

<b>Action Taken Reports on Stakeholders' Feedback</b>
<b>Academic Year 2020 -2021</b>

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

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

The analysis was also presented to the Governing Council.

1. The Director explained to the Board members that visiting faculty had primarily not measured up in student evaluations. The low ratings were also because the visiting faculty could not develop enough rapport and understanding on the virtual platforms.
2. The Director explained to the council that one of the regular faculties was having severe medical issues and had slipped on ratings on certain parameters.

Based on Suggestions and Decisions by Management following Actions were taken

- a. Services of the Visiting Faculty [with low ratings] were stopped. The Management advised that due care should be taken to appoint visiting faculty who have a good track record in academics and are well-versed with techniques of student engagement on virtual platforms.
- b. The permanent faculty with low ratings was advised to proceed on medical leave, recover completely and then resume duties
- c. Student employability was sought to be enhanced through the introduction of suitable career-oriented certificate courses
- d. Sanctuary – special sessions conducted by the Institute would focus more deeply on sensitizing students to ethical issues and building resilience given the acute negative impact of COVID on physical and mental wellness.

**[ 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 the Governing Council.

- Counselling was undertaken to improve ratings [ for teachers with ratings below 70%] to better the ratings of faculty who have less than 70% rating on some parameters.
- **Fintech had assumed tremendous importance during COVID. Given this, our faculty member communicated certain changes to be made in Finance to Member of Board of Studies, Financial Management, Savitribai Phule Pune University [ Dr. B Kasar letter dated 28<sup>th</sup> August 2020].**

Given the COVID situation and that the University was working with skeleton staff and on a few days in a week, feedback on the need to change some aspects of the syllabus was also informed to Board Members of Marketing and HR and Organisational Management on phone.

- The above communication with the University led to Ms. Vaishali Patil being invited to contribute to the syllabus of Master's in Business Administration Programme - FINTECH [ Letter attached] and Dr. B. H. Nanwani being appointed as a Member of the Committee set up to design syllabus of new Programmes under MBA – MBA \_ Services Management. The complete curriculum was designed under the leadership of Dr. B. Nanwani [ Letter Attached]
- Given the COVID Pandemic, only one Certificate Course - Advanced Course in Business Etiquette - (Image Consultancy) was introduced.
- The Quality Initiative of Guest lectures of Industry Experts /Professionals continued and following lectures were arranged

Sr No	Date	Name & designation of Guest speaker	Topic Name	Outcome
01	10.06.2020	Mr. Robin Banerjee MD Caprihans Pvt Ltd	Emerging Business World – Challenges and Opportunities during COVID-19	
02	25.08.2020	Ms Asha Pathania, Ms Aarti Sharma, Ms Payal Koul	Incorporating Empathy in Business	Develop a deeper understanding of the role empathy plays in business success and Learn practical strategies to integrate empathy into various aspects of business operations.
03	12.09.2020	Homyar Bhatena Director of Engineering at AppZenLabs,India	Leading in a VUCA World	Acquire leadership skills to navigate and thrive in a volatile, uncertain, complex, and ambiguous business environment.
04	19.09.2020	Mr Satish Anerao, Sr Manager, Tech Mahindra, Pune	Current trends in Digital Business : Artificial Intelligence using PEGA	Gain insights into the latest trends and applications of Artificial Intelligence in digital business, particularly using PEGA.

05	26.09.2020	Mr.Suresh Budhani, Senior Vice President, HDFC Bank , Mumbai	Introduction of New Products and Services under Digital Banking due to innovation in Technology	Understand how technological innovation is reshaping the landscape of digital banking and Explore opportunities to introduce innovative products and services in the digital banking sector.
06	03.10.2020	Ms. Novina Ahuja Senior Business Associate Tech Mahindra, Pune	Technological Innovations, Trends and Services in the field of Human Resource Information Systems	Understand how technology is transforming HR processes and services
07	03.10.2020	1.Mr. Raman Nanda – Founder and CEO STEP Transformations Prof. 2.Deepak Dheer – Professor and Management Consultant 3.Ms. Akanksha Dharmani – Founder Athas and Alumna of SVIMS 4.Mr. Advait Kurlekar (Panel Moderator)CEO, Upohan Management Consultants	Talking Entrepreneurship	Gain insights into the entrepreneurial mindset and the challenges and rewards of entrepreneurship
08	16.10.2020	Dr. Murthy Ex-Chairman and MD, The Jute Corporation of India	Strategies Unequaled	Learn unique and effective business strategies that set successful companies apart from others.
09	24.10.2020	Mr. Akshat Bharani, Founder and Director, 10XDigitals	When Marketing your own Service Firm	Acquire practical tips for marketing and promoting a service-oriented business effectively.
10	31-10-2020	CA Abhay D Gubdecha, M/S Abhay D Gundecha & Co	Working Capital Management: A Key to Business Success Startup Perspective	Understand the importance of effective working capital

				management for startup success
11	01.11.2020	CA Nagesh Jadhav, N.S.Jadhav & Co. Nanded	Input Tax Credit: Latest Amendments in GST	Stay updated on the latest amendments in GST, particularly related to input tax credit
12	26.11.2020	Ms. Vengamma Meram, Business Development Manager at Hats-off Digital Marketing	Sales from Her Perspective	Gain insights into the unique perspectives and challenges women face in the field of sales
13	14.12.2020	Mr. Sarvashreshtha Chaudhary, AID Services Vertical, Asian Paints,	Asian Paints – Journeying into the Unexpected	Learn from the experiences and unexpected challenges faced by a successful company like Asian Paints.
14	18.12.2020	Rajasekhar Chokka Entrepreneur [Agriculture Input, Agriculture Technology and FMCG]	Agri Business Opportunities in North America	Explore potential opportunities and challenges in the agribusiness sector in North America.
15	12.02.2021	Mr. Amit Gupta	Introduction to Securities Market	Understand the basics of the securities market and investment opportunities
16	15.02.2021	Mr. Amogh Gothoskar	Investment Awareness Program on Capital Market	Gain awareness and knowledge about investment opportunities in the capital market.
17	20.03.2021	CA Mahesh Kumar Paryani, Chief Finance Officer of Photon Ai	A Practical Approach of Financial Statement Analysis	Develop practical skills in analyzing financial statements for effective decision-making
18	20.03.2021	Mr. Amol Mehsram, Assistant Store Manager at a Reliance retail store, Pune	Towards becoming the Store Manager	Learn about the skills and qualities needed to transition into a store manager role
19	22.03.2021	Mr. Aditya Sengupta	B2B Sales from Industry Perspective	Understand the dynamics and strategies involved in business-to-business sales.

20	30.03.2021	Mr. Manish Kumar Singh (Demand planning Manager, JSW Steel)	AI in Demand Planning and Forecasting	Explore the application of artificial intelligence in demand planning and forecasting.
21	10.04.2021	Lt. Col Alok kumar Das HR	Building your Image as a Leader and establishing your Leadership in HR	Gain insights into building a strong leadership image, particularly in the context of HR.
22	10.04.2021	Mr Jiigar Jhaveri FINANCE	How women can Leverage Diversity and Inclusion	Understand the importance of diversity and inclusion and how women can leverage these principles for professional growth.
23	12.04.2021	Mr Piyush Chaudhari FINANCE	Reality check and trends	Gain a realistic perspective on current business trends and challenges
24	15.04.2021	Mr Ankit Gupta MARKETING	Mapping Skills to Career Opportunities in Marketing	Learn how to align marketing skills with diverse career opportunities
25	16.04.2021	Mr Pranam Kundap HR	Broad View on Careers in HR [Report in Training & Placement and Capacity Building]	Gain a comprehensive understanding of the various career paths within the field of HR
26	16.04.2021	Ms Gurpreet Singh HR	Changes and Trends that Technology has brought about in HR	Explore the transformative impact of technology on HR practices and trends
27	17.04.2021	Mr Siddharth Sabari MARKETING	Careers in Marketing – in relation with People, Process and Technology	Understand the intersection of marketing with people, processes, and technology for career planning.

<b>INSTITUTE INFRASTRUCTURE AND SUPPORT FEEDBACK ANALYSIS</b>
<b>REPORT</b>
<b>AND ACTION TAKEN REPORT</b>
<b>(A. Y. 2020-21)</b>

**Total Students Enrolled: 107**

**Total Students:88**

**The percentages given below represent totals on the scale of 1-5, 5 being Excellent, 1 Being Poor and 0-Not answered.**

<b>1. Classroom</b>											
	<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>		<b>0</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>	<b>Total</b>
Ambience and Cleanliness	63	71.59	17	19.32	3	3.41	3	3.41	2	2.27	88
Audio Visual Facilities	60	68.18	19	21.59	4	4.55	3	3.41	2	2.27	88
Ventilation	56	63.64	21	23.86	5	5.68	4	4.55	2	2.27	88
Seating Arrangement	61	69.32	17	19.32	4	4.55	4	4.55	2	2.27	88
<b>2. Library</b>											
	<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>		<b>0</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>	<b>Total</b>
Physical infrastructure of the library	57	64.77	23	26.14	3	3.41	3	3.41	2	2.27	88
Collection of books, journals and reading materials of the Institute Library	52	59.09	26	29.55	4	4.55	4	4.55	2	2.27	88
Support and assistance of the Library Staff	50	56.82	28	31.82	4	4.55	4	4.55	2	2.27	88
Computer Laboratory Printing, Photocopy, and related Services	50	56.82	27	30.68	6	6.82	3	3.41	2	2.27	88

<b>3. Computer Laboratory</b>											
	<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>		<b>0</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>	<b>Total</b>
Computer Laboratory	54	61.36	27	30.68	1	1.14	4	4.55	2	2.27	88
Wi-Fi and Internet Facility	53	60.23	28	31.82	1	1.14	4	4.55	2	2.27	88
Internet Speed	52	59.09	30	34.09	0	0.00	4	4.55	2	2.27	88
<b>4. Office Staff</b>											
	<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>		<b>0</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>	<b>Total</b>
Competence	54	61.36	26	29.55	3	3.41	3	3.41	2	2.27	88
Courtesy	53	60.23	27	30.68	2	2.27	4	4.55	2	2.27	88
<b>5. Canteen Facilities</b>											
	<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>		<b>0</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>	<b>Total</b>
Food quality	42	47.73	26	29.55	6	6.82	6	6.82	8	9.09	88
Ambience	46	52.27	23	26.14	7	7.95	5	5.68	7	7.95	88
Hygiene	48	54.55	22	25.00	6	6.82	5	5.68	7	7.95	88
<b>6. Others</b>											
	<b>4</b>		<b>3</b>		<b>2</b>		<b>1</b>		<b>0</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>	<b>Total</b>
Drinking Water facility	60	68.18	18	20.45	4	4.55	3	3.41	3	3.41	88
Washroom Cleanliness and maintenance	55	62.50	26	29.55	2	2.27	3	3.41	2	2.27	88
Greenery in the campus	61	69.32	19	21.59	2	2.27	4	4.55	2	2.27	88
Cleanliness and maintenance of premises	62	70.45	17	19.32	4	4.55	3	3.41	2	2.27	88

### **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:

- More than 93% of students express satisfaction with the ambience and cleanliness, audio-visual facilities, ventilation, and seating arrangements in classrooms.
- More than, 94% of students indicate satisfaction with the physical infrastructure of the library, the collection of books and journals available, and the performance of the library staff.

- More than, 93% of students express satisfaction with the computer laboratory, Wi-Fi availability, internet facilities, and internet speed.
- More than, 84% of students express satisfaction with the services offered by the office staff.
- More than, 93% 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.

### Action Taken

Efforts will be taken to further increase Sports Facilities



Dr. B. H. Nanwani  
Director

DR. B. H. NANWANI  
DIRECTOR  
BABU VASDEV INSTITUTE OF MANAGEMENT STUDIES FOR GIRLS  
6, KOREGAN ROAD, PUNE-411 001