

ISHAN INSTITUTE OF MANAGEMENT AND TECHNOLOGY

(Affiliated to Chaudhary Charan Singh University, Meerut)

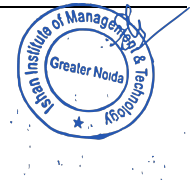


Stakeholders' Feedback Report

Analysis, Observations and Action Taken

For the Academic Year 2023 -24

Greater Noida | Web: iimt.ishan.ac



Feedback, Analysis and Action Taken Report

For the Academic Year 2023-24 for B. Com., M. Com., BBA Program

Overview

As part of the standard procedure upheld by the institution, consistent input is gathered from all relevant stakeholders, including students, parents, educators, staff, and alumni. This process aims to establish and maintain ongoing efforts to achieve excellence and address any concerns that may arise. An online feedback form has been designed comprehensively to encompass key areas. This form facilitates comprehensive feedback on diverse aspects, including curriculum, facilities, educational caliber, course content, hands-on experience, job readiness, extracurricular involvement, and personal growth, among others.

Details

For the Academic Year 2023-24, feedback was collected in the following manner.

Students

Mode: Online through Google Forms from 31 January 2024 – 15 February 2024

Questionnaire: Total 10 questions

1. Do you agree that the curriculum has sufficient balance between theoretical and practical knowledge?
2. Do you agree that the curriculum provides adequate knowledge of the fundamental concepts?
3. Was the entire syllabus completed within the time frame along with revision?
4. Do you agree that teachers encourage participative learning and provide opportunities to learn and grow?
5. How satisfied are you with the teaching methodology and tools adopted by teachers for effective learning?
6. Do you find the classrooms properly equipped to provide a good atmosphere of learning along with necessary ICT tools?
7. Are you satisfied with the course and reference material available in the college library?
8. Are you given enough opportunities and encouragement to participate in extra-curricular and co-curricular activities?
9. Are you satisfied with events organized by the college such as sports, cultural activities, debates, business quizzes, industrial visits, guest lectures, workshops etc.?
10. Are you given enough opportunities to express your doubts and provide suggestions?



Analysis

STUDENT'S RESPONSE

Total number of respondents:

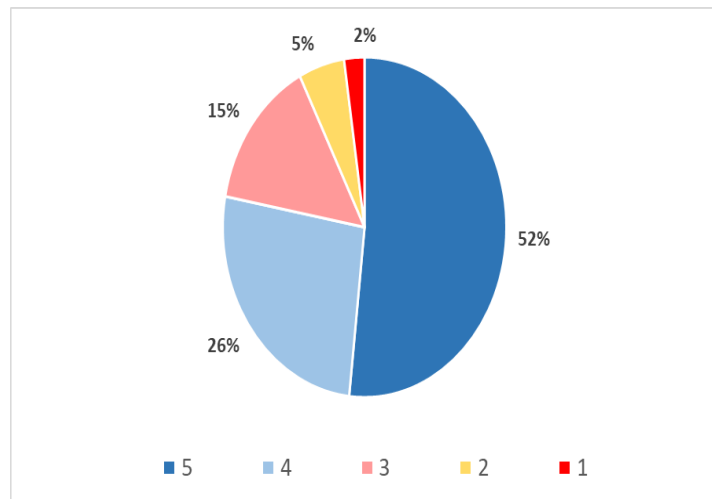
B.Com. - 91 Students

M.Com.- 15 Students

BBA - 66 Students

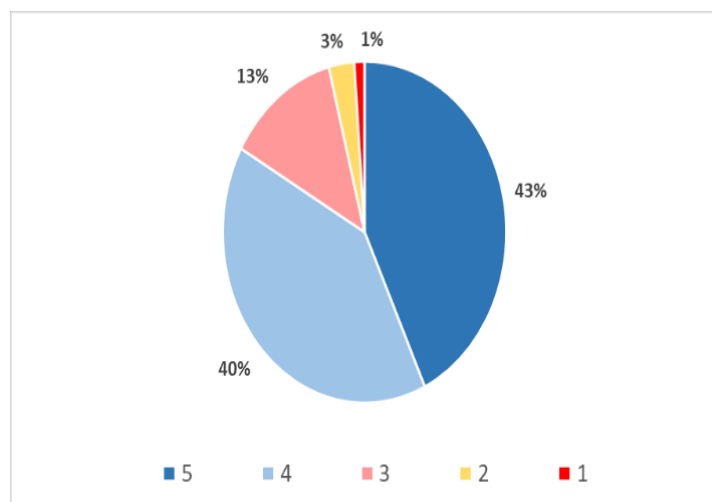
Question 1: Do you agree that the curriculum has sufficient balance between theoretical and practical knowledge?

<u>Ratings</u>	<u>Responses</u>
Rated 5	89
Rated 4	45
Rated 3	25
Rated 2	09
Rated 1	04
Average Rating	4.1



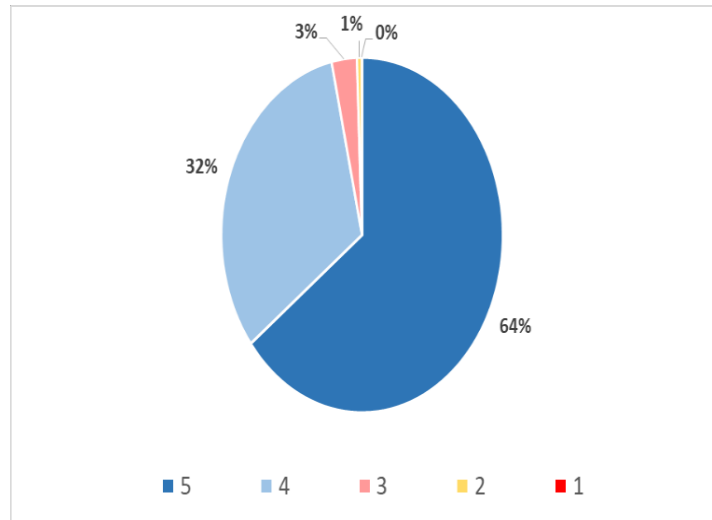
Question 2: Do you agree that the curriculum provides adequate knowledge of the fundamental concepts?

<u>Ratings</u>	<u>Responses</u>
Rated 5	74
Rated 4	69
Rated 3	22
Rated 2	05
Rated 1	02
Average Rating	4.2



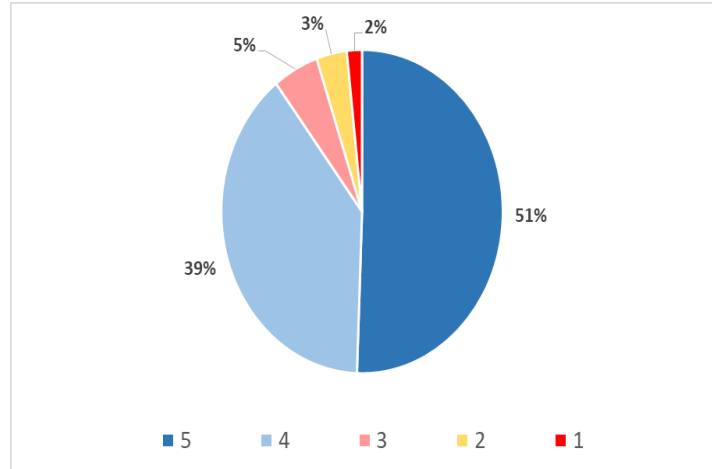
Question 3: Was the entire syllabus completed within the time frame along with revision?

<u>Ratings</u>	<u>Responses</u>
Rated 5	111
Rated 4	55
Rated 3	05
Rated 2	01
Rated 1	0
Average Rating	4.6



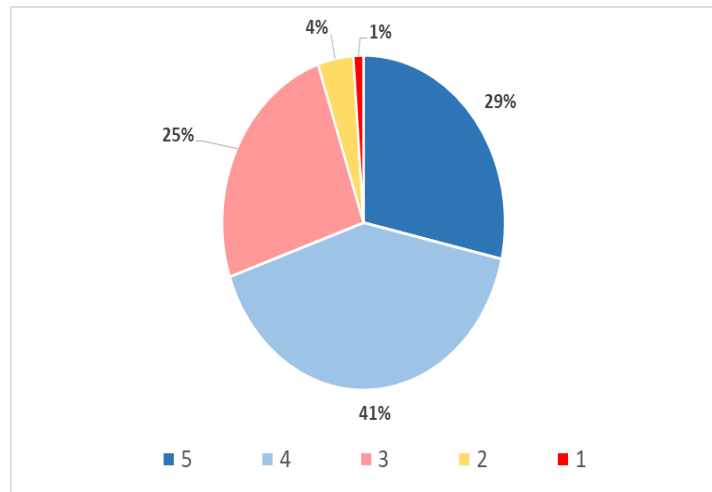
Question 4: Do you agree that teachers encourage participative learning and provide opportunities to learn and grow?

<u>Ratings</u>	<u>Responses</u>
Rated 5	87
Rated 4	67
Rated 3	09
Rated 2	06
Rated 1	03
Average Rating	4.3



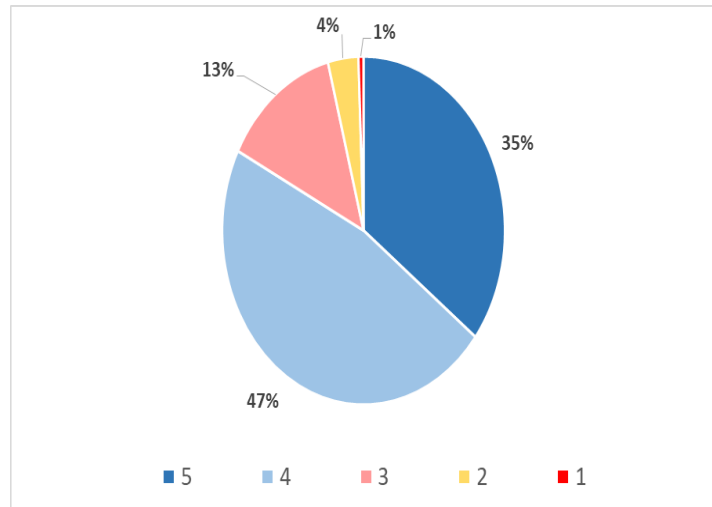
Question 5: How satisfied are you with the teaching methodology and tools adopted by teachers for effective learning?

<u>Ratings</u>	<u>Responses</u>
Rated 5	49
Rated 4	71
Rated 3	43
Rated 2	07
Rated 1	02
Average Rating	3.9



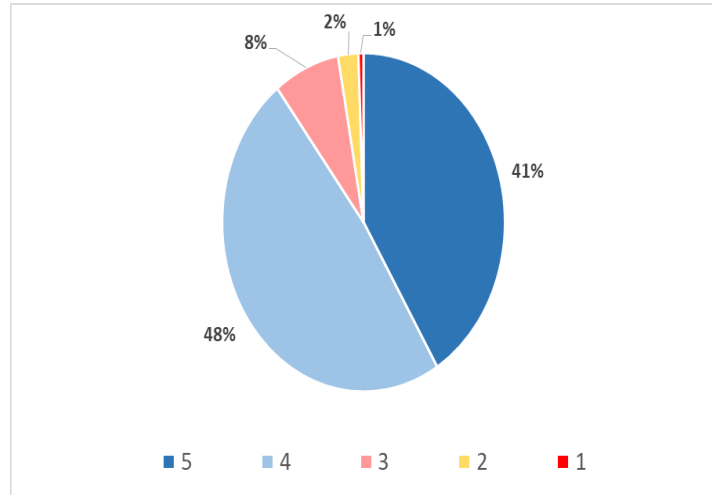
Question 6: Do you find the classroom properly equipped to provide a good atmosphere of learning along with necessary ICT tools?

<u>Ratings</u>	<u>Responses</u>
Rated 5	61
Rated 4	81
Rated 3	23
Rated 2	06
Rated 1	01
Average Rating	4.1



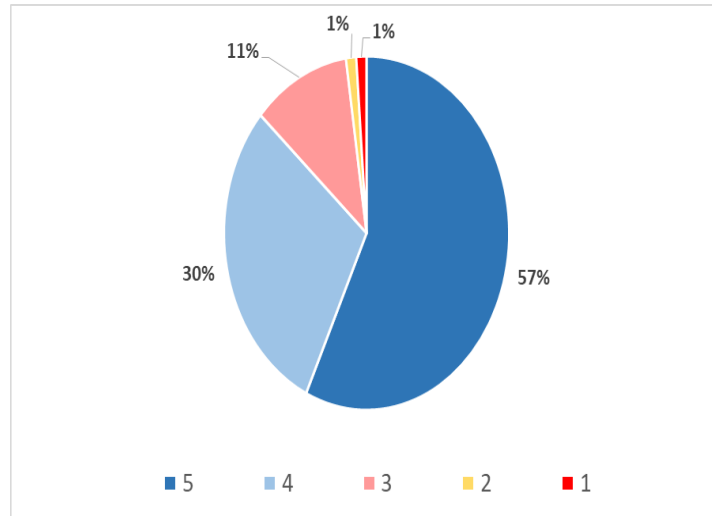
Question 7: Are you satisfied with the course and reference material available in the college library?

<u>Ratings</u>	<u>Responses</u>
Rated 5	71
Rated 4	83
Rated 3	13
Rated 2	04
Rated 1	01
Average Rating	4.2



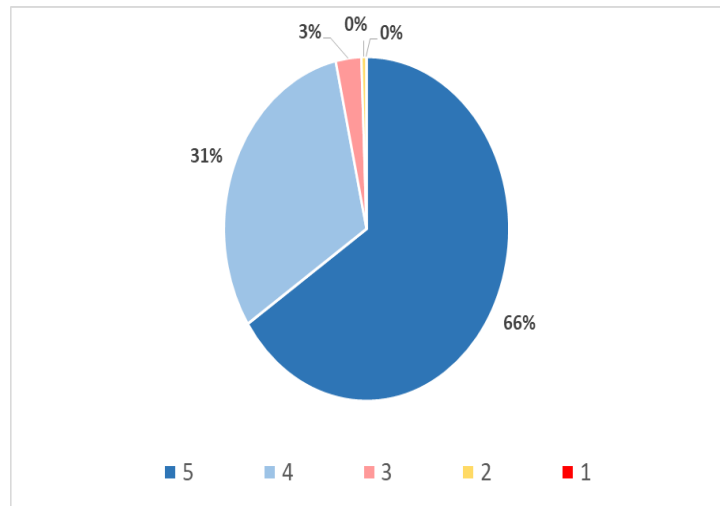
Question 8: Were you given enough opportunities and encouragement to participate in extra-curricular and co-curricular activities?

<u>Ratings</u>	<u>Responses</u>
Rated 5	98
Rated 4	51
Rated 3	19
Rated 2	02
Rated 1	02
Average Rating	4.4



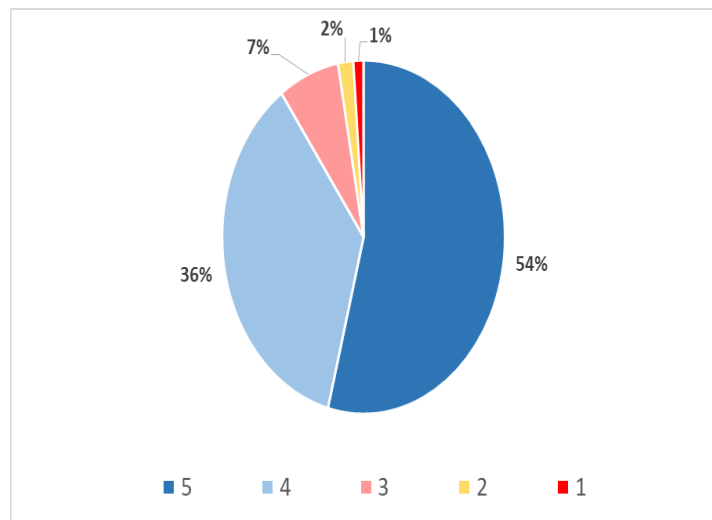
Question 9: Are you satisfied with events organized by the college such as sports, cultural activities, debates, business quizzes, field visits, guest lectures, workshops etc.?

<u>Ratings</u>	<u>Responses</u>
Rated 5	113
Rated 4	53
Rated 3	05
Rated 2	01
Rated 1	0
Average Rating	4.6



Question 10: Are you given enough opportunities to express your doubts and provide suggestions?

<u>Ratings</u>	<u>Responses</u>
Rated 5	93
Rated 4	62
Rated 3	12
Rated 2	03
Rated 1	02
Average Rating	4.4



Overall Observations

1. Majority of the students assigned ratings 4 and 5 for the university's prescribed curriculum.
2. 96% of the students were of the opinion that syllabus was completed within the time along with the revision and provided adequate knowledge and fundamental concepts.
3. More than 75% of the students are satisfied for being given enough opportunities and encouragement to participate in extra-curricular and co-curricular activities such as sports, cultural events, debates, business quizzes, industrial visits, guest lectures, workshops, and more.
4. A significant percentage of students also agreed that the teachers engage them in participatory learning and enough opportunities are provided to express their doubts.
5. There is a scope of improvement in the teaching methodologies and classroom atmosphere in regard with ICT tools.

Actions Taken

1. The institute prioritized enhancing ICT tools to create an optimal learning environment and teachers also adopted advanced teaching methodologies such as power point presentations, online quizzes and more to facilitate effective learning experiences.
2. Workshops & Guest Lectures based on current and emerging areas like CV& LinkedIn, Entrepreneurship etc. were organized by the college.
3. Special Classes for Competitive Exams and Career Counselling Sessions are conducted on regular basis for the students.
4. To provide sufficient balance between theoretical and practical knowledge, group discussions, industrial visits and PPT competitions are scheduled often.



Faculty

Mode: Online through Google Forms from 31 January 2024 – 15 February 2024

Questionnaire: Total 10 questions

1. How satisfied are you with the syllabus prescribed by the University?
2. How satisfied are you with the infrastructure and facilities provided to you by the college?
3. How satisfied are you with the classroom infrastructure such as ICT tools etc.?
4. Do you feel the college has requisite books, research journals, and online subscriptions in library and research facilities available?
5. Are you satisfied with the college policies in relation to seminars, conferences, and workshops for faculties?
6. Are you given proper opportunities to participate and express your views and concerns, and give suggestions on academic matters?
7. Are you satisfied with the practical training, seminars, workshops, and other activities organized by the college for the students?
8. According to you, are there enough curricular and co-curricular activities organized for the students?
9. Are you satisfied with the training and development programs organized by the college for the faculty members?
10. Do you agree that college gives equal treatment in all terms without any bias?



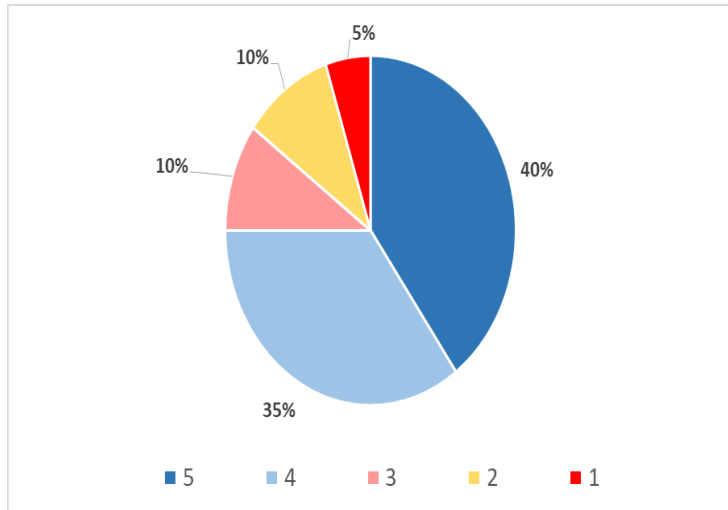
Analysis

FACULTY'S RESPONSE

Total number of respondents: 20

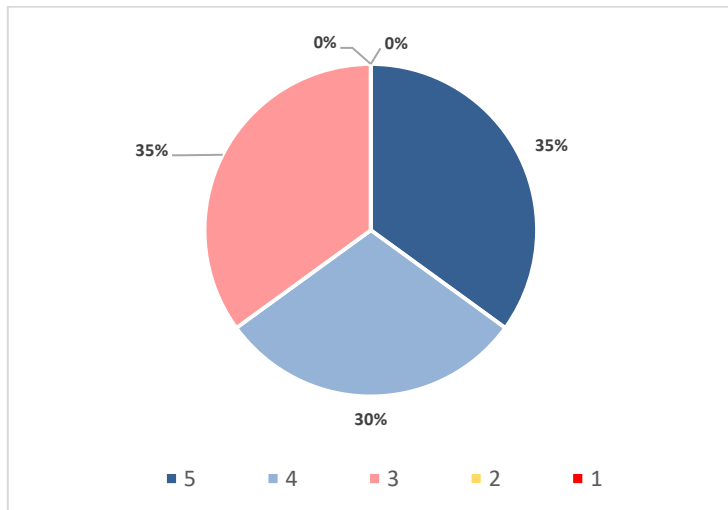
Question 1: How satisfied are you with the syllabus prescribed by the University?

<u>Ratings</u>	<u>Responses</u>
Rated 5	08
Rated 4	07
Rated 3	02
Rated 2	02
Rated 1	01
Average Rating	3.9



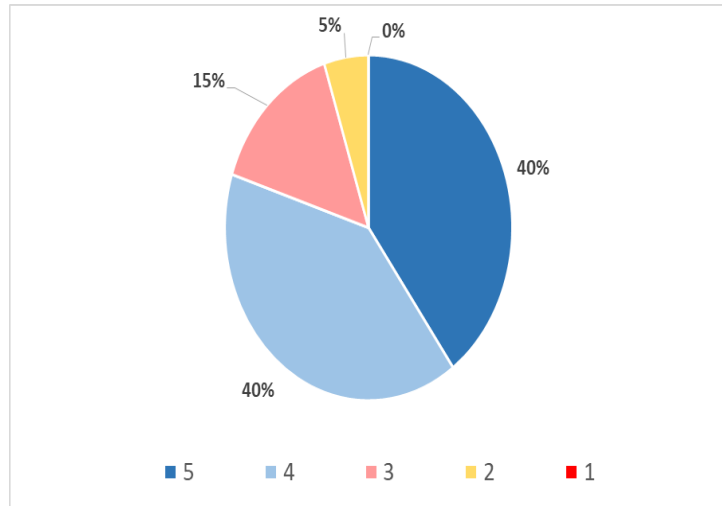
Question 2: How satisfied are you with the infrastructure and facilities provided to you by the college?

<u>Ratings</u>	<u>Responses</u>
Rated 5	07
Rated 4	06
Rated 3	07
Rated 2	0
Rated 1	0
Average Rating	4.0



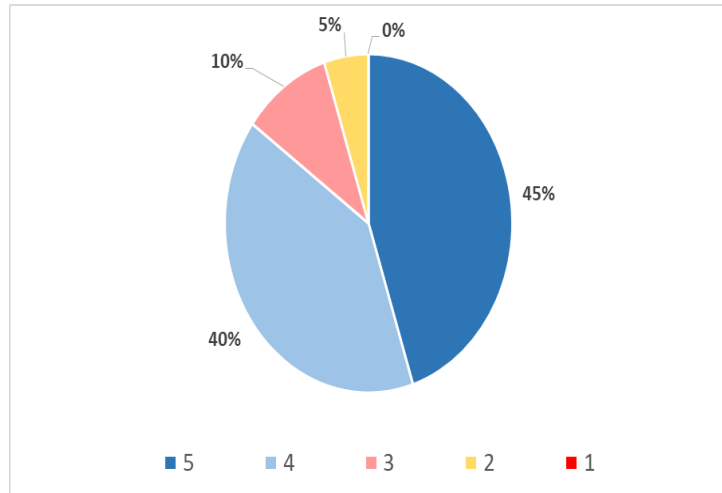
Question 3: How satisfied are you with the classroom infrastructure such as ICT tools etc.?

<u>Ratings</u>	<u>Responses</u>
Rated 5	08
Rated 4	08
Rated 3	03
Rated 2	01
Rated 1	0
Average Rating	4.1



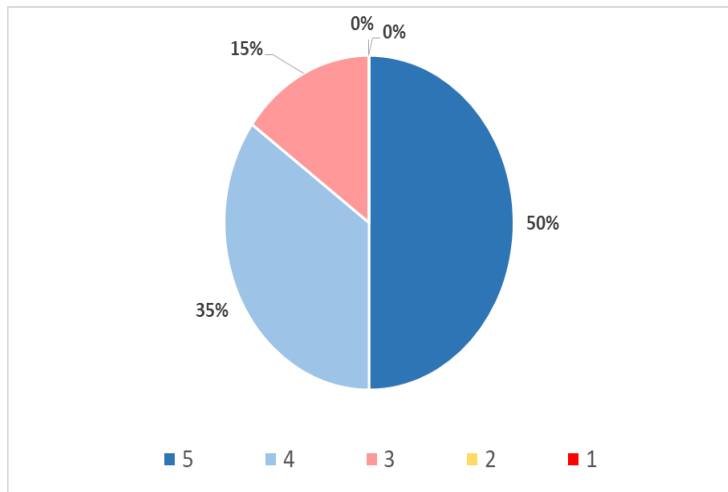
Question 4: Do you feel the college has requisite books, research journals, online subscriptions in library and research facilities available?

<u>Ratings</u>	<u>Responses</u>
Rated 5	09
Rated 4	08
Rated 3	02
Rated 2	01
Rated 1	0
Average Rating	4.2



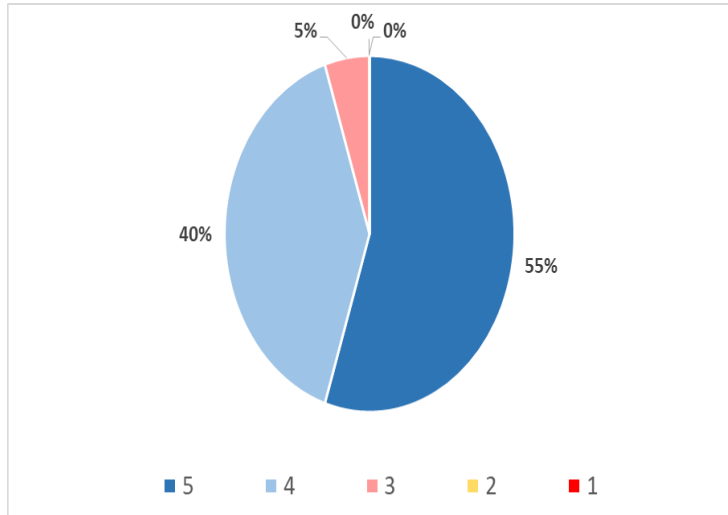
Question 5: Are you satisfied with the college policies in relation to seminars, conferences, and workshops for faculties?

<u>Ratings</u>	<u>Responses</u>
Rated 5	10
Rated 4	7
Rated 3	3
Rated 2	0
Rated 1	0
Average Rating	4.3



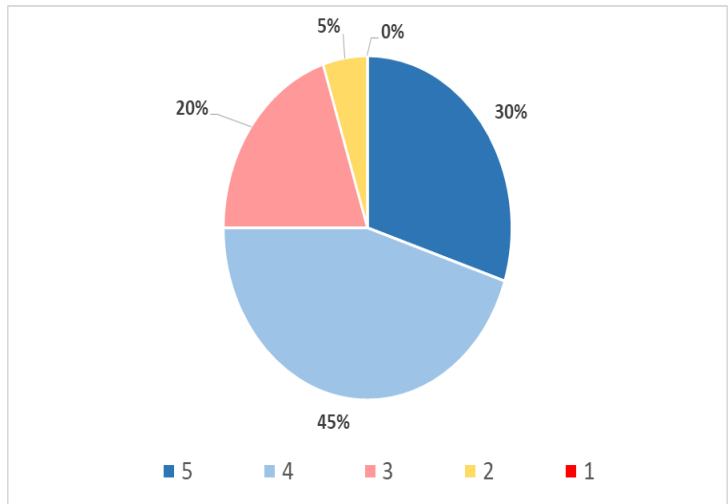
Question 6: Are you given the proper opportunities to participate and express your views and concerns, and give suggestions in academic matters?

<u>Ratings</u>	<u>Responses</u>
Rated 5	11
Rated 4	8
Rated 3	1
Rated 2	0
Rated 1	0
Average Rating	4.5



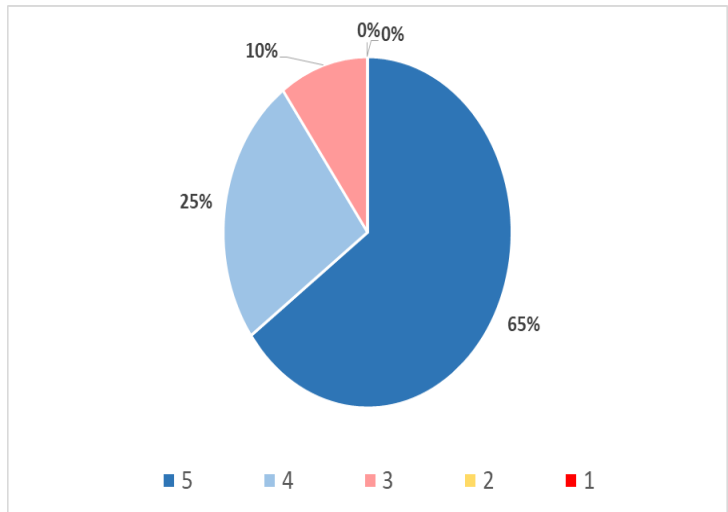
Question 7: Are you satisfied with the practical training, seminars, workshops, and other activities organized by the college for the students?

<u>Ratings</u>	<u>Responses</u>
Rated 5	6
Rated 4	9
Rated 3	4
Rated 2	1
Rated 1	0
Average Rating	4.0



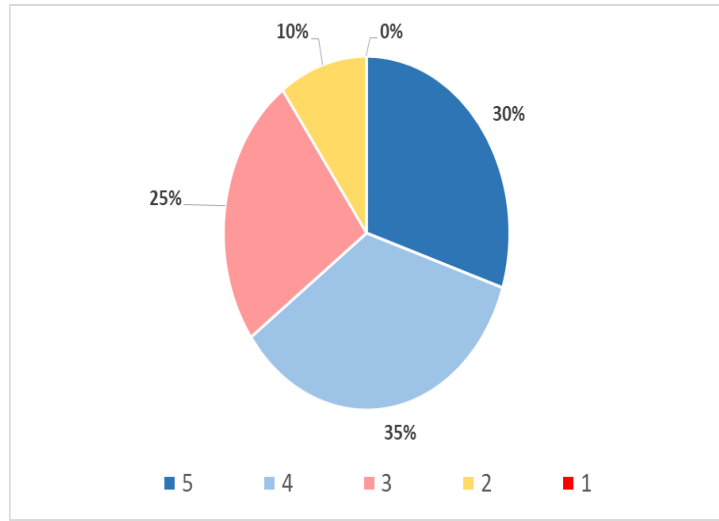
Question 8: According to you, are there enough curricular and co-curricular activities organized for the students?

<u>Ratings</u>	<u>Responses</u>
Rated 5	13
Rated 4	5
Rated 3	2
Rated 2	0
Rated 1	0
Average Rating	4.5



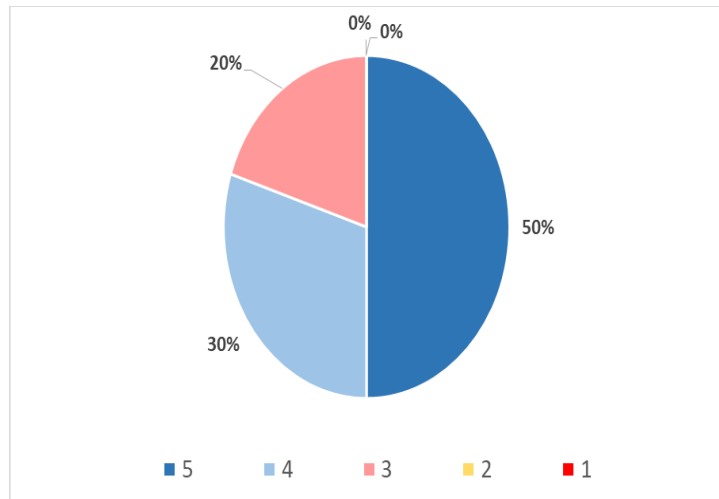
Question 9: Are you satisfied with the training and development programs organized by the college for the faculty members?

<u>Ratings</u>	<u>Responses</u>
Rated 5	6
Rated 4	7
Rated 3	5
Rated 2	2
Rated 1	0
Average Rating	3.8



Question 10: Do you agree that the college gives equal treatment in all terms without any bias?

<u>Ratings</u>	<u>Responses</u>
Rated 5	10
Rated 4	06
Rated 3	04
Rated 2	0
Rated 1	0
Average Rating	4.3



OVERALL OBSERVATIONS

1. The teachers showcased satisfaction towards the college infrastructure and facilities such as availability of books, business journals, and online subscriptions in library.
2. A need for Faculty Development Programs was felt due to the fluctuating ratings, ranging from 2 to 4, for the training and development initiatives hosted by the college.
3. More than 80% of faculty members express satisfaction with the equitable treatment and opportunities provided to meet their needs.
4. There is a recognized need for improvement regarding the university-prescribed syllabus, particularly in areas related to enhancing practical knowledge such as filing e-returns and basics of the investing in stock market.
5. Majority of teachers are content with the seminars, workshops, and other activities organized for the students such as awareness programs, celebrating national days and organizing yagna.

ACTIONS TAKEN

1. The management decided to conduct faculty development program that will offer a chance to learn more about recent technological advancements in pertinent domains fostering teaching skills.
2. The college has recently refreshed its library with new editions of various books, thereby enriching its collection and resources for the benefit of students and faculty members.
3. Faculty meetings are held as and when required. They are free to express their opinion, and decisions are taken by the management after considering the broader picture of consequences of suggestions.



Alumni

Mode: Online through Google Forms from 31 January 2024 – 15 February 2024

Questionnaire: Total 10 questions

1. How satisfied are you with the overall learning at Ishan?
2. How satisfied are you with the subject knowledge and practical knowledge you gained during the program?
3. Do you find your practical knowledge and skills up to date with the industrial / professional requirements at work?
4. How satisfied are you with the co-curricular activities, seminars, workshops and other academic activities organized by the Institute?
5. How helpful were the teachings of the Institute in your professional life?
6. How well was the curriculum designed to cater to the needs of your professional life?
7. Do you agree that the sports and cultural activities organized by the Institute helped in shaping and grooming your personality?
8. How satisfied are you with the guidance provided to pursue higher education?
9. Are you satisfied with the initiatives taken by the Institute towards alumni relations and engagement?
10. How satisfied are you with the overall experience at Ishan Institute of Management and Technology?



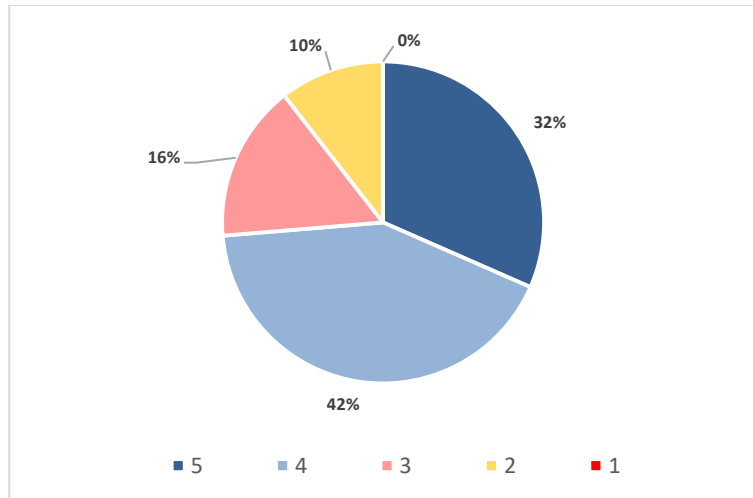
Analysis

ALUMNI RESPONSE

Total number of Respondents: 19

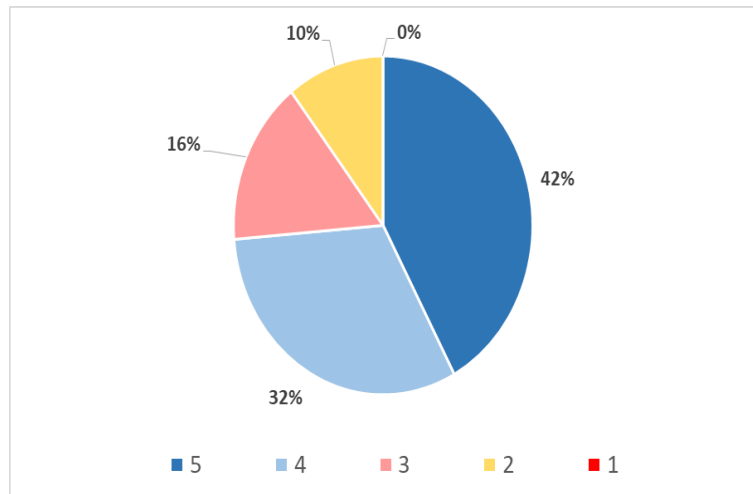
Question 1: How satisfied are you with the overall learning in the Ishan Institute of Management and Technology?

<u>Ratings</u>	<u>Responses</u>
Rated 5	06
Rated 4	08
Rated 3	03
Rated 2	02
Rated 1	0
Average Rating	3.9



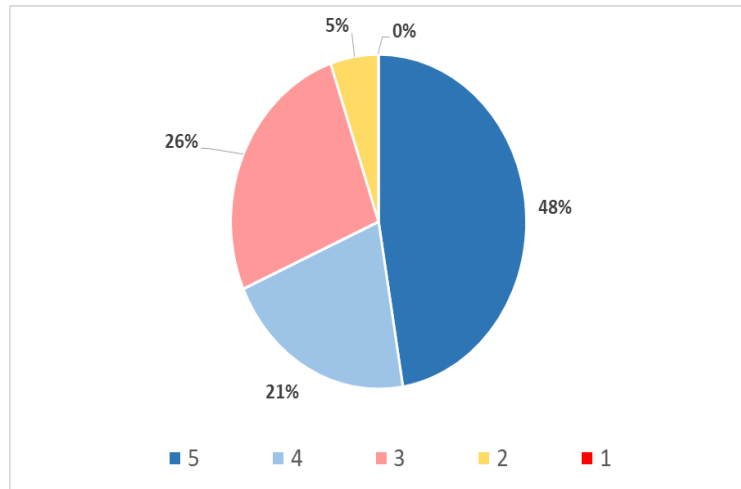
Question 2: How satisfied are you with the subject knowledge and practical knowledge you gained during the program?

<u>Ratings</u>	<u>Responses</u>
Rated 5	08
Rated 4	06
Rated 3	03
Rated 2	02
Rated 1	0
Average Rating	4



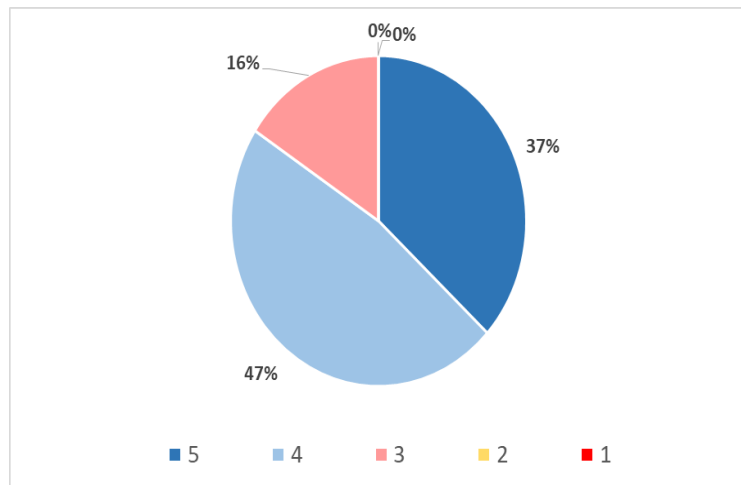
Question 3: Do you find your practical knowledge and skills up to date with the industrial / professional requirements at work?

<u>Ratings</u>	<u>Responses</u>
Rated 5	09
Rated 4	04
Rated 3	05
Rated 2	01
Rated 1	0
Average Rating	4.1



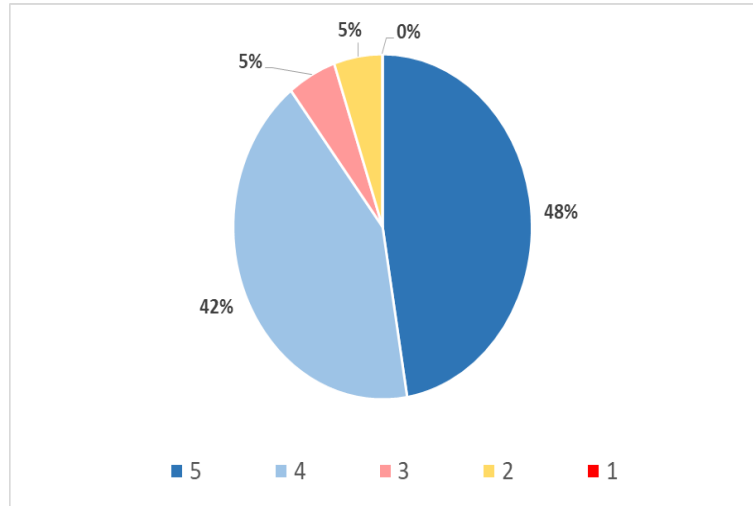
Question 4: How satisfied are you with the co-curricular activities, seminars, workshops, and other academic activities organized by the institute?

<u>Ratings</u>	<u>Responses</u>
Rated 5	07
Rated 4	09
Rated 3	03
Rated 2	0
Rated 1	0
Average Rating	4.2



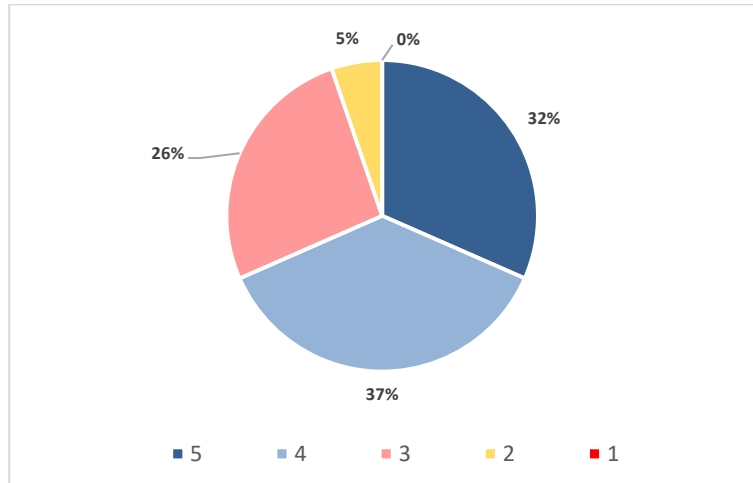
Question 5: How helpful were the teachings of the Institute in your professional life?

<u>Ratings</u>	<u>Responses</u>
Rated 5	09
Rated 4	08
Rated 3	01
Rated 2	01
Rated 1	0
Average Rating	4.3



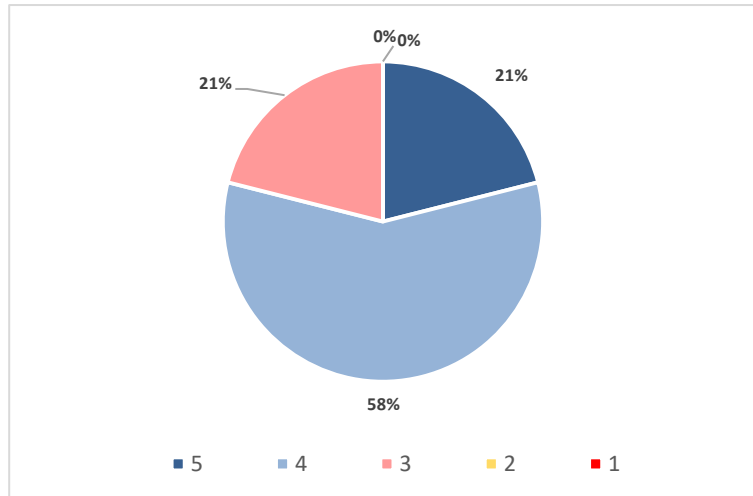
Question 6: Do you agree that the sports and cultural activities organized by the Institute helped in shaping and grooming your personality?

<u>Ratings</u>	<u>Responses</u>
Rated 5	06
Rated 4	07
Rated 3	05
Rated 2	01
Rated 1	0
Average Rating	3.9



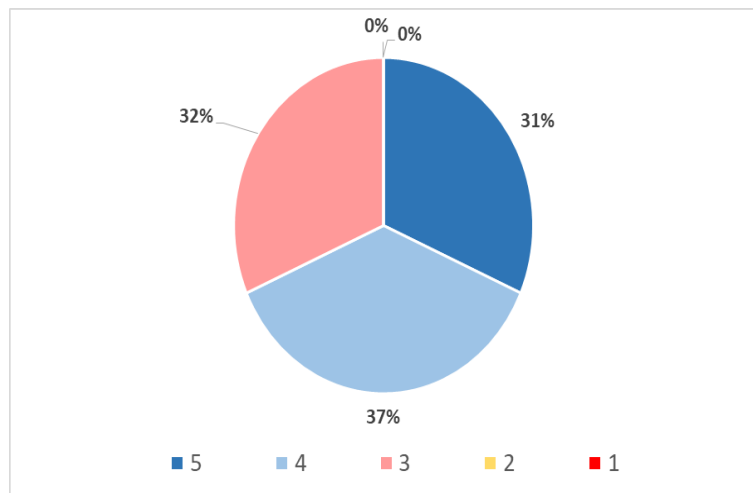
Question 7: Do you agree that the Institute provided you with the latest teaching aids, good infrastructure and learning environment?

<u>Ratings</u>	<u>Responses</u>
Rated 5	04
Rated 4	11
Rated 3	04
Rated 2	0
Rated 1	0
Average Rating	4



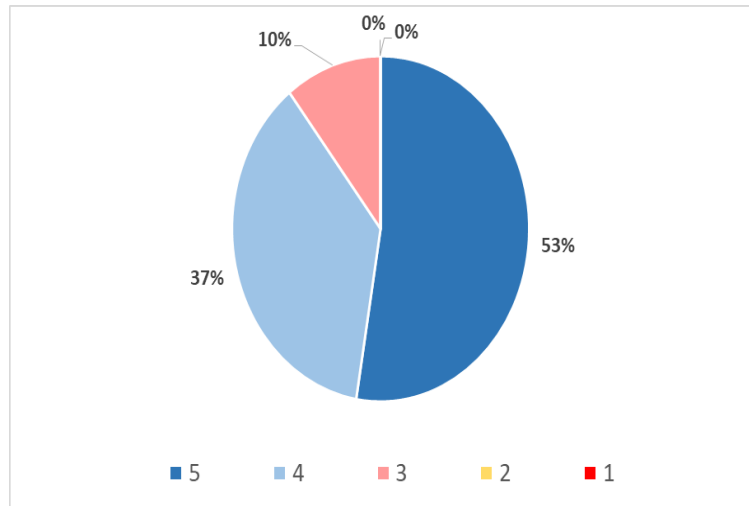
Question 8: Are you satisfied with the steps taken by the Institute towards alumni relations and engagement?

<u>Ratings</u>	<u>Responses</u>
Rated 5	06
Rated 4	07
Rated 3	06
Rated 2	0
Rated 1	0
Average Rating	4



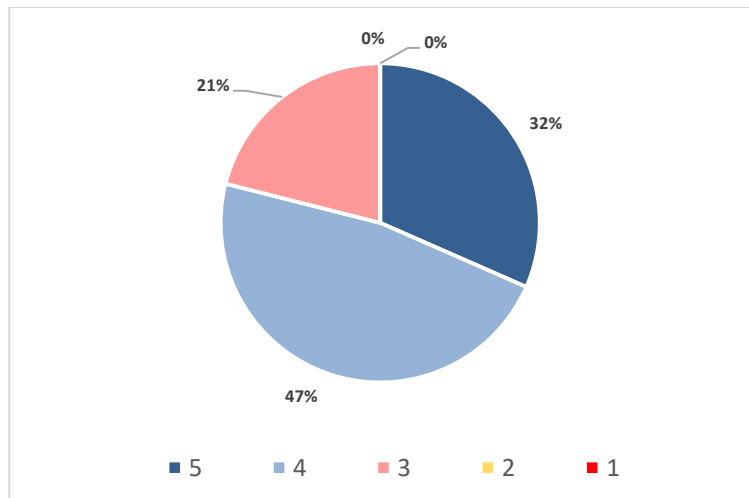
Question 9: Did the Institute provide you with sufficient resources to pursue higher education?

<u>Ratings</u>	<u>Responses</u>
Rated 5	10
Rated 4	07
Rated 3	02
Rated 2	0
Rated 1	0
Average Rating	4.4



Question 10: How satisfied are you with the overall experience at Ishan Institute?

<u>Ratings</u>	<u>Responses</u>
Rated 5	06
Rated 4	09
Rated 3	04
Rated 2	0
Rated 1	0
Average Rating	4.1



OVERALL OBSERVATIONS

1. 83% of alumni agreed that the Institute provided them with the latest teaching aids, good infrastructure and learning environment.
2. Alumni were satisfied with dedication and support of faculty members and institute's co-curricular activities, cultural programs which played a crucial role in their academic and personal development.
3. Majority of the alumni agreed that the college played role in enhancing their employability skills as it developed their confidence and groomed their personality.
4. There is a need to fill the gap between the industry and the curriculum.

ACTIONS TAKEN

1. The management has decided to invite industry professionals including our own alumni placed in various countries on more frequent basis as guest speakers to bridge the gap between industry and the curriculum.
2. Further steps has been initiated towards curriculum enrichment and improvement of teaching pedagogy through augmentation in the use of ICT enabled tools, conducting workshops, guest lectures, debates etc.
3. Successive batches are provided with updated study materials and other facilities to enhance their understanding.



Employers

Employers' survey was circulated. Since most of the students choose to go for private practice and some start their own firm, Employers' survey is not applicable for them.

Mode: Online through Google Forms from 31 January 2024 – 15 February 2024

Questionnaire: Total 10 questions

How satisfied are you with the student(s) work performance in each of these areas?

1. Curriculum taught by the institute to the employee
2. Level of communication skills and technical contribution
3. Contribution in Ethical and Social Responsibilities
4. Openness to learning new skills
5. Overall relationship with seniors/subordinates/peers
6. Ability to work as a part of a team
7. Contribution towards achieving the organizational goals
8. Willingness to receive suggestions/feedback
9. Will you think of recruiting more students from Ishan Institute of Management and Technology in future?
10. Your overall experience with Ishan Alumnus



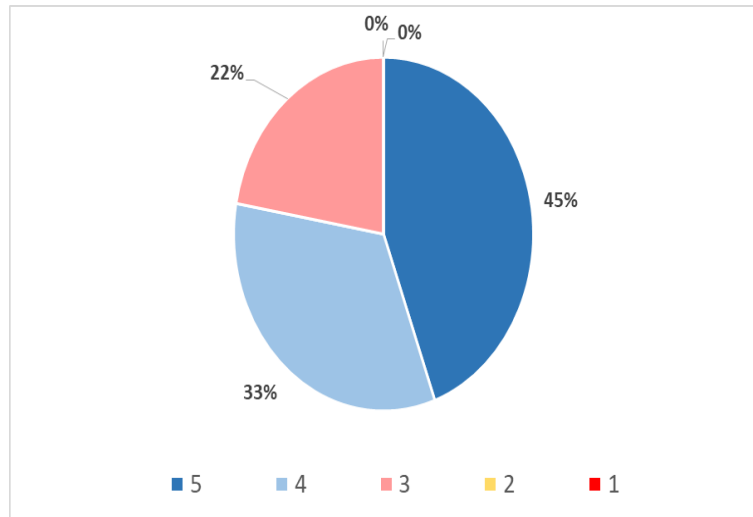
Analysis

EMPLOYERS RESPONSE

Total number of respondents: 9

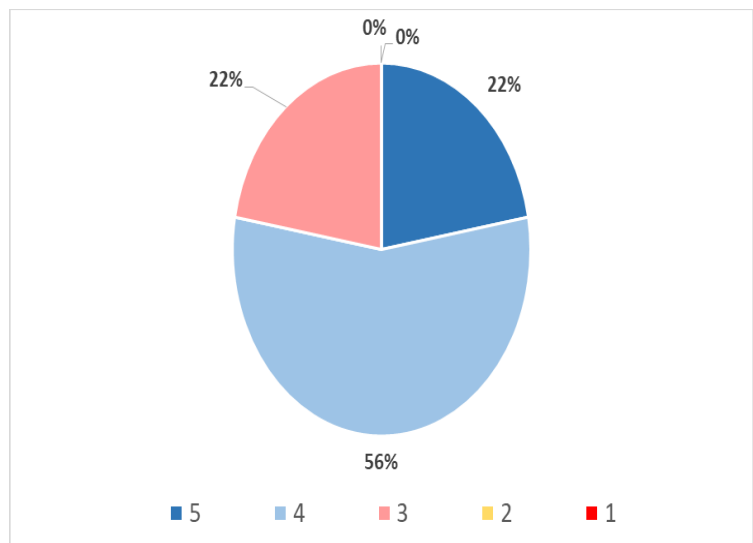
Question 1: Curriculum taught by the institute to the employee

<u>Ratings</u>	<u>Responses</u>
Rated 5	04
Rated 4	03
Rated 3	02
Rated 2	0
Rated 1	0
Average Rating	4.2



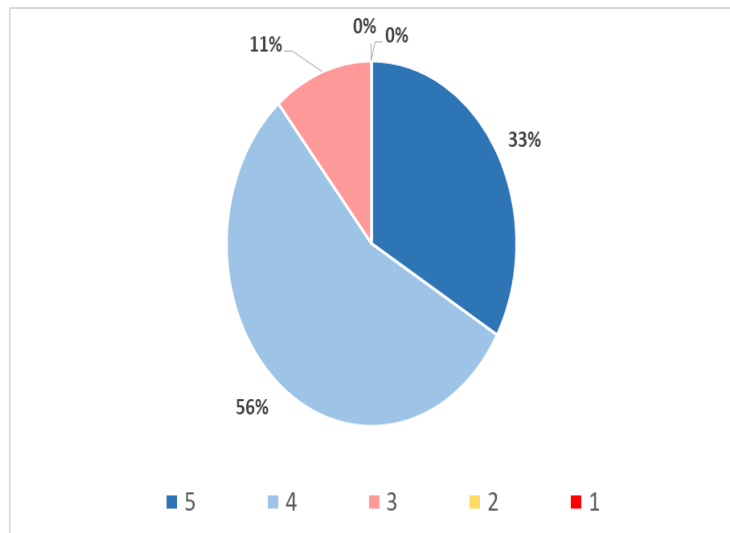
Question 2: Level of communication skills and technical contribution

<u>Ratings</u>	<u>Responses</u>
Rated 5	2
Rated 4	5
Rated 3	2
Rated 2	0
Rated 1	0
Average Rating	4



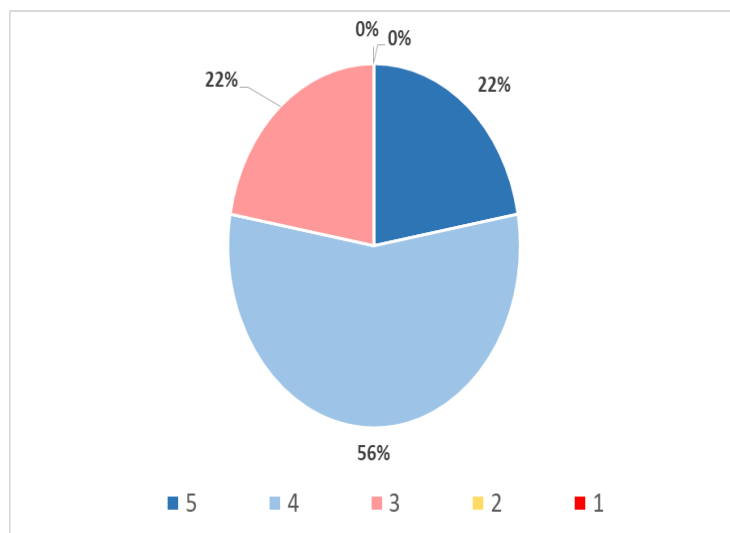
Question 3: Contribution in Ethical and Social Responsibilities

<u>Ratings</u>	<u>Responses</u>
Rated 5	03
Rated 4	05
Rated 3	01
Rated 2	0
Rated 1	0
Average Rating	4.2



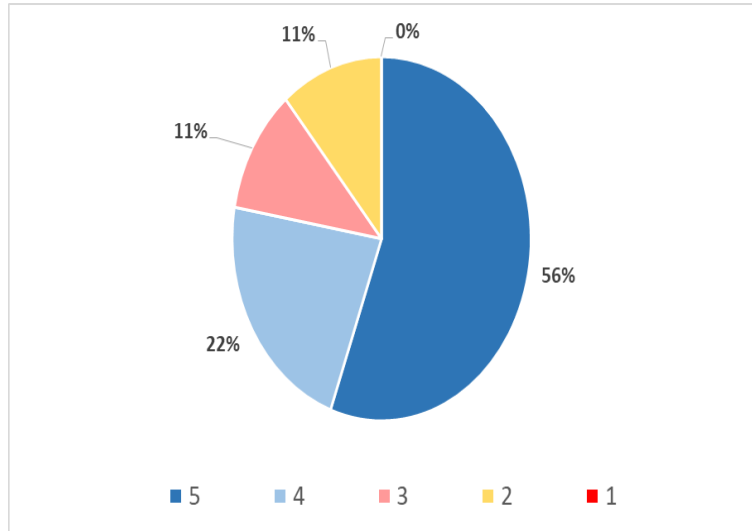
Question 4: Openness to learning new skills

<u>Ratings</u>	<u>Responses</u>
Rated 5	02
Rated 4	05
Rated 3	02
Rated 2	0
Rated 1	0
Average Rating	4



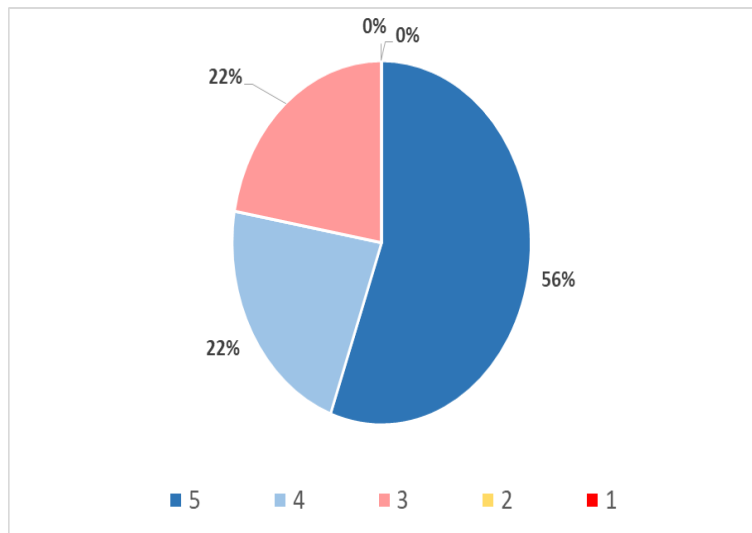
Question 5: Overall relationship with seniors/subordinates/peers

<u>Ratings</u>	<u>Responses</u>
Rated 5	5
Rated 4	2
Rated 3	1
Rated 2	1
Rated 1	0
Average Rating	4.2



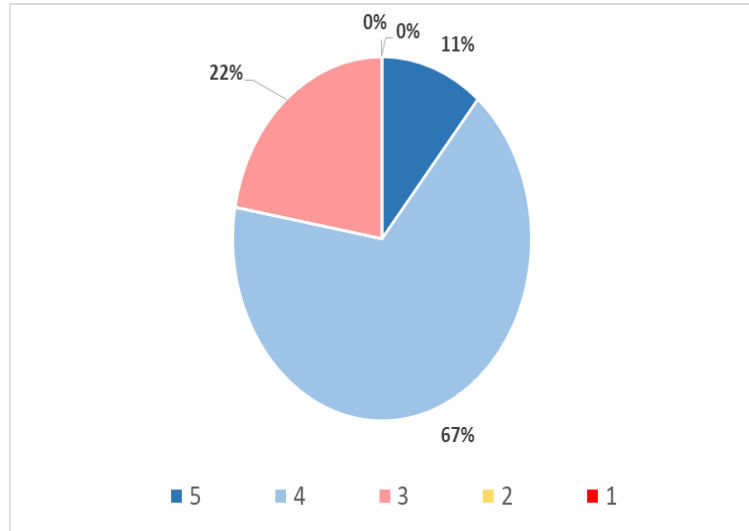
Question 6: Ability to work as a part of a team

<u>Ratings</u>	<u>Responses</u>
Rated 5	05
Rated 4	02
Rated 3	02
Rated 2	0
Rated 1	0
Average Rating	4.3



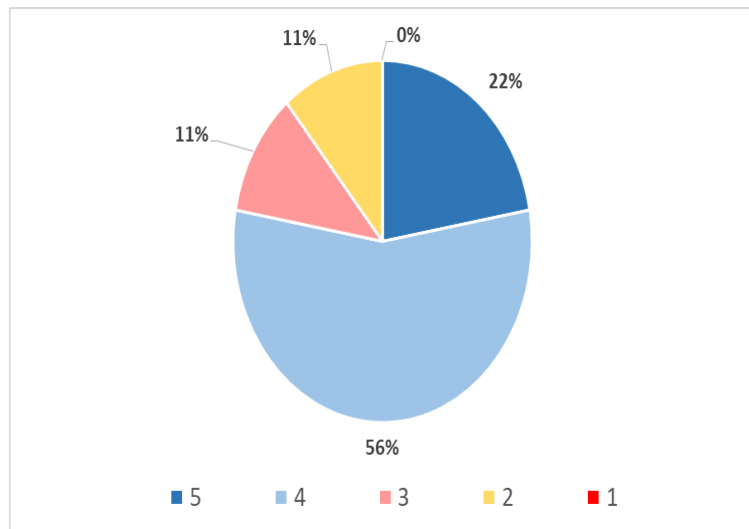
Question 7: Contribution towards achieving the organizational goals

<u>Ratings</u>	<u>Responses</u>
Rated 5	01
Rated 4	06
Rated 3	02
Rated 2	0
Rated 1	0
Average Rating	3.9



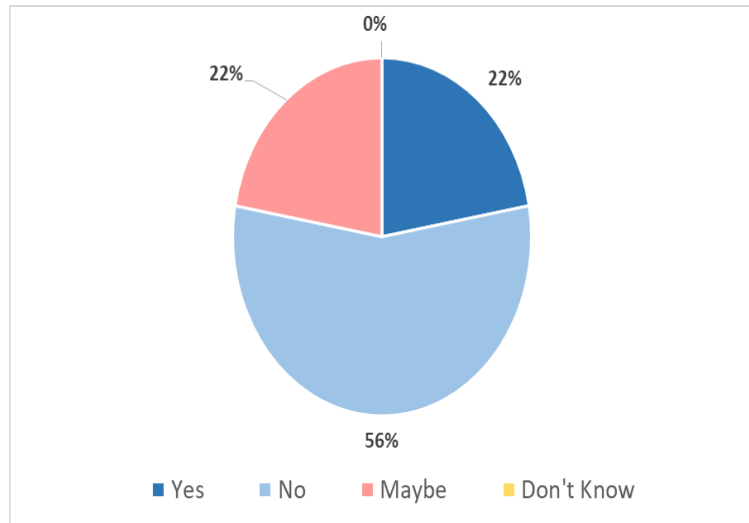
Question 8: Willingness to receive suggestions/feedback

<u>Ratings</u>	<u>Responses</u>
Rated 5	02
Rated 4	05
Rated 3	01
Rated 2	01
Rated 1	0
Average Rating	3.9



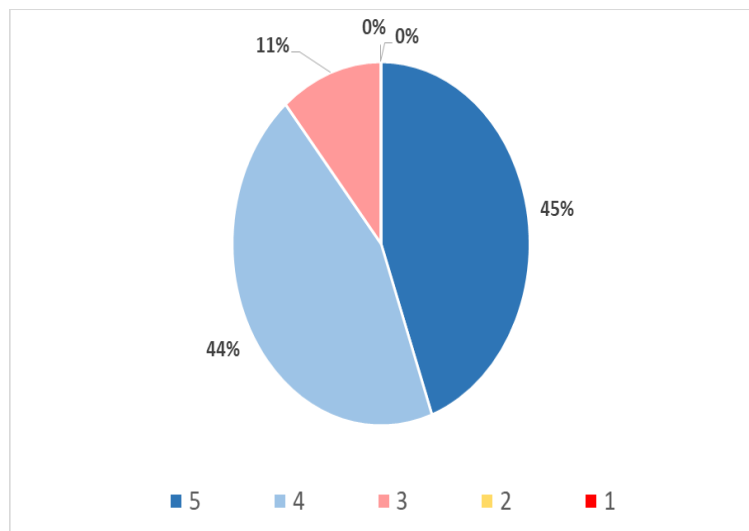
Question 9: Will you think of recruiting more students from Ishan Institute of Management and Technology in future?

<u>Ratings</u>	<u>Responses</u>
Rated Yes	02
Rated No	05
Rated Maybe	02
Rated Don't know	0



Question 10: Your overall experience with Ishan Alumnus

<u>Ratings</u>	<u>Responses</u>
Rated 5	04
Rated 4	04
Rated 3	01
Rated 2	0
Rated 1	0
Average Rating	4.3



Overall Observation

1. Approximately 90 percent of the employers valued alumni's collaborative efforts and dedication towards the organizational goals.
2. A few employers are of the opinion that the curriculum should be more industry-centric to equip graduates with the necessary skills for the workplace.
3. Majority of employers rated 4 for the level of sincerity and consistency present in the students while working.
4. The alumni possessed good communication skills, with 80% of employers expressing happiness in this aspect. However, some of them believed that there was scope for improving the relationship of alumni with seniors/subordinates/peers and their willingness to receive feedbacks.
5. Employers gave positive reviews regarding hiring more students from Ishan.

Action Taken

1. Successive batches are encouraged to participate and organize intra-college as well as inter-college events and competitions. This enables them to interact more and improve their relationship with others.
2. Activities are conducted on weekly basis to empower students with essential skills like effective communication, problem-solving, and decision-making.
3. Industrial visits are arranged for the students of commerce and management which provides them with a great opportunity to interact with industries and know more about industrial environment.



Parents

Mode: Online through Google Forms from 31 January 2024 – 15 February 2024

Questionnaire: Total 10 questions

1. How satisfied are you with the admission procedure by the Institution/ University?
2. How would you rate the academic, co-curricular, and sports activities organized by the Institute?
3. Are you satisfied with the cooperation provided by the administrative department?
4. Are you satisfied with the skills and knowledge being imparted to your ward?
5. Are you satisfied with the updates and the level of communication between the college and the parents?
6. Are you satisfied with the practical exposure and career-oriented support provided by the Institute?
7. How satisfied are you with the way your ideas and concerns are being addressed?
8. Do you think that the Institute is conducive for the overall growth and development of your ward?
9. Are you satisfied with the security arrangements and safety measures taken by the Institute?
10. Do you think that enough community engagement activities are being organized by the Institute?



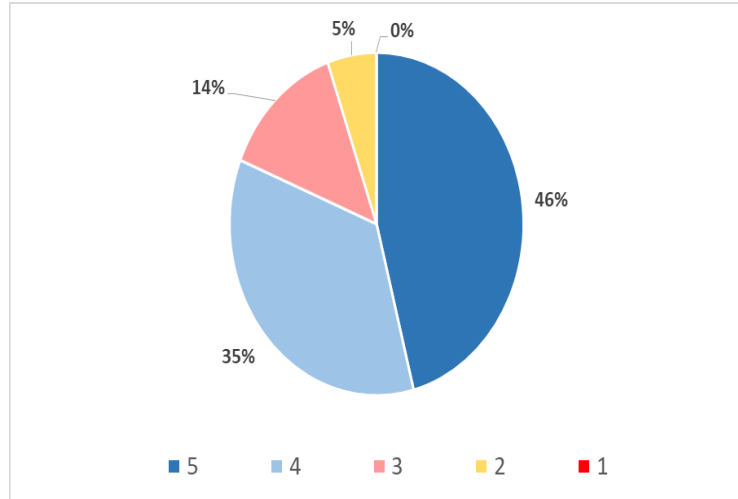
Analysis

PARENT'S RESPONSE

Total number of respondents: 37

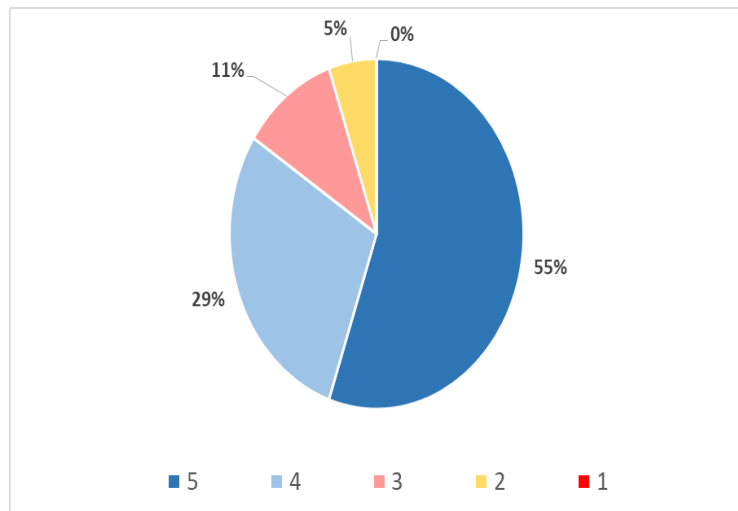
Question 1: How satisfied are you with the admission procedure by the Institution/ University?

<u>Ratings</u>	<u>Responses</u>
Rated 5	17
Rated 4	13
Rated 3	05
Rated 2	02
Rated 1	0
Average Rating	4.2



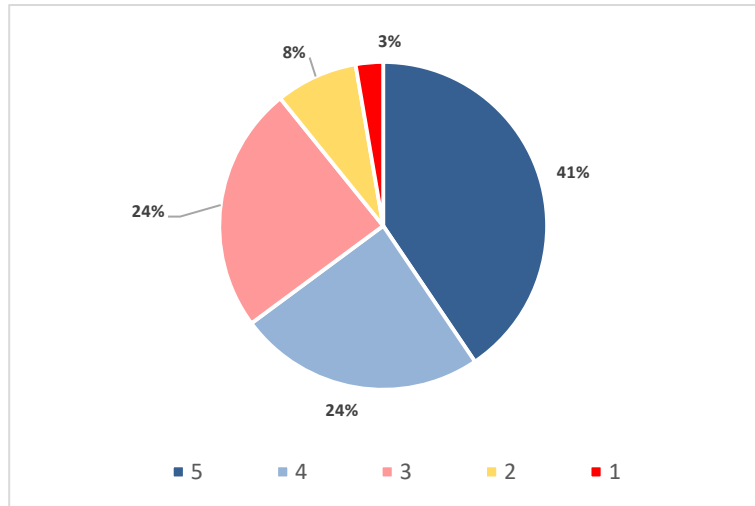
Question 2: How would you rate the academic, co-curricular, and sports activities organized by the Institute?

<u>Ratings</u>	<u>Responses</u>
Rated 5	21
Rated 4	11
Rated 3	4
Rated 2	1
Rated 1	0
Average Rating	4.4



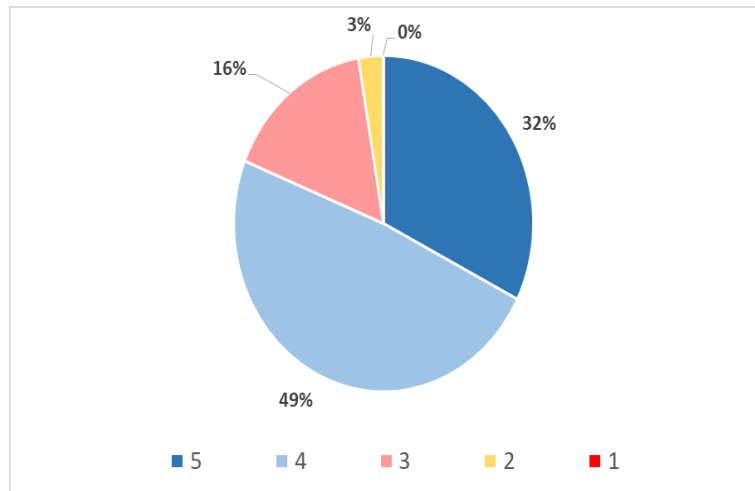
Question 3: Are you satisfied with the cooperation provided by the administrative department?

<u>Ratings</u>	<u>Responses</u>
Rated 5	15
Rated 4	09
Rated 3	09
Rated 2	03
Rated 1	01
Average Rating	3.9



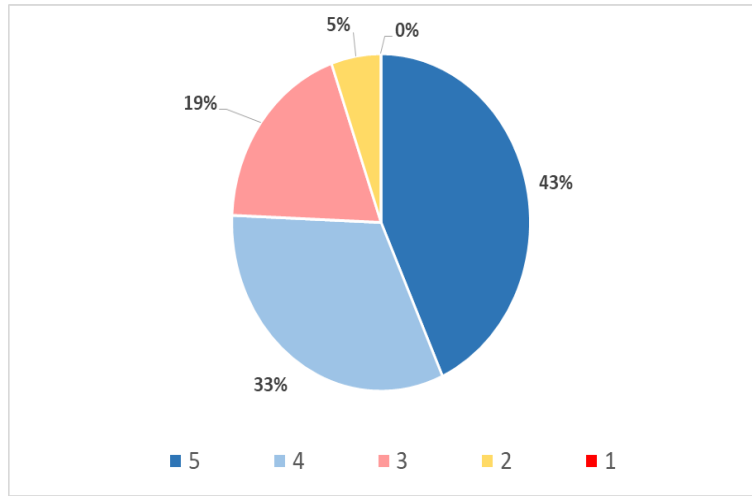
Question 4: Are you satisfied with the skills and knowledge being imparted to your ward?

<u>Ratings</u>	<u>Responses</u>
Rated 5	12
Rated 4	18
Rated 3	06
Rated 2	01
Rated 1	0
Average Rating	3.9



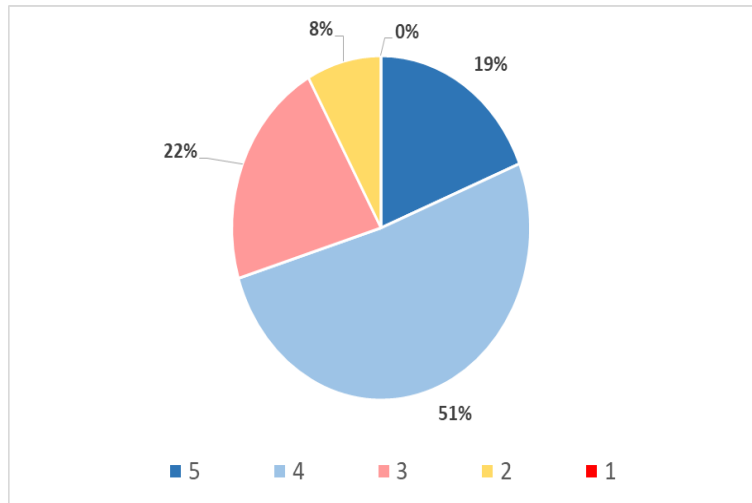
Question 5: Are you satisfied with the updates and the level of communication between the college and the parents?

<u>Ratings</u>	<u>Responses</u>
Rated 5	16
Rated 4	12
Rated 3	07
Rated 2	02
Rated 1	0
Average Rating	4.1



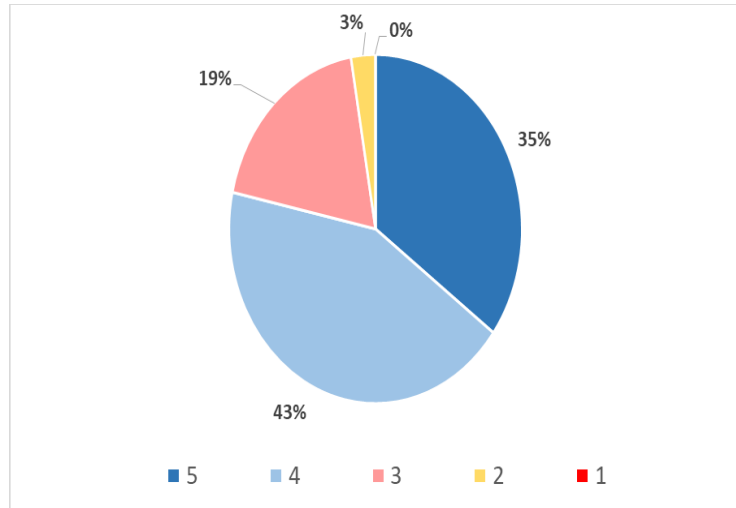
Question 6: Are you satisfied with the practical exposure and career-oriented support provided by the Institute?

<u>Ratings</u>	<u>Responses</u>
Rated 5	07
Rated 4	19
Rated 3	08
Rated 2	03
Rated 1	0
Average Rating	3.9



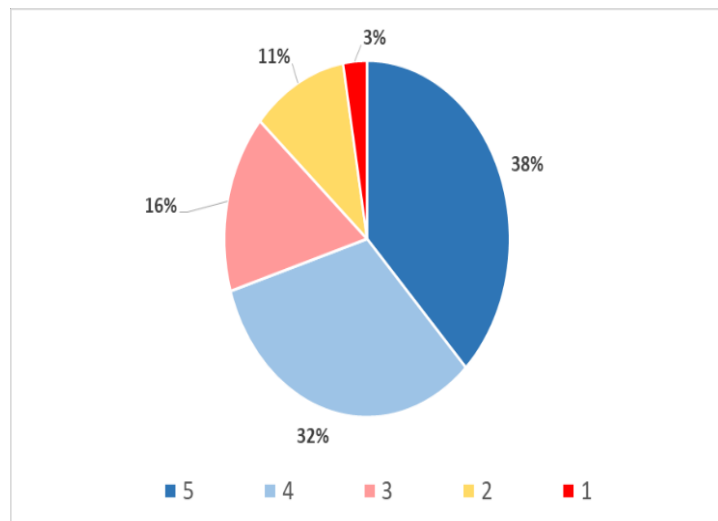
Question 7: How satisfied are you with the way your ideas and concerns are being addressed?

<u>Ratings</u>	<u>Responses</u>
Rated 5	13
Rated 4	16
Rated 3	07
Rated 2	01
Rated 1	0
Average Rating	4.1



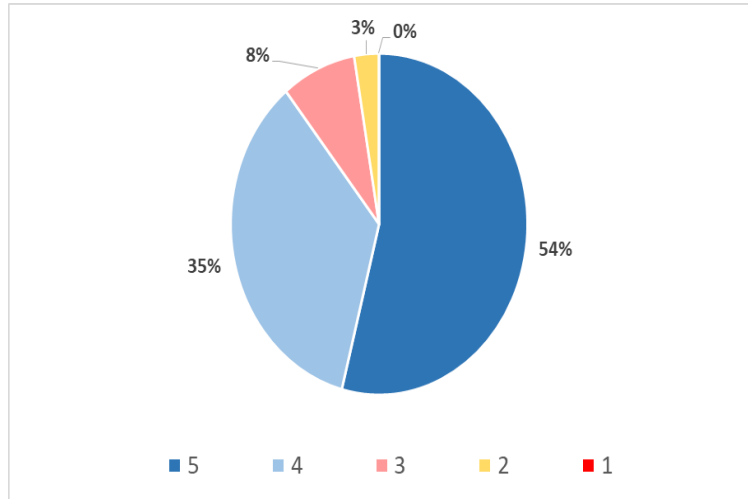
Question 8: Do you think that the Institute is conducive for the overall growth and development of your ward?

<u>Ratings</u>	<u>Responses</u>
Rated 5	14
Rated 4	12
Rated 3	06
Rated 2	04
Rated 1	01
Average Rating	3.9



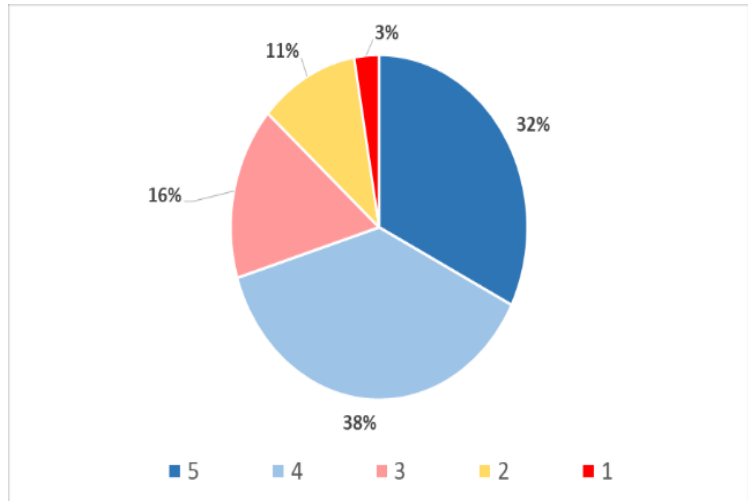
Question 9: Are you satisfied with the security arrangements and safety measures taken by the Institute?

<u>Ratings</u>	<u>Responses</u>
Rated 5	20
Rated 4	13
Rated 3	03
Rated 2	01
Rated 1	0
Average Rating	4.4



Question 10: Do you think that enough community engagement activities are being organized by the Institute?

<u>Ratings</u>	<u>Responses</u>
Rated 5	12
Rated 4	14
Rated 3	06
Rated 2	04
Rated 1	01
Average Rating	3.9



OVERALL OBSERVATIONS

1. Above 80% of parents are satisfied with the admission procedure followed by the Institute/University.
2. Parents expressed satisfaction with the ease of reaching out to administrative authorities to address their enquiries.
3. The need for more community engagement activities was felt by the parents.
4. Parents gave positive reviews to institute in regard to the overall growth and development of their ward as various activities for curricular and co-curricular are organized often.

ACTIONS TAKEN

1. In response to the feedback received, additional classes are arranged for slow pace learners.
2. Various skill development and community engagement activities such as voter awareness campaign, cleanliness and plantation drives are organized to build a sense of belongingness towards community and society as a whole.
3. The institute enhanced its communication by conducting one to one sessions with parents by providing regular updates on their wards' performance.

Sd-

(Dr. Sushant Pandey)

Principal

