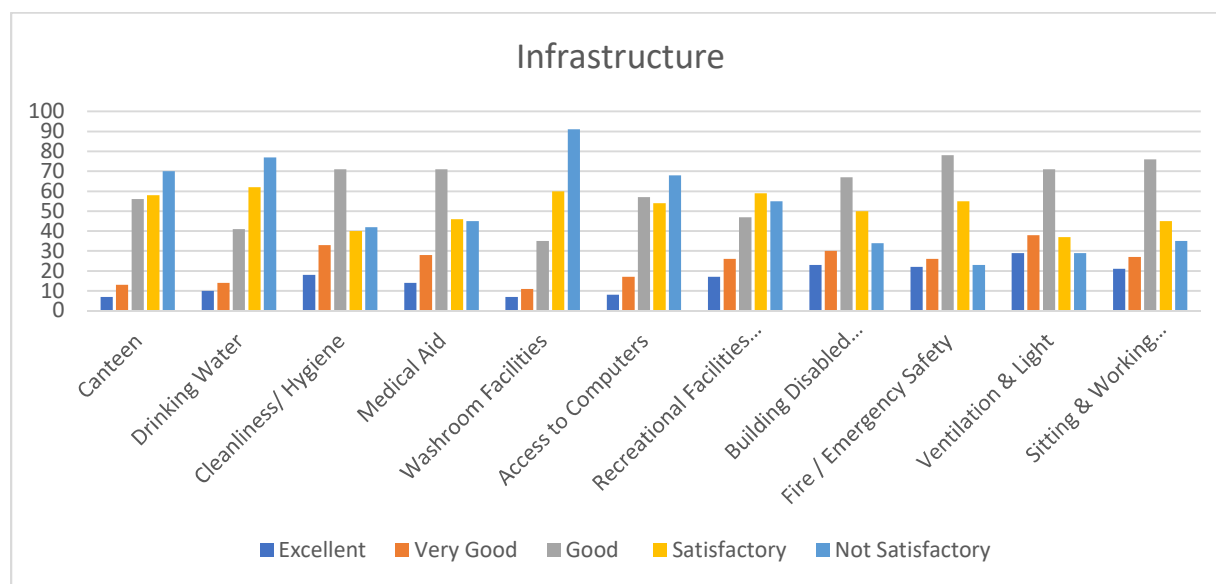


**Zakir Husain Delhi College**  
**University of Delhi**  
**Feedback Analysis Report and Action Taken Report 2022 - 23**

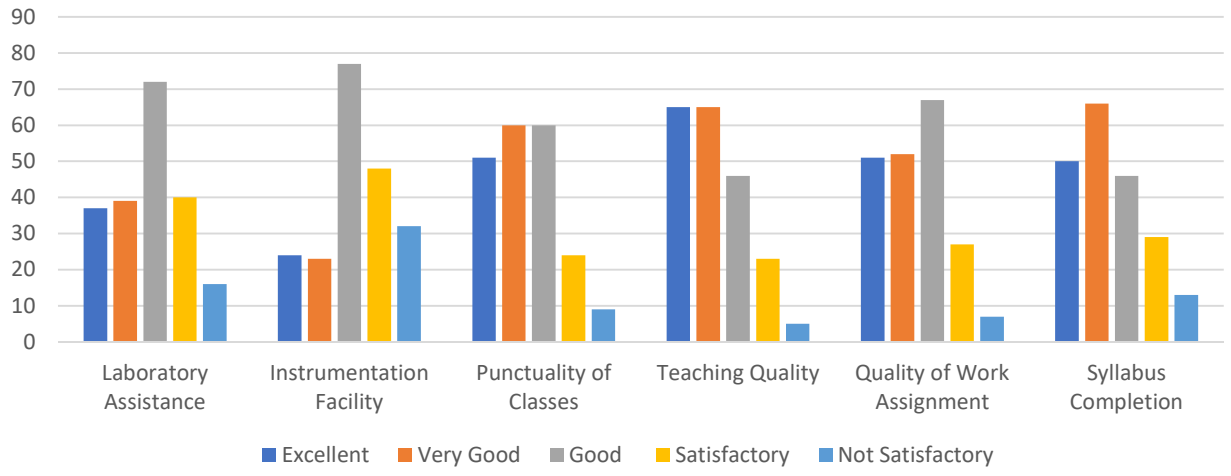
The college systematically gathered feedback from students, alumni, and faculty members for the academic year 2021-22 using Google Forms. The purpose of this feedback collection was to assess various aspects such as college infrastructure, academic environment, co-curricular activities, and administrative support. After collating the feedback and carefully analyzing the responses, a self-assessment was conducted, leading to the implementation of numerous improvement measures at different levels. A comprehensive analysis of all responses was undertaken, and necessary steps were taken to address student grievances. To enhance the overall college experience, student suggestions were meticulously reviewed, leading to specific actions aimed at future administrative improvements. The subsequent sections of this document provide a visual analysis of the feedback received in 2022-23 and the corresponding actions taken in response.

**A. Feedback Analysis Report and Action Taken Report: Students**

Feedback was taken by the IQAC from the students about the various aspects like college infrastructure, classroom and laboratory facilities, classroom teaching, etc. Some findings of the feedback received and a summary of the actions taken are presented in following.

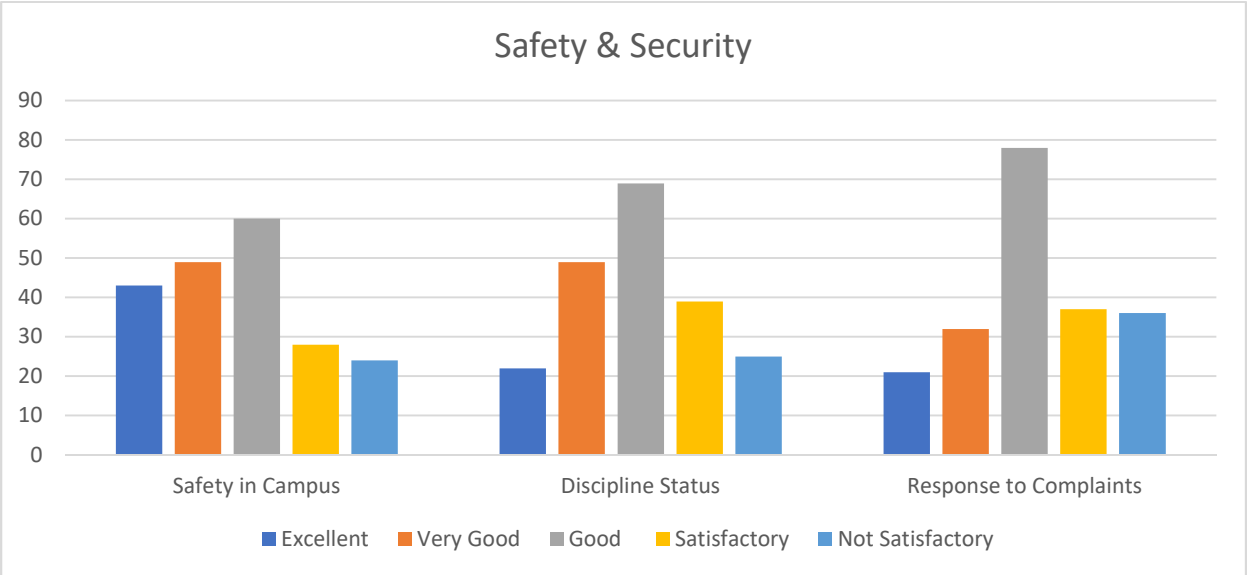
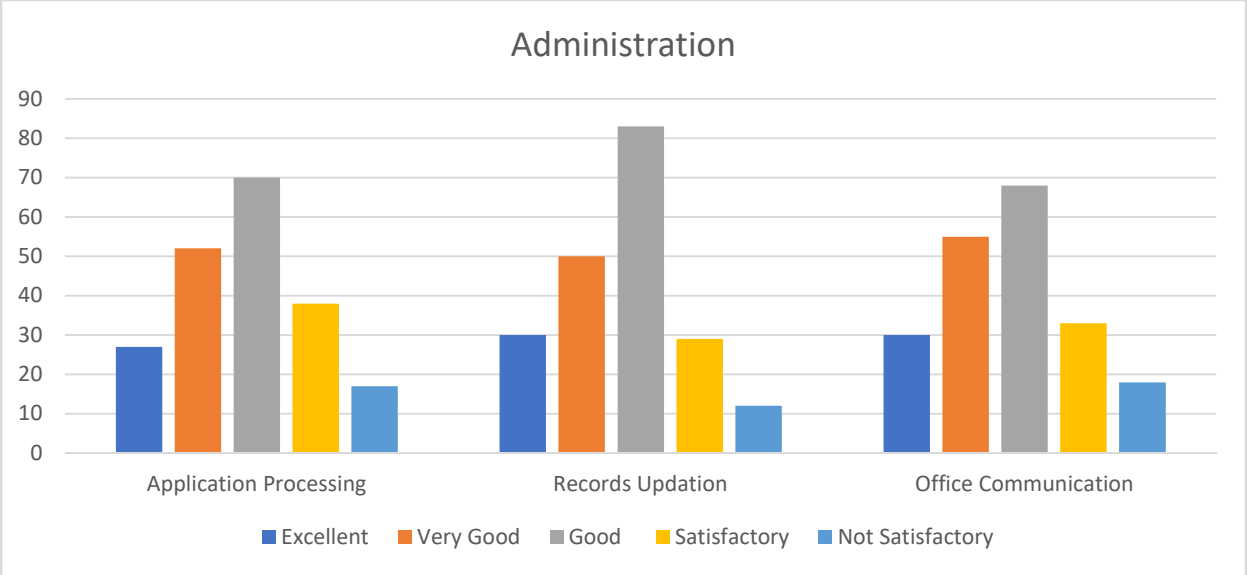


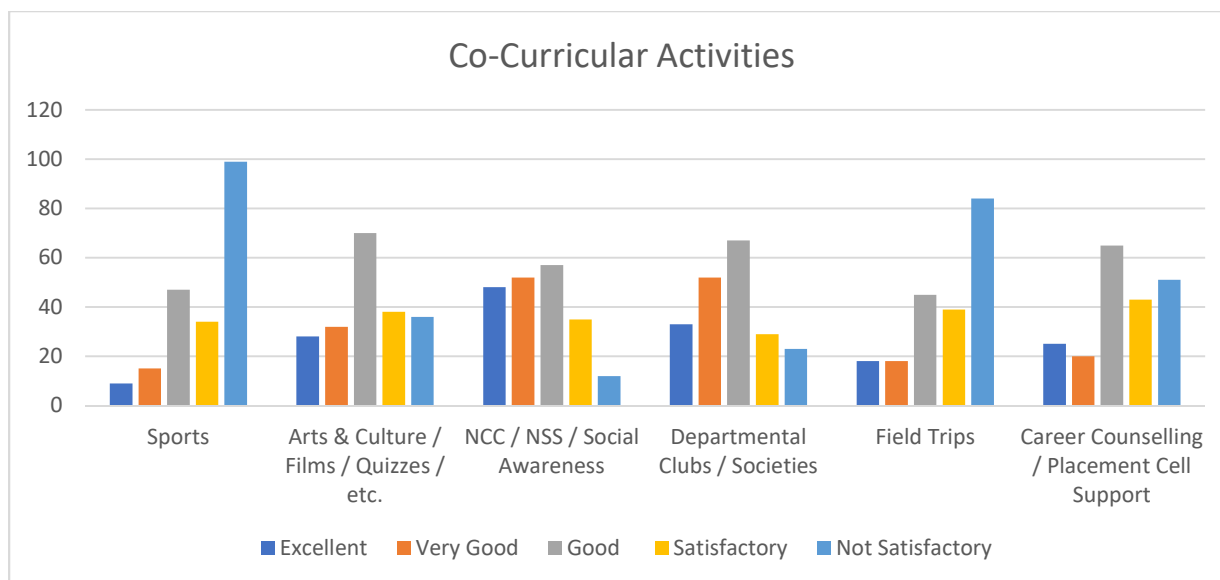
### Academic Atmosphere



### Library Facilities





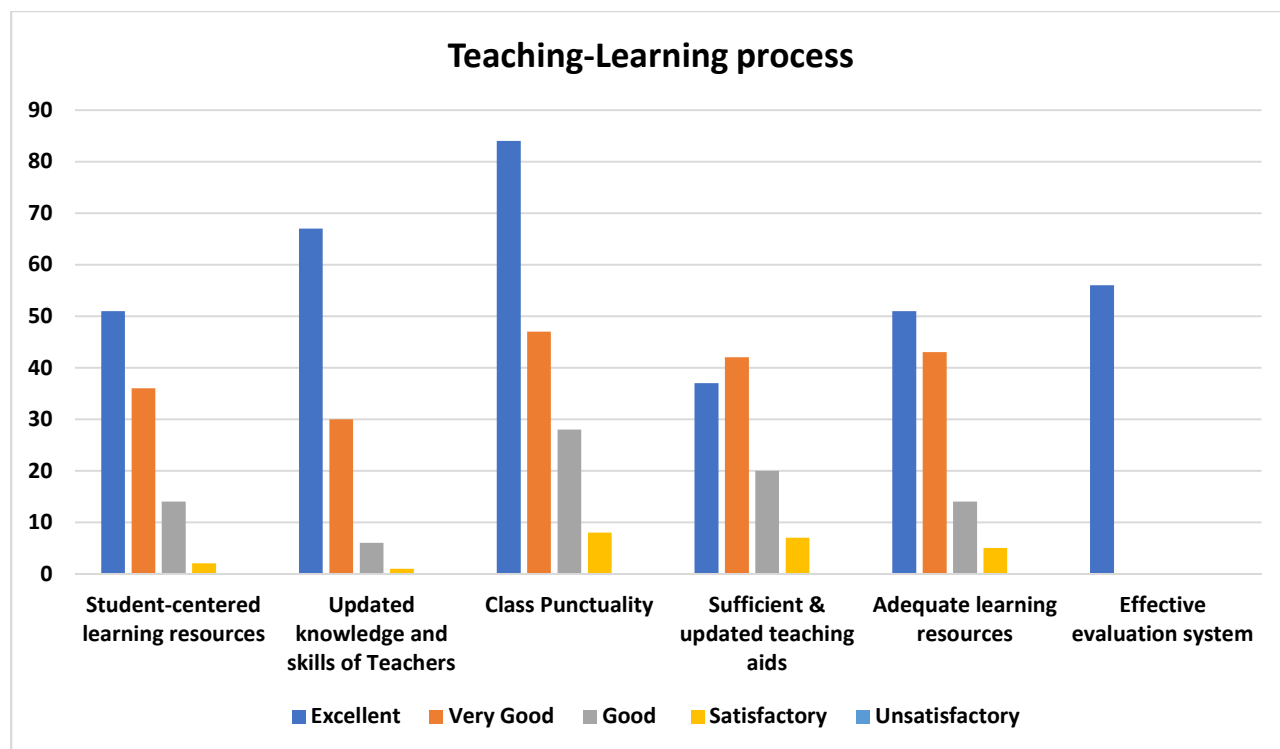


S. No.	Suggestions	Action Taken
1	College canteen should provide good quality food and more options at reasonable price.	To address student's complaint regarding canteen issue, the Canteen Committee has given the tender to new vendor. It was communicated to the vendor to add more healthy food items to the menu and price should be affordable. The quality and hygiene of the food should be the priority of the canteen.
2	The availability of the potable drinking water should be better.	This feedback was recognized by the administration and efforts were made to increase the frequency of cleaning of the potable drinking water coolers so that students can have access to clean drinking water.
3	Cleanliness of washrooms and classrooms.	The problem was well acknowledged by the IQAC team and communicated to the authorities. Maintenance committee was approached to address the situation through proper strategized plans.
4	Boys and Girls common room should have more space for sitting area and more tables should be provided.	Presently, college has one Boy's Common room and Girl's Common room but according to the number of students there is a requirement of more space so that students can do some activities in their leisure time. However, due to space constraint in college, more space cannot be allotted to the students for the recreational activities. The problem was addressed to some extent, as the college ground has become functional from year, further this problem will be taken care of in the new building of ZHDC where there is a separate section/floor for student activities.

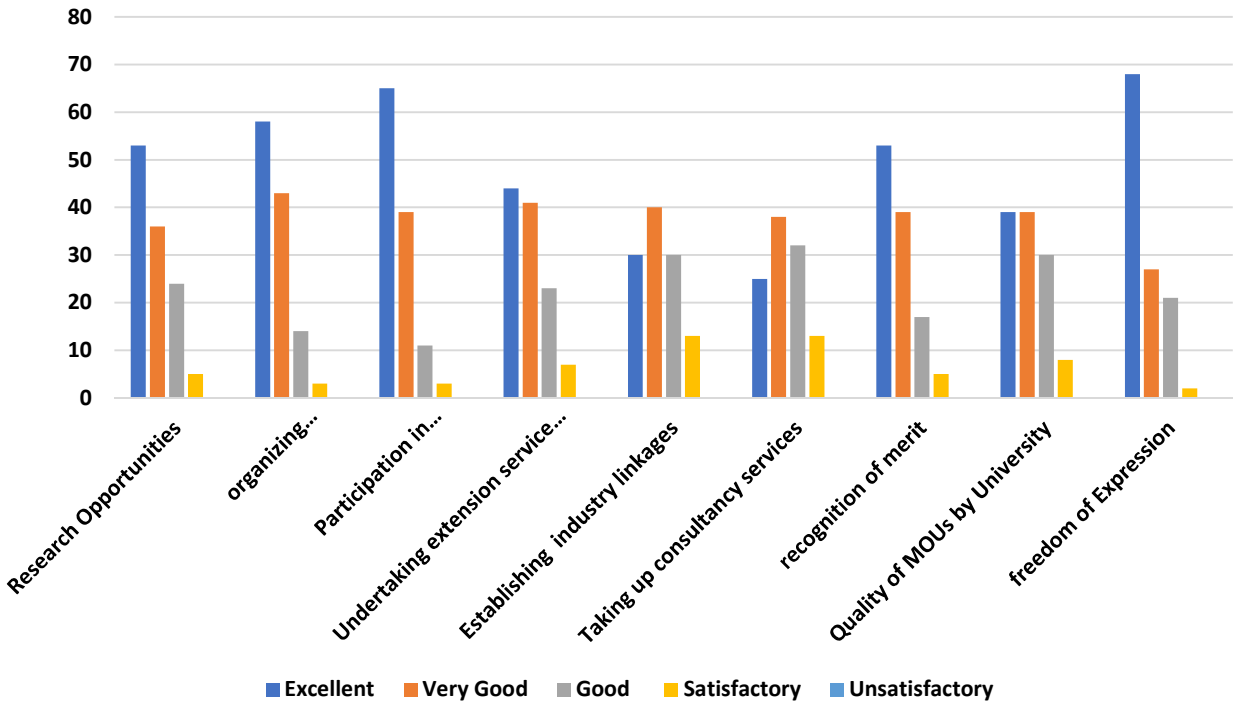
5	There should be a greater number of computers in the college so that students have more access to e-resources.	The college administration recognized the suggestion and realized that there is a need of more computers. The requirement is conveyed to the ICT committee. Moreover in NEP, there are many subjects which are practical based, thus, some departments have been provided with additional computer systems to conduct practical. Since, additional labs could only be operational in new building.
6	The sports infrastructure and facilities in the college should be improved.	Due to the construction of the new college building, the various sports activities in the college were stand cancelled. Physical Education Department and college administration, both have made efforts and make the college grounds functional from this year. Various sport practices are restored in the campus there-after.
7	Classrooms, benches, chairs, etc. should be of better quality and should be maintained.	Students have suggested a lot of scope of improvement in the infrastructure facility of the classrooms. Quality of benches, chairs, boards, etc. should be improved. Suggestions were communicated to the respective committee so that necessary actions can be taken in this area.
8	The college departments should organize a greater number of field trips so that students have more exposure to the industry or relevant areas.	It was suggested by the students that college departments should organize more field trips for better exposure to industry or relevant areas. Departments do organize field trips, in fact some departments have field trips as a part of their curriculum e.g., History, Zoology, Environment, and Botany department. Other departments also try to organize field trips whenever possible. However, the students' suggestions are communicated to the departments so that more field trips can be organized in future.
9	College should have overall more co-curricular activities during the year.	The promotion of overall co-curricular activities, suggested by students was communicated to the convenors of all the societies in the college. Moreover, many societies have also restored their activities, which were lost during pandemic. Some new societies are also formed during this academic year.
10	Placement cell in the college should be more active.	Number of companies that come to college for hiring have increased in recent past. However, students have shown unsatisfactory response regarding organization of career counselling sessions for them. Suggestions have been conveyed to the convenor of the placement cell. It was informed that in future college will try to organize more such events.

## B. Feedback Analysis Report and Action Taken Report: Faculty

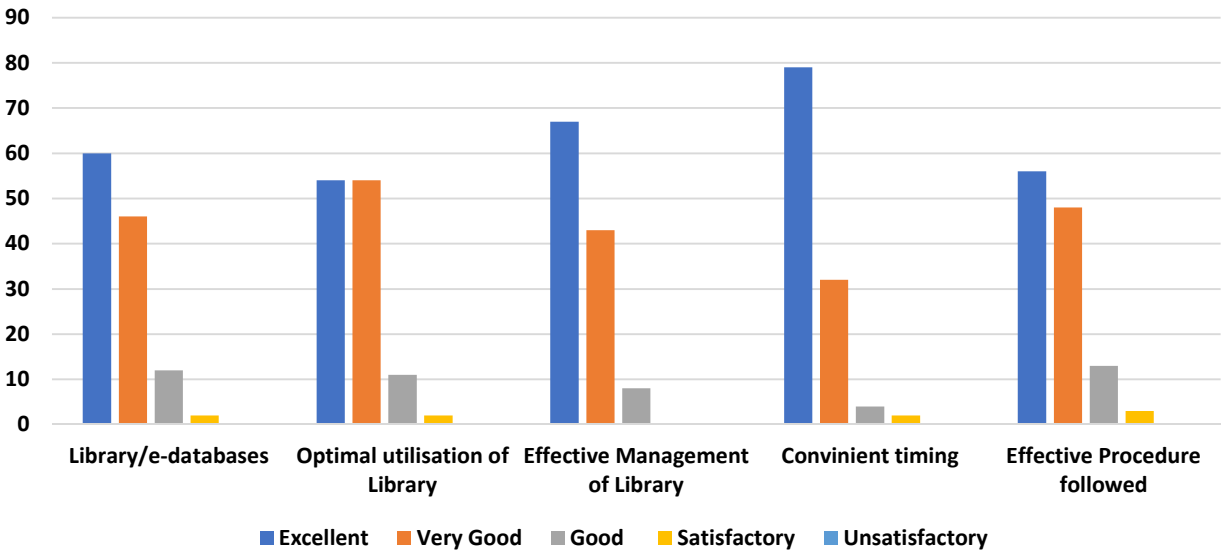
Feedback was taken by the IQAC team from the college faculties on the various aspects namely teaching-learning process, faculty development & research, library facilities, college infrastructure and college administration. Faculty members have responded about the good administrative work namely accessibility, quality initiatives taken by administration and efforts made by the institution for its development. In the infrastructure section, there is a mixed response mainly due to the budget and space constraint in the college campus. In the faculty development & research part, teachers have responded from excellent to good suggesting that they have ample opportunities for their academic development and research work. The feedback for library reflected the good work that college library is doing its teachers and students. In the teaching learning process, the faculty members have given many suggestions regarding smart boards, ITC enabled classrooms, etc. The findings of the feedback received and a summary of the actions taken are presented in following section.

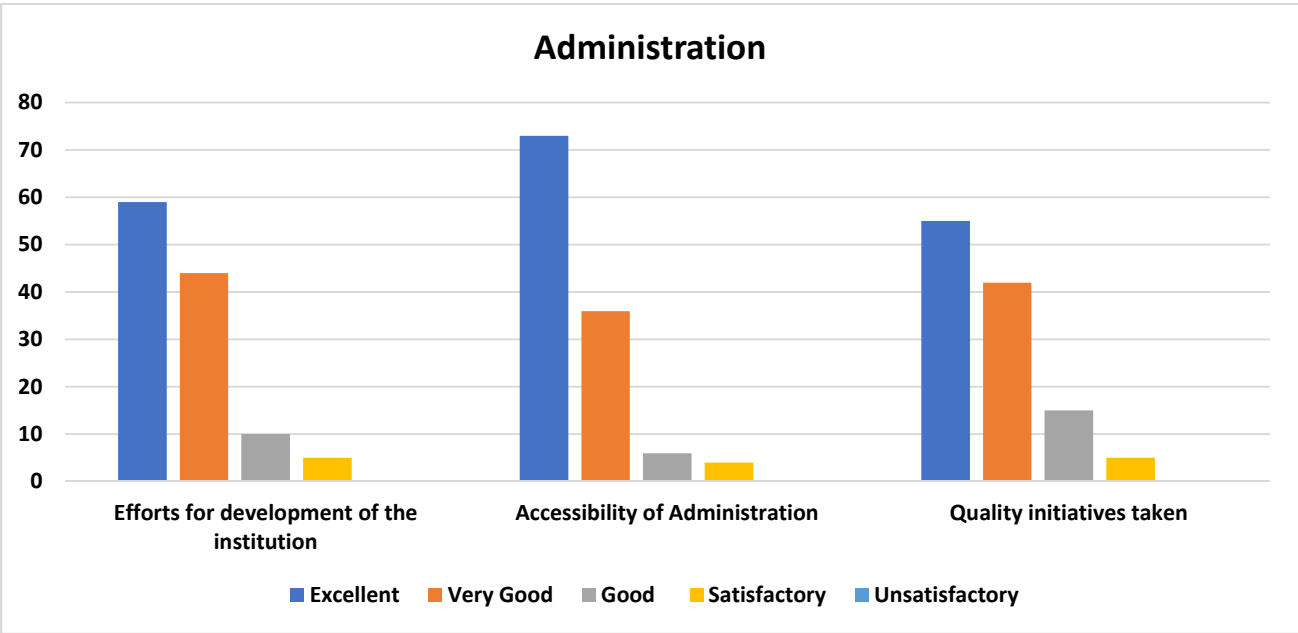
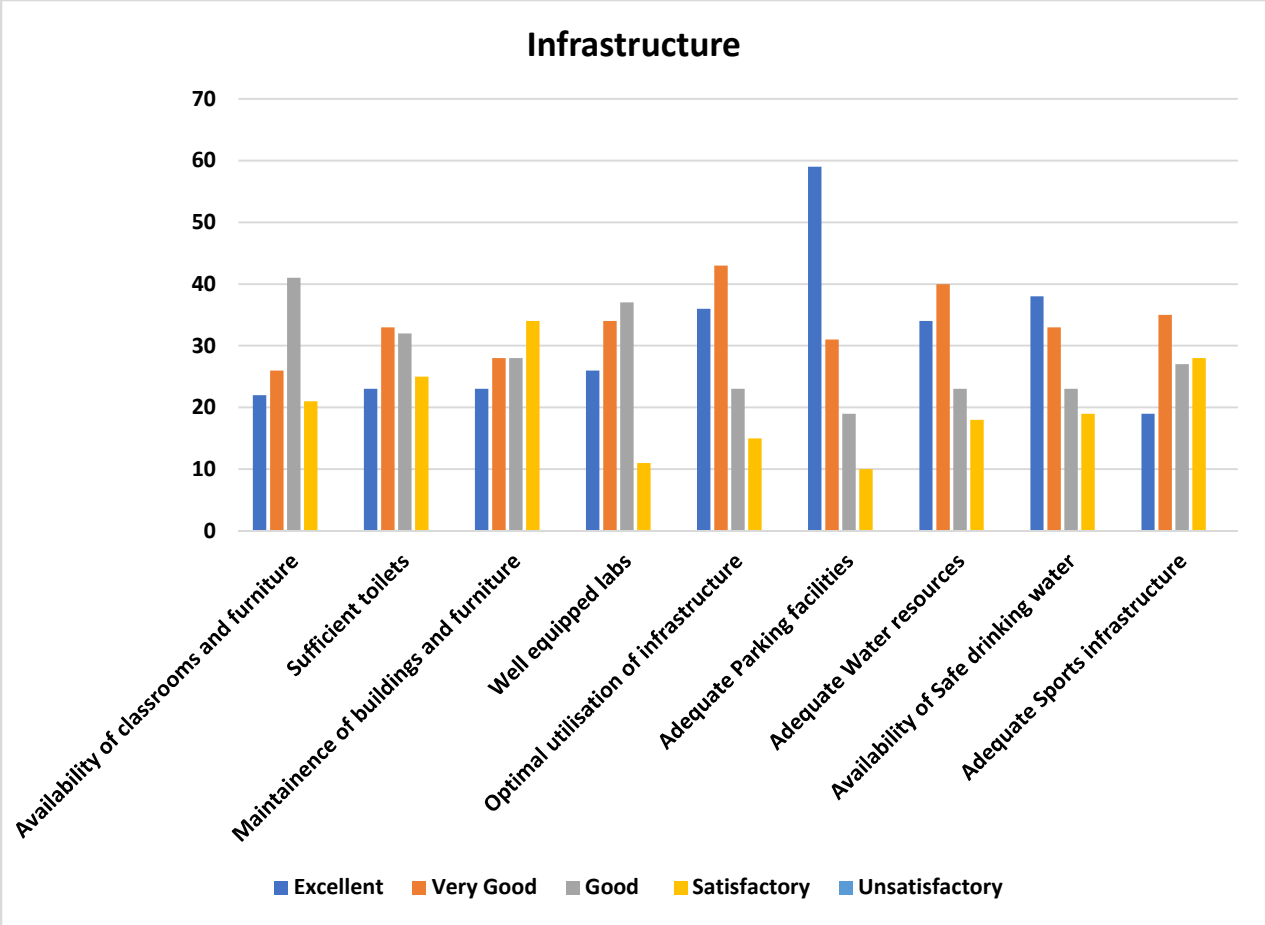


### Faculty Developmet & Research



### Library





The following table presents the faculty suggestions and actions taken:

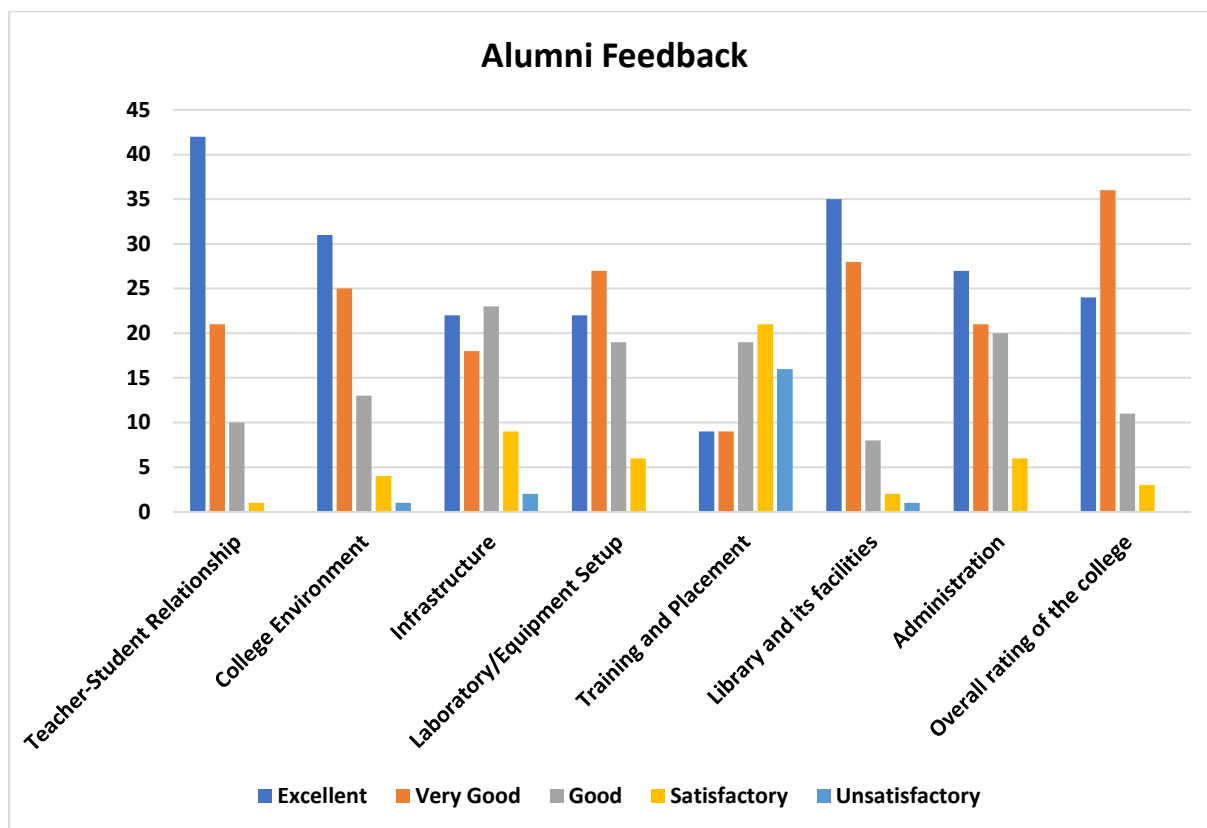


S. No.	Suggestions	Actions Taken
1	Smart teaching boards should be provided in the classrooms for the effective teaching-learning process.	Teachers have suggested that there should be smart teaching boards in the classrooms so that teaching-learning process becomes more effective. Each classroom in the campus can't be equipped with the smart board due to the budget constraint. However, some classrooms can have smart boards. Suggestions are communicated to the administration so that timely action can be taken in this direction.
2	There should be timely and relevant training courses for the teachers by experts in the field to teach newly introduced papers under NEP curriculum.	This suggestion and need of training for the newly added courses in the curriculum has been communicated to the administration. Different University departments do organize some sessions for the same. However, there should be some proper trainings by the expert so that justice can be done with the new papers. Hopefully, University will take a call for this as this is the problem, faced across the University.
3	There should be counselling of students for career, classes as well as life skills so that they can have proper decision-making skills.	This suggestion from the faculty members is welcomed by the administration. There is a placement cell in the college that organizes a career mela for the students. Students find this very helping. They get some exposure about interview skills as well. However, a separate counselling center can be arranged for the students for the regular sessions. This suggestion can be implemented when more space will be available in the new college building.
4	Sports facilities like adequate infrastructure and properly maintained sports ground should be available in the college campus.	Faculty members have suggested that sports facilities should be provided to the students as well as teachers because sports activities help in overall development of the personality. At present, the college sports ground is not available to the college due to construction work and concrete which need to be removed. The college administration is evaluating various possibilities so that ground is available to all the stakeholders of the institution.
5	There should be a separate room for each department from social sciences and humanities to do some administrative and academic work.	Many faculty members have suggested about the need of a separate room for each department for the smooth functioning of the administrative and academic work. This is well acknowledged feedback from the faculties. However, space constraint in the college campus have tied the administration hand in this area.
6	There is a need for revival of mentor-mentee scheme and moral counselling for the students.	The Mentor-Mentee scheme has been revived by the institution after the Covid. Teachers have been allocated a group of students. They meet with the group and discuss the academic assistance or any personal discussion as needed by the student.

7	Sports competition should be organized for the teaching and non-teaching from time to time. Also, there should be sports meet for teaching and non-teaching as well as for students.	The college used to organize some tournaments for non-teaching and teaching like cricket and badminton. But all such activities are on hold due to the construction work of new building. College has restarted some sports practice for teachers like table-tennis, carrom and chess. When the college ground will be available, the physical education department will organize sports activities for the faculties, non-teaching staff and students. The suggestion about sports meet for the staff has been communicated to the administration so that this can be organized in future.
8	In the infrastructure section, faculties have suggested about need of more washrooms for faculties members.	The need of more washrooms for the faculties in the college campus can only be solved with more space. The college new building has this answer as there are sufficient washrooms according to the norms. So, this requirement will be fulfilled once college new building is functional.
9	Institution can establish free competition coaching classes for students in the college campus likes civil services, GATE/JAM/JEST, etc.	This suggestion has been communicated to the administration so that some action plan can be worked out for this suggestion.
10	Student's behaviour should be monitored in the campus.	There are CCTV in the college campus to see the various activities of the students. There is a proctorial board as well to look into the discipline of the college. However, there are issues with the student behaviour. These are tackled by the administration very effectively with the help of faculty members and guard of the college at the gate. Suggestion has been communicated to the administration for the further improvement.
11	There should be access to scientific journals and scientific database in library.	Some faculty members have suggested about the access to scientific journals and scientific database in library. There is access to the various database and journals through the University of the Delhi portal. Also, there is an eLibrary mobile app for IOS and for Android phone via which Journals and 1000's of database can be accessed remotely.

### **C. Feedback Analysis Report and Action Taken Report: Alumni**

The IQAC team gathered feedback from alumni on diverse aspects such as the quality of teacher-student relationships, the college environment, infrastructure, training, and placement facilities. The subsequent section outlines key insights from the received feedback and provides a summary of the actions undertaken in response.



The table below illustrates the recommendations provided by alumni and the corresponding measures implemented in response.

S. No.	Suggestions	Actions Taken
1	The laboratory and equipment configuration need to be upgraded to align with current standards and meet specific requirements.	The college administration acknowledges the feedback from alumni, considering them a crucial element of the institution. However, due to space constraints and financial limitations, the establishment of new labs is restricted. The ZHDC's new building provides an opportunity for additional labs for various departments, allowing for the installation of equipment in accordance with curriculum requirements.
2	Efforts should be directed towards enhancing the efficiency of administrative staff in addressing alumni queries and requirements.	The AO ADMIN has been informed about the issues raised by alumni, and assurances have been made to: <ul style="list-style-type: none"> <li>• Address various alumni requirements promptly and efficiently.</li> <li>• Respond promptly to queries received from alumni.</li> </ul>

3	College infrastructure should be It is imperative to uphold the proper maintenance of college infrastructure and consider the addition of new furniture to classrooms for an enhanced learning environment.	The IQAC team has communicated the necessity for infrastructure maintenance to the administration. Regarding the addition of new furniture, especially benches in classrooms, sufficient funds are essential. The college administration is actively working in this direction to ensure that students do not encounter any seating issues in classrooms in the future.
4	The college library facilities receive considerable appreciation from alumni, although a few respondents expressed satisfaction in the good and satisfactory category.	The ZHDC college library, renowned for its extensive Book Bank, provides books to students throughout the academic session. Despite this, some alumni express satisfaction only with certain facilities. To enhance these services, the library committee is keen on understanding practices that can further improve facilities, and suggestions from alumni have been implemented where necessary.
5	The safe college environment has garnered praise from alumni, yet a few responses fell into the satisfactory and unsatisfactory categories.	The college ensures a secure environment, with well-maintained campus security to prevent unauthorized access. Despite these measures, there is acknowledgment of the constant need for improvement, and the college Proctorial Committee actively works towards this. The internal complaint committee is also dedicated to ensuring a better environment for all stakeholders. Suggestions from alumni regarding the safe and healthy college environment have been communicated to these committees.