



**Mata Sundri College for Women
(University of Delhi)
Mata Sundri Lane, New Delhi-110002**

Ref No. MSC/IQAC/SSR-CR1/DVV/1.4.2_A

Ph: 23237291

Stakeholder feedback analysis report signed by the Principal


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Coordinator
Internal Quality Assurance Cell
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Principal
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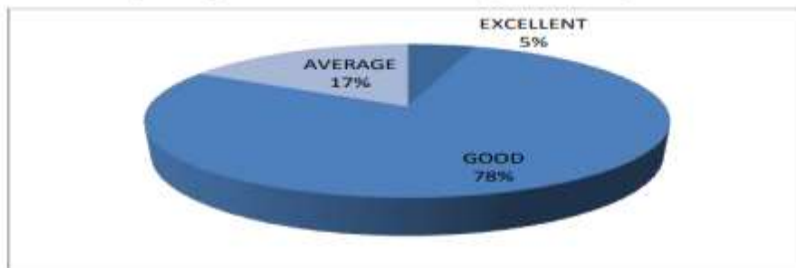
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**Feedback Analysis Report
Academic Year 2016 - 2017**

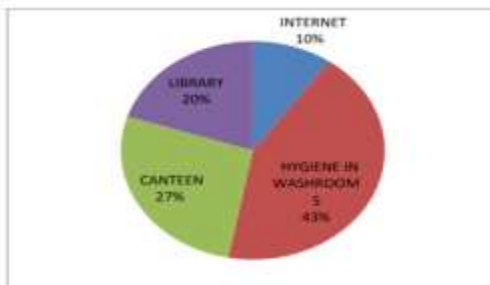
Analysis of feedback from Alumni

In a maiden initiative, data was gathered from 377 alumni of the college. They gave their perceptions based on their experiences with regard to various aspects of their alma mater.

Extra-Curricular Activities - 5% alumni felt that the college had excellent curriculum activities. 78% felt that they were good and 17% felt that they were average.



Infrastructure- the alumni expressed a desire for two major additions to the college campus. These are a hostel and a sports ground. The infrastructure facilities which are in need of improvement as per the alumni are: The functioning of the college internet (10%), a higher standard of hygiene in the washrooms (43%), better Canteen facilities (27%) and better Library facilities (20%).




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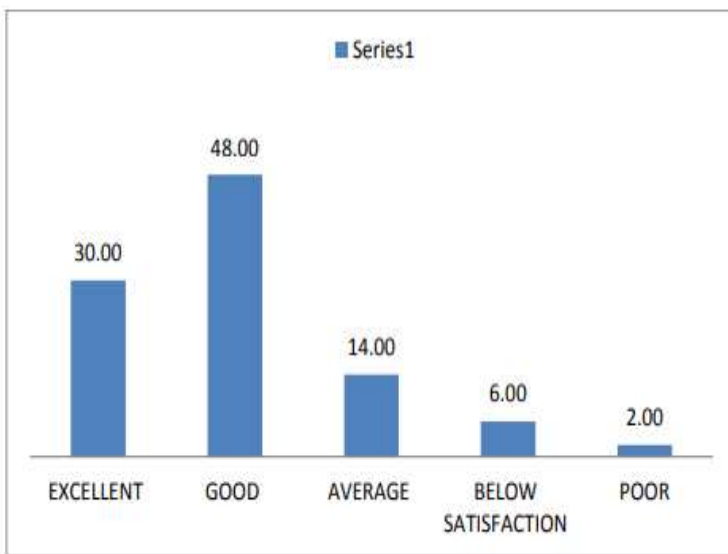


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Pedagogy—With reference to pedagogy nearly half (48%) of the alumni felt that it was good. However, one third (30%) reported it to be excellent and only 2% felt it was poor. 14% felt it was average and only 6% found it below satisfactory level.




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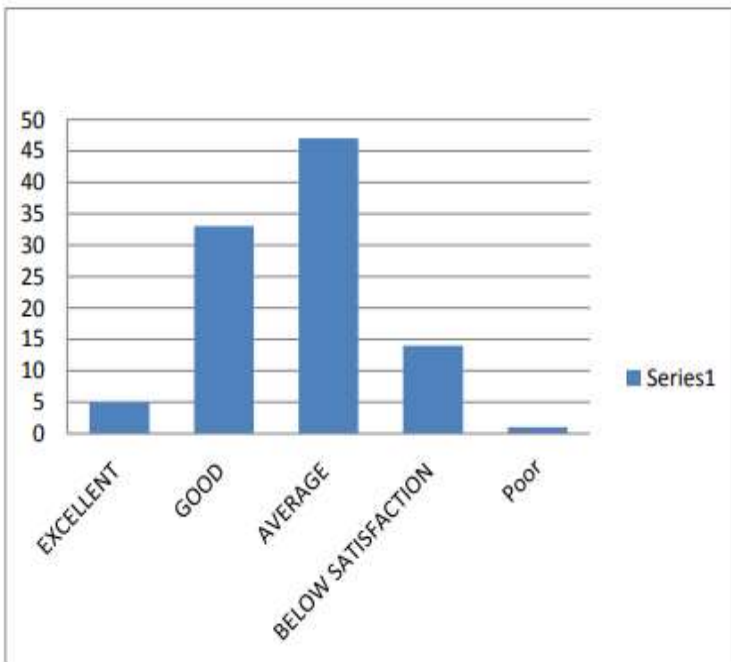


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Functioning of Placement Cell- The alumni of the college are familiar with the working of the placement cell in the college. One third (33%) of the alumni shared that the placements were good. Half (47%) felt that they were average and 5% felt that they were excellent. 14% felt they were below satisfaction and only 1% declared them to be poor.




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Academic Enrichment Activities- Data from the alumni with regard to academic enrichment activities yielded that nearly half (46%) of those surveyed said that the academic enrichment activities in the college were good, followed by 35% who felt they were average. Only 10% felt that they were below satisfactory level and 9% felt that these were excellent.




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FEEDBACK ANALYSIS REPORT

Academic Year 2017-2018

Feedback from students:

The feedback was collected personally from students for academic year 2017-2018.

Analysis of Feedback:

The feedback has been analysed by categorizing the questions in feedback form into five categories:

- Classroom amenities
- In-Campus conveniences
- Dexterity in library
- Congenial college atmosphere
- Requisition to substratum

The category-wise analysis of students feedback has been presented below:

I. CLASSROOM AMENITIES

Classroom Amenities	Yes (%)	No(%)
Writing Board	96.01	3.99
Chair and Desk	96.44	3.56
Ventilation	76.26	23.74
Sound Proofing	39.06	60.94
Projectors	35.49	64.51
Computer labs	78.87	21.13
Internet facility	38.80	61.20


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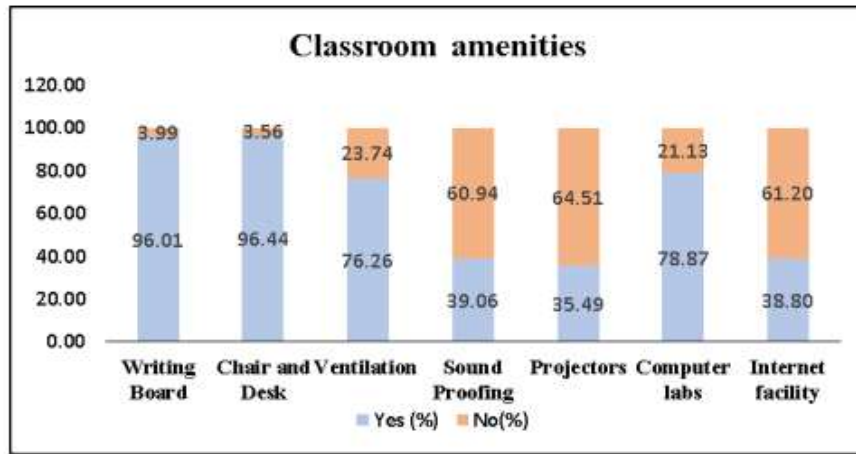

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From the graphical representation it is evident that majority of students feel that classroom amenities like writing boards, chair and desk, ventilation and computer labs are excellent. The sound proofing system in classrooms, projectors and internet facility are also decent.

II. IN-CAMPUS CONVENIENCES

Parameters	Percentage (%)
Canteen Facility	98.24
Banking Facility	58.63
Sanitation Facility	32.45
Auditorium	90.47


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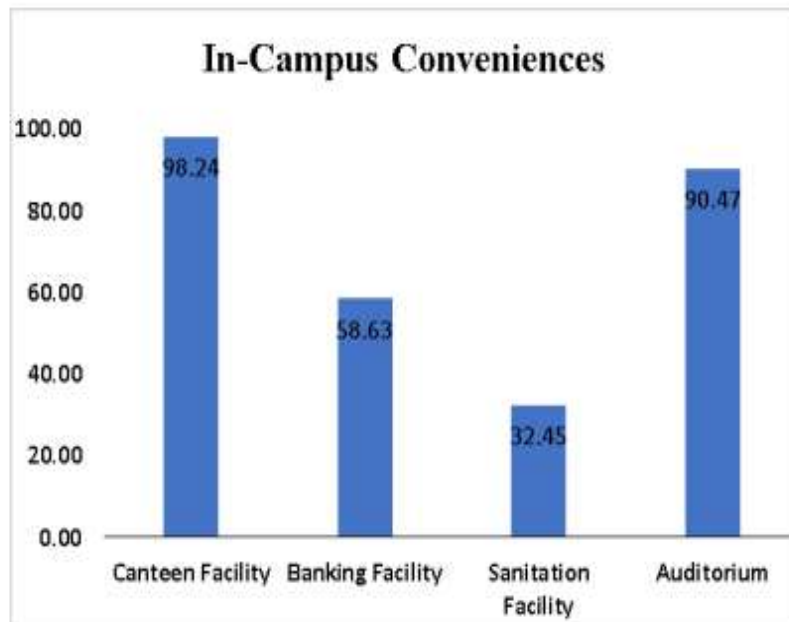

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The report shows that considering the in-campus convenience, 98% students avail canteen facility, 58% students benefit from banking facility


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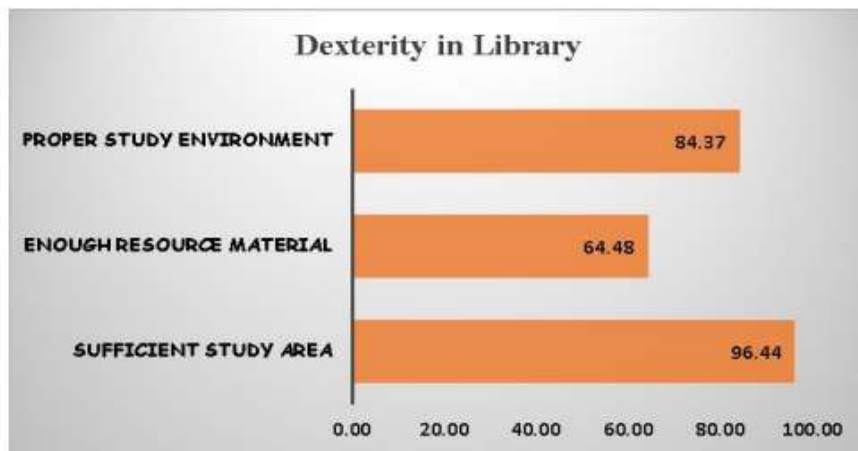
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available, 32% students feel that sanitation facility is satisfactory and more than 90% students feel that auditorium is an asset to the college.

III. DEXTERITY IN LIBRARY

Parameters	Percentage(%)
Sufficient study area	96.44
Enough resource material	64.48
Proper study environment	84.37



The feedback report shows considering dexterity in library. More than 84% students feel that the college library has sufficient area and proper study environment, 64.48% students feel that library has enough resource material. Feedback also reports that total footfall in library is 92%.


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IV. CONGENIAL COLLEGE ATMOSPHERE

Parameters	Percentage (%)
Congregation in class	85.41
Accessibility to teachers	87.18
Accessibility to administrative staff	82.36
Guidance by college counsellor	21.62


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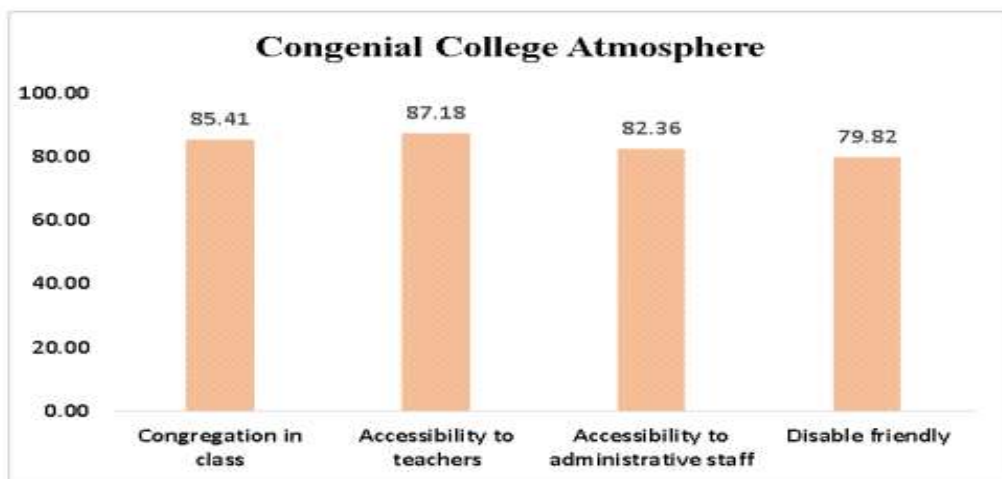

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The analysis suggests that students find the college atmosphere congenial. 87% students feel that teachers are accessible and helpful. 82% students feel that college administrative staff is supportive and always available whenever needed. More than 83% are of the opinion that college atmosphere is disabled friendly.

The college also provides counsellor for the students. More than 21% students visit the counsellor to seek guidance and support.

V. REQUISITION TO SUBSTRATUM

Requisition to Substratum	Yes (%)	No(%)
Need of hostel in college	78.11	21.89
Extra curricular activities in college	65.89	34.11
Need of recess break in time table	77.66	22.34


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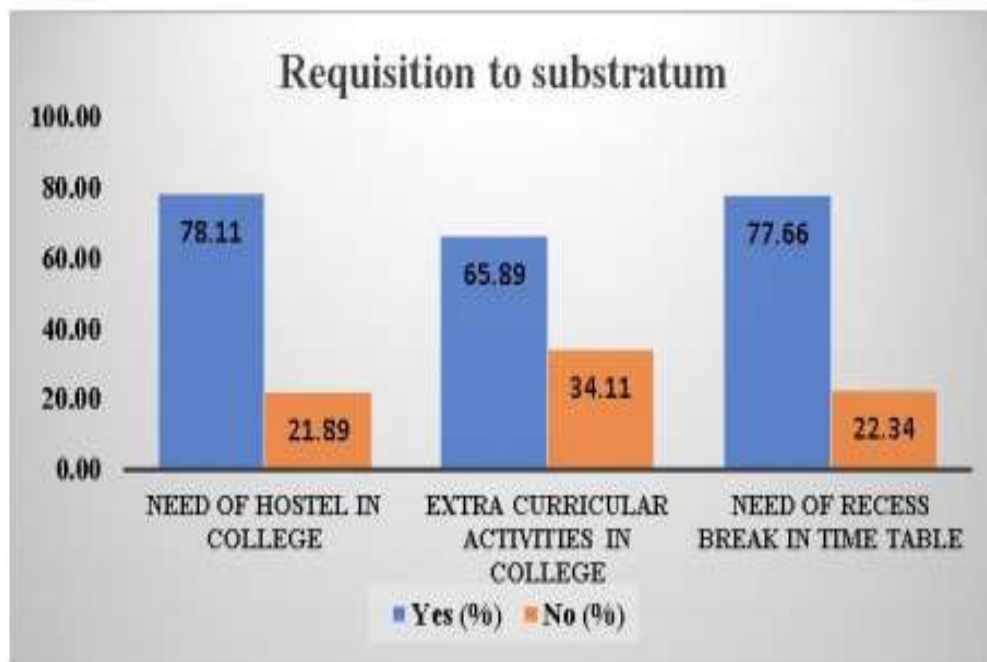

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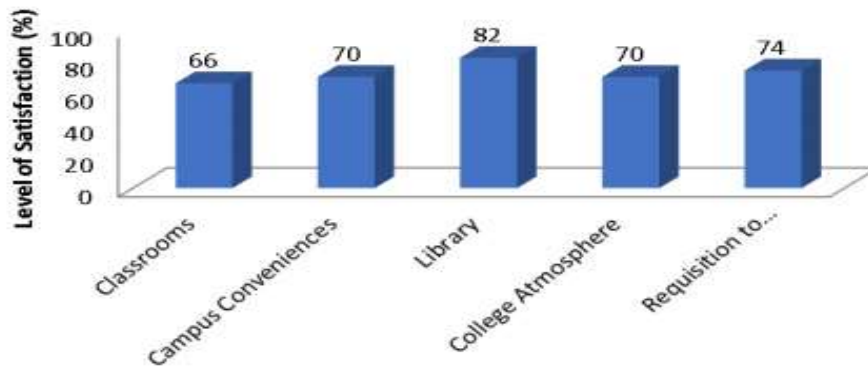
The students feel that the college should provide hostel facility for outstation students and introduce recess break in the time table.

ANALYSIS AT A GLANCE

The concise report of the survey is given in the table below.

Categories	Level of Satisfaction (%)
Classrooms	66
Campus Conveniences	70
Library	82
College Atmosphere	70
Requisition to substratum	74

Student's Feedback




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- More than 72% of the students were satisfied with the infrastructure that the college is providing. This includes classroom facilities (like board, chair-desks, ventilation, sound-proofing, projectors), computer labs, internet facilities, canteen, banking facilities and sanitation facilities.
- 70% students are of the opinion that college has great in-campus conveniences which include canteen, banking and sanitation facility and that auditorium is an asset to the college.
- Students are very satisfied with the facilities that the library is providing. 82% of the students feel that the library of the college has sufficient books, space and excellent environment to sit and study.
- The students find the college atmosphere good and congenial with more than 84% students finding college disabled friendly and teachers and administrative staff accessible.
- However, the students also feel that the college should provide hostel facility for outstation students and introduce recess break in the time table.


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Feedback Analysis Report

Academic Year 2018 - 2019

In order to ensure the growth of the institution, the IQAC of the College collected feedback from all its stakeholders (students, alumni, teachers, employers and parents). A good number of responses were collected (839 students, 206 Alumni, 59 teachers, 239 parents and 6 employers). The analysis was done using MS-Excel 2010 software. The results were analysed, summarised and evaluated.

Student Feedback

Student feedback was collected online. Feedback was taken on teaching learning, academic excellence, infrastructure, library facilities, safety and security on the campus, industry-academia exposure and facilities provided to differently-abled students. The feedback received from students was quite positive. However, there were a few areas of concern regarding hygiene of the washrooms and the canteen. The feedback received was discussed with the Hygiene and Canteen Committee of the College and the issue was addressed by enlisting the help of class representatives. Appropriate steps were also taken to improve the hygiene of the canteen.

Alumni Feedback

Feedback was collected from the Alumni online as well as manually during the Alumni Meet organized on April 6th 2019. The feedback received from the Alumni was extremely positive as 85% of the Alumni rated the teaching-learning process and the industry- academia exposure they got as very good or excellent. More than 60% alumni rated the College infrastructure and other facilities as very good or excellent. 85% of the alumni were of the opinion that the College provided very good growth opportunities for its students. The institution is working towards further improvement in these areas.


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Faculty Feedback

Feedback was collected from faculty members on the infrastructure and library facilities provided by the College. This too was positive with 90% of faculty saying that the infrastructure of the College was good and that the library had a good collection of books and journals.

Parent Feedback

Parent feedback was also collected online as well as manually during the Parent-Teacher Meeting organized on March 30th 2019. The overall feedback from parents shows that parents are quite satisfied with the facilities and efforts made by the College in enhancing the overall growth of their wards. 55% say that the College and its environment has transformed the personality of their ward for the better. 70% parents say that the College provides very good growth opportunities and industrial exposure to their students. On the basis of feedback received it was decided to form a Parent Teacher Association (PTA) and a large number of parents expressed their willingness to join this body for greater cooperation and better functioning of the institution.

Employers

The Employers were of the view that although the students have a good knowledge base and IT skills, they needed to focus on improving their communication skills. Appropriate steps have been taken to address this lacuna. The institution has also planned to begin remedial English language classes to hone the communication skills of students.


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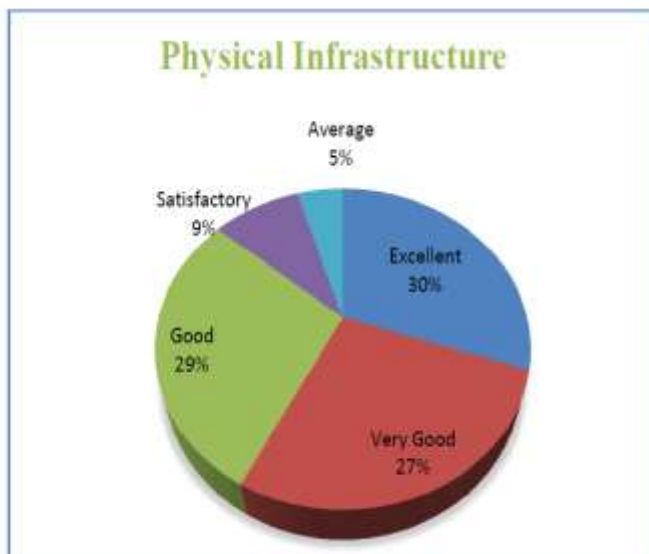
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Around 400 students responded to this feedback form. The responses of the students question-wise are given below.

Infrastructure of the College Library




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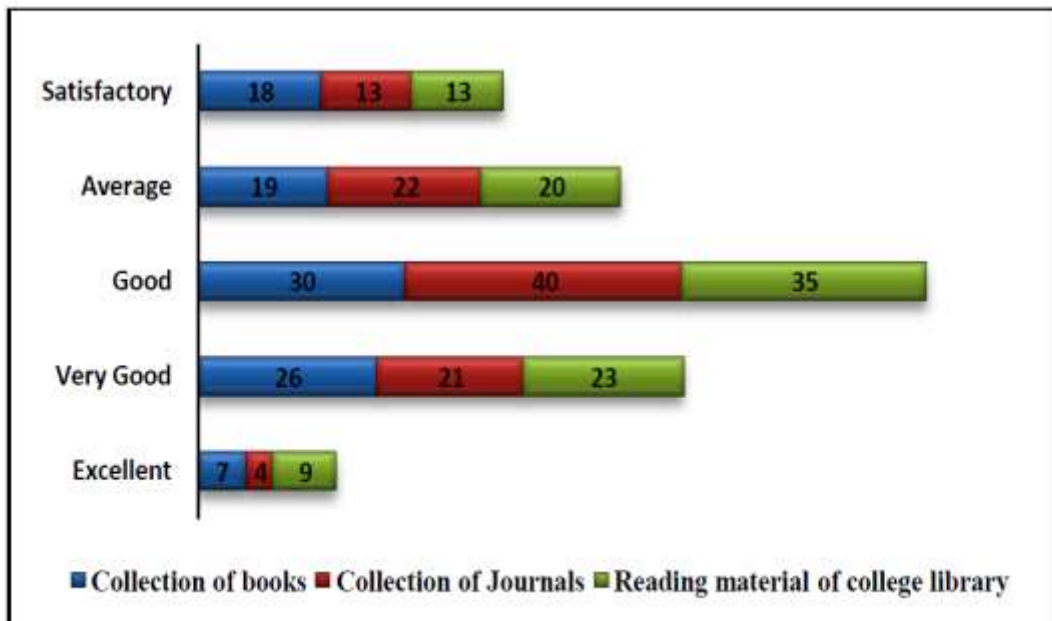
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Response about collection of books, journals and reading material of the College Library

The graphical representation below shows the percentages of people with respective responses.



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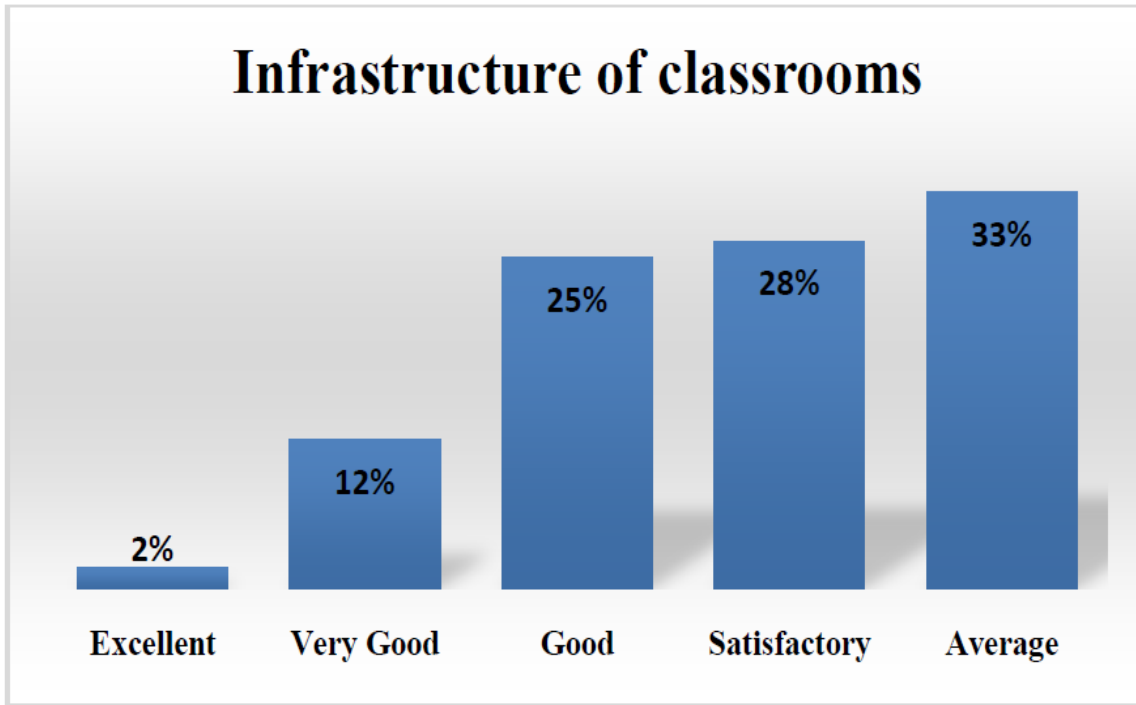


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Infrastructure of Classrooms




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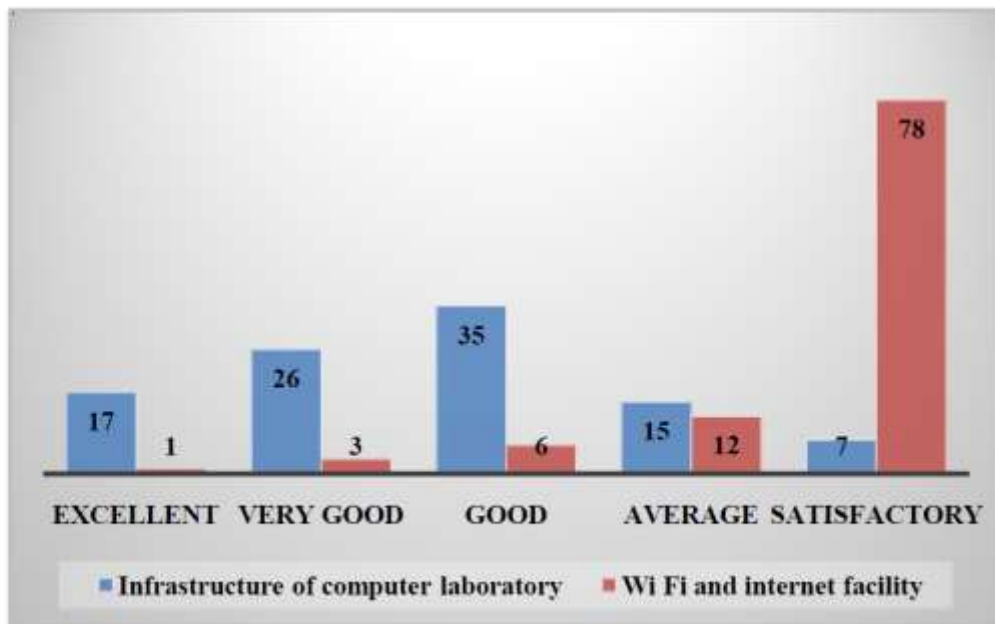
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Response about Computer Laboratory and Wi-Fi and Internet Facility

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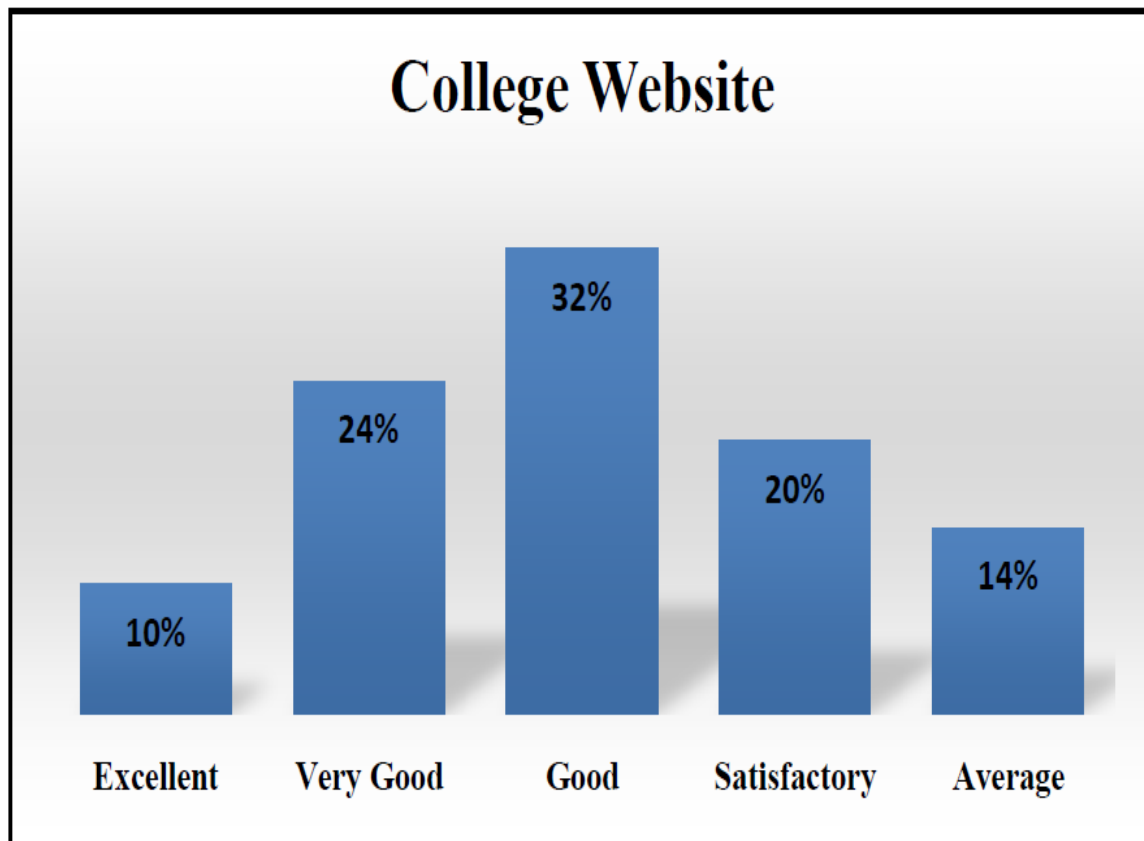


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College Website




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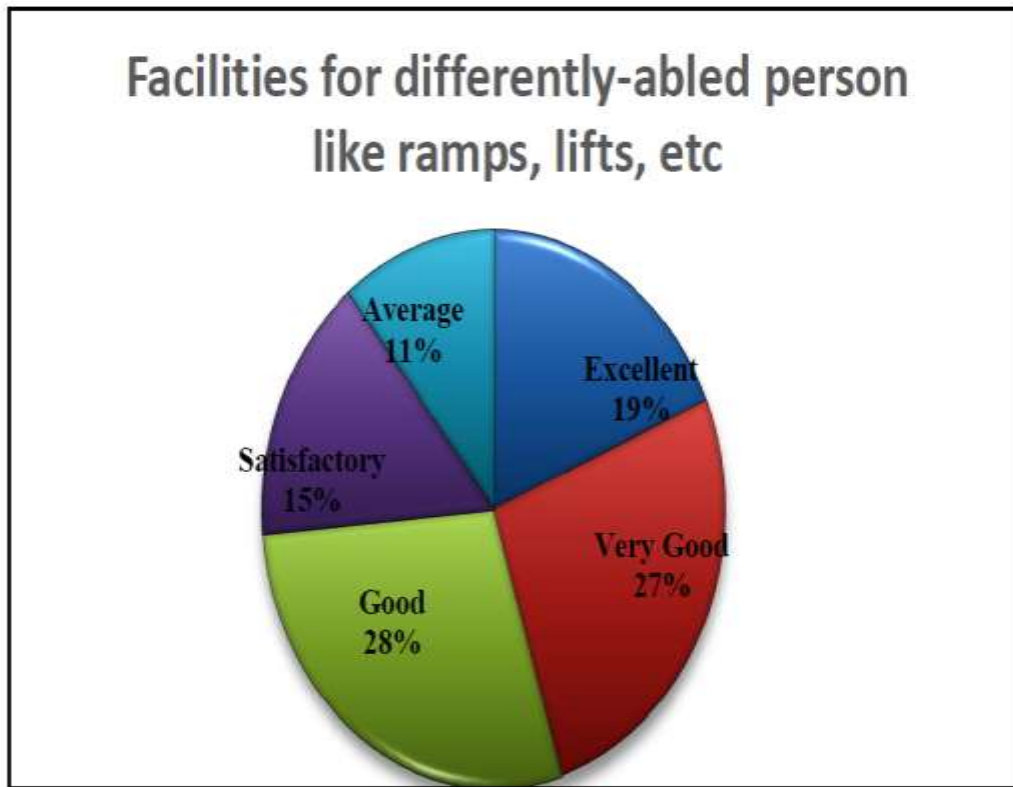


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Basic in Campus convenience for differently-abled person like, ramps, lifts, etc.




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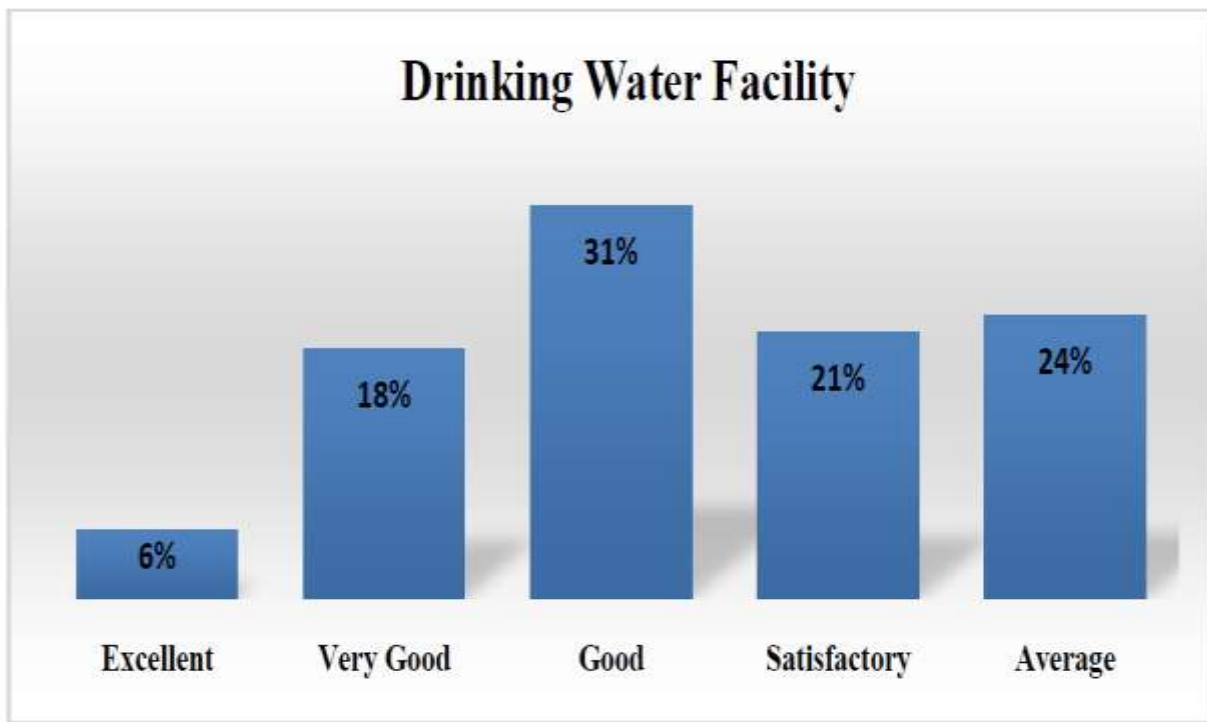



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Drinking Water Facility




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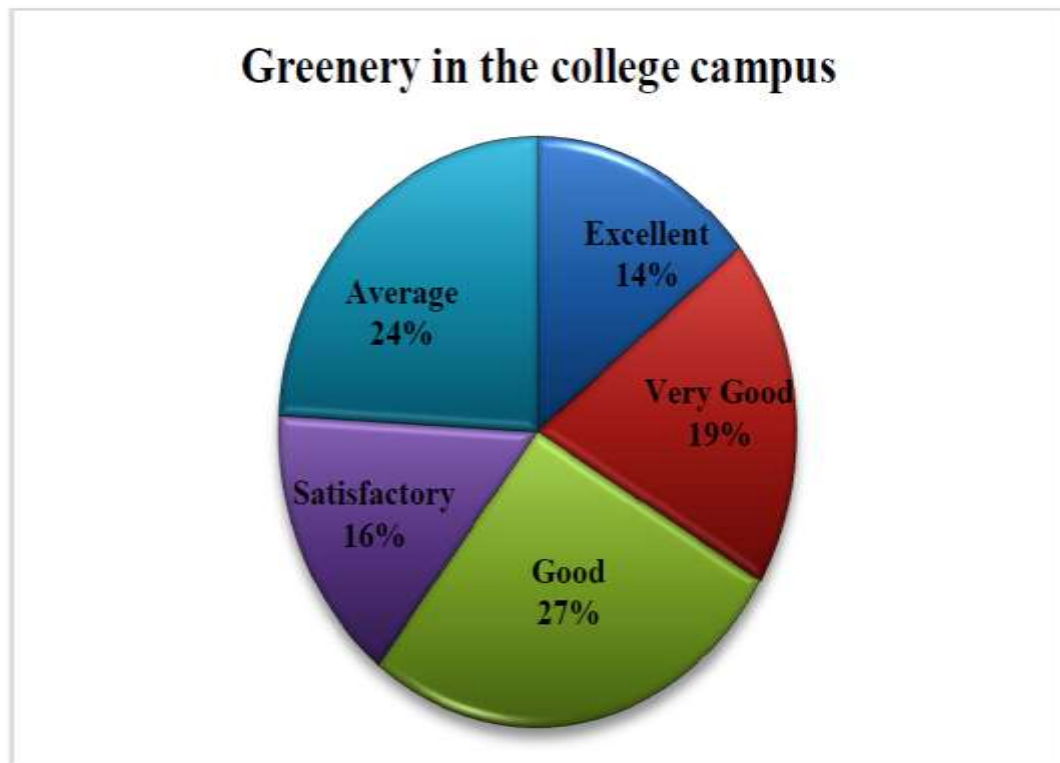



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Greenery in College Campus




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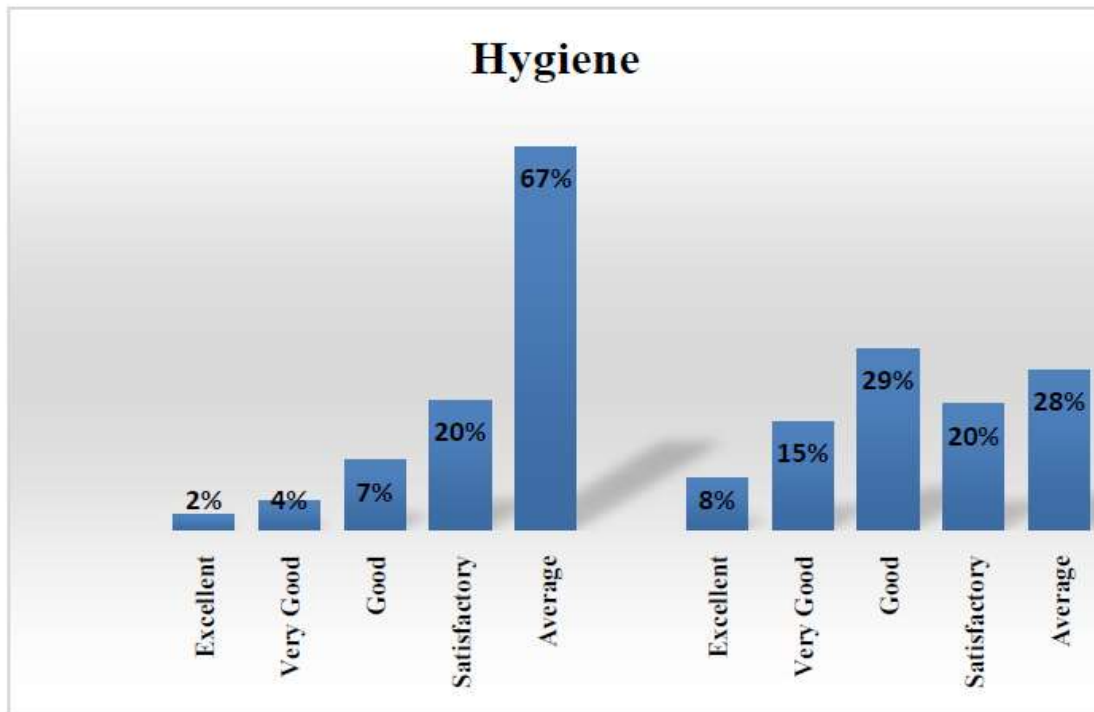
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HYGIENE

**Rate the Washroom Cleanliness and maintenance and
Cleanliness of College premises**




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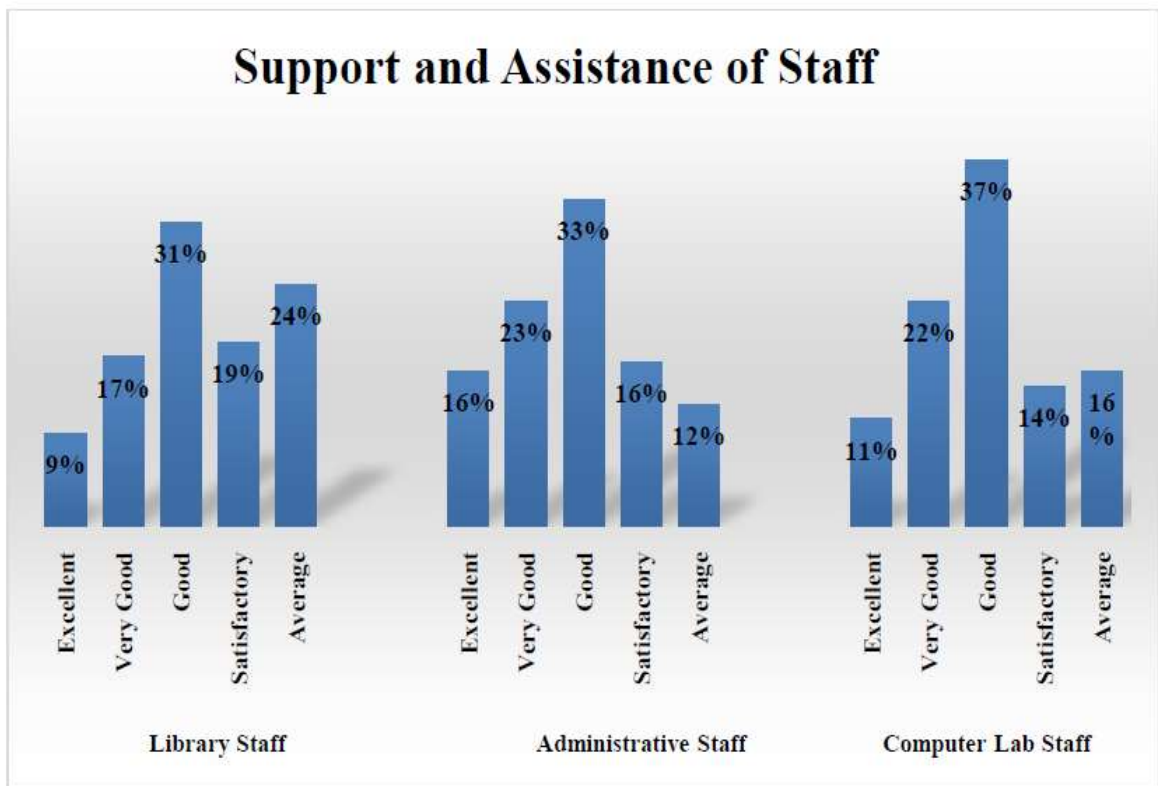
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SUPPORT AND ASSISTANCE OF THE STAFF

Rate the Library Staff, Administrative Staff and Computer Staff




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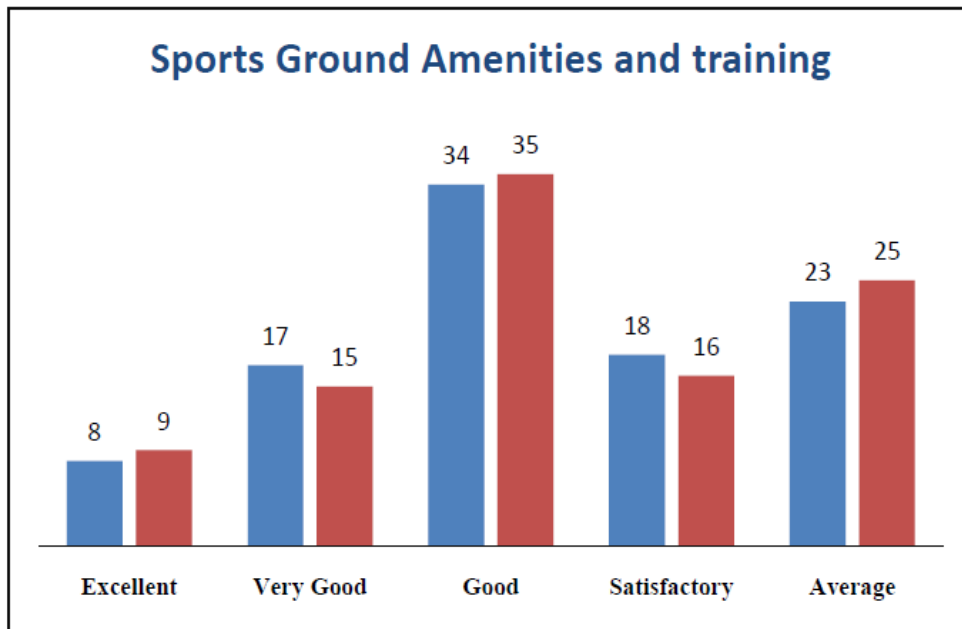
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SPORTS GROUND

Rate the Amenities and training provided at the College Sports Ground.

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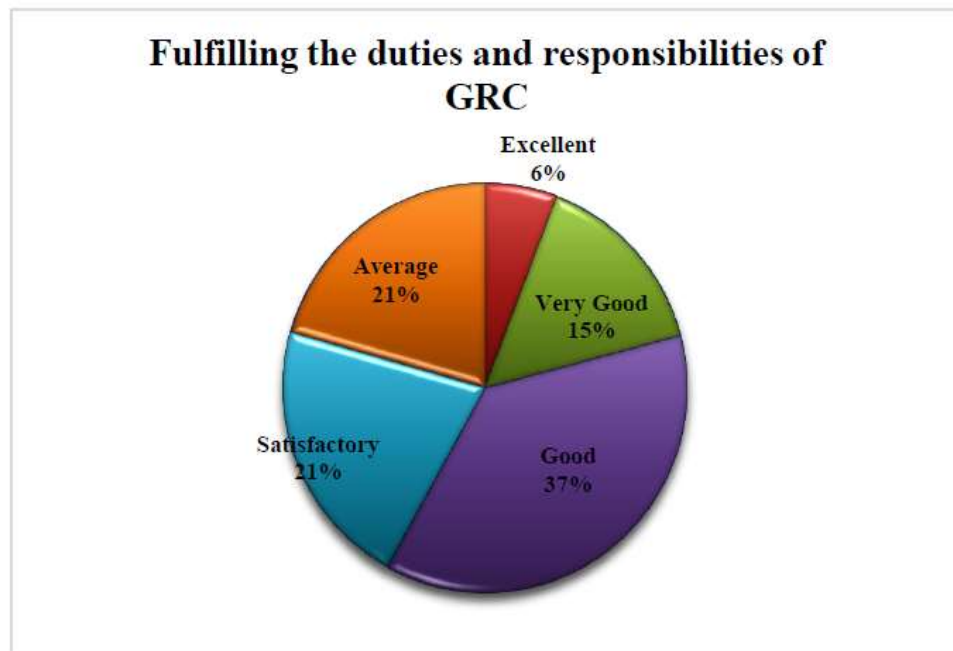
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GRIEVANCE REDRESSAL COMMITTEES

Rate the Fulfilment of the duties and responsibilities of Grievance Redressal Committees in the College



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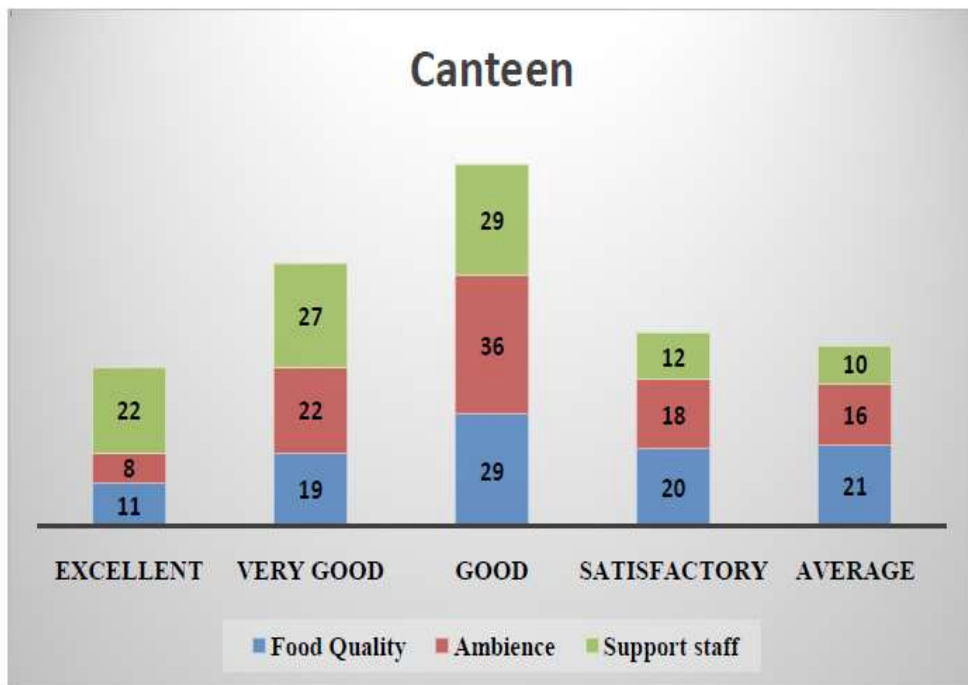
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CANTEEN

Rate the Food quality, ambience and support staff of college canteen



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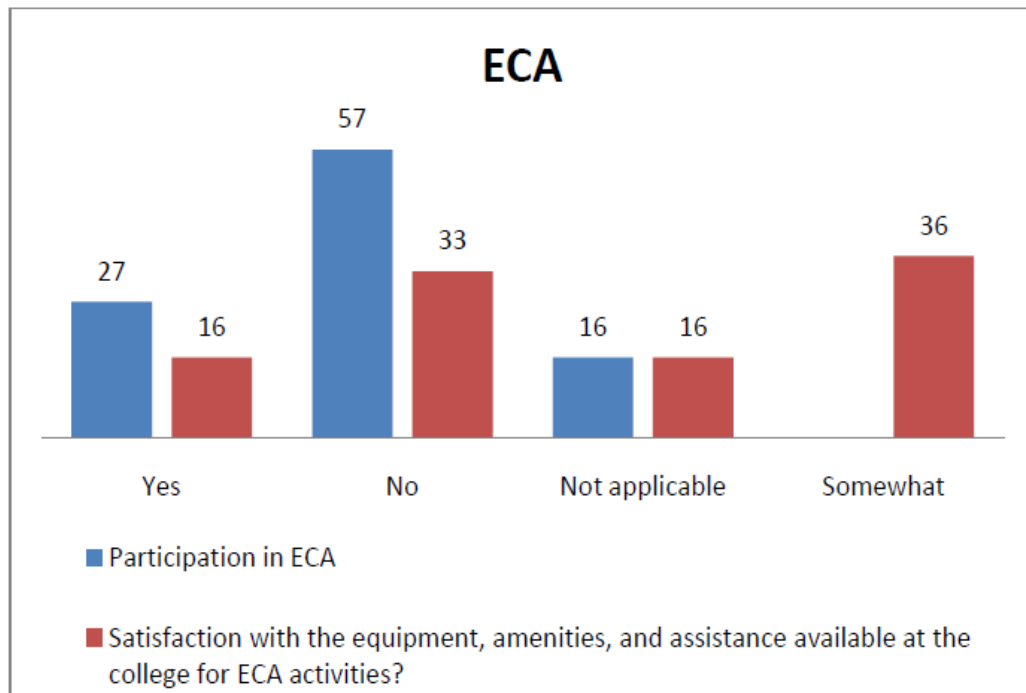
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ECA

The graphical representation below shows the percentages of people with respective responses.




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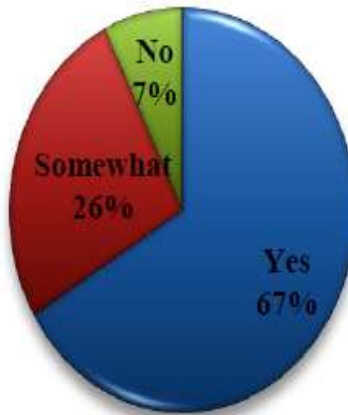


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Do you think Cultural/Academic Events and Activities are useful and add to the all round development of the students of the college?



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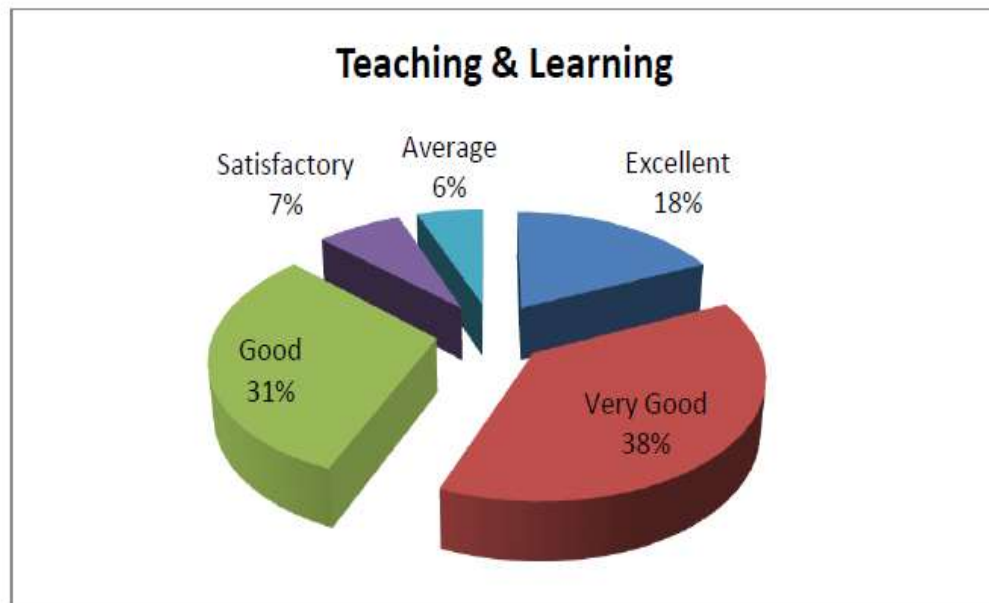
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TEACHING - LEARNING PROCESS

➤ Teaching & Learning




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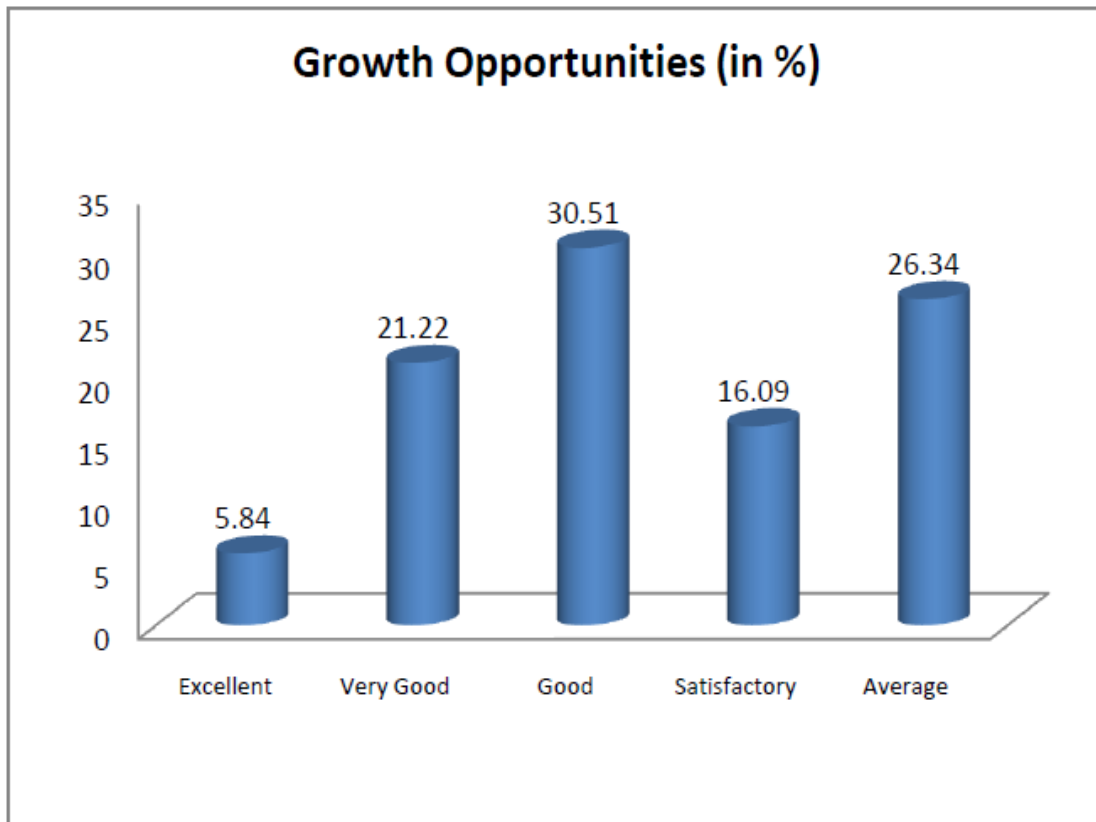



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Growth Opportunities for Students




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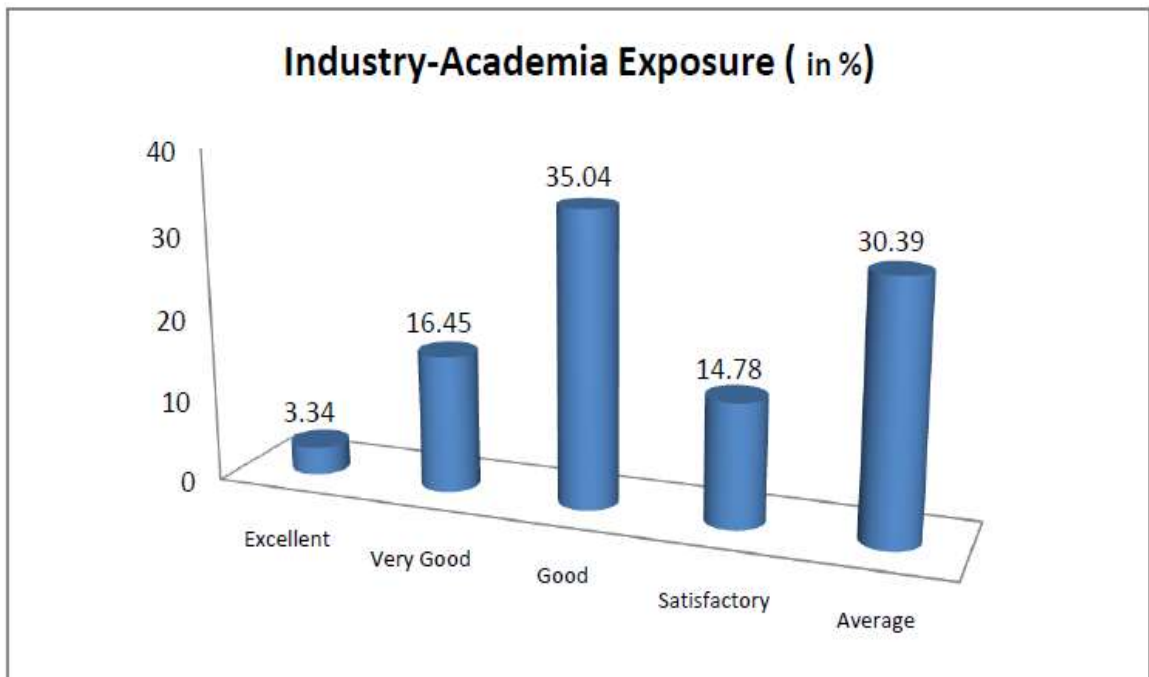



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Industry-Academia Exposure




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Summary of Feedback Obtained

- The College provides very good infrastructure and facilities to its students which is evident from the above charts. More than 85% students rate the physical infrastructure of the College and the library as excellent, very good or good. Rest of the students have rated it as satisfactory or average. The College has a good collection of books, journals and reading material (with more than 65% students rating it as good, very good or excellent). Nevertheless, every year new books and study material are being added and efforts are being made towards providing better and efficient study environment for the students.
- The facilities provided to the students like internet, computer laboratories, college website providing updated information, hygienic and clean drinking water, lifts, clean and good quality food in the canteen has been rated as very good or excellent by majority of the students.
- Many (more than 60%) are of the view that the College campus is green and eco-friendly and power supply on the campus is excellent.
- Around 75% students say that the campus is disabled-friendly. Maximum students feel that the basic facilities that the College provides for differently-abled students like ramps, lifts etc are excellent or very good.
- There are some concerns regarding the infrastructure of the classrooms. Only 30% students rated classrooms as good, very good or excellent. The rest rated it as satisfactory or average. The College has taken appropriate steps in this regard and proper action is being taken to provide better classroom facilities to the students in the upcoming academic session.


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- Another area which needs some improvement is cleanliness and maintenance of washrooms. Many students feel that the College washrooms need regular maintenance and should be kept clean. Appropriate steps have been taken in this direction as well.
- More than 60% students say that the amenities and training provided by sports committee of the College is good, very good or excellent. Students have also given a good rating to the ECA activities conducted in the College. Students feel that the cultural and academic activities and events organised by the college are useful and adds to their overall development.
- Students are quite satisfied with the administrative, library and computer staff of the College. More than 70% students are of the opinion that the staff is supportive and helpful. They also gave high rating to the Grievance Redressal Committees in the College. They were of the view that grievances are heard properly and appropriate action is taken promptly.
- Students are quite satisfied with the teaching learning process and have given it a good rating. More than 85% students have rated it as excellent, very good or good. The College provides good growth opportunities for its students which is evident from the graph. The College placement is very active and students get good industrial and academic exposure.


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Feedback Analysis Report

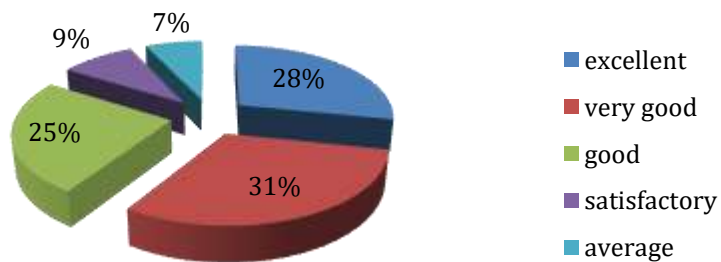
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Infrastructure and Ambiance

1. Physical infrastructure of the college Library

excellent	539
very good	589
good	474
satisfactory	174
average	134

Rate - Physical infrastructure of the college



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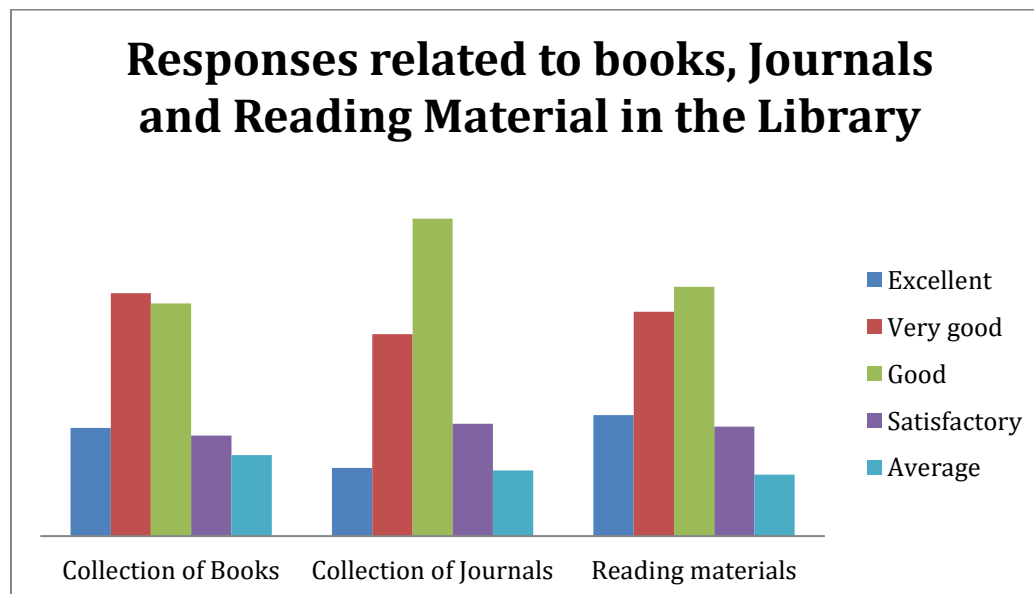
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2. Collection of books in the library
3. Collection of Journals
4. Reading material of the college library

	Excellent	Very good	Good	Satisfactory	Average
Collection of Books	270	606	581	251	202
Collection of Journals	170	504	792	280	164
Reading materials	302	560	622	273	153



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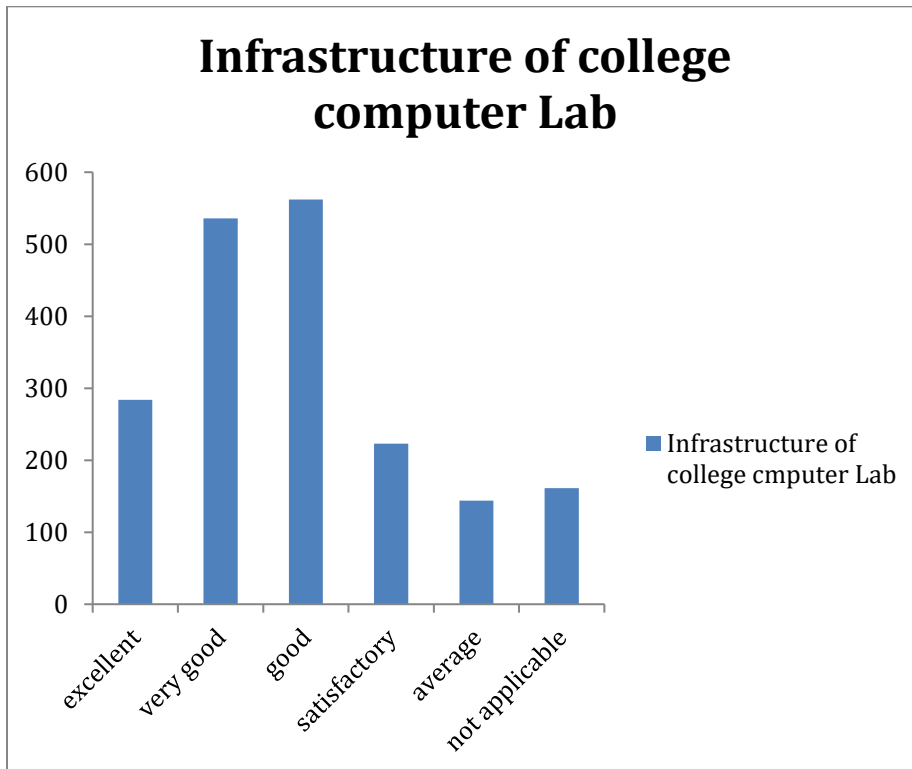
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5. Infrastructure of the college Computer Laboratory

excellent	284
very good	536
good	562
satisfactory	223
average	144
not applicable	161



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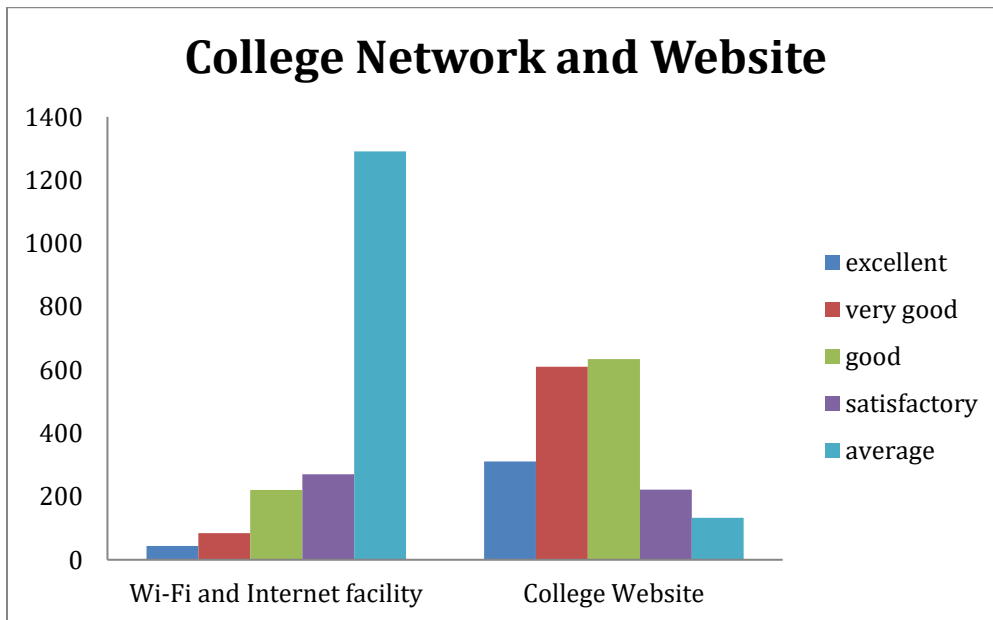
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6. Wi-Fi and Internet facility

7. College Website

	Wi-Fi and Internet facility	College Website
excellent	44	311
very good	84	610
good	221	634
satisfactory	270	222
average	1291	133



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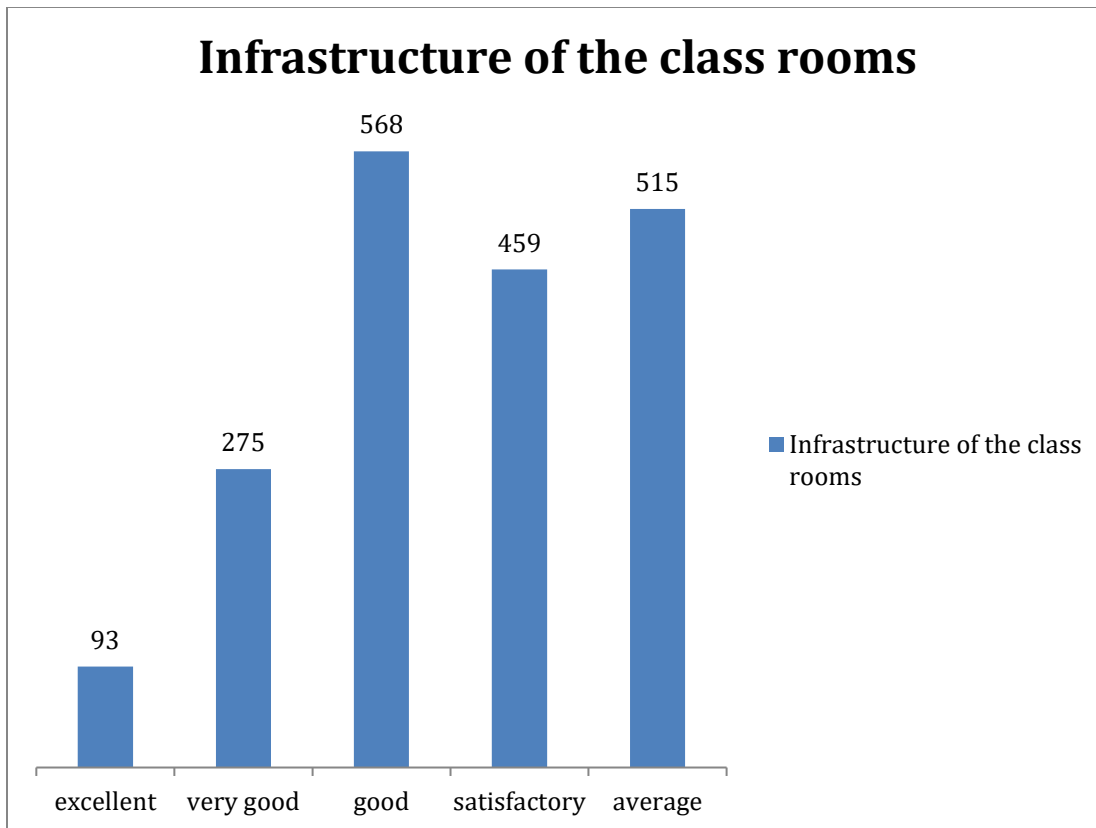
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8. Infrastructure of the class rooms

excellent	93
very good	275
good	568
satisfactory	459
average	515




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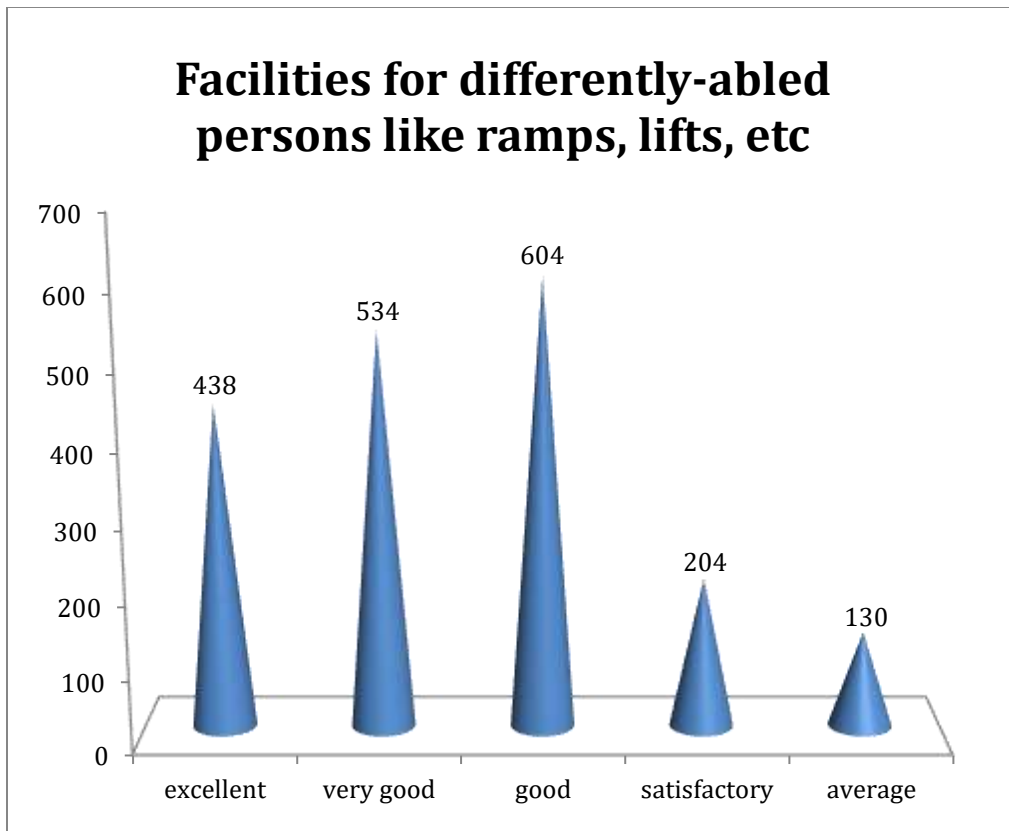
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9. Facilities for differently-abled persons like ramps, lifts.

excellent	438
very good	534
good	604
satisfactory	204
average	130




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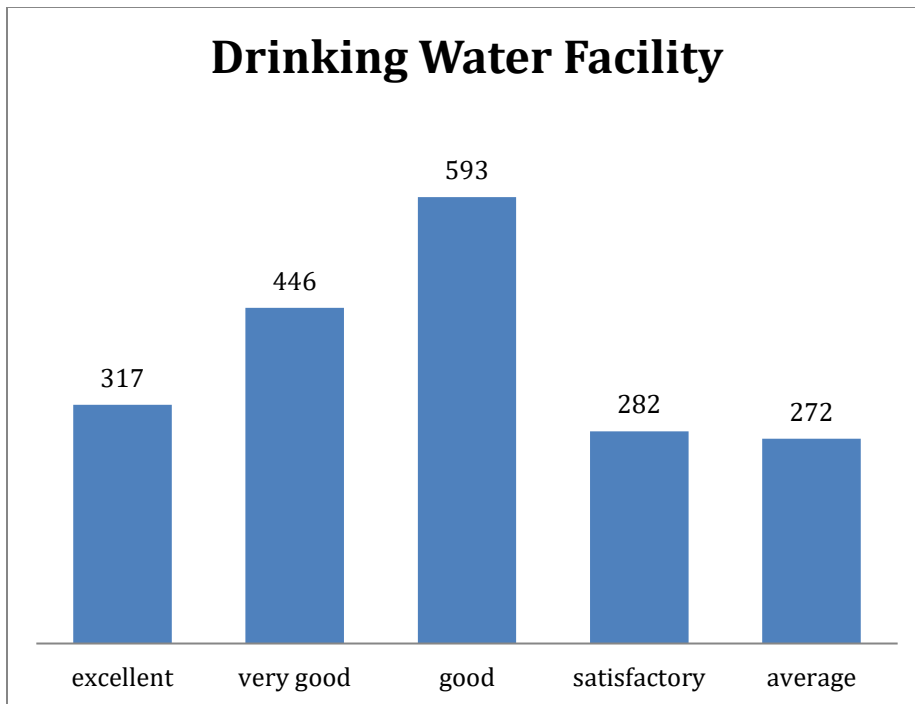
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10. Drinking water facility

excellent	317
very good	446
good	593
satisfactory	282
average	272



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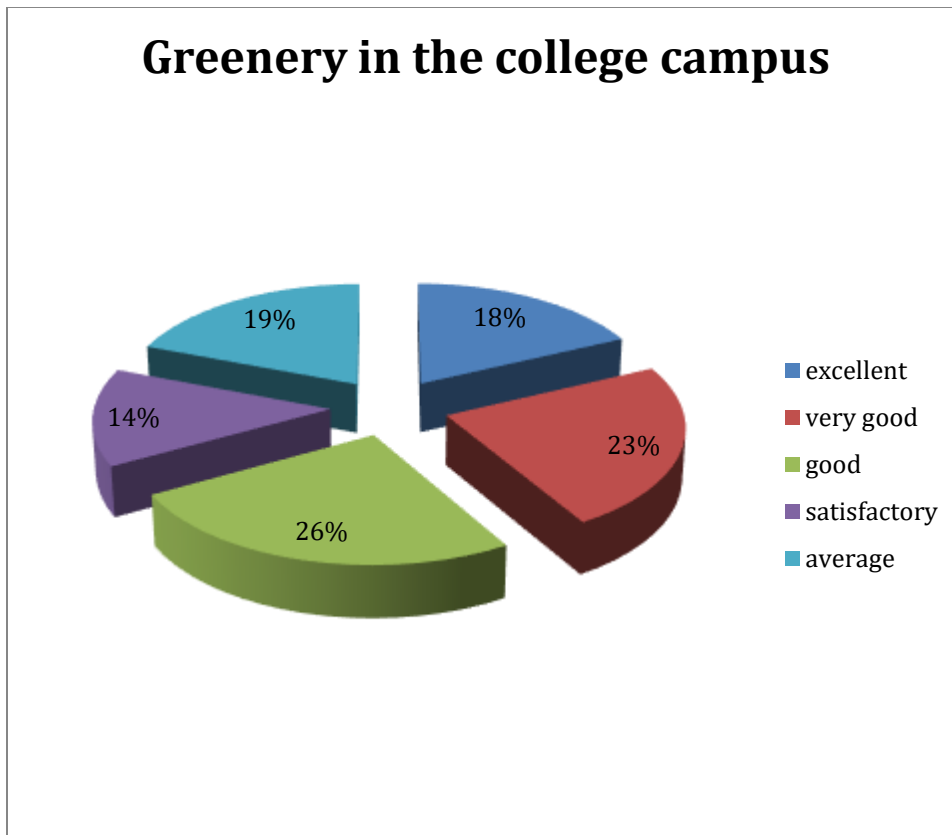
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11. Greenery in the college campus

excellent	344
very good	448
good	487
satisfactory	264
average	367



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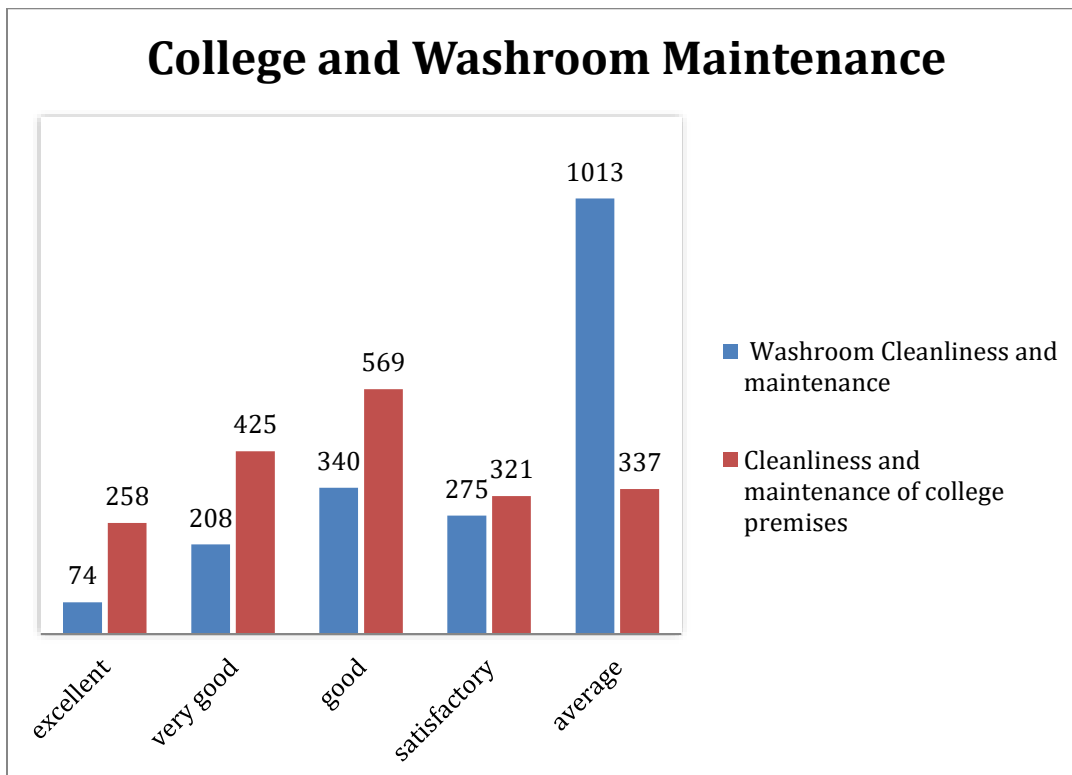
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12. Washroom Cleanliness and maintenance

13. Cleanliness and maintenance of college premises

	excellent	very good	good	satisfactory	average
Washroom Cleanliness and maintenance	74	208	340	275	1013
Cleanliness and maintenance of college premises	258	425	569	321	337




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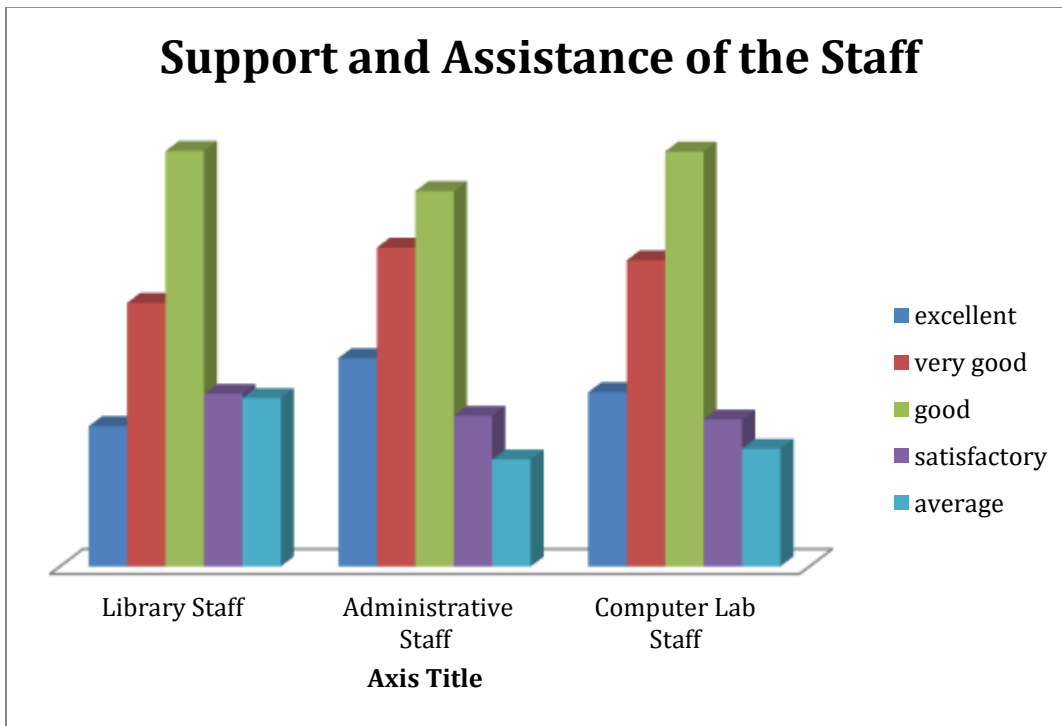
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Support and Assistance of the Staff

1. Library Staff
2. Administrative Staff
3. Computer Lab Staff

	excellent	very good	good	satisfactory	average
Library Staff	231	434	684	284	277
Administrative Staff	343	525	618	248	176
Computer Lab Staff	287	504	683	242	194



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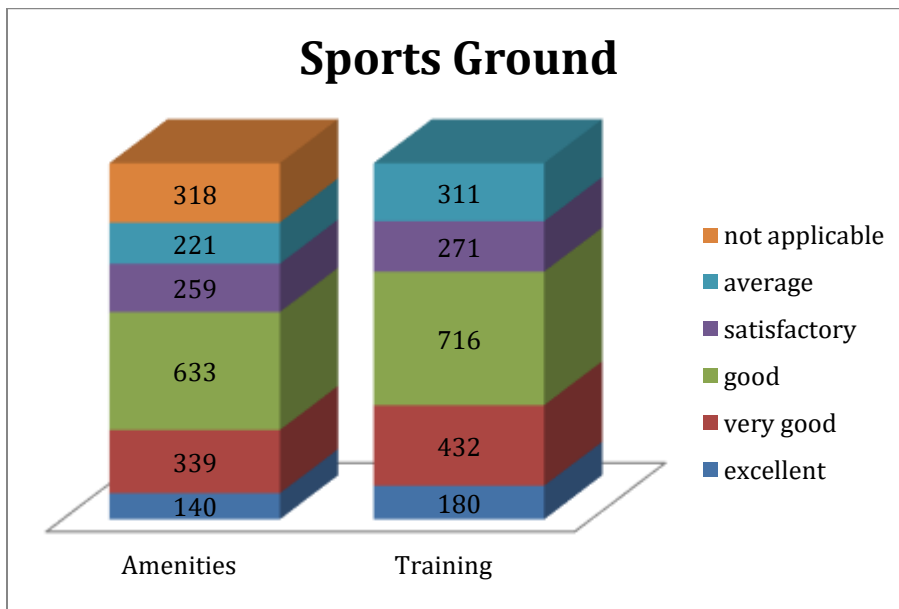
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Sports ground

Amenities and Training provided at the college sports ground

1. Amenities
2. Training

	Amenities	Training
excellent	140	180
very good	339	432
good	633	716
satisfactory	259	271
average	221	311
not applicable	318	




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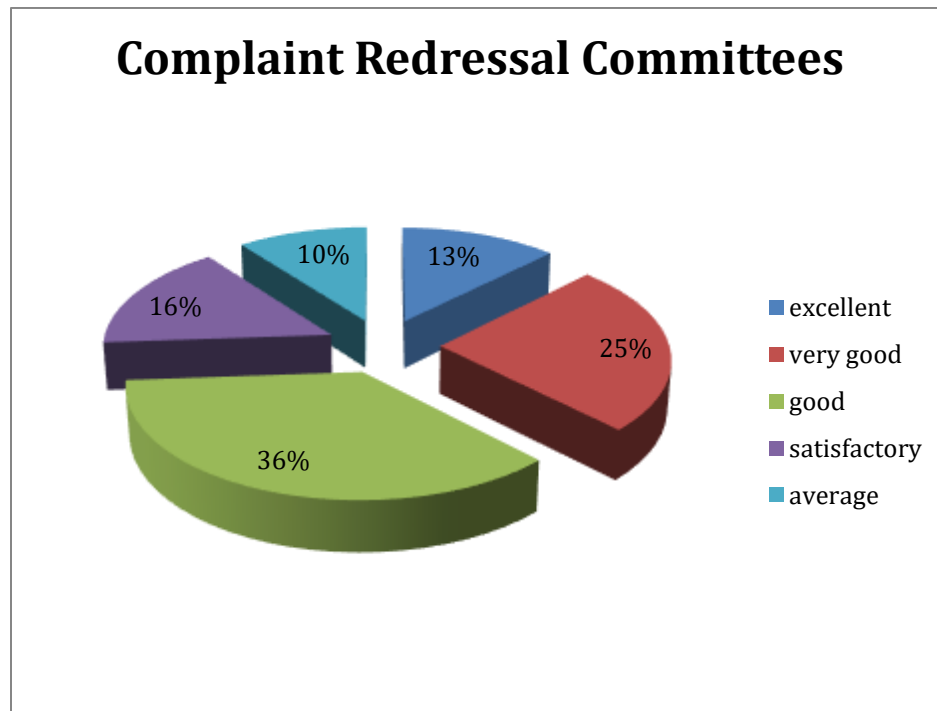
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Complaint Redressal Committees

Fulfilling the duties and responsibilities of complaint redressal committees in the college

excellent	239
very good	480
good	692
satisfactory	301
average	198




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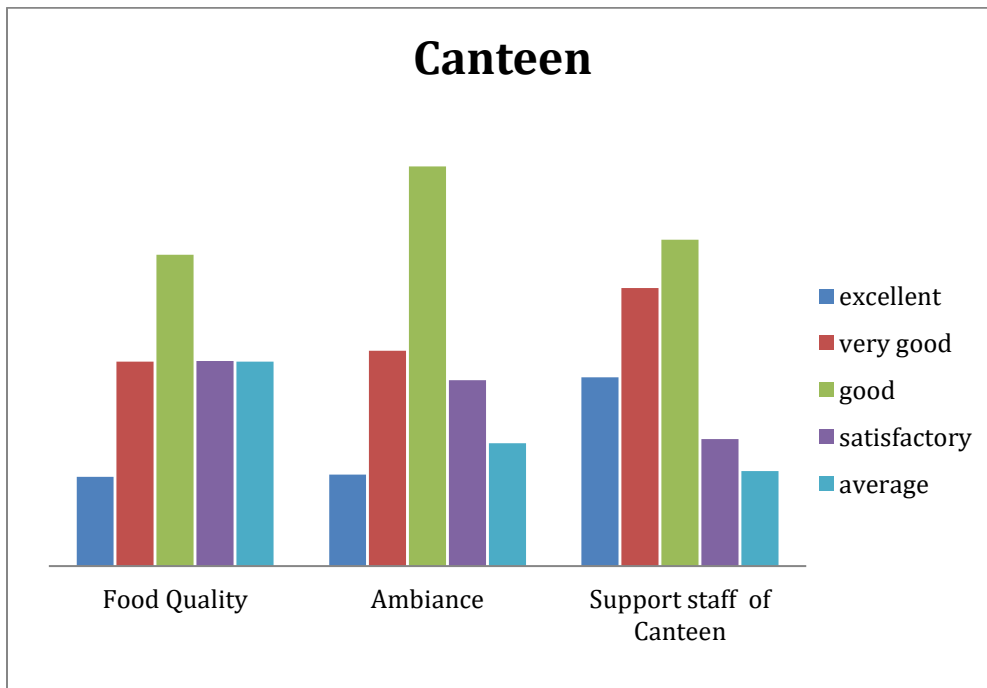
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Canteen

1. Food Quality
2. Ambiance
3. Support staff of the canteen

	excellent	very good	good	satisfactory	average
Food Quality	168	385	586	386	385
Ambiance	172	405	752	350	231
Support staff of Canteen	355	523	614	239	179



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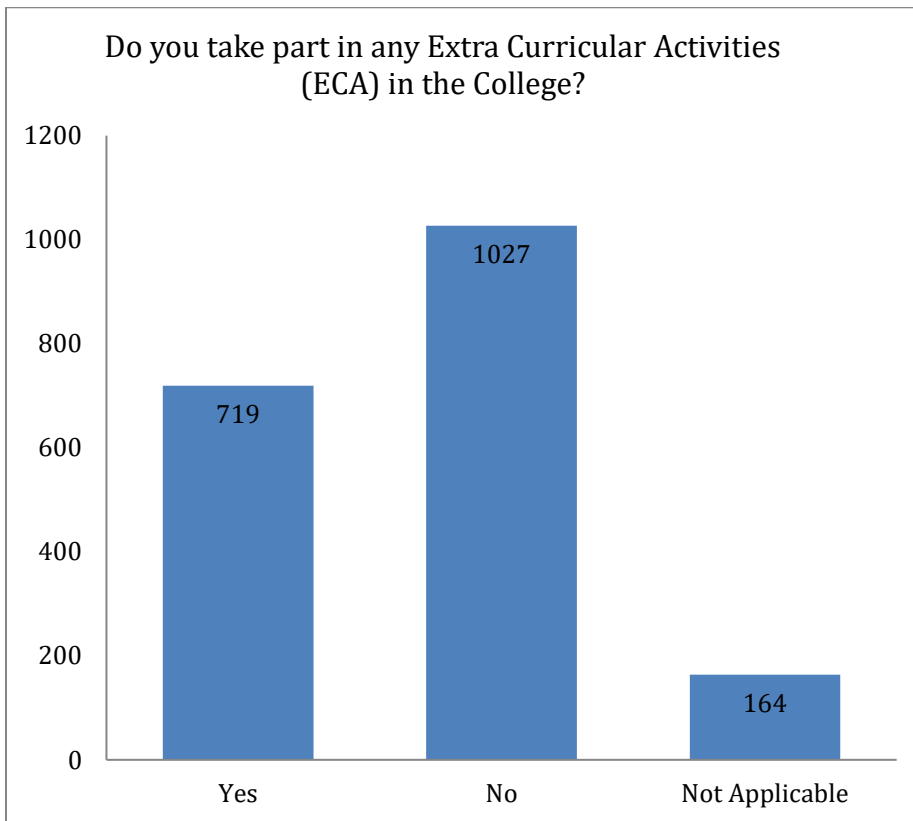
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Extra-Curricular Activities (ECA)

1. Do you take part in any Extra Curricular Activities (ECA) in the College?

Yes	719
No	1027
Not Applicable	164



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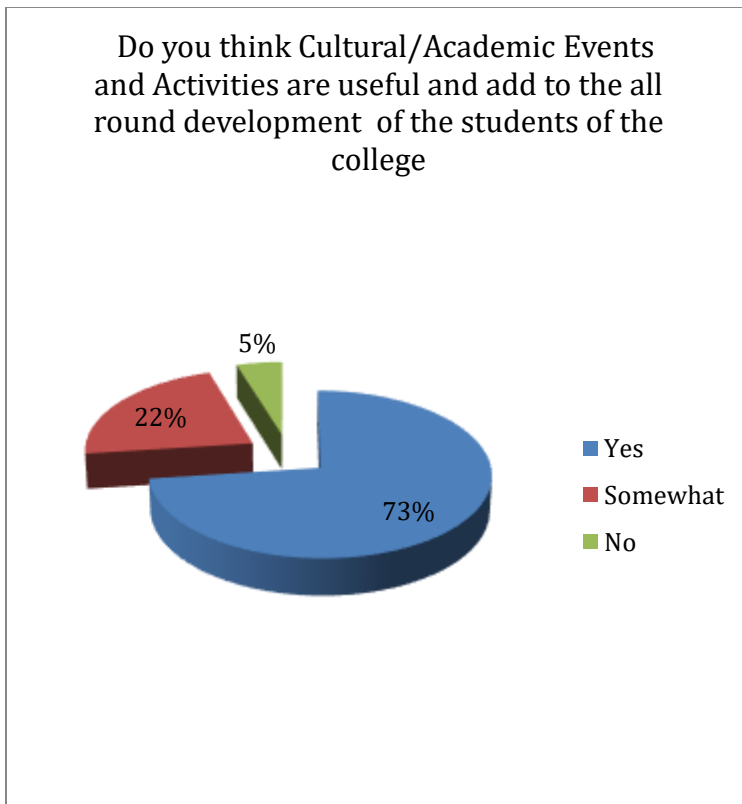
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2. Do you think Cultural/Academic Events and Activities are useful and add to the all round development of the students of the college?

Yes	1373
Somewhat	419
No	90




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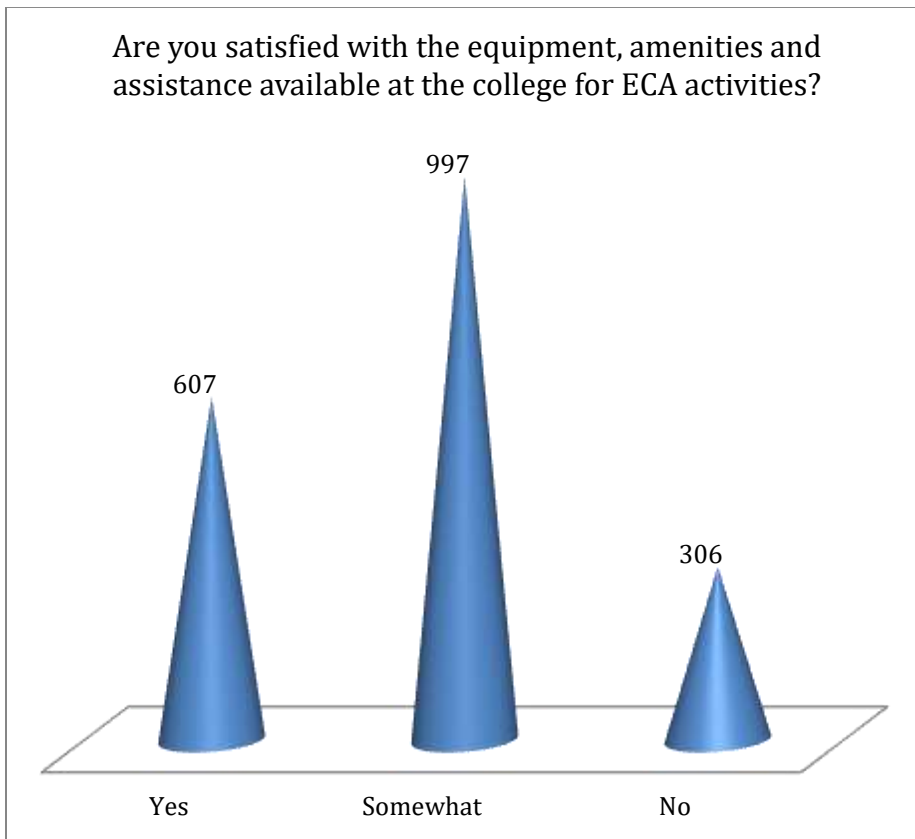
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3. Are you satisfied with the equipment, amenities and assistance available at the college for ECA activities?

Yes	607
Somewhat	997
No	306




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Feedback Obtained

Feedback from all stakeholders is extremely important for the growth of an institution. For the Academic Year 2019—20, the IQAC collected feedback from all stakeholders online. 1925 students, 456 alumni, 77 teachers, 467 parents and 22 employers responded. Their views were extremely helpful for the college, the feedback received was scrutinized rigorously and corrective action was taken after in-depth analysis.

Student feedback

Students are the most stakeholders of an institution. Feedback was collected from students about teaching learning and regular conduct of classes, college infrastructure, safety and security in the college premises, industry—academia exposure provided by the college, canteen facilities and extracurricular activities in the college. Most of the feedback obtained was positive. However, there were certain areas of concern primary being the hygiene of washrooms and maintenance of classrooms. The matter pertaining to washroom hygiene was discussed with the Hygiene Committee and other authorities of the college and steps have been taken for corrective action.

Alumni

The feedback from the alumni shows that most of them were satisfied with the institution and were willing to interact with current batches to share their knowledge and experience. Around 85 percent of them rated the teaching —learning experience as very good or excellent, recalling timely of syllabus. They showed eagerness to contribute towards the development of college in whichever way they could. The positive feedback received from Alumni has been conveyed to the teachers as well as the Alumni Committee.

Faculty

Teachers are also stakeholders in an institution and their views for overall development of the college are extremely important. According to the feedback collected, 80 percent of teachers rated college as green and well maintained and library infrastructure and its staff as excellent or very good. They said that college had a good of collection of books and journals but should have more reading material such as magazines. 60 percent rated the computer lab, its staff and college website as very good or excellent but only 25


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percent found the internet facilities provided by the college as very good. The feedback received from our teachers has been scrutinized and corrective action is being taken wherever there are gaps.

Parents

More than 85 percent of the parents felt that college and the teaching learning environment provided had changed the personality of their wards. They rated teaching-learning process as excellent or very good. Around 60 percent parents showed willingness to join the PTA for greater cooperation and better functioning of the college. The college is working towards building a stronger PTA for the improvement and betterment of the college.

Employers

To ensure better Placements for students, the employer's feedback is imperative. More than 75 percent employer's felt that students had excellent or very good knowledge about the organization they were applying for. However, they were of the view that students needed to improve their communication and IT skills. The college is working towards improvement in this area.


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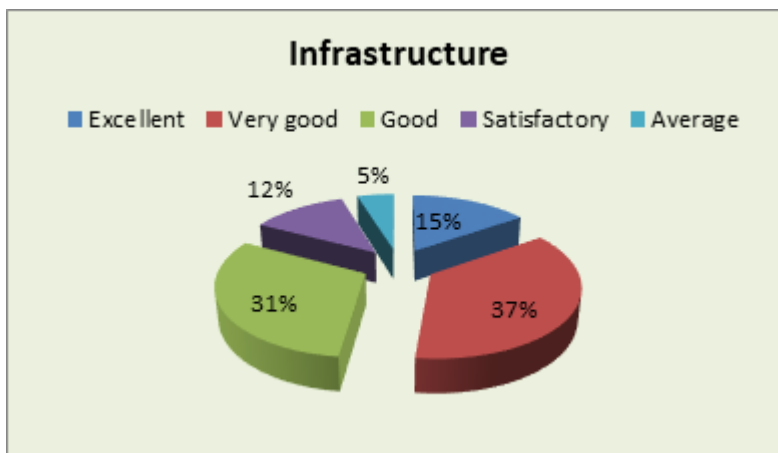
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Feedback Analysis Report Academic Year 2020- 2021

Feedback Analysis – Alumni

College conducted online survey to get the feedback about college infrastructure and its teaching-learning process from its alumni. 104 alumni responded and their feedback is analyzed as below.

1. Please rate the following areas of the College as per your opinion:
 - i. Infrastructure



The college has a good infrastructure and this is clearly visible from the above chart. More than 80% of the alumni feel that the college infrastructure is good, very good or excellent.


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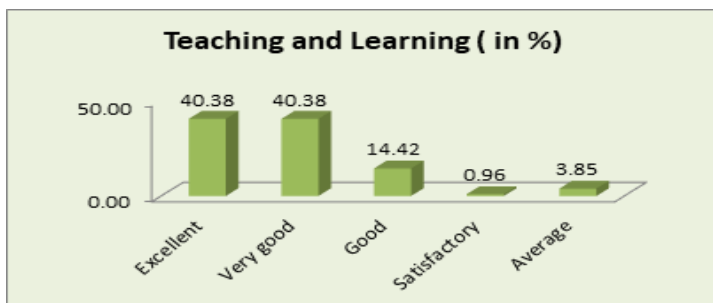


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ii. Teaching and Learning



More than 80% (84 out of 104) alumni says that the teaching-learning process in the college is very good or excellent.

iii. Growth opportunities for Students



As visible from the above graph, more than 70% of the students say that growth opportunities provided by the college are enormous.


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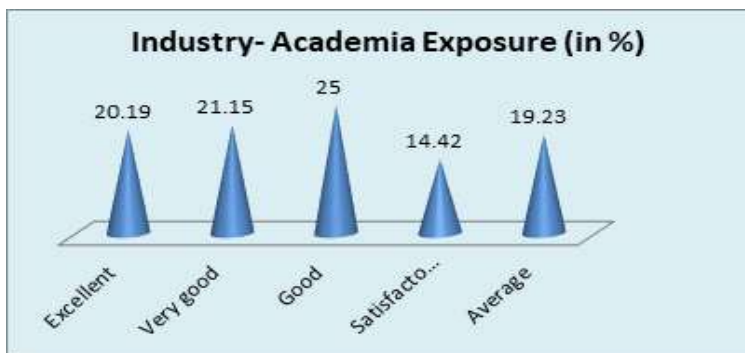


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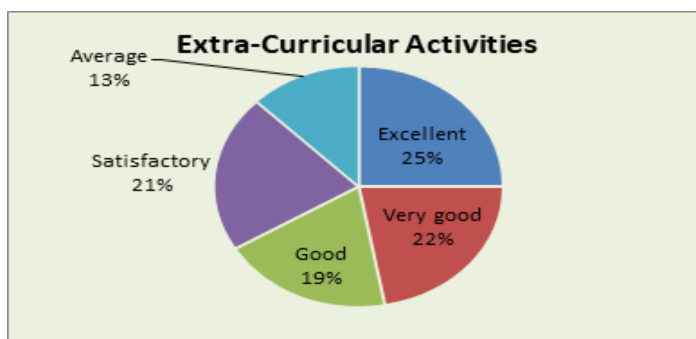
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iv. Industry- Academia Exposure



40% of the alumni say that they get excellent or very good Industry-Academia exposure with additional 25% rating it as good.

v. Extra-Curricular Activities



The extra-curricular activities conducted in the college is also rated as excellent or good by around 50% of the students with additional 40% saying that they are more than satisfied by it.


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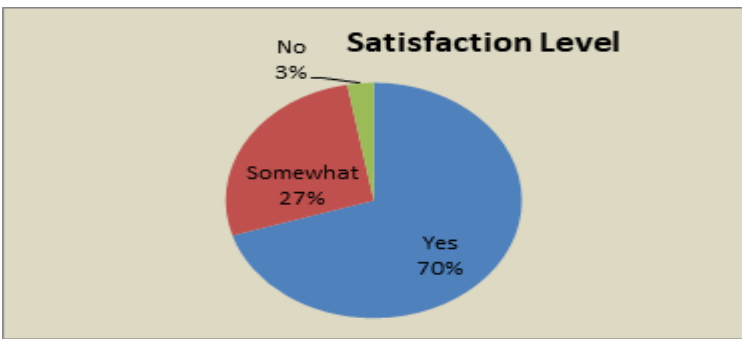


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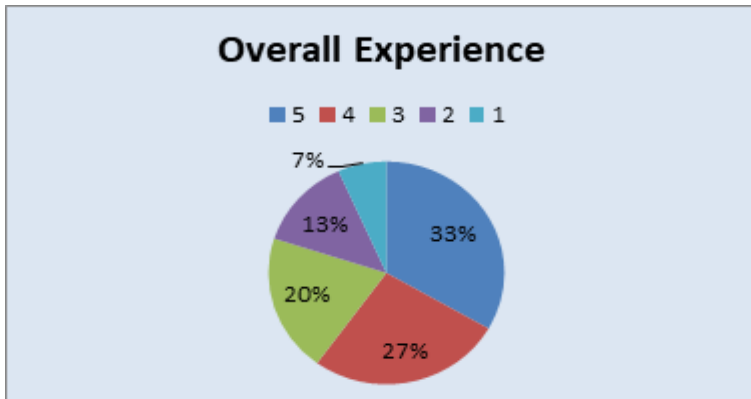
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2. Are you satisfied with the efforts taken by the College to connect with its Alumni?



70% of the alumni are satisfied by the efforts taken by the college to connect with its alumni.

3. How would you rate your overall experience in the College? Higher the score better the perception / experience.



As visible from the above chart, 80% of the students said that their overall experience in the college was very good.


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The efforts taken by the college in terms of providing good environment, infrastructure, growth opportunities are already up to the mark still college regularly takes feedback and suggestions from the alumni on what more efforts can be done. Majority of the alumni feels that college is already doing great and no improvement is required. Some shared their views that even though the placement cell of the college is very good and college keep conducting workshops and seminars on regular basis, more placement opportunities and seminars and career counselling for the students. They also suggested that college should provide an online platform where they can share their experiences with the current students.

When asked how they would like to contribute towards the development of the college, many of them said through financial assistance in terms of sponsorships/scholarships and through guest lectures or knowledge partnerships. Some of them also said that they can help students by providing placements or internships to them.


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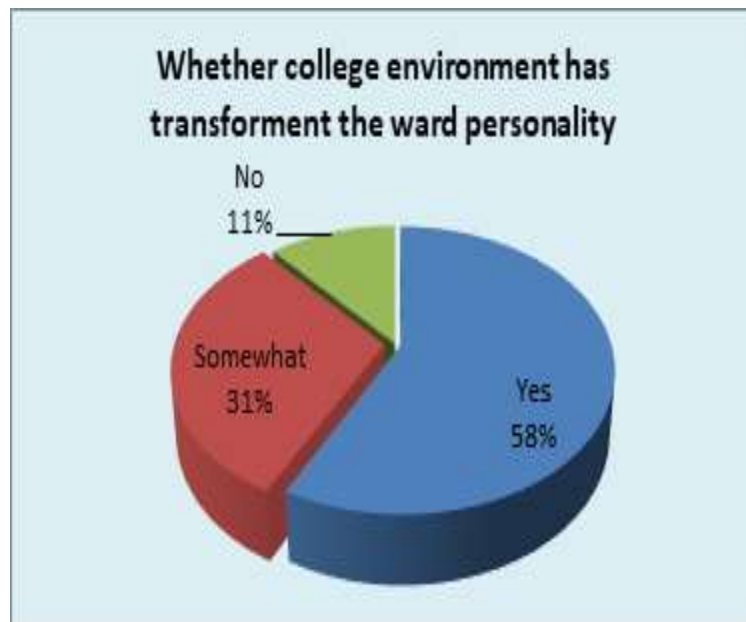
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Feedback Analysis – Parents

In the online survey conducted by the college, 201 parents participated and gave their responses on various aspects of college life. The analysis of the same revealed the following results:

1. Do you believe that the college and its environment have transformed the personality of your ward?



58% of the parents believe that the college environment has changed the personality of their ward for the better. In addition to it 31% say that the college environment has partially affected their child.


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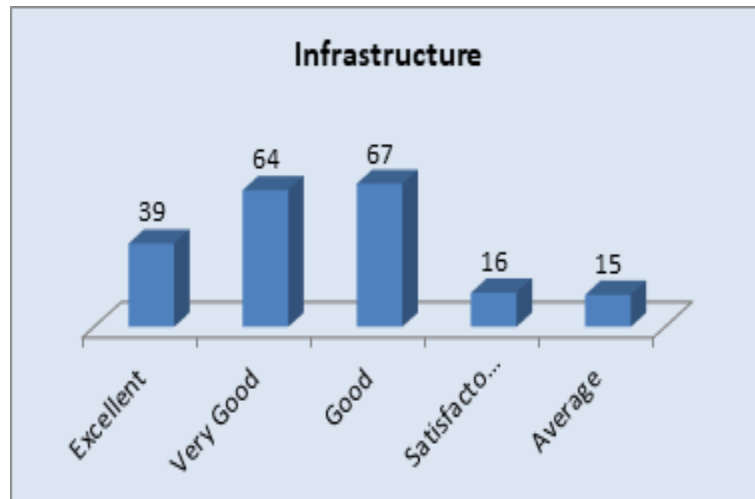
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2. Please rate the following areas of the College as per your opinion:

i. Infrastructure



The infrastructure of the college has been rated as very good or excellent by more than 50% of the parents with additional 33% rating it as good.


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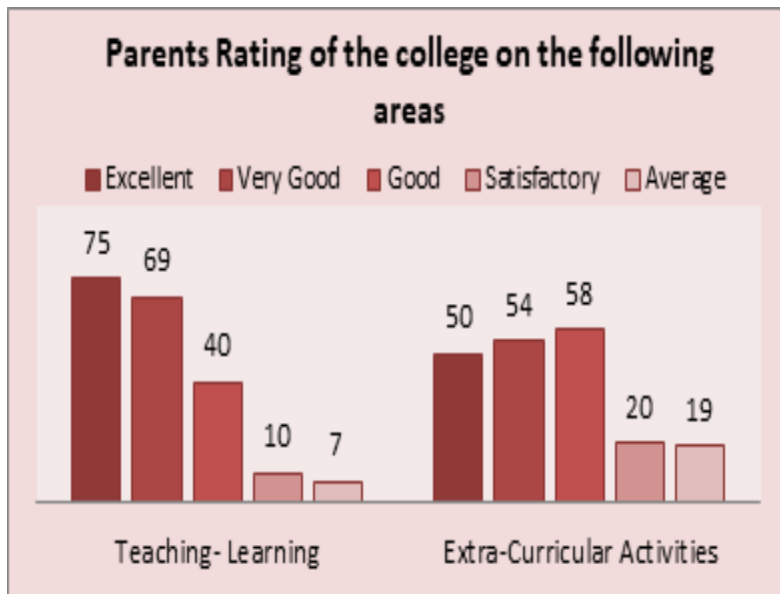
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3. Please rate the following areas of the College as per your opinion:

- i. Teaching Learning
- ii. Extra-Curricular Activities



From the above graph, we can clearly see that parents are happy with the teaching-learning process and extra-curricular activities which the college provides to its students. More than 70% of the parents have rated Teaching-Learning process as excellent or very good and around 80% say that the extra-curricular activities in which the students get the chance to participated are very good.

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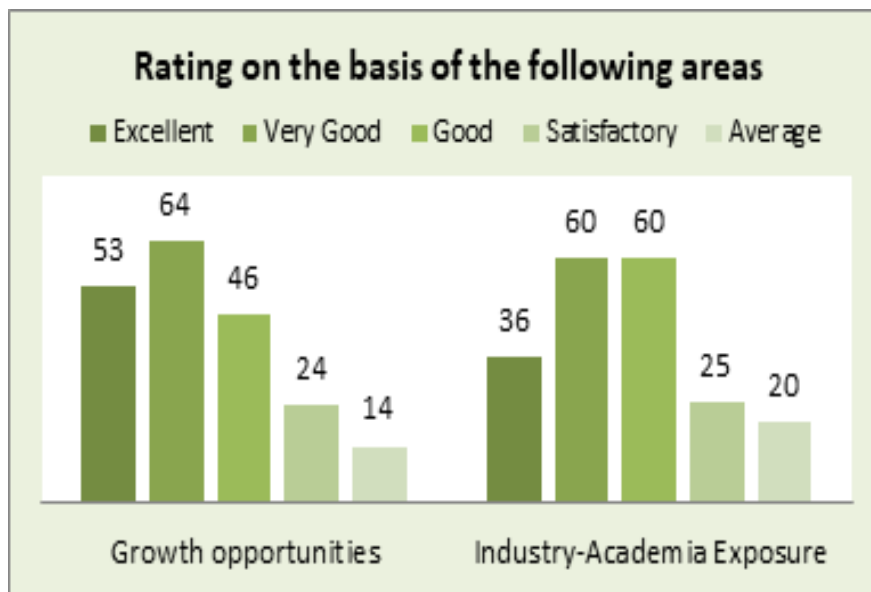


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4. Please rate the following areas of the College as per your opinion:
- i. Growth opportunities for students
 - ii. Industry-Academia Exposure



Maximum parents (approximately 80%) feel that college provides good or very good Industry-Academia exposure and the growth opportunities for the child are excellent.


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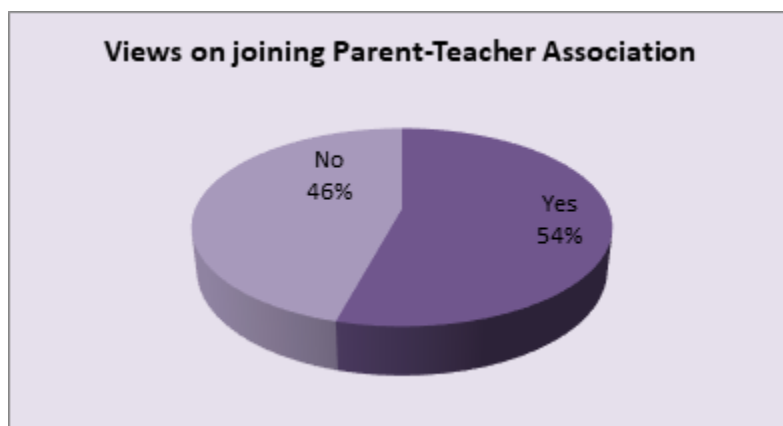


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5. Would you like to join us as Parent-Teacher Association for greater cooperation and better functioning of the College?



When asked, maximum parents (54%) were interested in Parent-Teacher Association for greater cooperation and better functioning of the college.

Parents were asked to give their suggestions in the areas they feel college can improve. Most of the parents said that all is good. They said that college has done an immense job in making the concepts easier by conducting Webinars, Talks, Mentorship programs, Skill-based counselling on different topics where students have learned a lot and embraced many new things. Some of them suggested that even though placement cell of the college is very good still more industries should be invited so as to increase the placement opportunities for students. College should also start Student Exchange programs with International Universities. Some of them also requested for self-defense classes in the college. Many of them had issues with hygienic conditions of washrooms and canteen. They requested the college to look into this matter.


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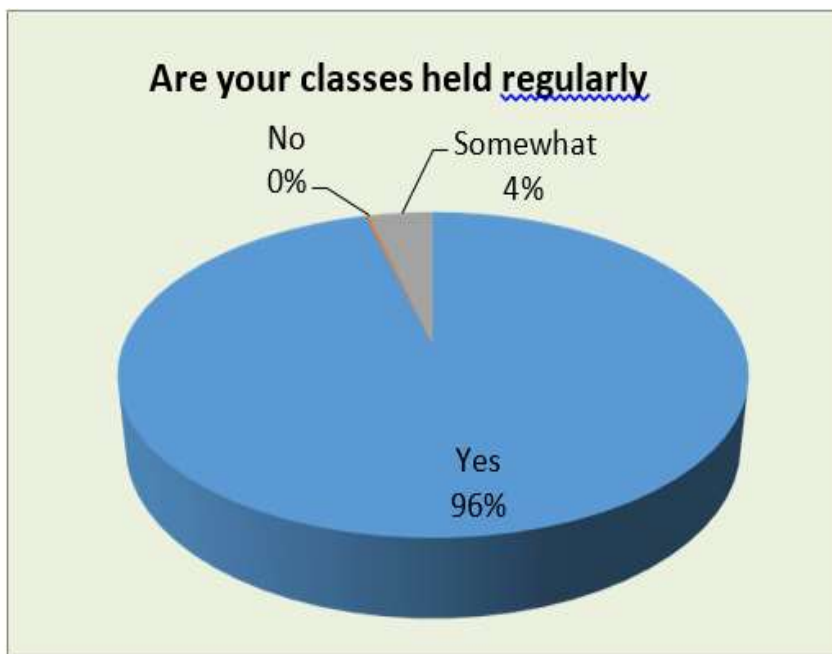
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Student Feedback for Teaching Learning

College conducted online survey to know student's feedback on Teaching Learning process in the college. 972 students from all streams gave their feedback. The analysis of the responses was done and is as follows:

1. Are your classes held regularly?



Out of 972 students, 96% (932) students say that their classes are held regularly with additional 38 of them saying somewhat and only 4 students saying no.


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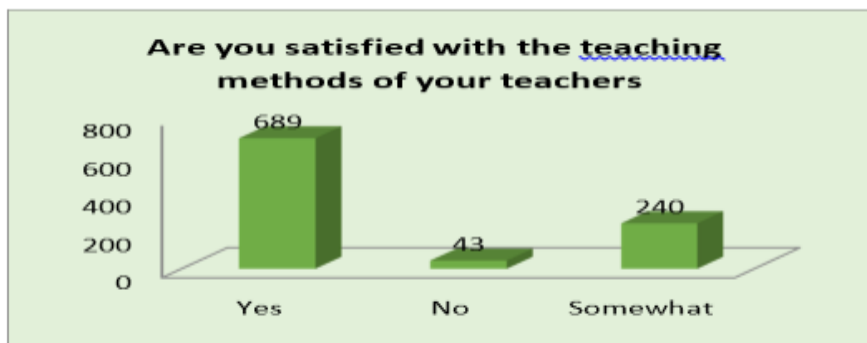


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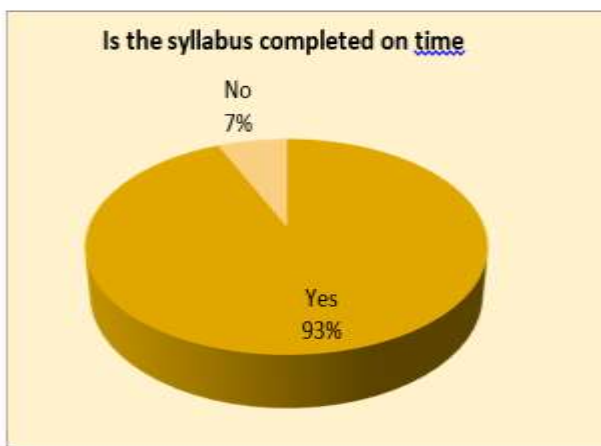
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2. Are you satisfied with the teaching methods of your teachers?



Feedback showed that 70% of the students are satisfied with the teaching methods of their teachers with additional 24% supporting them by saying somewhat.

3. Is the syllabus completed on time?




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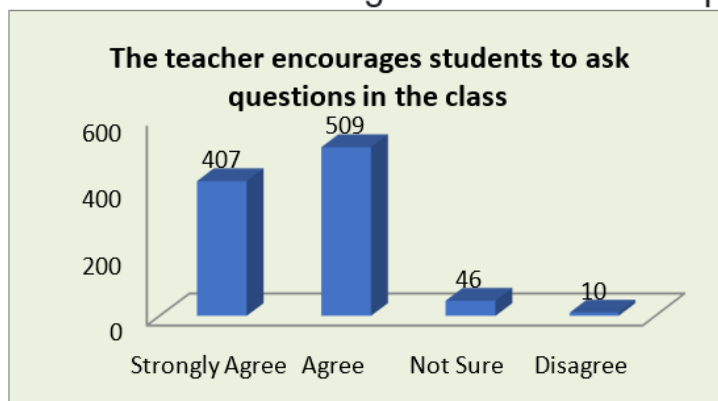


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4. The teacher encourages students to ask questions in the class?



From the above bar graph, we can see that more than 94% of the students strongly agree or agree that the teachers encourage them to ask questions in class.

5. Do the students take part in classroom discussions?




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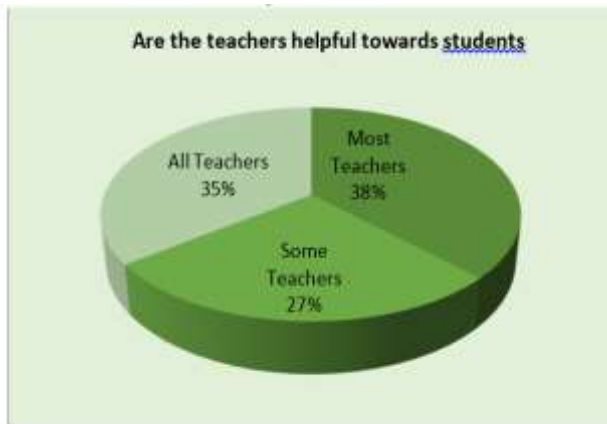
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6. The teacher's attitude towards the students is friendly?



7. Are the teachers helpful towards students?



Maximum students of the college say that their teachers are helpful (around 75%) and have friendly attitude (more than 90%) towards them. This can be clearly seen from the above two pie charts.


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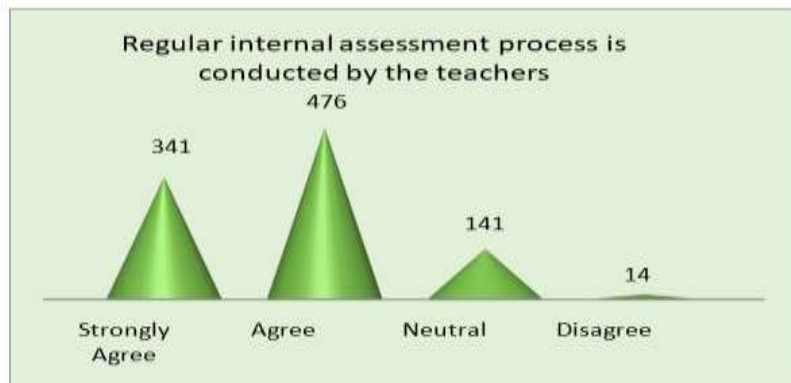
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8. The teachers are available and accessible after the lectures?



9. Regular internal assessment process is conducted by the teachers?



From the above two graphs we can see that around 75% of the students feel that assessment process is regularly conducted by the teachers and they are available and accessible after the lectures too.


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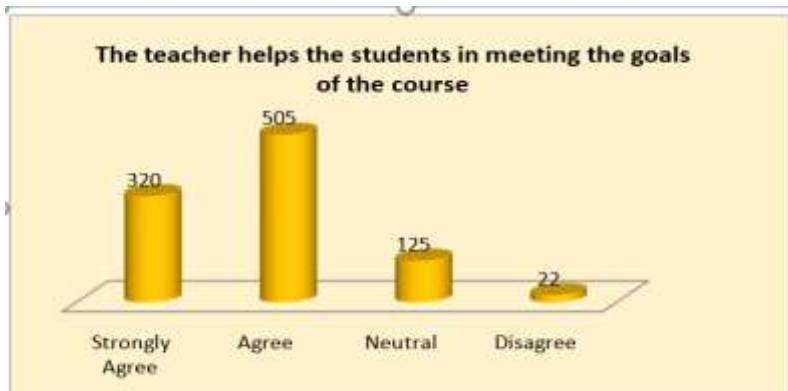


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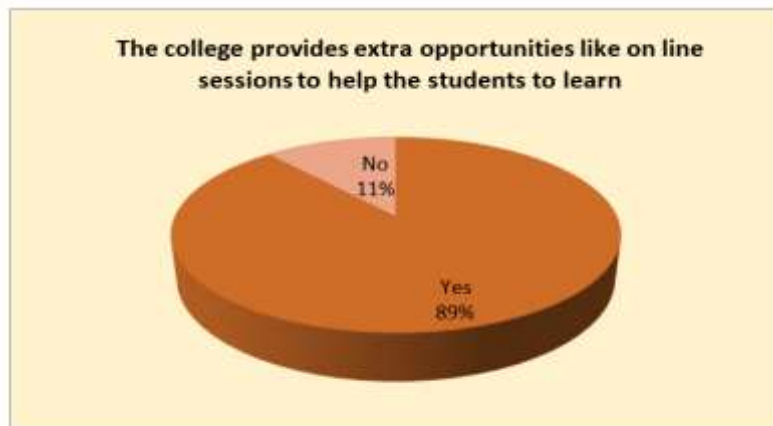
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10. The teacher helps the students in meeting the goals of the course?



11. The college provides extra opportunities like on line sessions to help the students to learn?



More than 85% of the students say that both college and teachers provide them extra support and opportunities to meet their goals.


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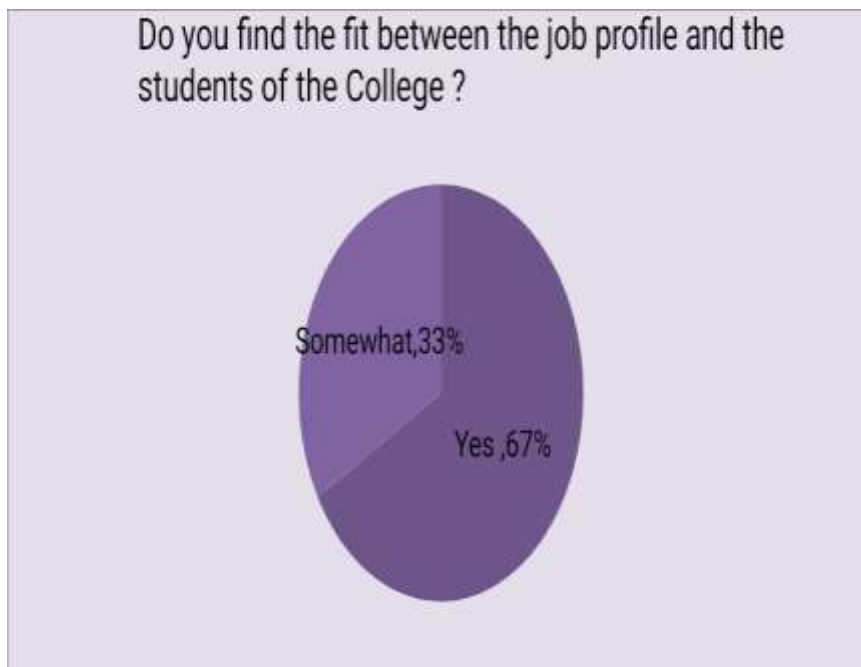
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Feedback Analysis - Employers

One of the important stake holders are employers. Online survey and its pictorial analysis conducted by the college and the responses provided by the employers are given below in terms of pie charts.

1. The requirements of the job profile and the students of Mata Sundri College (MSC)



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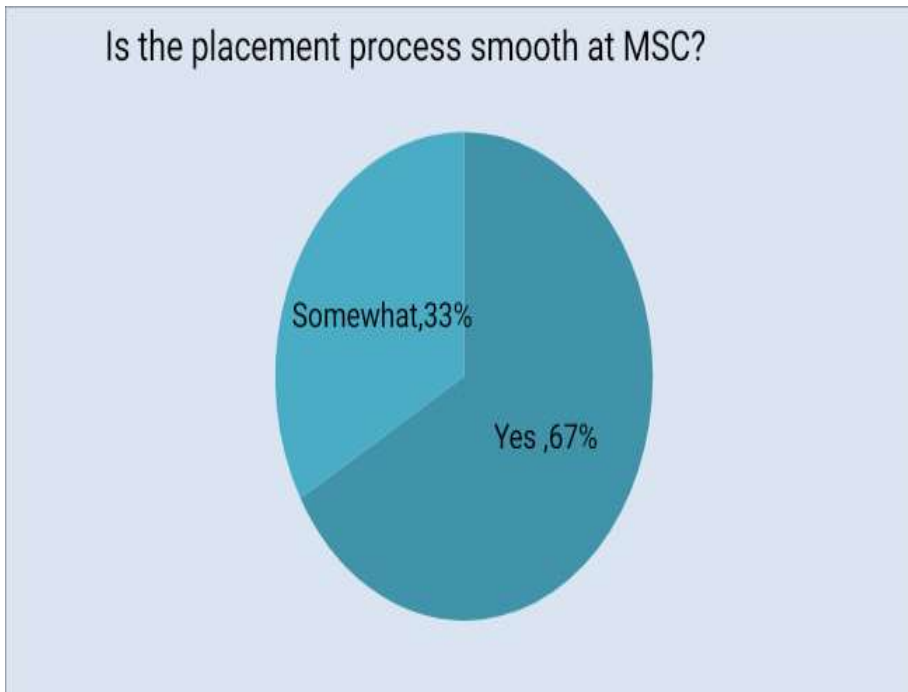



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2. Placement process




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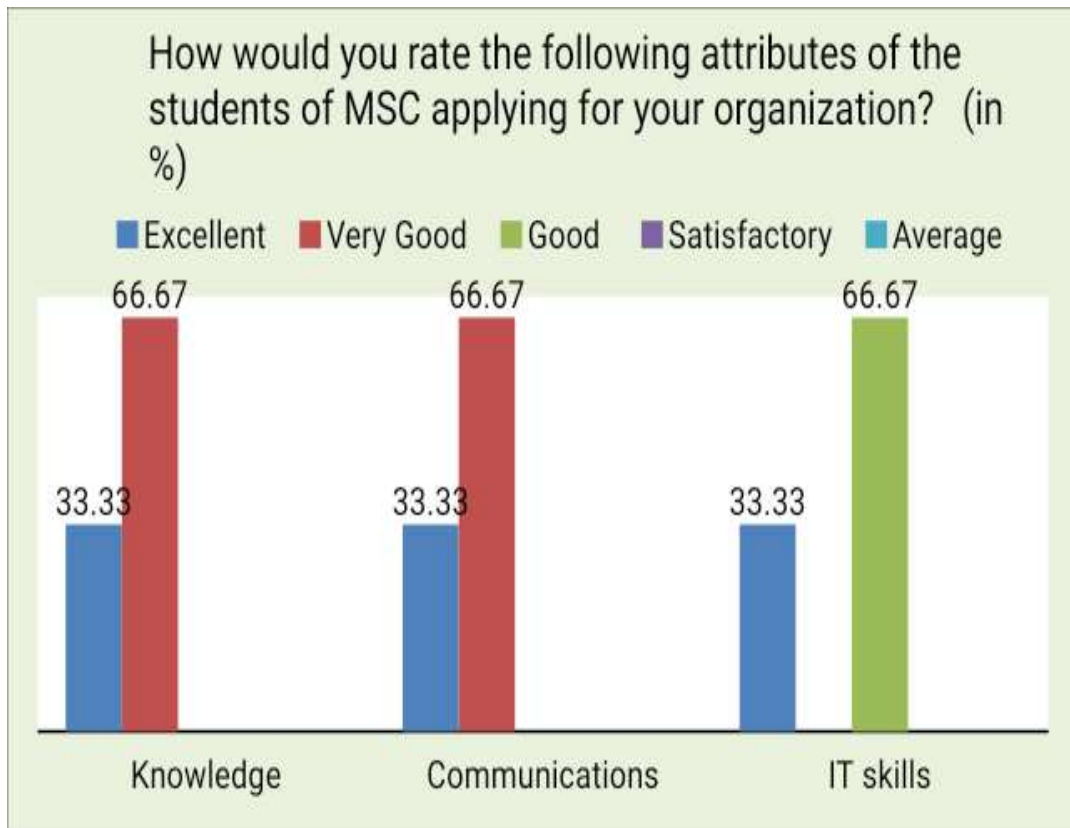


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3. Skill based rating of the students of MSC




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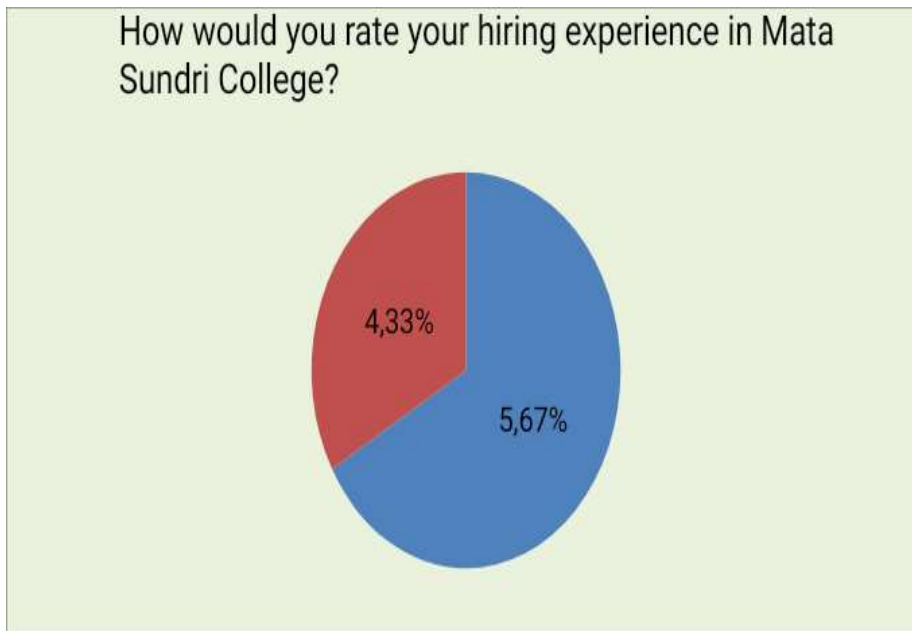


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4. Hiring Experience



5. Employer's suggestion(s)

They suggested that more emphasis should be given on placements and students should be made aware of the opportunities available in the market. They also suggested that students should be encouraged for internships and Industrial talks. Almost all of them feel that students should improve upon their technical skills. They should have knowledge about Python, R language, etc., which are currently in demand.

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