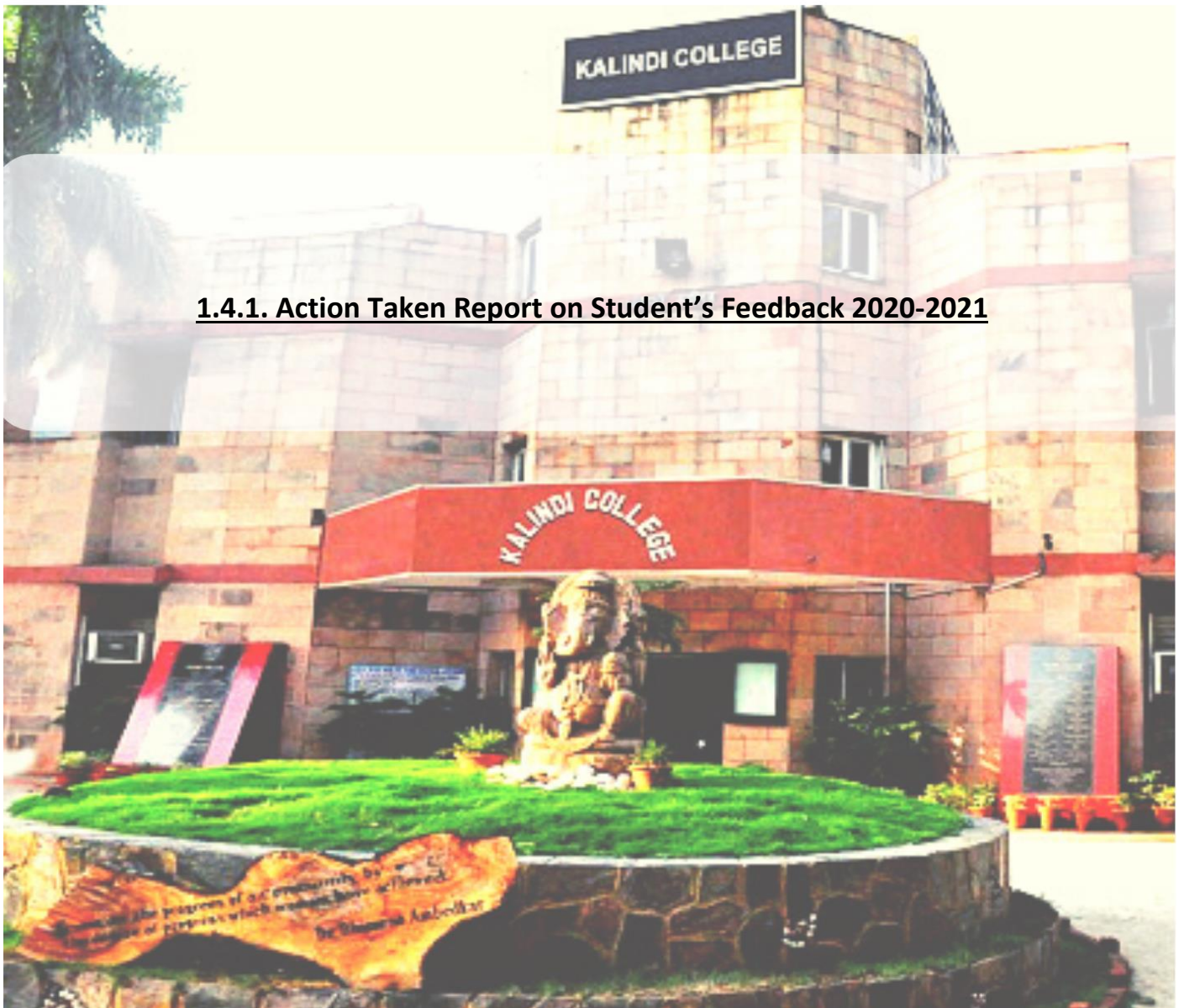# KALINDI COLLEGE
NAAC Accredited with Grade 'A'
(University of Delhi)

1.4.1. Action Taken Report on Student's Feedback 2020-2021

Submitted to
National Assessment and
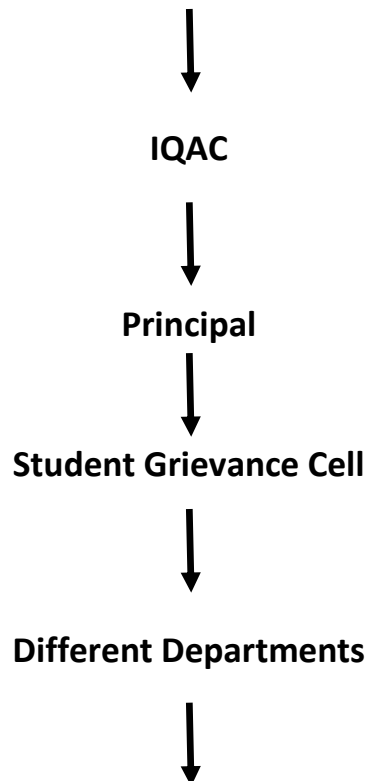## Accreditation Council (NAAC)
(2016-21)

Kalindi College

University of Delhi

Action taken report on Student's Feedback

2020-2021

Action Taken report is compiled by Feedback Committee and is routed via

↓

IQAC

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Principal

↓

Student Grievance Cell

↓

Different Departments

↓

Action taken report is finally submitted to Principal and is uploaded on College Website

B A Programme

Action Taken Report

2020-21

The B A Programme Committee has Taken Action on the Feedback received from the students in the academic year 2020-21 in the following manner:

1. Most of the suggestions were for infrastructural development and facilities for students so the BA Programme Committee forwarded the issues related to this to the College Administration.

2. As the emphasis also was on informing students regarding different intra and inter College competitions taking please time to time the Committee ensures that each notice and advertisement related to students' programme must reach to students of each course combinations. Therefore, through the whatsAap groups made for each subject combinations as well as the Student elected/nominated body Aikyam (representative belonging to each subject combinations) are used to disseminate the information,. Besides, college puts all the notices on the websites and students are advised to visit the website on regular basis.

3. BA Programme Committee organized and intends to organize various activities regarding development of diverse skills of the students time to time by inviting external resource persons.

Nivedita Giri

Convener, B A Programme Committee

Department of Botany

Action Taken: Teachers are very well aware of the harmful effects of long screen exposure on eyes. Teachers are trying their best to emotionally support students by encouraging them to utilise their time by reading books, making notes, sketching, painting. We are relasing newsletter this year to encourage their creative side & to motivate them more.

Internet issue is taken into consideration by teachers for students. We have incorporated these suggestions while making time table. Gaps are given during long practical classes. Gaps are also given between theory classes.

We are re-assessing our assessment methodology as per student's suggestion.

Naina

PRINCIPAL
KALINDI COLLEGE
(UNIVERSITY OF DELHI)
EAST PATEL NAGAR
NEW DELHI-110008

B. Voc. Action Taken Report
ANALYSIS: MAIN POINTS

- Students are satisfied with facilities in college like banking and office assistance. However, availability of information on website could be made better.

  - ➤ *Agree, we will try to upload required information of B.Voc. on website.*

- The response indicates the need of advancement in facilities like remote access to library and availability of e-resources with 42.86 % and 40.47 % not highly satisfied responses respectively.

  - ➤ *We will try to facilitate remote access to library and availability of eresources to students.*

- Students' responses denote high desirability and scope for betterment in infrastructural facilities related to overall campus, classrooms, toilets, drinking water, canteen hygiene, quality of food in canteen, gymnasium and sports centre with 41.17 %, 41.17 %, 47.05%, 47.08%, 47.05 %, 43.75 %, 43.75 % and 50 % respondents, respectively marked not highly satisfied about the mentioned amenities.
  - ➤ *We will try to improve the quality of all these infrastructure and amenities.*

- In the teaching-learning experience, students have given positive response especially, effective communication between student and teachers, punctuality and regularity of the teachers, Internal-assessment evaluation process and encouragement to participate in extracurricular activities. Yet their experiences in usage of various ICT tools, extent of interaction during the classes need to be made better.

  - ➤ *Being a skill based syllabus of this course, we have tried level best. In case of ICT and ICT based interaction, we will try to extended apto maximum level.*

- The two areas that requires improvement is the initiatives taken by the college to promote internship and field trips (virtual) etc. and mentor-mentee experience in college as 47.62 % and 41.02 %of the respondents are not very much satisfied with the initiatives taken in this regard.

  ➢ *Yes, in 2020-21 we have given less numbers of internship and mentorship facility due to COVID-19 conditions. But in this academic session we will trying to overcome the problems.*

	CHALLENGES IN THE ONLINE MODE (IF ANY) (10)
1	Network issue- connectivity problem and poor network ☐ Agreed for few students and upto certain extent in second wave to COVID-19.
2	It's difficult to create college environment at home which results in less interest and laziness during lectures. ☐ Yes , we cannot create college environment at home, but teachers were trying to make class more interactive. Exception for some students not for all.
3	We're getting degrees without knowledge. ☐ Not true, B,Voc. Students are getting knowledge without degree. Some students have obtained job opportunity in this crisis time also.
4	Very less interaction in class. No access to any books. Agree upto maximum extent in case of few subjects, but trying to make more and more interactive gradually. Our faculty members were always trying to provide online resource material.
5	Uncertainty about the timings of the class. ☐ No, all classes have been taken by faculty at their class time only.
6	Yes, sports students need to play, that can't be done virtually. ☐ I agree, but try to rationalise the situation around us.

7	It is difficult to attend classes online for more than four hours a day. It gets very exhausting. ☐ Agree, but due to nature of course, students have one to two hours extra load.
8	Problem of arranging books. Material is not available in hard copy. ☐ Agree – we will try to resolve if possible for all students in Hard Copy with help of Book vendor/s.
9	Our teachers reschedule our classes on daily basis. ☐ We will look on the matter.
10	Why did we pay examination fees if there was no examination? ☐ Students are appearing in OBE of DU and Online in SSC, both the examination conducting body have expenses, student must rationalise the cost of examination.

SUGGESTIONS (6)			
S.NO.	TEACHING-LEARNING	INFRASTRUCTURE / BASIC AMENITIES/ FACILITIES	COCURRICULAR & EXTRACURRIC ULAR
1	Give us some more projects that develops skills in us ☐ We will provide opportunity to work on skills type project	☐ Basic infrastructure is available to students.	We have engage students in cocurricular trough HUNAR.
2	Teacher Student interaction should be more. Classes should be interactive and teachers should discuss about various other issues along with the studies. ☐ Apart to theory and practical learning, students continuously discuss about issues related to skills domains also.	----	HUNAR is B.VOC. student society, though this society students participate in cultural, and cocurricular ares.

3	Please make a survey for teacher assessment at the end of each semester. ☐ We will organise from this academic session with structural guidance of IQAC.	---	---
4	Reduce the syllabus	-----	-----
	☐ Not Possible, it is UGC-NSDC Regulated.		
5	Better mentoring ☐ We have only one faculty, I along with Mr Rajeev Kr Rai has been always trying to mentor all students.	----	----
6	Offline classes ☐ We are ready for offline class, subject to condition of COVID19 and Government Regulations.	----	----

Department Of Chemistry

A meeting of the Department of Chemistry was held on 29-09-2021, Wednesday at 10:30 AM in the Laboratory-1. The department will work out wherever scope of improvement is required.

Suggestions:

    • For Generic Elective, Environmental studies and Language papers, student's feedback should be taken separately.

<div align="right">

Dr. Aprajita
Gaur TIC, Chemistry
Department

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Department Of Commerce

On the basis of the student feedback report provided from B.Com and B.Com (Hons) students on various parameters like the facilities and amenities provided by the college and Teaching and Learning experience various actions taken by the Department are:

➢ As per the feedback, around 50% students are not 'not very satisfied' with the initiatives taken in by the college to promote internship and field trips (virtual) etc.

   Hence It was decided that the department may conduct Industrial visit for the students but with the consent of parents post pandemic.

➢ In the teaching-learning experience, students are satisfied with their experience however certain percentage of students felt that the classes should be more interactive.

   Hence it was decided that in order to make classes more interactive, teachers would further enhance their teaching learning pedagogy techniques.

   The faculty will use more and more ICT tools wherever feasible

➢ For extracurricular activities: The issue would be discussed with students, what all extra activities they intend to have apart from what were already organized.

➢ Multiple students said that one of the biggest Challenge faced during online mode of teaching is network related issues:

   For network related issues: College is working to update and enhance it's new wifi,so that student's issue will be taken care of .

Gunjan Verma (TIC)

Department of Commerce

Department of Computer Science

Action taken report- Students Feedback –Following suggestions are suggested to teachers by TIC :

1. As per feedback regarding on time classes: Teachers are suggested to take classes at their scheduled time slots , and classes if cancelled due to any reasons, to be informed at-least one day prior to the students.
2. Regarding interactive sessions: It is suggested to keep at-least one class in 15 days for general discussions with students so as to make online classes lively.
3. Regarding network issues of students: it is suggested to teachers record important lectures and provide the recording to students on classroom.
4. Also teachers are suggested to take doubts of students on Google classroom, in order to keep the record of doubts clearing.
5. Regular mentoring to be continued as per allocated groups , and record of mentoring sessions with google meet links to be kept along with brief description of doubts cleared.

Department of Economics

Student's response to the Teaching Learning experience seems encouraging with 86% effective communication between teacher and students, 78% use of ICT tools and 92% of teacher's punctuality and regularity. There are certain matters of concern, some of those beyond the purview of the department, like those related to infrastructure, duration of classes and break, long screen timings, lack of placements etc.

Some suggestions and challenges are indicating that at the department's level certain measures could be taken to further increase student's satisfaction. The following steps have been initiated by the department for problems as appended:

- It has been strictly told to the department members that 100% syllabus needs to be invariably completed by everyone without any exception. No excuses can be entertained in this regard.
- Any readjustment of scheduled class to be done only under dire circumstances like a college meeting, and is to be communicated to the office and the teacher in charge.
- As for internal assessment, continuous assessment based on tests and assignments rather than a single test / assignment at the end to be done; and it has been reiterated that all tests/assignments be promptly, objectively and carefully evaluated.
- In some theory papers, teachers are using books for teaching. They have been told to avoid this practice and teach using proper screen sharing and/ or white board as per requirements of the lecture. Those not comfortable with the process to get acquainted with the same at the earliest.
- The whole department agreed on further enhancement of their ICT tools and expertise.
- Mentor mentees program to be taken more seriously.
- Internship and placement fair could be organized by the department.
- Teacher should give complete knowledge of a paper with its scope and importance in his/her career.
- There could be routine interactive sessions between students and alumnae.

Department of English

The English department was requested to submit an Action Taken Report on the basis of the Feedback filled by the students of the English department in July 2021. The feedback was shared with the TIC, English department on 24th September 2021.

The parameters and questions in the feedback form are related to library and infrastructure of the college. Since none of the parameters on which the students provided feedback are within the sphere and scope of the influence of the English department and its faculty, we are not in a position to take any action on the basis of the feedback our students have provided.

Monica Zutshi
TIC
English department

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NAAC ACCREDITED 'A' GRADE COLLEGE

Action taken report of student feedback Geography Department

An online meeting was organized with all teachers of Geography Department on 15th September 2020 on Google Platform to discuss action taken of student feedback. The Following members attended the meeting:-

- Dr. Seema Sahdev
- Dr. Usha Pathak
- Dr. Shashi Bhushan
- Ms. Geeta Kumari
- Mr. Jitendra Rishideo
- Mr. Akhilesh Mishra
- Ms. Madhuri Meena
- Ms. Shalini Shikha

The following actions will be taken.

1. Teachers will utilize projector properly and will use teaching method like power point, and geographical model.
2. It was conveyed to the teachers that they will complete the syllabus on time.
3. The evaluation of internal exam as well as practical exam will be impartial.
4. It was decided that department will organize seminar for career option and personally development.
5. Teachers will engage student in research project, field survey and various outreach programs.
6. The department will conduct two value added course in the year 2020-21 and will submit the proposal to the convener of value added courses.

Naina

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Department of History

1. **The points 1 to 20 are administrative in nature.**

2. **Matters concerning the teaching learning experiences.**

   Students are very contented with their teaching-learning experience.
   The percentage of respondents who have given very good response for various teaching-learning elements as for effective communication between student and teacher(88%), use of ICT tools (80%), extent of interaction during the class (84%), punctuality and regularity of the teachers (81%), internal-assessment evaluation process (81%), encouragement to participate in extracurricular activities (82%), guidance to overcome weakness (79%).

3. **Mentor – mentee experiences** of the students as mentioned in the feedback form sent by IQAC is mentioned as 32% as unsatisfactory. But in the 29th point and the chart Unsatisfactory is only 4%. Kindly explain how it is Unsatisfactory.

4. **Regarding field trip(virtual), Internships and helping students explore further opportunities**

   The department organised a virtual tour to the Modern Art Gallery successfully and the second virtual tour to Khajuraho was cancelled due to pandemic (2nd lockdown). In the academic session 2020-21 few of our students have successfully completed Internship programmes. The college has taken initiative to sign MOU's with various universities and Companies to provide our students with further learning experiences in the academic session 2021-22.
   Our entire department has been guiding the students to explore various scopes related to our course and department for eg. Teaching, Research, Civil Services etc.

5. **Challenges in the online mode**

   The Network-connectivity problem cannot be sorted out either by college or the department.
   Technical glitches, low audio/ inaudible/ unclear video are not on regular issues. Mostly it is noticed that problems faced by students are from their end.
   All teachers respond to whatsapp messages and even to the students calls immediately or as soon as they can. Still the department has been instructed to reply to the student messages on regular basis and promptly. All the teachers have submitted their course completion reports on time and as per each faculty the syllabus was completed. The same was confirmed from the students. The department has been instructed to finish their classes as per the time mentioned mentioned in the time table so that students can relax between their two classes.
   Kindly refer to point no 23 Extent of interaction during the classes. Only 4 students find the class as less interactive. Each faculty makes an extra effort to encourage, guide and help the students in learning and their overall growth to prepare them for future. E-

content and Class notes were regularly shared by each faculty member. The course materials and books were shared o regular basis with the Photostat shop of our college. The entire class was informed about it. It was couriered to students as per the order placed. The issue of Examination fees has to be sorted out by the college.

6. Action to be taken by the department for a better teaching-learning experience

As the T/IC I have discussed the students feedback with my department. Taken suggestions from each and we will try to overcome the shortcomings and improve as an individual and department.

a. Remedial Classes
b. Power Point Presentations by faculty members for the easy comprehension
c. Short one liner quizzes
d. Paper presentation, group discussions etc within the department to boost the morale of the students and to enhance the interaction between various semester students.

Dr. Garima Prakash(T/IC)
Department of History

हिंदी विभाग

प्रतिक्रिया रिपोर्ट

हिंदी विभाग ने सत्र 2020-21 में छात्राओं द्वारा दी गई प्रतिक्रिया का विश्लेषण किया. कोरोना काल में हिंदी विभाग ने अपने विद्यार्थियों को नए, आधुनिकतम और सरल तरीके से पढ़ाने का प्रयास किया है जिससे अधिकांश विद्यार्थियों को इसका लाभ प्राप्त हुआ है. हिंदी विभाग ने शिक्षण के लिए ऑडियो-वीडियो उपकरण (गूगल मीट, माइक्रोसॉफ्ट टीम, जूम आदि) ई-कंटेंट (ई-पाठशाला, ई-ज्ञानकोश, ई-पुस्तकालय) आदि के माध्यम से विद्यार्थियों को पढ़ाने का काम बेहतर ढंग से किया है. शिक्षकों ने पाठ्यक्रम के अनुसार वीडियो बनाकर विद्यार्थियों को प्रदान की हैं तथा ऑनलाइन क्लास के दौरान विद्यार्थियों से विषय पर चर्चा की जाती है. हिंदी विभाग के सभी शिक्षक अपनी कक्षाएं नियमित और समय से लेते हैं. आंतरिक मूल्यांकन प्रक्रिया जिसमें कक्षा परीक्षा, असाइंमेंट आदि सुचारू रूप से हो रहे हैं. ऑनलाइन माध्यम में भी हिंदी विभाग लगातार साहित्यिक गतिविधियों का आयोजन करता रहता है, जिससे विद्यार्थियों का मानसिक एवं सृजनात्मकता विकास हो सके. हम विद्यार्थियों की बेहतरी के लिए समय समय उनका मार्गदर्शन भी करते हैं. सभी शिक्षक अपना संपूर्ण पाठ्यक्रम समय से समाप्त करते हैं, इसके अतिरिक्त हिंदी विभाग के शिक्षक अपने विद्यार्थियों का पाठ्यक्रम के अतिरिक्त उनके जीवन से संबंधित बातों को भी समझाते हैं और उनकी समस्याओं का निराकरण करने का प्रयास करते हैं, जिससे विद्यार्थियों का आत्मविश्वास बढ़ता है. हिंदी विभाग के अधिकांश विद्यार्थी शिक्षकों की शिक्षण प्रणाली से संतुष्ट हैं.

Naina

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Department of Journalism

The Department of Journalism, Kalindi College held a meeting to discuss the students' feedback and decided on the following points for further action:

- Increased use of ICT tools to make teaching-learning a more interactive and enriching experience
- Students will be further encouraged to participate in co-curricular activities
- More guidance to be provided to the students regarding internship and placement opportunities in various media organizations
- Organizing field trips for students once the covid situation normalizes
- More practical classes to be held once all the students are vaccinated
- Organizing more guest lectures and online events for students' engagement.

(Dr. Meena Charanda)

Teacher-in-charge

Journalism Department

Department of Mathematics

As Analysis says that 84% students are saying that 100% syllabus had completed. But students submitted course completion forms and they have mentioned that 100% course has been completed. However students are also studying some Allied papers, so might be some issues there regarding the course completion.

Department Of Physics

Physics (H)

1. The challenges faced by students are communicated to all the faculty members of the physics department for necessary improvement.
2. Most of the challenges are faced due to long hours mobile or computer exposure. Teachers are advised to give offline working flexibility for doing calculations, plotting graphs and reading study material during lab classes. This will reduce the stress on eyes of the students.
3. The lab classes are scheduled in physical mode for III yr students as per university directions.
4. Infrastructure related challenges should be sent to the office by the feedback committee.

Physical Science

1. Physical Science course is shared by three departments- Physics, Computer Science and Mathematics. So available data for the challenges faced by the students is not department specific. However the same is communicated to the Physics department teachers.
2. The lab classes are scheduled in physical mode for III yr students as per university directions.
3. Most of the challenges are faced due to long hours mobile or computer exposure. Teachers are advised to give offline working flexibility for doing calculations, plotting graphs and reading study material during lab classes. This will reduce the stress on eyes of the students.
4. Many of the lab classes are scheduled in the slot of 2+2 wherever possible.
5. Infrastructure related challenges should be sent to the office by the feedback committee.

Department of Political Sciences

On September 29, 2021, at 1 p.m. in the college, the Department of Political Science had a faculty meeting to review student input and related topics. As far as the infrastructural and other feedback admin-related feedback, the college has the same information.

The concerns from the feedback of the department of political students were discussed thoroughly, and the following steps were taken:

Teachers need to be more cooperative with students and behave appropriately while engaging with them, as well as strive to understand their difficulties and questions and support them whenever they have problems, and according to the discussion. Students will be asked occasionally if they need any type of academic and emotional support.

It was also mentioned that all teachers should attend class constantly, be on time, and complete their syllabus. Teachers shall be more interactive in the classes. In addition, teachers are responsible for mentoring, responding to, and assisting students in the academic arena to have a bright future. Therefore, student-centric academics and other essential for their all-around development activities will be organized regularly.

The issue of exceptional learners was also discussed at the faculty meeting. It was determined that the college's quick learner department would hold more career-oriented workshops and training facilities. In addition, the department of slow learners has agreed that each teacher will attend one remedial class per week, and teachers will note this in their timetables when they submit them. The teachers will maintain the record of mentorship and restorative classes, which will be discussed frequently.

As a department, we are more committed to knowing the principles and strategies of good problem-solving in our discipline to teach students problem-solving skills so that they can achieve their desired career and be an asset for the humanity.

Naina

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Department of Zoology

A meeting was held with all the faculty members, we came to know about various challenges students faced during online mode, majorly they reported Network problems, concepts not being clear due to online mode, long hours of screen time where they face health issues as well as decrease in productivity and efficiency.

o Students made some suggestions, in order to improve the effectiveness of teaching module. They suggested to reduce the timing of online classes, Decrease the pressure of assignment and practicals and they suggested Offline classes are best.

Naina
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