ACTION TAKEN REPORT ON

FEEDBACK RECEIVED IN 2019

(JULY 2020)

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 University believes 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 online 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 online 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 resources like 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 are robust 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's initiatives 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'** which checks 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 online 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'** wherein questions 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 online 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 online 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 2018-19 was high. 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   Based on the requests received from various stakeholders, the school started three new One-year Post-Graduate Diploma Programmes. Post-Graduate Diploma in Data Analytics and Post-Graduate Diploma in Entrepreneurship and Start-Ups were approved in the 50th meeting of Academic Council. These diplomas will be offered on regular mode. Post-Graduate Diploma in Health Care Management which was approved in the 49th meeting of Academic Council will be offered in Weekend. These programmes will be offered from the session 2020-21.

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. Other value-added courses organized by school includes 'Statistical Analysis Techniques for Research' in November 2019, 'Corporate Communication' in January-February 2020.

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', and Workshop on 'Choice of Electives and Career Guidance.'

Also, the school organized a webinar on 'Inclusive Growth of PwDs in Social and Professional Arena during Covid -19 Pandemic.'

2.4 Based on the request of Faculty of USMS the school organized a two weeks 'Research Methodology Workshop' in December 2019.

Apart from this school also organized an e-FDP on 'Global Economy in COVID 19: Opportunities and Challenges' in May 2020.

3 UNIVERSITY SCHOOL OF LAW AND LEGAL STUDIES

The overall feedback of students, alumni, and faculty for the academic session 2018-19 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 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 USLLS conducted skill development Special Lecture on 'International Opportunities for Post Graduate Students', and Webinar on 'Supreme Court Practice & Career Counselling during Covid'.

The school also conducted Guest Lecture on 'Enforcement of Competition Law', Panel Discussion on 'Sanitation and Cleanliness in Post Covid-19 Scenario - Socio-Legal Perspective', 'Webinar on Mental Health Awareness in COVID 19 scenario', and National seminar on 'Judicial Delays and Maladies.'

3.3 Students and Alumni of USLLS remarked that Patent filing and claims is an emerging area in law and there should be some training on it. Accordingly, the school organized Workshops on 'IPR and Patent Filling', IP Lecture Law series- Nuances of Patent Claim in India, biotech and Patent, and 'Nuances of patent construction.'

3.4 Based on the feedback from faculty a workshop on 'Research Methodology and Data Analysis' was conducted in November 2019.

4 UNIVERSITY SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGY

The overall feedback of students, parents, alumni, faculty and employers for the academic session 2018-19 was high. 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 Based on the feedback from students, faculty and alumni the syllabi of MCA (Software Engineering) and PhD (IT/CSE/CA/ECE/ MA) were revised and approved in 50th meeting of Academic Council. The new syllabi will be offered from the academic session 2020-21.

4.2 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. The school also organized Talk on 'Advances and Challenges in Data Mining', Workshop on 'Software Applications, Tools and Technologies', Training Programme on 'IEEE SEBOK', IEEE workshop on 'Data Structure & Algorithm', 'Alexa Skill Development Workshop', and Workshop on 'Mathematical Modelling in Computer science.'

4.3 The students in their feedback requested for some intensive workshop on internet of things and accordingly the school organized value-added courses on 'Internet of Things', 'Blockchain Technologies', 'Cyber Security', and 'Cloud Computing.'

4.4 The faculty of USICT requested for an FDP on Python and accordingly an FDP was organized on 'Python.'

5 UNIVERSITY SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

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, USHHS and action taken feedback is received which is as under

5.1 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 Seminar on web series 'Delhi Crime (Netflix)', Seminar on 'Home Fire by Kamla Shamsie (Fiction)', Extension Lecture on 'Marxist Literary Criticism and Gyorgy Lukacs', Seminar on 'Hindutva or Hind Swaraj by UR Ananthamurthy (Non-

Fiction)', 'Seminar on Gun Island by Amitav Ghosh (Fiction)', and Seminar on 'Article 15 (Movie).'
The school also organized Ten Days off-Campus workshop on Theatre, Critical Theory and Design for the students of the USHSS in November 2019.

5.2 Based on interim request from faculty the school organized an FDP on 'Language in the times of Covid-19' in June 2020.

6 UNIVERSITY SCHOOL OF ENVIRONMENT MANAGEMENT

The overall feedback of students, parents, alumni, and faculty for the academic session 2018-19 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 Various stakeholders remarked for the changes required in the syllabi of courses of MSc. (Natural Resource Management), MSc. (Environment Management), and MSc. (Biodiversity and Conservation). Accordingly, the changes were made in the syllabi and were duly approved in the 50th meeting of Academic Council. The new syllabi of these courses will be offered from the academic session 2020-21.

6.2 Based on the requests from students and faculty the school organized a value-added course on 'Use of Geo-spatial Technology in Resource.'

6.2 Faculty of USEM requested for an FDP on impact of Covid 19 after its outbreak and accordingly, the school organized an online 'Faculty Development Programme on: Environmental Impacts of COVID-19 Pandemic: Challenges and Future Research' in May 2020.
Apart from this the school organized 'National Workshop on Ecosystem Adaptation in River Basins' in March 2020, and 'e-Conference on Climate Change, Environmental Health and Sustainable Development Goals in Post COVID-19 World' in June 2020.

6.3 Based on satisfaction of students with career guidance sessions, the school organized regular career guidance session throughout the year. Additionally, the school took students of MSc (Environment Management) to visit Sewage Treatment Plant Rithala, Rohini. Also, the school took students of Msc and PhD to Yamuna Biodiversity Park.

7 UNIVERSITY SCHOOL OF EDUCATION

The overall feedback of students, parents, alumni, faculty and employers for the academic session 2017-18 was high. 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 2019-2020.

7.3   Students and Faculty of USE requested for some session on managing stress occurring due to Covid-19. The school organized various online sessions on topic like 'Mental and Emotional Well-Being for Personality Grooming of Youth in Pandemic Period', 'Self-healing: An Empowering Strategy in the Recent Challenging Times', and 'Mind Matters - 3 Incredible Secrets to Master the Successful Mindset.'

7.4   Based on the feedback from faculty the school organized an FDP on "Design and Development of MOOCs and E-Learning Technologies for Teacher Educators" in May 2020,

7.5   Upon requests received from various stakeholders about discussions on gender sensitization and environment sensitization, the school organized Workshop on 'Environmental Challenges and Policy Making: The role of Education', Workshop on 'Environment Sensitization', 'Gender Sensitization Workshop-Prevention of sexual Harassment at Workplace.' The school also organized National Education Day Celebration (Millennium Development Goals 2030: Role of Education in University).

8 UNIVERSITY SCHOOL OF CHEMICAL TECHNOLOGY

The overall feedback of students, parents, alumni, and faculty for the academic session 2018-19 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   Faculty of USCT requested to reduce the credits of CT-715 'Self Study' course of PhD programme, the change was made and got approved in 47th meeting of Academic Council. This change will be implemented from the academic session 2020-21. Also minor changes in the course title BCT-455 of BTech (Chemical Engineering) and BA-116 'Physics-II' of BTech (Biochemical Engineering) were suggested by faculty and accordingly the changes were made and approved in 47th meeting of Academic Council. These changes will be reflected from academic session 2020-21.

8.2 Based on the feedback from students and faculty a value-added course on 'Biowaste to Bioenergy: A Future Sustainable Energy Source' was organized.

8.3 The students of USCT requested for some session on working of Fertilizer Manufacturing Industry. So, the school organized 'Chemchord: Discussion on Developments in the process of fertilizer manufacturing industry', Lecture on 'Innovation and Revaluation in Process Industries', and a workshop on 'Imperatives in Chemical, Petrochemical and Petroleum Refinery.'

9 UNIVERSITY SCHOOL OF BIOTECHNOLOGY

The overall feedback of students, parents, alumni, and faculty for the academic session 2018-19 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 requests received from students of BTech and MTech programme for more expert lectures on latest topics in the bio technology area, the school organized talks on 'Effect of nanomaterials on interactive behaviour of microorganisms', 'Opportunities in Academics and Research for Biotechnologists in India', 'Proteomics in Life Sciences: Beacon for Biomarker Discovery', and 'Ecological perspective for Next Generation Bioremediation Practises for Sustainable Dye Industry.'

9.2 Students and faculty of the school were under stress after the outbreak of Covid-19 and in response to it the school organized a talk on 'Get-Set-Fit' by Dr. Medha Kapoor, Nutrition and Lifestyle Counsellor, and expert session on 'COVID-19, A Mental Health Pandemic: Strategies to Cope.'

10 UNIVERSITY SCHOOL OF ARCHITECTURE AND PLANNING

The overall feedback of students, parents, alumni, and faculty for the academic session 2018-19 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 Students of BArch requested for some intensive workshops/ guest lecture series on latest trends in the field of Architecture. In response to this request, the school organized value-added courses on 'Construction of Geodesicdome (Public Art Installation)' in January 2020, and 'Set Design' in February 2020.
The school also organized sessions on 'The Architecture of Virtual World', 'Space and Media -The Extensions of Architecture', 'A Journey – Architecture to Interior Design',

'Architect and BIM', 'Architecture for the Masses', and 'Power and Prestige in Indian Architecture.'

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 received from various stakeholders the changes were made in the syllabus of MTech (Nanoscience & Technology), and MTech (Engineering Physics). The syllabus was approved by Academic Council in its 50th meeting and the same will be implemented from the academic session 2020-21.

11.2 The students of USBAS requested from some guest lectures and accordingly the school organized 'Indraprastha Webinar Series on Role of Science and Technology in present scenario', and 'E-International Symposium on Synthesis and Characterization.'

12 UNIVERSITY SCHOOL OF MASS COMMUNICATION

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

12.1 Faculty of USMC requested for change in the course content and scheme of examination of PhD course work based on NEP 2020 guidelines and accordingly the suggested changes were made which were approved by Academic Council in its 49th meeting.

12.2 Based on requests from students and faculty the syllabus of MA Mass Communication was revised in line with NEP 2020 which was approved by Academic Council in its 49th meeting.

12.3 Students requested for some sessions on motivational topics and critical discussions on media topics. Accordingly, school organized series of informal discussions and motivational talks for students. School organized a series of film screening between August 1st 2019-November 28th, 2019 for critical discussions on media content.
The school also organized Mediamorphosis: Perspectives from the Media Industry and Global Academia in eight-day (10 lecture) series with international media and communication experts from USA, Russia, Germany, UK, Israel and India

13 CENTRE FOR DISASTER MANAGEMENT STUDIES

The overall feedback of students, alumni, and other stakeholders for the academic session 2018-19 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 feedback received from students and faculty minor changes were made in One year PG Diploma in Fire and Safety Audit which was approved by Academic Council in its 49th meeting. The changed syllabus will be implemented from the academic session 2020-2021.

13.2 Based on the feedback from students and faculty of MBA Disaster Management two five days training programmes were organized. One on 'Role of Technology in Community Level Disaster Mitigation', and another on 'Space Enabled Geo Information for Disaster Management.'

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