to our college are mostly satisfied by our students who participated in the Job fair. However, some of them have suggested that the number of applications should be more. To make the hiring process more efficient and effective, suggestions were also taken from the hiring manager. Some findings of the feedback received and a summary of the actions taken are presented in following.



The following table presents the Employer suggestions and actions taken:

S. No.	Suggestions	Actions Taken

1.	The information about the company should be provided to the potential candidates prior to hiring through a session between the students and the company officials so that they can choose to stay dedicated towards the company before even actually getting selected.	This point is suggested by many employers to make the hiring procedure smooth and effective. This positive proposition was communicated to the convener of the Placement Cell in the college so that a prior interaction session can be organized between students and the company as desired by the many companies.
2.	Employers have asked student data so that they can get the clear information of the candidate from the college also.	College placement cell has recognized this suggestion and taken into account that a prior information of the interested candidates can be provided to the companies after taking approval from the students.
3.	Students should be aware about the job description before participating in the hiring drive of a company.	This suggestion will be communicated to the students well before the Job Fair organized by the placement cell in the upcoming year so that our students can choose the companies based on the skills possessed by them and desired by the companies.
4.	Students should possess resume with a proper format. They should be aware about the different formats to be used and information to be added in the resume.	Many companies have pointed out about the proper format of resume that should be carried by our students so that there is a clear information about the candidate skills. This suggestion is taken very well by the convener of the placement cell and the same is communicated to the students. In college some skill enhancement courses are also floated under NEP as well where students learn about resume making skills. Hopefully, in the coming years our students will have the proper format of their resume.
5.	Number of students that are participating in the Job fair is not very encouraging. Overall, crowd reaching to Job Fair is less.	This suggestion is given by few of the employers. The college placement cell will definitely work in this direction. A prior information will be provided to the students so that they can manage their schedule and participate in large numbers in the recruitment drive organized by the college.