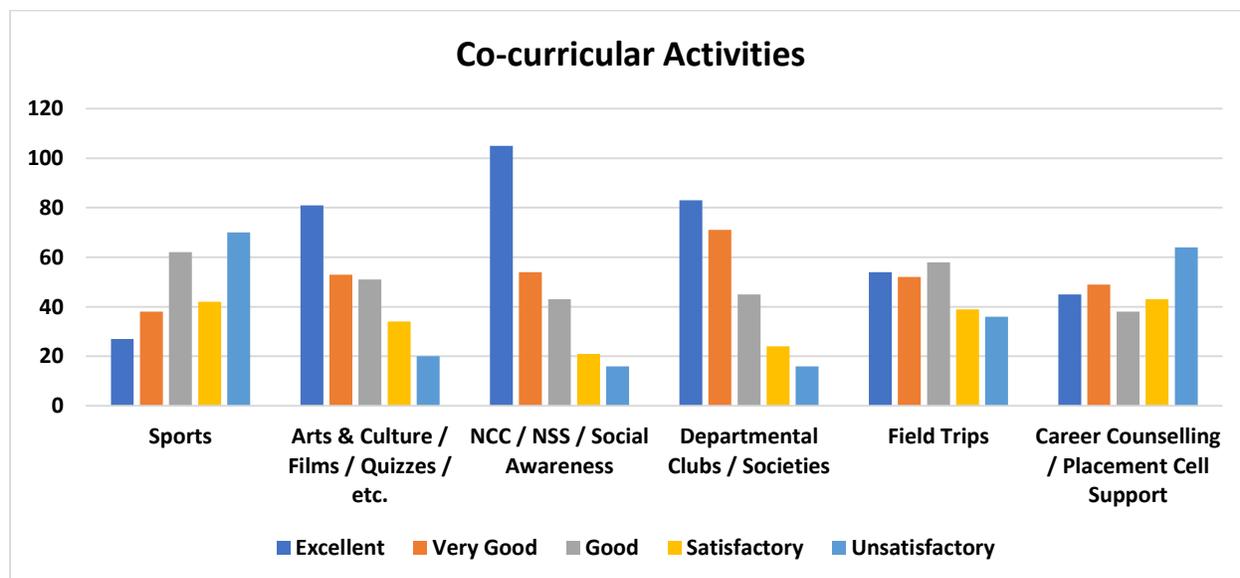


**Zakir Husain Delhi College**  
**University of Delhi**  
**Feedback Analysis Report and Action Taken Report 2021 - 22**

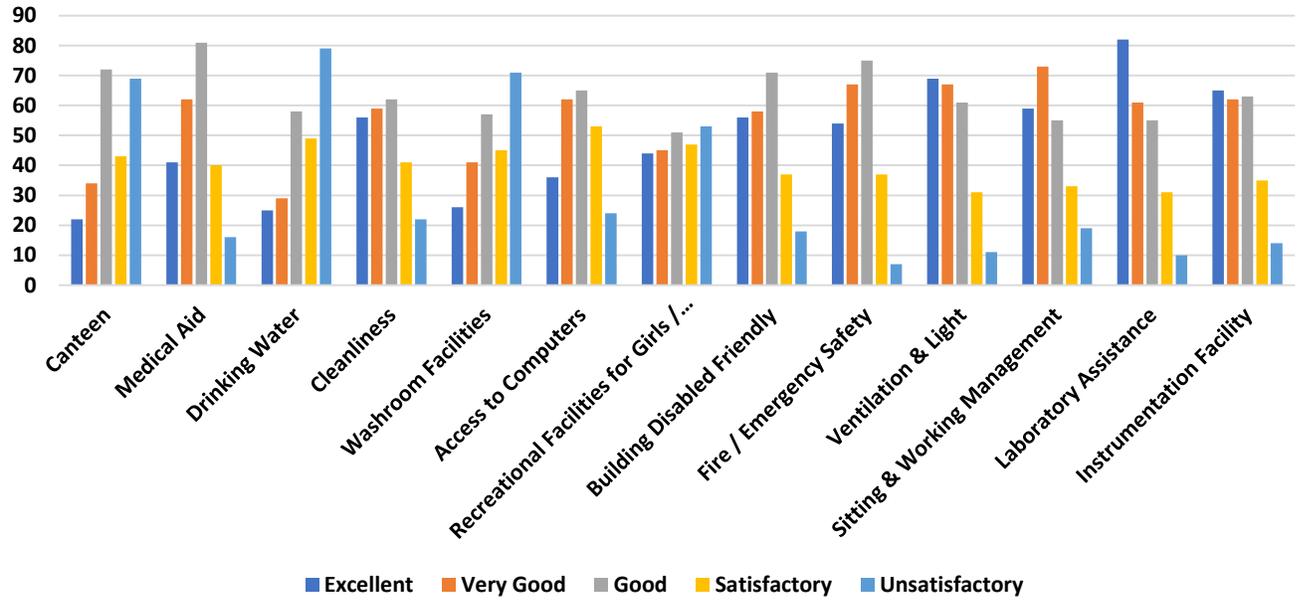
ZHDC taken feedback from the students, alumni, and faculties of the institution for the year 2021-22 via google forms in a systematic manner. To analyze the different aspects of the college infrastructure, academic atmosphere, co-curricular activities, administrative support, etc., feedback is collected from the aforementioned stakeholders. After receiving the feedback and analyzing the responses, a self-assessment was done and many steps were taken at different levels to improve ourselves. Furthermore, a detailed analysis was done of all the responses and requisite steps were taken to solve the grievances of the students. For the betterment of the college, suggestions by the students are thoroughly analyzed and some actions are taken so that administration can improve in future. The following part of the document demonstrates visual analysis of the feedback obtained in 2021-22 and the action taken in response to that.

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

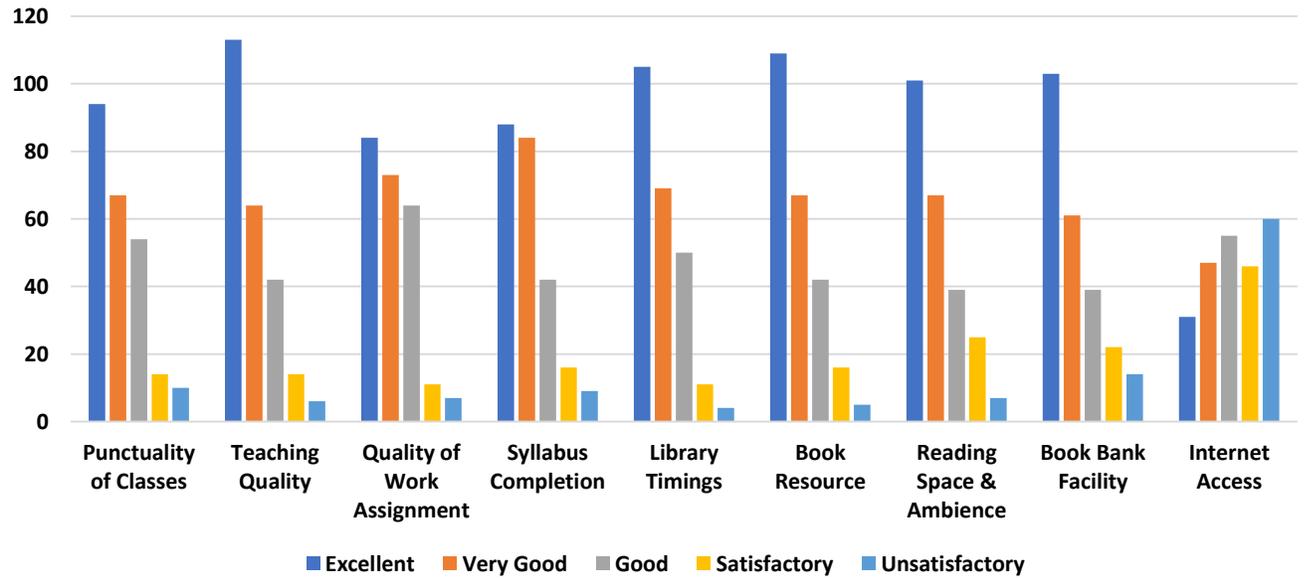
Feedback was taken by the IQAC from the students about the various aspects like college infrastructure, classroom and laboratory facilities, classroom teaching, etc. Some findings of the feedback received and a summary of the actions taken are presented in following.

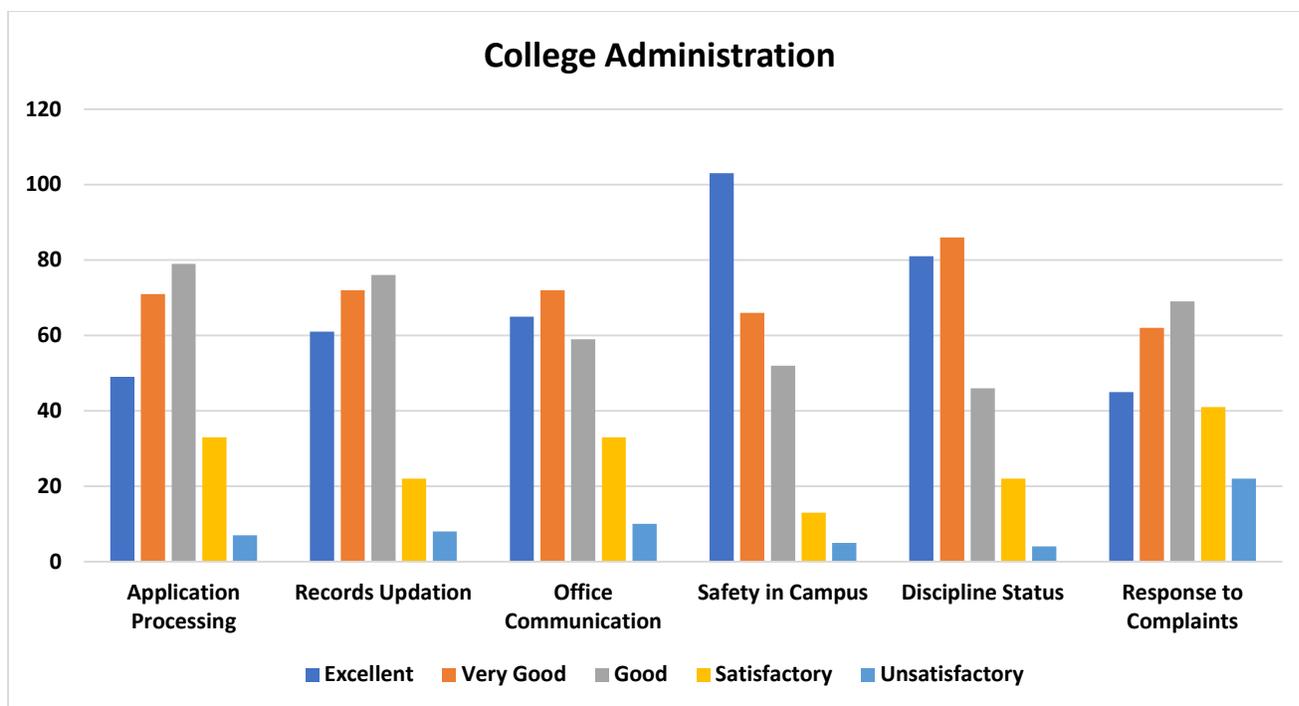


## Infrastructure



## Academic Atmosphere





S. No.	Suggestions	Actions Taken
1	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. This problem will be taken care of in the new building of ZHDC where there is a separate section/floor for student activities.
2	College canteen should provide more food options at reasonable price.	It was communicated to the canteen committee Convener 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. The committee has given its suggestions to the Canteen so that healthy food options are available for the students.
3	The availability of the potable drinking water should be better.	This feedback was recognized by the administration and some water coolers were proposed in specific areas of the college so that students can reach to water coolers in limited time period available to them between the lectures.

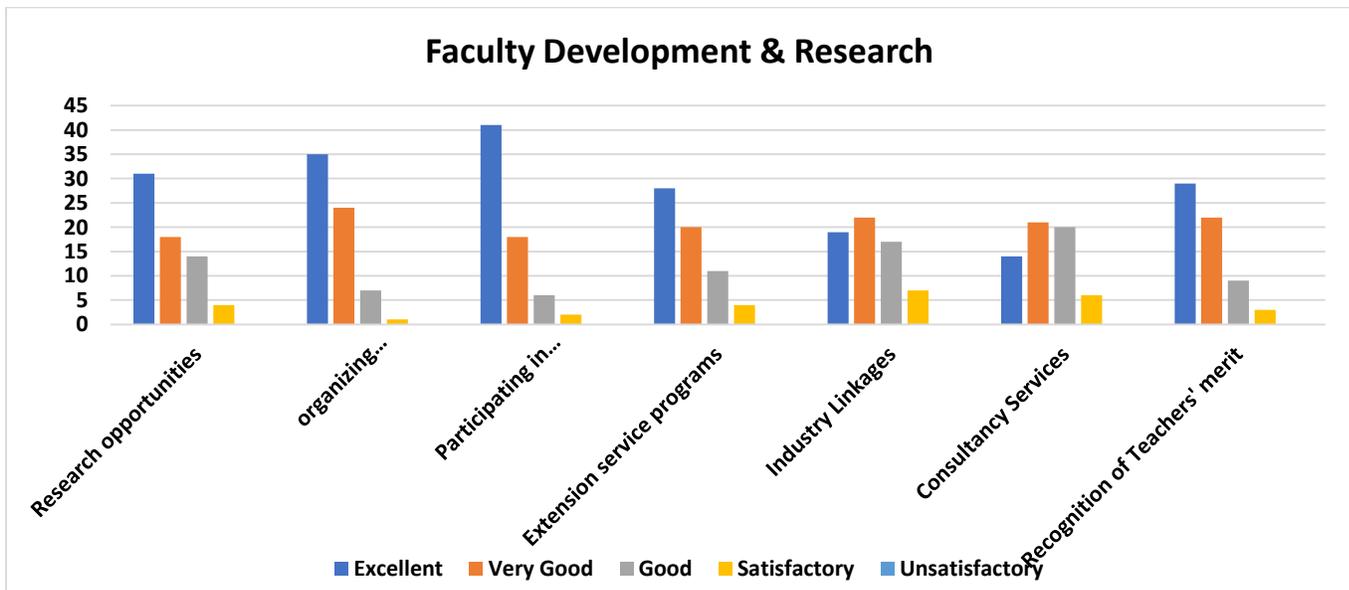
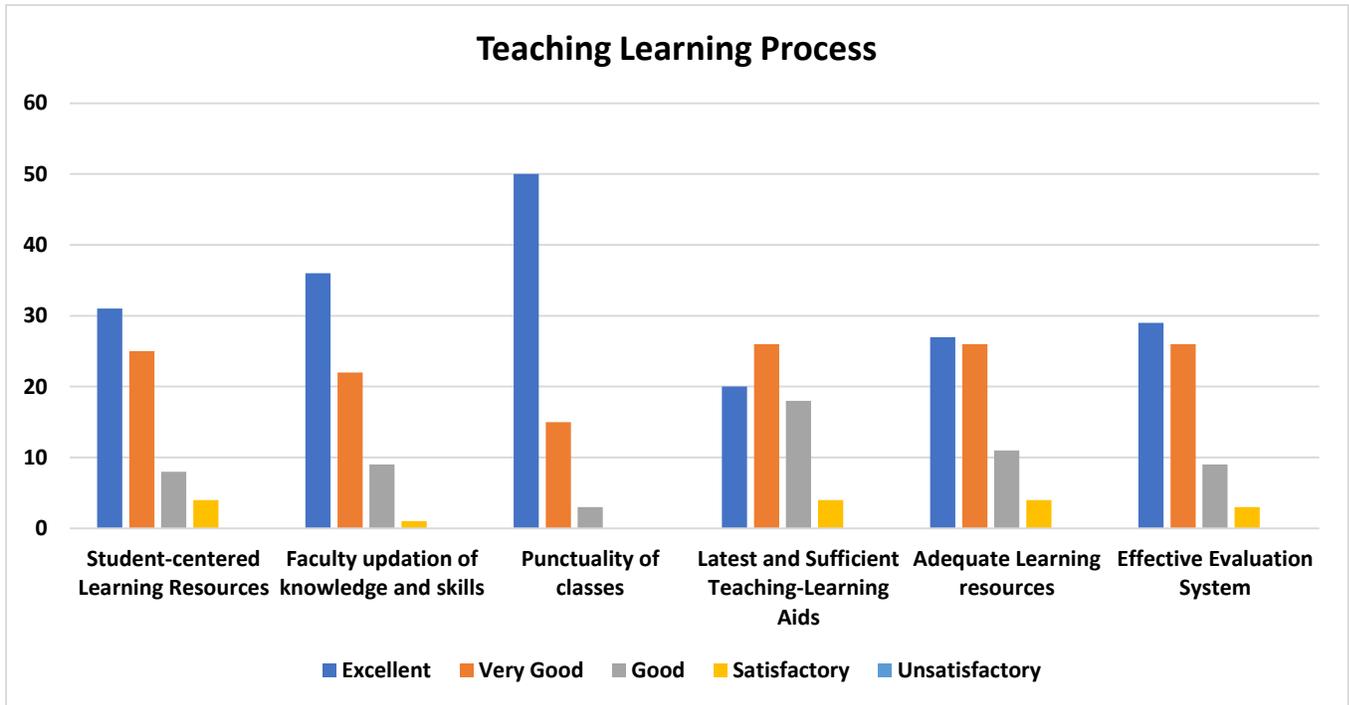
4	The number of washrooms should be more especially for female students.	There are washrooms in college premises but some floors do not have the washroom facilities for the female students due to the space constraint on the campus. The problem was well acknowledged by the IQAC team and communicated to the authorities. The problem will be resolved in the new building of the ZHDC.
5	Medical facilities should be further improved.	Some of the students have responded between satisfactory and unsatisfactory category for the medical facility. Most of the students have responded that medical facility in the college is good. The college has a separate medical room where one medical attendant is always available in the room. However, the medical facility can be further improved and the suggestions were communicated to the authorities.
6	There should be a greater number of computers in the college so that students have more access to e-resources.	Students have suggested that there should be more computers in the college for e-resources access. The college administration recognized the suggestion and realized that there is a need of more computers. The requirement is conveyed to the ICT committee.
7	For the better academic atmosphere, there should be more access to internet in college premises.	The response of students for internet access in satisfactory and unsatisfactory category is well recognized by the college ICT committee and some suggestions were proposed so that students can access internet in the college campus. Students are provided with login details for the internet access but the access is limited.
8	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 are stand cancelled so students have shown unsatisfactory response in this area. However, Physical Department has tried to continue some of the sports activities in the nearby stadium such as football and basketball practice sessions. Judo, Table-Tennis, and Chess practice are restored in the campus after re-opening of the college due to pandemic. All the sports activities will be restored when college ground and some more space will be available to the physical department.
9	Administrative staff should be made more efficient in responding to the complaints.	The college administration has improved in application processing, records updating, communication to the students. However, the students have suggested that complaints should be responded more promptly. The AO ADMIN was communicated about the same and it was ensured that administrative staff will try to respond to the complaints in a time bound manner.
10	Classrooms, benches, chairs, etc. should be of better	Students have suggested a lot of scope of improvement in the infrastructure facility of the classrooms. Quality of

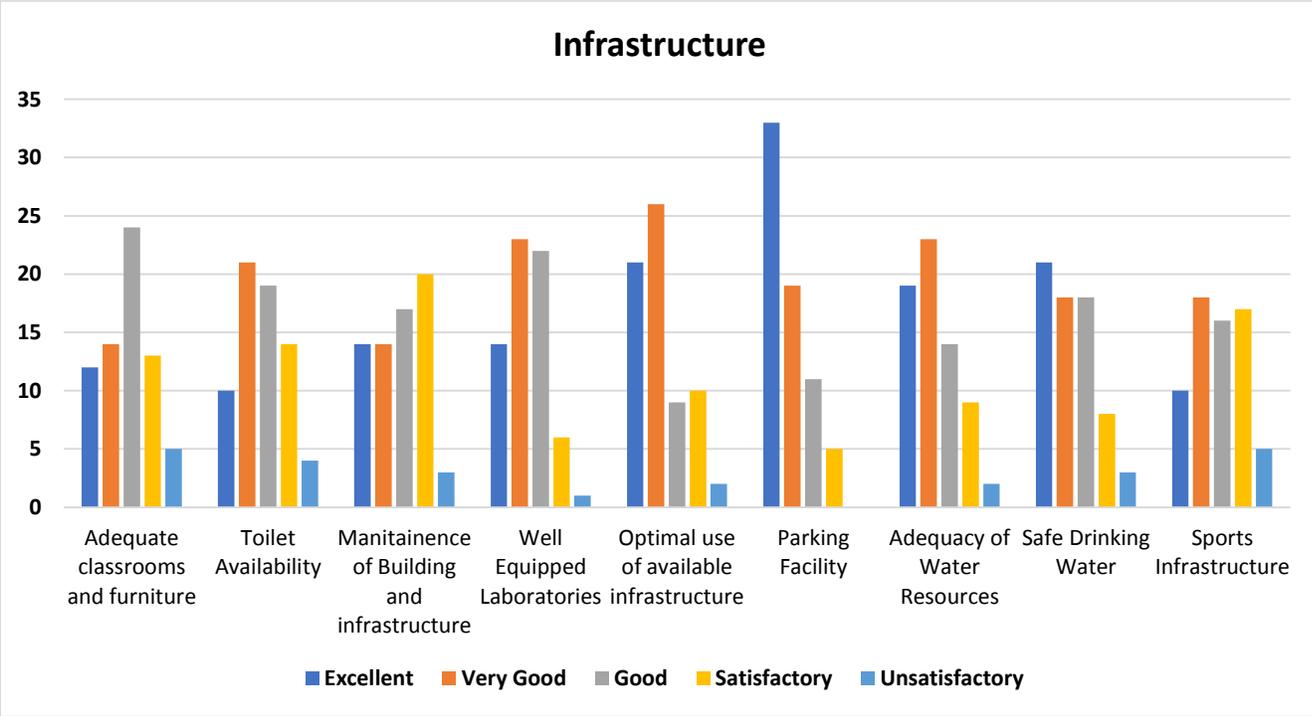
	quality and should be maintained.	benches, chairs, boards, etc. should be improved. Suggestions were communicated to the respective committee so that necessary actions can be taken in this area.
11	Personalized counselling sessions should be organized for the students	College follows a mentor-mentee scheme. Teachers conduct regular meeting with students (mentees) assigned to them where they share their issues with their mentors. Mentors have been instructed to encourage their mentees and give them personalized counselling sessions for guidance on all issues. Placement cell organizes various counseling sessions on career guidance for students. Many departments also organize career guidance sessions by distinguished speakers for students.
12	The college departments should organize a greater number of field trips so that students have more exposure to the industry or relevant areas.	Students have replied mixed response in this area. Some students have responded in the satisfactory and unsatisfactory category as well. 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 department. Other departments also try to organize field trips whenever possible e.g., Botany and Chemistry departments. However, the students' suggestions are communicated to the departments so that more field trips can be organized in future.
13	Placement cell in the college should be more active.	Students have shown unsatisfactory response for the college placement cell. There should be more placement drive in the college. Suggestions have been conveyed to the convener of the placement cell. It was informed that in future college will try to organize more placement drives. Number of companies that come to college for hiring may increase in near future.
14	College should have overall more co-curricular activities during the year.	The promotion of overall co-curricular activities, suggested by students in their feedback was communicated to the conveners of all the societies in the college such as arts and cultural society, departmental societies.

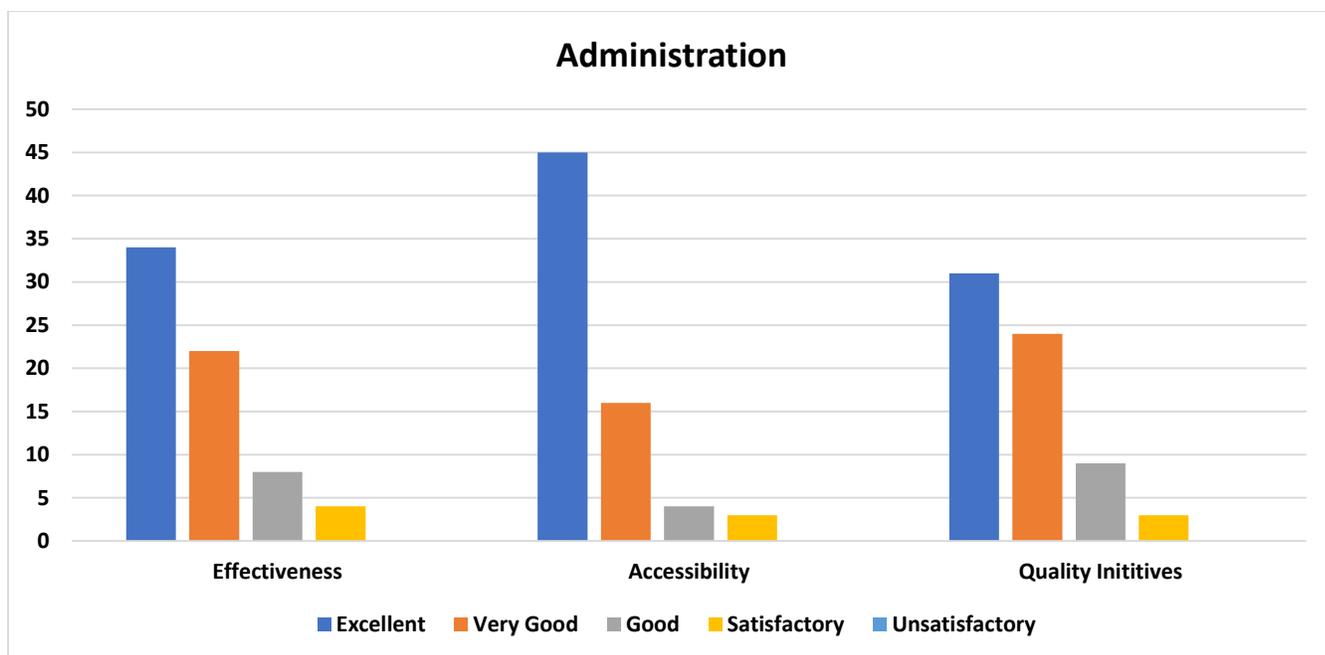
## **B. Feedback Analysis Report and Action Taken Report: Faculty**

Feedback was taken by the IQAC team from the college teaching staff about the several aspects like teaching-learning process, library facilities, faculty development & research, college

infrastructure, college administration, etc. Some findings of the feedback received and a summary of the actions taken are presented in following.







The following table presents the faculty suggestions and actions taken:

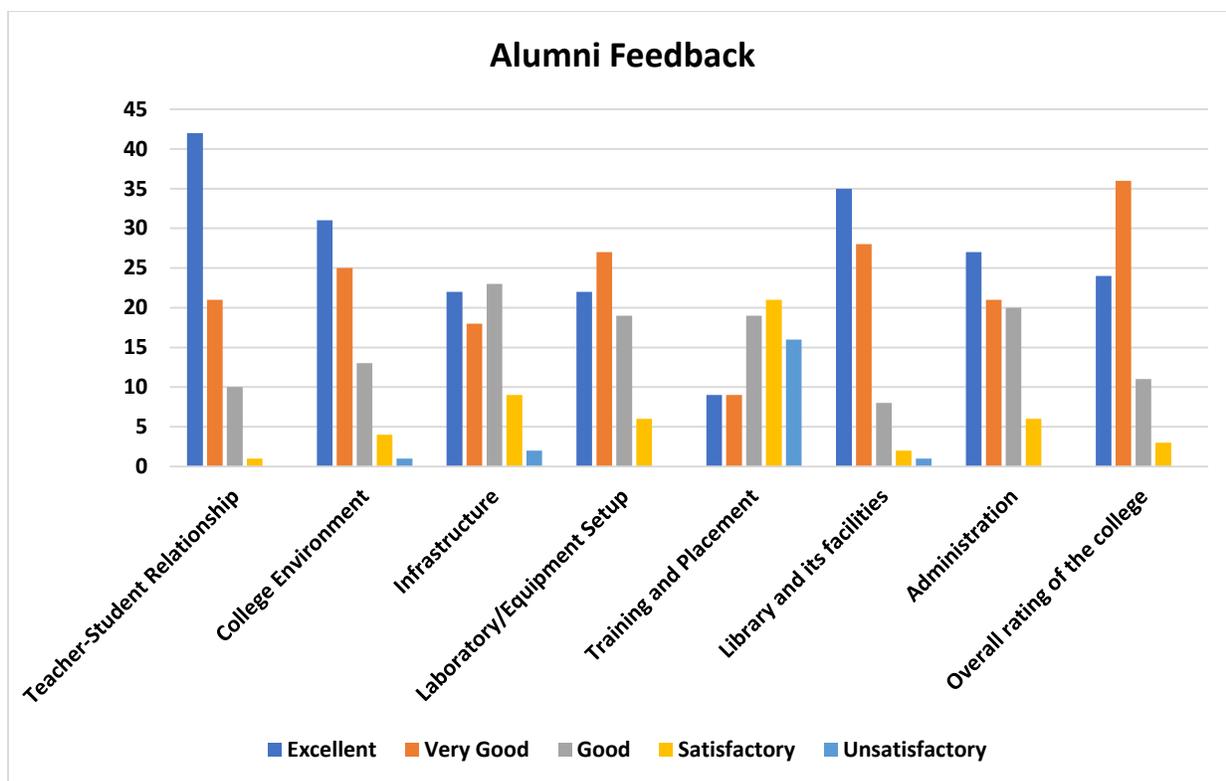
S. No.	Suggestions	Actions Taken
1	In the teaching learning process, teachers have suggested that there should be upgradation of the skills of faculty members with time.	In this arena many FDPs have been floated by TLC centers across the country according to their yearly calendar. Faculties can participate and learn the skills that are required in this evolving era. However, if certain expertise is required in a particular discipline that can be communicated to the administration.
2	There should be more learning resources especially e-resources for students and teachers.	Faculty members have appreciated the availability of learning resources in the college. However, some faculty members have suggested that there should be more e-resources for the students and teachers. In this area, there are many links for channels/platforms that are provided by the University of Delhi/College website for easy access to all the stakeholders like CEC, Swayam portal, VLE, etc. Subject wise e-resources and N-LIST programme website links are also available on the college website. Probably, some students do not have the knowledge about these resources which has been communicated to the administration so that information can reach to the stakeholders for the same.
3	There should be dedicated & proper space for the research work in the college campus.	In the college campus, some departments have research labs. However, due to space constraints all the departments do not have a dedicated space for the research. The problem can be resolved to large extent in the new college building

		of ZHDC. Departments of University of Delhi also provides some common facilities that are required for research, faculties of some departments can avail these services.
4	There should be linkage with the industries or professional firms for the student internship or hiring.	Teachers have mixed response for the industry linkages. It was suggested that there should be more linkages with the industry for student internship programme or hiring. Some professional firms can also be approached for the same. The college placement cell provides some opportunities to the students for the internship & hiring. However, there is a need of more input so that maximum students can get some industry exposure. The suggestions are communicated to placement cell and departments as well so that some steps can also be taken at individual level.
5	There should be proper and adequate infrastructure in the college classrooms.	Faculty members have suggested that there should be adequate and proper infrastructure in the classrooms. Moreover, furniture should be refurbished, renovated and replaced if required from time to time. The college have some classrooms that have a capacity of more than sixty. But largely college have small classrooms and with expansion in student's intake in each department, there is a need of bigger classrooms with good furniture. Limited space in current college campus puts the administration in a non-answerable situation. However, this problem will find its solution with the new ZHDC building. The need of furniture replacement & refurbishment is communicated to the administration for the proper action.
6	Washrooms for faculties members are insufficient.	There should be more washrooms for the faculties in the college campus. This problem can only be solved with more space so new building has this answer as there are sufficient washrooms according to the norms. Hopefully, in the new session this requirement will be fulfilled.
7	College sports ground should be maintained and some sports activities for the teaching and non-teaching should be conducted from time to time.	Teachers have suggested about the maintenance of sports ground and conduct of some sports activities. The college used to organize cricket match for non-teaching and teaching. But with the construction work of new building, all such activities are on hold. College has resumed practice of table-tennis for teachers. Carrom and chess practice are also continued. However, there is a need of more sports activities for the teachers. When the college ground will be available, the sports department will resume some light activities for the teachers.
8	Classrooms as well as laboratories should be enabled to use ICT for teaching-learning processes.	The college classrooms have projector but not in all the rooms. Also, there is a need of more and new technology enabled equipment in the classrooms and laboratories which is also required under new curriculum of NEP. The

		suggestions are communicated to IQAC so that required actions can be taken at administration level. However, the college can purchase these equipments when some more funds are allocated to the college for the same.
9	There should be more space for sitting of teachers in the library to do research work.	Maximum college faculties have appreciated the library timings, management, availability of resources and effective issue procedure of books. However, few Faculty members have suggested that some more space should be available in the library so that faculty members can do their research work. The recommendations are communicated to the library committee of the college for the requisite action.
10	Parking space is inadequate.	The college has temporarily arrangement of parking at the front gate and back gate as the parking area at two levels in the new building is not available. When the new building is available then the parking problem can be resolved very efficiently.

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

Feedback was taken by the IQAC team from the alumni about the various aspects like teacher-student relationship, college environment, infrastructure, training and placement facilities, etc. Some findings of the feedback received and a summary of the actions taken are presented in following.



The following table presents the alumni suggestions and actions taken:

S. No.	Suggestions	Actions Taken
1	The laboratory and equipment setup should be more advanced and according to the requirement.	The college administration has recognized this feedback from its alumni, one of its key pillars of the college. However, college is restricted due to the limited space availability for some new labs and funds. There is a provision of new labs for almost all the departments in the new building of the ZHDC where more equipment can be setup according to the curriculum requirement
2	Administrative staff should be made more efficient in some responding queries and requirements of the alumni must be handled more proficiently.	The AO ADMIN was communicated about the alumni' problems and it was ensured that: <ul style="list-style-type: none"> <li>• The various requirements of the alumni will be completed efficiently.</li> <li>• Queries received from alumni will be promptly responded.</li> </ul>
3	College infrastructure should be maintained properly and new furniture should be added to the classrooms.	The maintenance of the infrastructure is communicated to the administration by the IQAC team. For the addition of new furniture, the college should have more funds so that new benches can be added to the classrooms wherever required. The college administration is working in this direction so that in future students will not face any problem w.r.t. sitting in the classrooms.

4	College library facilities are very much appreciated by the alumni. But, few of them responded in good and satisfactory category.	The ZHDC college library is known for its large Book Bank which provide books to all the students for the entire academic session. Still, some of its alumni are only satisfied by the facilities which makes the library committee interested in knowing the practices that can further improves the facilities. Suggestions provided by the alumni were implemented wherever required.
5	Safe College environment has been appreciated by its alumni. However, few of them responded in satisfactory and unsatisfactory category.	The college provides safe environment to its students. The security in the campus is well ensured as no outsider can enter in the college premises without permission. However, there is always a room of improvement and college proctorial committee continuously works in this direction. The college internal complaint committee also ensures the better environment to all the stakeholders. The suggestions of the Alumni have been communicated to the committees which works for the safe and healthy environment of the college.