

**Internal Quality Assurance Cell**  
**Jamia Millia Islamia**

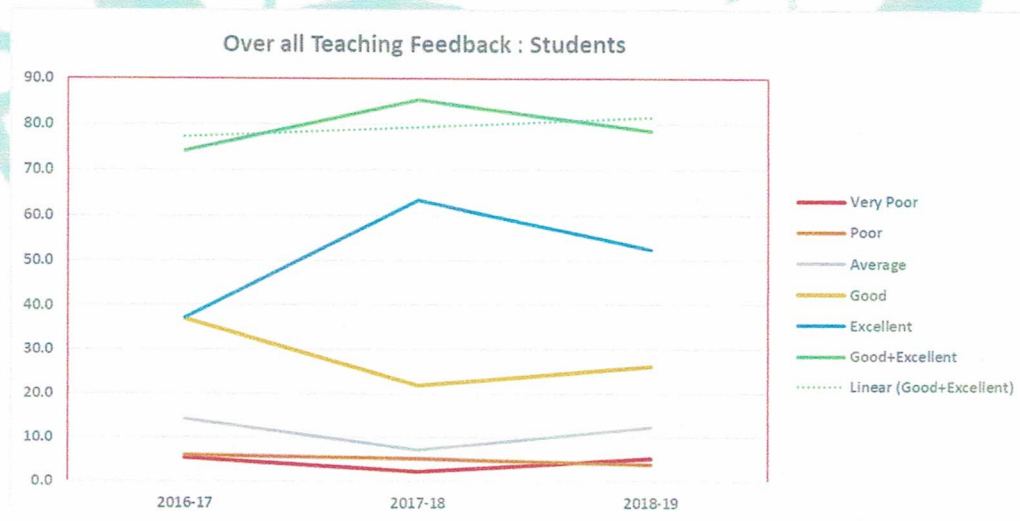
**Findings and Action Plan on Feedback Analysis**

The University has obtained feedback from Students, Alumni, Employers and Parents on various parameters related to teaching-learning, overall environment, infrastructure and parents perception on qualitative scales. The feedback was analysed at University and Department level and the analysis was shared with concerned departments, who were also asked to suggest measures for improvement. The IQAC on the basis of feedback and subsequent inputs makes following submissions:

**1. Feedback on Overall Teaching**

Observations: Nearly 80% of the students have given “Good” and “Excellent” ratings on a five point assessment scale. It is evident that “Good” + “Excellent” rating shows a consistent trend line of about eighty percent since 2016. The lower ratings of “Poor and Very Poor” are confined to below 8% students. The student feedback for “Teaching” at overall University level indicates high satisfaction level of students with the teaching processes.

Action Plan: IQAC will continue to identify any gaps and take remedial measures for further improvement. All the departments will be asked to closely monitor the students observation and bring changes in the teaching.



## 2. Feedback on Curriculum

Feedback was sought on five key parameters related to the curriculum on two perceptive scales whether it is “Good” or “Needs improvement”.

### (i) Fulfilment of objectives:

**Observations:** Nearly two third students have opined it as “Good” and about one third state that it “Needs improvement”. Fulfilment of course objectives important aspect. The programme/course objectives need to be clearly spelt out in syllabus and should be clearly brought to the notice of the students.

**Action Plan:** The University already follows the practice of informing course and program objectives and outcomes in the syllabus which is also put on the website for information dissemination. However this also needs to be brought to the attention of the students at their induction stage and at the beginning of the semester.

### (ii). Fundamental coverage:

**Observations:** Nearly 70% students have rated it as “Good” while about 30% suggest for “Needs improvement”. The University has some programs where tutorials are part of regular teaching process.

**Action Plan:** It is proposed that tutorial classes may be extended to all other courses where specific needs of advanced Learner's related to in depth fundamentals may be taken care of. This will also help the slow learners to address their specific concerns.

### (iii). Extent of syllabus coverage –

**Observation:** About 25% students have suggested “Needs improvement”. It is suggested that regular monitoring of syllabus progression may be useful to ensure required improvement.

**Action Plan:** The University follows two mid-term evaluations during the semester. This can be linked to the extent of the syllabus covered such that about one third of the syllabus is completed by first midterm exam and two third syllabus should be completed by second mid-term examination. Departments may work out a suitable strategy in this regard. Teachers are advises to strictly follow the teaching plan and ensure in-depth and timely coverage of the syllabus.

### (iv) Suggested reference books:

**Observations:** About 36% students have opined that it “Needs improvement”.

**Action Plan:** Based on the action taken report received from various departments it is proposed that reference books and references for the courses may be updated wherever necessary and included in the syllabus. New books may also be purchase for the library and a list of references

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and books may also be shared with the students at the time of their induction and beginning of the semester.

**(v) Sufficient practical conducted in Labs:**

**Observations:** Nearly half of the students suggest need for improvement. It is however noted that this is consolidated response of feedback for professional as well as other programs where practical may not routine part of teaching.

**Action Plan:** The feedback on this parameter is proposed to be amended accordingly in future. The overall analysis however suggest that the students desire more focus on experiential learning. This aspect can be further improved by improving lab infrastructure, introducing more experiments and other experiential learning components, such as, case studies, internships, etc. in the curriculum. Departments are advised to formulate relevant experiential learning components and include it in the syllabus to meet students' expectation.

**(vi) Relevance of the subject with practical / lab work:**

**Observations:** About 40% students suggest scope for improvement.

**Action Plan:** This parameter is related to the earlier parameter and is therefore proposed to be reviewed in future feedback process. As recommended above the courses needs to be reviewed and incorporated with relevant experiential components in the syllabus.

### **3. Feedback from Employers**

**Observations:** The feedback was sought on four broad parameters namely "Student Quality", "Discipline", "Punctuality" and "Knowledge" on a qualitative 4 point scale of "Excellent", "Good", "Average" and "Poor". The overall student quality and knowledge had been rated "Good and Excellent" by all participating employers. No employer has rated the University as poor on any parameter.

**Action Plan:** In future IQAC plans to restructure employee feedback as a significant exercise for evaluation of teaching learning outcomes of its programs. Training and placement officer is advised to get employee feedback from more employers as a large number of companies visit the campus.

### **4. Feedback from Parents**

**Observations:** Feedback from parents was sought for qualitative evaluation of certain parameters which are important to assess overall perception of the university amongst them. Feedback was obtained on a four point assessment scale of "Excellent", "Good", "Average" and "Poor". University score "Excellent" and "Good", rating from nearly three fourth of the parents in "Overall environment" and "Infrastructure of the university". Training and

placement, and greater parental involvement, remain areas for improvement as seen from parents perspective.

**Action Plan:** IQAC recommends engagement with parents through Open House, and to make efforts to better inform the parents about University facilities to remove any gaps in their perception assessment of University.

## 5. Feedback from Alumni

**Observations:** Two parameters namely “Alumni involvement” and “Training and placements” are categorised as Poor by about 20% of the Alumni. All other parameters have been rated better than Good by significant majority of the Alumni. The Alumni has shown strong willingness towards “Sharing of their experiences” with the students to “Contribute to the university” and almost all of them want to be associated with the University as a proud Alumni.

**Action Plan:** The University has also identified Alumni connect and Training & placement, as one of the areas requiring special attention and improvement. Strengthening of University-Industry linkages, Internship, Training and Industry collaborations are some areas where attention needs to be paid in immediate future. The Alumni has shown strong willingness towards “Sharing of their experiences” with the students to “Contribute to the university” and almost all of them want to be associated with the University as a proud Alumni. It has however been observed by the Alumni that the university support in terms of scholarships was not upto their expectations as only 25% have reported receiving any scholarships while they were in the University. The lowest fee structure of the university has however been highly rated by all of them. IQAC has identified Alumni connect opportunities and recommends proactive measures to be taken in this regard.



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