

<b>Action Taken Reports on Stakeholders' Feedback</b>
<b>Academic Year 2018 -2019</b>

**[ Based on Feedback of Semester I and III]**

The analysis of feedback was undertaken by IQAC and presented as a report for enabling suitable Action.

The analysis was also presented to Governing Council and the following actions were initiated:

1. Discontinuing with Visiting Faculty who had low student ratings.
2. Director had one on one discussions with faculty members to discuss how ratings could be further improved. Two specific full time approved teachers with unsatisfactory ratings by MBA-I students about planning sessions, use of modern teaching aids like power point presentation, web resources in their subjects[ content] were especially counselled by the Director and guided on specific measures to improve pedagogy and therefore ratings.

**Both teachers was also advised to enroll for MOOCs to improve domain knowledge [ the Faculty member successfully completed the course on SWAYAM]**

**An FDP was organized on 1<sup>st</sup> December 2018 titled Global Competence: Teaching 21st Century Students**

3. After brain storming it was decided to arrange Guest Sessions by Industry/Professionals and to introduce Certificate Courses to address the slightly lower ratings of students on curriculum parameters like coverage of contemporary topics, preparing for job market and developing application-oriented thinking.
4. As a quality initiative and in response to students' assessment of curriculum deficiencies, it was also decided that students would be oriented and counselled to take up MOOCs [ delivered by IIT/IIM Faculty/Professionals and having latest content]

**Action Taken****[ Based on Feedback of Semester II and IV]**

The analysis of feedback was undertaken by IQAC and presented as Report for enabling suitable Action.

The analysis was also presented to Governing Council and the following actions were initiated:

1. One-on-one discussions with each faculty member and the Director. The Director offered guidance to all faculty members to further improve the efficacy of teaching and learning.
2. To continue to receive positive feedback from Parents and Alumnae, it was decided that the Institute should attempt to bring in a greater and a deeper stakeholder engagement by extending invitations to parents for major Institute functions, seminars, and conferences and to invite alumnae to deliver sessions on contemporary issues, corporate experiences, judging events and also for sanctuary talks.
3. It was decided to address the issue of enhancing English communication skills by classes for Communication Soft Skills and creating greater awareness about the awareness of

Language Lab and courses such as TALLY/EXCEL to improve technical and analytical skills.

4.The institute arranged the following Guest Sessions by Industry/Professionals

<b>Sr. No</b>	<b>Date</b>	<b>Name &amp; Designation of Guest speaker</b>	<b>Topic</b>	<b>Outcome</b>
1	14.09.2018	Ms. Shama Sarode, Financial Counsellor of Disha Trust Pune	Financial Planning for Youngsters	Empowered youngsters with practical financial planning skills for a secure and prosperous future.
2	14.09.2018	Mr. Shirish Dandekar, Corporate Trainer	How Knowledge of Organizational Behavior is being applied in the real world to improve Organizational Effectiveness	Explored real-world applications, enhancing organizational effectiveness through insights from organizational behavior theories.
3	28.09.2018	Mr Dilip Bhonde, Vice President, KPIT, Pune	Critical Thinking	Cultivated critical thinking skills, empowering participants to analyze situations, solve problems, and make informed decisions.
4	15.10.2018	Ms. Kshitija Bhandari Vice President, Northern Trust	Decision Making	Strengthened decision-making abilities, guiding participants to make effective and strategic choices in diverse professional scenarios
5	03.11.2018	Ms. Prajakta Joshi, Sr. Executive Corporate HR, Thermax, Pune	Applicability and Calculation of Gratuity and Provident Fund in Industries	Provided industry-specific insights into calculating and implementing gratuity and provident fund, ensuring legal compliance and employee welfare

6	03.11.2018	Mr. Abhinav Kumar Vice President Barclays	Performance Evaluation Parameters for an Organisation	Explored effective performance evaluation criteria, optimizing organizational productivity and fostering employee growth and engagement
7	08.01.2019	Mr. Anand Mahindra, Chairman, Mahindra Group	India's First Leadership Talk Series	Pioneering leadership insights shared, inspiring and guiding participants towards effective leadership in the Indian business landscape
8	23.01.2019	Ms. Anchal Iyer, Trainer & Freelancer [Digital Marketing]	Introduction to Digital Marketing	Equipped participants with foundational knowledge in digital marketing, fostering an understanding of key concepts and strategies
9	08.02.2019 to 10.02.2019	CA Nilesh Saboo CA Aishwarya Gundecha, CA Nagesh Jadhav	3 Days Workshop on GST	Comprehensive workshop on GST, empowering participants with in-depth knowledge and practical skills for effective GST implementation
10	21.02.2019	Mr. Jitendra Jaju, Manager, Preventive Maintenance at Leotec India Pvt Ltd	How Preventive Maintenance Can Lead to Quality and Safety	Explored how preventive maintenance practices contribute to quality and safety, ensuring efficient operations and risk mitigation.
11	22.02.2019	Ms. Awantika Bhardwaj HR Head at Tieto, Pune	Digital Disruptions in HR Automations in HR	Analyzed the impact of digital disruptions on HR practices, guiding professionals in adapting to the evolving HR landscape
12	23.02.2019	CA Nagesh Jadhav CA Nagesh Jadhav [Laxmi Kumaran & Sridharan Attorneys Pune]	Application of Input Tax Credit	Unveiled the nuances of input tax credit application, aiding businesses in optimizing tax

				management and compliance.
13	06.03.2019	Mr. Niraj Mathur Former Senior Assessor and Trainer at Lloyd's Register Quality Assurance, Dubai	Sustainable Development	Explored sustainable development practices, inspiring participants to integrate environmental and social responsibility into organizational strategies
14	13.03.2019	CA Pooja Gandhi, Financial and Business Consultant, Kirtane and Pandit Chartered Accountants, Pune	Methods of Raising Funds in International Markets	Delved into diverse strategies for raising funds internationally, providing insights for global market expansion and financial growth
15	18.03.2019	CA Ritu Dange	Custom Duty and Indirect Taxes	Examined the complexities of custom duty and indirect taxes, ensuring participants grasp key regulations for seamless cross-border transactions.
16	18.03.2019	Mr. Sachin Jaju, Founder of Anupal Investments	Financial Analysis	Enhanced financial analysis skills, empowering participants to interpret financial data for informed decision-making and strategic planning

Following Certificate Courses were offered and enthusiastically taken up by Students.

1. Edubridge Certified Industry Professional Programme -SKP-Accounts Executive – (EduBridge )

1. Image Consultancy - Level-I (Image Consultancy)
2. HR Training -Recruitment /Payroll Processing /Statutory -(Pace Career Academy)

B. MOOCs - SWAYAM

1. Financial Statement Analysis and Reporting

2. Financial Institutions and Markets
3. Human Behavior
4. Sales and Distribution Management
5. Introduction to Marketing Essentials
6. Better Spoken English

**Certificate Course Assessments:**

<b>Sr.No.</b>	<b>Name of Certificate Course</b>	<b>Evaluation</b>
1.	Edubridge Certified Industry Professional Programme-SKP-Accounts Executive -(Edu Bridge)	Assignments
2	Image Consultancy - Level-I (Image Consultancy)	Presentation , Role Play
3	HR Training-Recruitment /Payroll Processing /Statutory (Pace Career Academy)	Online Examination
<b>B.</b>	<b>MOOCs - SWAYAM</b>	Assignments , Final Exam conducted and Graded by SWAYAM
4	Financial Statement Analysis and Reporting - (NPTEL)	
5	Financial Institutions and Markets - (NPTEL)	
6	Human Behavior - (NPTEL)	
7	Sales and Distribution Management - (NPTEL)	
8	Introduction to Marketing Essentials - (NPTEL)	
9	Better Spoken English - (NPTEL)	

**INSTITUTE INFRASTRUCTURE AND SUPPORT FEEDBACK ANALYSIS AND ACTION TAKEN REPORT**

**(A.Y.2018-19)**

**Total Students Enrolled: 115**

**Total Students: 93**

**The percentages given below represent totals of 4-Excellent,3-Very Good, 2-Good,1-Average and 0-Not answered**

<b>1.CLASSROOM</b>											
	<b>4 Excellent</b>		<b>3 Very Good</b>		<b>2 Good</b>		<b>1 Average</b>		<b>0 Not Answered</b>		<b>Total</b>
	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	
Ambience and Cleanliness	37	39.78	44	47.31	10	10.75	1	1.08	1	1.08	93
Audio Visual Facilities	26	27.96	58	62.37	8	8.60	0	0.00	1	1.07	93
Ventilation	32	34.41	51	54.84	9	9.68	0	0.00	1	1.07	93
Seating Arrangement	38	40.86	48	51.61	5	5.38	0	0.00	2	2.15	93

<b>2.Library</b>											
	<b>4 Excellent</b>		<b>3 Very Good</b>		<b>2 Good</b>		<b>1 Average</b>		<b>0 Not Answered</b>		<b>Total</b>
	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	
Physical infrastructure of the Library	34	36.56	53	56.99	6	6.45	0	0.00	0	0.00	93
Collection of books, journals and reading materials of the Institute Library	30	32.26	54	58.06	9	9.68	0	0.00	0	0.00	93
Support and assistance of the Library Staff	33	35.48	50	53.76	9	9.68	0	0.00	1	1.08	93
Computer Laboratory Printing, Photocopy and related Services	29	31.18	52	55.91	10	10.75	1	1.08	1	1.08	93

<b>3. Computer Laboratory</b>											
	<b>4 Excellent</b>		<b>3 Very Good</b>		<b>2 Good</b>		<b>1 Average</b>		<b>0 Not Answered</b>		<b>Total</b>
	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	
Computer Laboratory	30	32.26	52	55.91	10	10.75	1	1.08	0	0.00	93
Wi-Fi and Internet Facility	37	39.78	51	54.84	4	4.30	0	0.00	1	1.08	93
Internet Speed	29	31.18	55	59.14	7	7.53	0	0.00	2	2.15	93

<b>4. Office Staff</b>											
	<b>4 Excellent</b>		<b>3 Very Good</b>		<b>2 Good</b>		<b>1 Average</b>		<b>0 Not Answered</b>		<b>Total</b>
	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	
Competence	14	15.05	63	67.74	14	15.05	1	1.08	1	1.08	93
Courtesy	22	23.66	53	56.99	16	17.20	1	1.08	1	1.07	93

<b>5. Canteen Facilities</b>											
	<b>4 Excellent</b>		<b>3 Very Good</b>		<b>2 Good</b>		<b>1 Average</b>		<b>0 Not Answered</b>		<b>Total</b>
	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	
Food quality	11	11.83	46	49.46	19	20.43	16	17.20	1	1.08	93
Ambience	9	9.68	47	50.54	20	21.51	15	16.13	2	2.14	93
Hygiene	12	12.90	47	50.54	19	20.43	13	13.98	2	2.15	93

<b>6. Other Facilities</b>											
	<b>4 Excellent</b>		<b>3 Very Good</b>		<b>2 Good</b>		<b>1 Average</b>		<b>0 Not Answered</b>		<b>Total</b>
	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	<b>Total</b>	<b>%</b>	
Drinking Water facility	33	35.48	53	56.99	6	6.45	1	1.08	0	0.00	93
Washroom Cleanliness and maintenance	32	34.41	54	58.06	6	6.45	1	1.08	0	0.00	93
Greenery in the campus	38	40.86	48	51.61	7	7.53	0	0.00	0	0.00	93
Cleanliness and maintenance of premises	42	45.16	46	49.46	4	4.30	0	0.00	1	1.08	93

## Analysis:

In case of infrastructure and support services feedback on a scale of 1-5, 5 being Excellent, 1 Being Poor the total of five, four and three shows that:

- The ambiance and cleanliness, audio-visual amenities, ventilation, and classroom seating arrangements receive satisfaction from over 97% of students.
- On average above , 97% of students convey satisfaction with the library's physical infrastructure, the assortment of books and journals, and the competency of the library staff.
- On average above , 97% of students indicate contentment with the computer laboratory, the availability of Wi-Fi, internet facilities, and internet speed.
- On average above , 97 % of students express satisfaction with the services offered by the office staff.
- On average above , 98 % of respondents express satisfaction with the drinking water facility, cleanliness and maintenance of washrooms, the presence of greenery on the campus, and the overall cleanliness and maintenance of the premises.

According to the analysis above, it appears that the institute's infrastructure has received positive feedback, indicating a high level of satisfaction among students.

## Action Taken

We continue to maintain high standards of excellence in providing infrastructure.



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