ACTION TAKEN REPORT ON
FEEDBACK RECEIVED IN 2017

(JULY 2018)

INDRAPRASTHA INTERNAL QUALITY ASSURANCE CELL

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY

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1 BACKGROUND AND PURPOSE

The leadership at Guru Gobind Singh Indraprastha Universitybelieves that in order to grow in the right direction feedback from all its stakeholders is necessary. The stakeholders in this process are students, their parents, alumni, faculty of the university and the employers who are providing opportunity to the students of the university. The feedback received every year from its various stakeholders has enabled university to improve its systems, policies, infrastructure, programme curriculum since its inception. Most importantly the feedback received from students has helped university to take a review of the systems and implement required changes.

The responsibility of taking regular feedback from various stakeholders of the university is entrusted upon Indraprastha Internal Quality Assurance Cell (IIQAC) which conducts feedback bi-annually from students after each semester.

1.1 PROCEDURE

1.1.1 Student Feedback

The IIQAC takes feedback from the students of each University School of Studies after each semester on parameters like '**Teaching Quality and Faculty Access**' where students are asked about whether quality of teaching encourages learning and understanding of basic concepts, teaching techniques adopted by teachers support all round development, and whether faculty is easily accessible and provides mentorship. The students are asked about '**School Activities**' like availability of project guidance facilitates hands-on-training, skill development, problem solving, analytical thinking and documentation, regular conduct of Workshops/Seminars/Guest Lectures, activities that promote personality development & soft skills are adequate and organized regularly, does academic environment supports cohesive learning and whether professional and ethical values are inculcated or not. The students' feedback is taken regarding '**Course Curriculum**' wherein the students are asked about the relevance of course curriculum in present context, regular updating of course curriculum and does it prepare students for industry/higher education? The students' feedback is also sought on '**University Processes**' which includes admission process, placement cell, adequate opportunity for sports and extra-curricular activities, fair and transparent examination and evaluation system and university's efforts to control ragging, smoking and other unwanted activities at campus. Students are asked about availability of relevant books in library, latest journals, periodicals and magazines. Also, students are inquired about ease of book issue/return process. Students are also asked to provide feedback regarding adequacy of computer labs and internet access under '**Library and Laboratory Facilities**' and finally students' feedback regarding '**University Infrastructure**'like hostel facilities, hygiene of classrooms, canteen, washrooms, adequacy of lifts, and disable-friendly, gender-friendly, green and eco-friendly campus is sought.

1.1.2 Faculty Feedback

The IIQAC takes feedback from the faculty of each University School of Studies every year on 'Faculty Participation and Autonomy'wherein the faculty is asked about their involvement in decision making at various levels, in the designing and developing the course curriculum and whether faculty has autonomy to choose their own teaching strategies and are free to express their opinions, ideas and suggestions. Faculty is also asked about 'Library and Laboratory Facilities' which includes adequate learning resourceslike books, journals, e-resources, reasonable timings of library and ease of book issue/return process, adequate and satisfactory ICT facilities, adequately equipped labs for teaching practical subjects. Faculty is also asked about 'University Practices' like board of studies of school are adequately formed or not, examination and evaluation arerobust to map students' performance, university administration is approachable and university has effective grievance redressal system. Faculty feedback is gathered regarding 'Initiatives for Research'which focuses on university'sinitiatives for research like whether university taken initiatives to encourage research, provide opportunities to participate in national and international conferences/seminars/symposia, and whether university provides adequate opportunities and support for academic growth.Faculty is also asked about 'University Infrastructure' whichchecks about adequate, clean and well-maintained classrooms and furniture, sufficient, clean and maintained washrooms and adequate medical facilities.

1.1.3 Alumni Feedback

The IIQAC takes feedback from the alumni of each University School of Studies every year on 'Academic facilities and Support' which is focused upon understanding from alumni about quality of teaching, adequacy of pedagogy/teaching techniques, project guidance, academic environment of school, adequate course curriculum, adequate admission procedure and cost-effective fee structure. Alumni are asked about 'University Infrastructure' whereinquestions related to availability of adequate library resources, general infrastructure and lab facilities, canteen facilities, and hostel facilities are included. The alumni's feedback is also taken on 'Skill and Personality Development' whether workshops/seminars/ guest lectures are organized regularly or not, alumni meets and interaction takes place regularly or not, school focus on personality development and soft skills, provides opportunities for extra-curricular activities or not, whether school focus on imbibing professional and ethical values etc. Also, alumni feedback is gathered regarding 'Industry Readiness'. This parameter focuses of preparing students for industry by fulfilling skills required for industry, providing adequate training and placement support and learning in terms of its relevance to real life applications.

1.1.4 Parents Feedback

The IIQAC takes feedback from the parents of each University School of Studies every year on 'Academic Quality' related to timely conduct of lectures, practical and other related activities and quality of teaching and training offered to their ward. Parents are asked about 'Information Sharing and Interaction' regarding interaction with faculty and staff of the school and availability and sharing relevant information to parents. Parents are asked about transparency of the examination and evaluation system and effectiveness of the continuous evaluation mechanisms under the criteria 'Evaluation System'. Parents' feedback is taken

regarding **'Holistic Development of Student'** related to overall growth and personality development of their ward, balance between academics, co-curricular and sports activities, and development of soft skills, awareness about social, cultural and ethical issues. Also, parents are asked about relevance of curriculum for attaining next level goals (further education) and placement support provided by university under **'Placement Support'**.

1.1.5 Employers Feedback

The IIQAC takes feedback from the employers of each University School of Studies every year on parameters such as strong technical knowledge, planning and organization skills, communication skills, practical solutions to work place problems, students being team players, their creativity, ability to use technology. The employers are also asked if the students have strong moral values, ethical conduct, self-motivated and responsible, open to ideas and learning and maintain cordial relations at workplace.

The feedback on the above-mentioned parameters for various stakeholders is collected quantitatively and qualitatively through a feedback form. This feedback is then compiled programme wise for each school in case of students and school wise from parents, alumni, faculty and employers. The feedback is then shared with the dean of the school with a suggestive action plan and they are then requested to submit an action taken report to IIQAC on the suggested action plan. This action taken report is then compiled for the entire university.

The present report presents quantitative and qualitative feedback provided by students, parents, faculty, alumni and employers in the academic session 2017-18 for various programmes of university school-wise.

2 UNIVERSITY SCHOOL OF MANAGEMENT STUDIES

The overall feedback of students for the academic session 2016-17 was above average. Based on feedback received from various stakeholders; suggestions were sent to Dean, USMS and action taken feedback is received which is as under

2.1 Faculty of USMS reported that the subject 'Contemporary Issues in Finance/HRM/Marketing/ Strategy and International Business needs to be enriched with more specializations and therefore Contemporary Issues in International Business should be offered separately and Contemporary Issues in Information Technology should be included. Accordingly, the syllabus of PhD was revised and it was approved by Academic Council in its 44th meeting. The new syllabus will be offered from the academic session 2018-2019.

2.2 Based on students' feedback school was requested to continue organizing value added programmes on various topics useful for students. School organized for students to attend various modules offered by National Stock Exchange and supported by

conducting certification exam in computer lab in collaboration with NSE, Delhi chapter. Also, one value-added programme on 'Statistical Analysis Techniques for Research' was organized in November 2018 to help students write better project dissertations, and another value-added course on 'Managing Workplace Behaviour' was organized in May 2018.

2.3 USMS was requested to continue workshops, events and lectures for the overall development of students. USMS organized many workshops/events/lectures like Mock Interviews for placement readiness, Communication Workshop, Workshop on 'Resume Building and Elevator Pitch', Mock Group Discussion Session to prepare for internships and placement', Personality Assessment and Development workshop under 'Organization Development Lab', Workshop on 'Stress Management', Workshop on 'Do's and Don'ts during internships', Workshop on 'Choice of Electives and Career Guidance', 'Winter Internship Programme', 'Workshop on Block Chain Technology', Interactive Session on 'Managing Family Business: Strategizing Acquisition and Raising Capital', 'Panel Discussion on Union Budget 2018', Workshop on 'Role of Strategy in Business Decision', Workshop on 'Advertising as a Powerful Tool', and Workshop on 'CSR and Indian Corporates.'
Apart from that Students of Ist year MBA General were taken on Industrial visit to Khopoli, Maharasthtra in March 2018 where they visited Kokuyo Camilin and Bhushan Steel. The trip helped students enhance their like skills.

2.4 Based on the feedback of Faculty of USMS the school organized an FDP on 'Applied Econometrics for Financial Data Analysis' and Seven-days workshop on 'Advanced Research Methods' in December 2017.

3 UNIVERSITY SCHOOL OF LAW AND LEGAL STUDIES

The overall feedback of students, alumni, and faculty for the academic session 2016-17 was above average.Based on feedback received from various stakeholders; suggestions were sent to Dean, USLLS and action taken feedback is received which is as under

3.1 Faculty of LLM requested for the harmonization of Paper Code, Paper ID and Evaluation Structure with Ordinance 11 of the university. Accordingly, the school made the changes in the LLM programme and was duly approved by Academic Council in its 44th meeting. The changes will be reflected from academic session 2018-2019.

3.2 Students and Alumni of USLLS reported that Moot Court helped them to develop their skills and thus it should continue in same spirit. This was informed to Dean USLLS and this year also school organized Moot Court.

3.2 Based on feedback from students of USLLS skill development interactive sessions were organized on'Fundamental Duties, Voter's Rights, Juvenile Justice System' in January 2018, 'Fundamental Rights, Fundamental Duties, and Consumer Protection' in February 2018. A special Lecture was also organized on 'Judicial Activism in India.' A workshop on 'CV Building was organized in March 2018.

3.3 Based on feedback from faculty, an ICSSR sponsored Two-Week Workshop on Contemporary development of Social Science Research was organized for faculty and research scholars in March-April 2018.

4 UNIVERSITY SCHOOL OF INFORMATIONAND COMMUNICATION TECHNOLOGY

The overall feedback of students, parents, alumni, faculty and employers for the academic session 2016-17 was above average.Based on feedback received from various stakeholders; suggestions were sent to Dean, USICT and action taken feedback is received which is as under

4.1 Faculty of USICT suggested that the credits of all subjects in PhD programme should be increased from 3 to 4, and also minor changes are required in scheme of examination. Accordingly, the changes were made in PhD programme's scheme of examination, course titles and contents and the same was approved by Academic Council in its 44th meeting held in May 2018. The new scheme will be implemented from the academic session 2018-19

4.2 Faculty of USICT requested for workshops/FDPs on latest topics in the field. The school organized a Five-Days FDP on "Android Developer Fundamentals" in collaboration with Google in December 2017, Five-Days workshop on 'Python Programming' in December 2017, and Five-Days workshop on 'Cloud Computing' in May 2018.

4.3 Based on students' satisfaction with the skill development workshops, USICT organized series of IEEE workshops and activities on soft and technical life skills under its IEEE GGSIPU chapter. Also, USICT in collaboration with USMS offered value-added course on 'ManagingWorkplace Behaviour.' This course was attended by approximately 1100 students in different sessions across the year. Apart from this the school organized a workshop on 'Game Development using Java Script' delivered by Nagarro.

5 UNIVERSITY SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

The overall feedback of students, parents, alumni, and faculty for the academic session 2016-17 was above average.Based on feedback received from various stakeholders; suggestions were sent to Dean, USHHS and action taken feedback is received which is as under

5.1 There were suggestions from various stakeholders regarding changes required in course content and scheme of examinations of MPhil English and PhD English.Accordingly, the syllabus and scheme of examination for MPhil English programme and PhD in English programme is revised in consultation with all stakeholders. This is approved by Academic Council in its 44th meeting held in May 2018. The new syllabus and scheme of examination shall be implemented from academic session 2018-2019.

5.2 Based on the satisfaction of students with respect to learning through practical exposure and interactive discussion on movies related to various issues of humanity. The school organized Extension Lectures on the Film 'Mukti Bhawan', 'Novel and the Nation: An Indian Context', 'Indian Literatures and the Problematics of Translation', 'British Romantic Poetry and its Postcolonial Reception', 'Queer Theory', 'Women Empowerment', 'The Place of Black Literature and Black Feminism in American Literature.' The school organised seminars on 'The Prime of Miss Jean Brodie'' (Novel) by Muriel Spark, Film 'Masaan', 'Pakistan Ka Matlab Kya (Novel in Hindi)', Selected Poems of Shiv Batalvi, and on 'For Peper and Christ (Novel).'
The school also organizeda value-added course in the form of Ten Days off-Campus workshop on Theatre, Critical Theory and Design for the students of the USHSS in February 2018.

6 UNIVERSITY SCHOOL OF ENVIRONMENT MANAGEMENT

The overall feedback of students, parents, alumni, and faculty for the academic session 2016-17 was above average.Based on feedback received from various stakeholders; suggestions were sent to Dean, USEM and action taken feedback is received which is as under

6.1 Faculty of USEM suggested that the credits of all subjects in PhD programme should be increased from 3 to 4, and also minor changes are required in scheme of examination. Accordingly, the changes were made in PhD programme's scheme of examination, course titles and contents and the same was approved by Academic Council in its 44th meeting held in May 2018. The new scheme will be implemented from the academic session 2018-19

6.2 Students requested for some session on remote sensing. Accordingly, the school organized a value-added course on 'Use of Remote Sensing and GIS in Environment Management' in December 2017.

6.3 Based on satisfaction of students withcareer guidance sessions, the school organized regular career guidance session throughout the year.

7 UNIVERSITY SCHOOL OF EDUCATION

The overall feedback of students, parents, alumni, faculty and employers for the academic session 2016-17 was above average.Based on feedback received from various stakeholders; suggestions were sent to Dean, USE and action taken feedback is received which is as under

7.1 Students and Faculty of USE remarked that students require more inputs on Academic writing, Self-Development and Communication Skills. Accordingly, the school organized value-added courses on 'Academic Writing', 'Self-Development' and 'Communication Skills' during the academic session 2017-2018.

7.2 Students remarked that they should be trained more taking placement interviews. Faculty of USE also remarked that there should be expert lectures on how students should prepare themselves for interviews. In line with this request the school organized Placement lecture and Career Counselling sessions for Med Ist and IInd year students

7.3 Based on feedback from students and faculty the school organized 'NAAC sponsored National Conference on Innovative Pedagogies', and interactive session on 'English Language Training for Students, Sales and Operation Executive' by Hindustan Times Learning Centres in 2017.

8 UNIVERSITY SCHOOL OF CHEMICAL TECHNOLOGY

The overall feedback of students, parents, alumni, and faculty for the academic session 2017-18 was above average.Based on feedback received from various stakeholders; suggestions were sent to Dean, USCT and action taken feedback is received which is as under

8.1 Based on the feedback from various stakeholders the school organized a value-added course on 'Software Tools for Material Characterization in Engineering Applications.'

9 UNIVERSITY SCHOOL OF BIOTECHNOLOGY

The overall feedback of students, parents, alumni, and faculty for the academic session 2017-18 was above average.Based on feedback received from various stakeholders; suggestions were sent to Dean, USBT and action taken feedback is received which is as under

9.1 Based on the feedback of the faculty the minor changes were made in the coursework of PhD programme which was approved by Academic Council in its 44th meeting held on May 03, 2018. The changed syllabus will be implemented from the academic session 2018-19.

9.2 Based on feedback from various stakeholders the changes are made in the syllabus of MTech (Bio-Chemical Engineering). The minor modifications are also made in the syllabus of BTech (Bio-Technology) based on feedback of students and faculty. These changes are approved by Academic Council in its 45th meeting held on May 03, 2018. The new syllabus will be offered from 2018-2019 session.

9.2 Students and Alumni of MTech (Bio-Technology) felt that there should be input of Entrepreneurship in their syllabus and accordingly two new electives BT-257 'Basic of Entrepreneurship' and BT-526 'Advance Entrepreneurship' were introduced in the syllabus of MTech (Bio-Technology). This is approved by Academic Council in its 44th meeting held on May 03, 2018. This will be offered from the academic session 2018-2019.

10 UNIVERSITY SCHOOL OF ARCHITECTURE AND PLANNING

The overall feedback of students, parents, alumni, and faculty for the academic session 2016-17 was above average.Based on feedback received from various stakeholders; suggestions were sent to Dean, USAP and action taken feedback is received which is as under

10.1 Based on the feedback from the students of BArch two value-added courses were organized. One on 'Vector Works' in September 2017 and another on 'Wall Painting (Graffiti)' in October 2017.

11 UNIVERSITY SCHOOL OF BASIC AND APPLIED SCIENCES

The overall feedback of students, parents, alumni, faculty for the academic session 2017-18 was above average.Based on feedback received from various stakeholders; suggestions were sent to Dean, USBAS and action taken feedback is received which is as under

11.1 Based on the feedback of the faculty the scheme of examination and syllabus of PhD coursework was revised which was approved by Academic Council in its 44th meeting

held on May 03, 2018. The new scheme and syllabus will be implemented from the academic session 2018-19.

12 UNIVERSITY SCHOOL OF MASS COMMUNICATION

The overall feedback of students, parents, alumni, faculty for the academic session 2017-18 was above average.Based on feedback received from various stakeholders; suggestions were sent to Dean, USMCand action taken feedback is received which is as under

12.1 Based on the feedback of the faculty Ten Days Research Methodology Course was organized for MPhil and PhD scholars in Dec 2017. Another five days workshop on 'Research Methodology in Mass Communication and Media Studies' was organized in July 2018.

12.2 Students requested for some sessions on motivational topics and critical discussions on media topics. Accordingly, school organized a series of film screenings between January 2018 and April 2018 accompanied with critical analysis and discussions on media content. The school also organized series of informal discussions and motivational talks for students.

13CENTRE FOR DISASTER MANAGEMENT STUDIES

The overall feedback of students, alumni, and other stakeholders for the academic session 2017-18 was above average.Based on feedback received from various stakeholders; suggestions were sent to Director CDMS and action taken feedback is received which is as under

13.1 Based on the feedback of the faculty and students the scheme of examination and syllabus of MBA Disaster Management was revised which was approved by Academic Council in its 44th meeting held on May 03, 2018. The new scheme and syllabus will be implemented from the academic session 2018-19.

*********************** **END OF THE REPORT**************************