

# **ACTION TAKEN REPORT ON FEEDBACK RECEIVED IN 2018**



**(JULY 2019)**

**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 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 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 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 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 2017-18 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** 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, A value-added programme on 'Statistical Analysis Techniques for Research' was organized in November 2018 to help students write better project dissertations.
  
- 2.2** 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, 'Winspace' the Management, 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', Two Day Management Event 'Bizbuzz'

Apart from that Students of Ist year MBA General were taken on Industrial visit to Assam (Silverdrops Foods Pvt. Ltd) and Meghalaya (Bitchem) from April 1-8, 2019. The trip helped students enhance their like skills.

- 2.3** Students of MBA FM feel that the programme is not keeping pace with the changing industry requirements in wake of Financial Analytics being the new trend so school should incorporate that in the curriculum of MBA FM. Alumni of FM batch also reported that there is a need of financial analytics knowledge to sustain and get new jobs in industry in financial domain. The school was suggested to see how the financial analytics can be incorporated in the syllabus of MBA (FM) to make them more industry relevant. USMS in consultation with the industry experts and based on feedback from students and alumni decided to replace MBA Financial Markets programme with MBA Financial Analytics and this new programme is approved by Academic Council in its 45<sup>th</sup> meeting held in March 2019. The programme will start from the academic session 2019-2020.
- 2.4** Students of MBA General reported that market has much demand for operations and analytics specializations so if school can incorporate that in the syllabus. Alumni had the same feedback. The school was suggested to incorporate Operations and Analytics in their programme may be as a specialization. USMS in consultation with the industry experts and based on feedback from students and alumni decided to add ‘Operations and Analytics’ as a specialization in IInd year and is approved by Academic Council in its 45<sup>th</sup> meeting held in March 2019. The specialization will be offered from the academic session 2019-2020.
- 2.5** Based on the feedback of Faculty of USMS the school organized a Ten days workshop on ‘Qualitative and Quantitative Data Analysis’ in December 2018. Apart from this school also organized an FDP on Behavioural Economics and Behavioural Finance.’

### **3 UNIVERSITY SCHOOL OF LAW AND LEGAL STUDIES**

The overall feedback of students, alumni, and faculty for the academic session 2017-18 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 of USLLS skill development interactive session on fundamental duties, Right to Information Act and consumer protection were organized in April 2019.
- 3.3** Faculty of USLLS reported that based on the reviews received from PhD scholars and their own experience, the PhD coursework needs a change. The feedback was shared with Dean USLLS and accordingly school revised PhD coursework in consultation with various stakeholders. This was approved by Academic Council in its 45<sup>th</sup> meeting held in March 2019. The new coursework will be implemented from Academic session 2019-2020.

## **4 UNIVERSITY SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGY**

The overall feedback of students, parents, alumni, faculty and employers for the academic session 2017-18 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** Students of MCA, Alumni and faculty of USICT all had feedback that a course on Mobile Computing and Agile Computing should be included in the syllabus or some value-added course can be offered or some intensive workshop can be organized on these topics as they are much in demand. Accordingly, Dean USICT was suggested to take an action on the same. The school introduced Mobile Computing in the syllabus of MCA(SE) as an elective paper after due approval from Academic Council in its 45<sup>th</sup> meeting held in March 2019. This will be offered from the academic session 2019-2020. Meanwhile one workshop and one value added programme was organized on Cloud computing for the students in 2018-19. Also, one workshop and one value-added course was organized on Agile Computing for students
- 4.2** Based on feedback of students regarding workshops on data structures and data science, a workshop on Problem solving (using C++) and Data structures and Algorithm (using Java) was organized and a workshop on Data Science was organized for students by the school.
- 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 'Managing Self in Virtual Workspace.' This course was attended by approximately 800 students in different sessions across the year.

## **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** Students, Alumni and Faculty of MA English programme provided feedback that the syllabus should be changed as per the requirements of various professional possibilities. Accordingly, the syllabus and scheme of examination for MA English programme is revised in consultation with all stakeholders. This is approved by Academic Council in its 45<sup>th</sup> meeting held in March 2019. The new syllabus and scheme of examination shall be implemented from academic session 2019-2020.
- 5.2** Students, Alumni and Faculty of M.Phil English programme provided feedback that the syllabus should be changed as per the requirements of various professional possibilities. Accordingly, The syllabus and scheme of examination for M.Phil English programme is revised in consultation with all stakeholders. This is approved by Academic Council in its 45<sup>th</sup> meeting held in March 2019. The new syllabus and scheme of examination shall be implemented from academic session 2019-2020.
- 5.3** 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 screening of movie 'Raazi', short film 'Ahalya', TV series 'Agle janam mohe bitiya na kijo' and held interactive sessions to discuss various issues of humanity with students. Apart from that the school organized lectures on topics like Agrarian Indian Economy, Literature, Society and Culture also.

## **6 UNIVERSITY SCHOOL OF ENVIRONMENT MANAGEMENT**

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

- 6.1** Based on the requests from students and faculty the school organized a value-added course on Classical and New Approaches in Herbarium Preparation Methodology on the celebration Fascination of Plant Day (FoPD). The school also organized a value-added course on Use of Remote Sensing and GIS in Environment and Disaster Management
- 6.2** Students and Faculty of environment management requested for some workshop on topics like climate change, biodiversity, ESRI-ARC suites. Accordingly, the school



organized a National Seminar on Climate Change, Biodiversity and Urban Environment: Current Trends and Challenges in the Conservation of Urban and Peri-Urban Biodiversity in April 2019. The school also organized a workshop and hands-on training on ESRI-ARC Suites in June 2019.

- 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) and MSc (Natural Resource Management) to visit Sulabh International, Delhi for learning environment management initiatives of the organization.

## **7 UNIVERSITY SCHOOL OF EDUCATION**

The overall feedback of students, parents, alumni, faculty and employers for the academic session 2017-18 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** Faculty of USE reported that the PhD scheme and syllabus needs revision based on latest trends in the education field. The scheme and syllabus of PhD is revised which is approved by Academic Council in its 45<sup>th</sup> meeting held in March 2019. The new scheme and syllabus will be offered from 2019-2020 session.
- 7.2** 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 2018-2019.
- 7.3** 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 two expert placement lectures during the academic session 2018-19.
- 7.4** Faculty of USE remarked that there should be some sessions on topics like democracy and education, mindfulness in education for the students of USE. So, the school organized special lecture on ‘Democracy and Education’, and organized one day workshop on the topic ‘Importance of Cultivating Mindfulness in Education’
- 7.5** Faculty of USE remarked that the school can organize an FDP on New Age Educational Requirements and Experiential Learning. This was accordingly requested

to Dean USE. The school organized a seven days FDP on 'Integration of Nai Talim in Curriculum of Universities for Experiential Learning' in December 2018.

## **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** Faculty of USCT reported that the PhD scheme and syllabus needs revision based on latest trends in the field. Accordingly, the scheme and syllabus of PhD is revised which is approved by Academic Council in its 46<sup>th</sup> meeting held in July 2019. The new scheme and syllabus will be offered from 2019-2020 session.
- 8.2** Students, Faculty and Alumni of USCT remarked that there is a high demand of Medicinal Chemistry and Drug Design knowledge in the chemical technology industry and students can get better jobs in this area. In response to this, the school introduced new programme MSc (Medicinal Chemistry and Drug Design) which is approved by Academic Council in its 46<sup>th</sup> meeting held on July 22, 2019. The programme will be offered from the coming academic session 2019-2020.
- 8.3** Based on the satisfaction of students of chemical technology with sessions on research methods, career guidance, communication skills and personality development, the school organized workshop on career counselling, communication skills and personality development in Oct 2018. The school also organized a five-days capacity building programme on research methods and effective learning methodology. Apart from that the school also organized seminar on Intellectual Property Rights and Innovation and Revaluation in process industries.

## **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 feedback of students of MTech Bio Technology and faculty the scheme and syllabus of MTech (Bio Technology) is revised which is approved by Academic Council in its 45<sup>th</sup> meeting held in March 2019. The new scheme and syllabus will be offered from 2019-2020 session.

- 9.2** Based on feedback of students of BTech Bio Technology and faculty the scheme and syllabus of BTech (Bio Technology) is revised which is approved by Academic Council in its 46<sup>th</sup> meeting held on July 22, 2019. The new scheme and syllabus will be offered from 2019-2020 session.
- 9.3** Students of BTech and MTech courses requested for more expert lectures on latest topics in the bio technology area. Accordingly, the school organized seminar on Intellectual Property Rights in February 2019, 14th Annual Yellapragada SubbaRow Memorial Lecture. given by Prof. Daman Saluja titled “Understanding the functional divergence of p73, a member of the p53 family of proteins” in January 2019, lecture on “Immune Response in Pediatric HIV-I Infection and Generation of Anti-HIV Monoclonal Antibiotics” by Prof. Kalpana Luthra, Department of Biochemistry, AIIMS in March 2019, and lecture on “Medical odyssey of traversing nefarious mitochondrial disorders” by Dr. Ankit Sabharwal, Post Doc Research Fellow, Mayo Clinic Rochester, USA in April 2019.

## **10 UNIVERSITY SCHOOL OF ARCHITECTURE AND PLANNING**

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

- 10.1** Students of BArch remarked that the syllabus should be changed according the new trends in the field. Faculty of USAP also remarked that BArch syllabus needs revision based on latest trends in the field. Accordingly, the syllabus of BArch 1<sup>st</sup> and 2<sup>nd</sup> Semester is revised- first which is approved by Academic Council in its 45<sup>th</sup> meeting held in March 2019. The new syllabus will be offered from 2019-2020 session. The syllabus of BArch 3<sup>rd</sup> to 10<sup>th</sup> Semester is revised which is approved by Academic Council in its 46<sup>th</sup> meeting held on July 22, 2019. The new syllabus will be offered from 2019-2020 session.
- 10.2** 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 a value-added course on ‘Masonry Work Skill Upgradation’ in September 2018. The school also organized a value-added course on ‘Found Object Art’ in October 2018.

## **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. There were no specific suggestions from the various stakeholders of USBAS.

## **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, 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 and accordingly the suggested changes were made which were approved by Academic Council in its 45<sup>th</sup> meeting held on March 19, 2019.
- 12.2** Based on requests received from faculty, the school organized a Five Day ‘Research Methodology Workshop on Open Education Resources’ in February 2019, and ‘Symposium on OER-MOOCs and e-PG Pathshala’ in April 2019.
- 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. The school also organized a ‘Documentary Production Workshop’ in collaboration with MegaCities ShortDocs.

## **13 CENTRE 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** Students and other stakeholders requested for introduction of PhD in Disaster Management, any one year/ six months programme in Disaster Management, and in Fire and Safety Audit. Accordingly, One Year Post Graduate Diploma and Six Months Diploma programme in Disaster management is introduced which is approved by Academic Council in its 46<sup>th</sup> meeting held on July 22, 2019. The new programmes will be offered from 2019-2020 session. PhD programme in Disaster management is introduced which is approved by Academic Council in its 46<sup>th</sup> meeting held on July 22, 2019. The PhD in Disaster Management will be offered from 2019-2020 session. One Year Post Graduate Diploma programme in Fire and Life Safety Audit is introduced

which is approved by Academic Council in its 46<sup>th</sup> meeting held on July 22, 2019. The new programme will be offered from 2019-2020 session.

**13.2** Based on the feedback from students and faculty of MBA Disaster Management a three days training programme on Developing National & Local Level DRR Strategies and Plans for Urban Risk Reduction was organized in February 2019.

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**END OF THE REPORT**  
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