

<b>Action Taken Reports on Stakeholders' Feedback</b>
<b>Academic Year 2019 -2020</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. The Director counselled faculty to use more of case studies to help students develop application application-oriented approach and to do justice to OBE adopted in SPPU Curriculum 2019. As such it was decided that every teacher would take up a minimum of three cases/caselets in the courses they teach.

Faculty was also advised to enroll for FDPs/MOOCs to learn about e-content and developing MOOCs as the new curriculum stressed on MOOCs and using such content would further help to improve student ratings.

2. As decided in previous semester the decision to enhance technical skills and communication skills, the following certificate courses were introduced:
  - a. TALLY ERP 9  
[ MOU with DISHA COMPUTER INSTITUTE] [27 June 2019]
  - b. IELTS [(Study Smart Overseas) ( 26<sup>th</sup> September 2019)
3. As decided in previous semester, Action was taken in terms of inviting Alumnae for Guest Sessions [ Ms. Karishma Kashikar and Ms. Steffi Gard]

**[ 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. Post feedback analysis, the Director had one-on-one interaction with all the faculty members. Two teachers were particularly warned and counselled about unacceptable level of ratings. One of them was counselled for adjusting the pace of teaching and also to teach basic concepts for better grasping by students. The other faculty member was counselled to align the lecture contents and delivery in line with Course and Programme Outcomes. Faculty was encouraged to attend FDPs on outcome-based education and the Director also took to training faculty on designing lesson plans around Course Outcomes and aligning pedagogy to achievement of Course Outcomes.

**Based on Action Taken in previous semester [ after feedback] Ms. Smita Iyer enrolled for 5 day FDP Innovative Teaching Pedagogy and Igniting Students Interest through Virtual Mode for Higher Education Institutions.**

**Dr. B. H.Nanwani enrolled for 5 day course on Learning, Pedagogy and Effective Use of Case Methodology and Managing Online Classes and Co-Creating MOOCS;**

**Dr. Abhijeet Kaiwade and Ms. Vaishali Patil completed courses on Managing Online Classes and Co-Creating MOOCS:2.0**

2. To maintain good stakeholder ratings and to enhance satisfaction, the following Sessions by Industry Experts/Professionals were organised.

Sr No	Date	Name & Designation of Guest speaker	Topic	Outcome
1	21.08.2019	Dr.Virendra Tatake, Financial Trainer, Lotus Knowlwealth Pvt.Ltd	Financial Planning using Mutual Funds	Participants gained a comprehensive understanding of mutual funds as a tool for financial planning. Explored different types of mutual funds, risk profiles, and investment strategies. Practical insights on creating a diversified portfolio and managing financial goals.
2	21.08.2019	Mr Arun Kondpalle, The Founder and CEO of Vector GPS	Consumer Behaviour: An Industry Perspective	The study explored the psychological influences on consumer behavior, discussed how businesses can utilize consumer insights for effective marketing, and provided practical insights into various industries.
3	23.08.2019	Mr. Pravin Bhosale, HR, Forbes Marshal	The Application of Labour Laws in Manufacturing Sector	Participants learned about manufacturing sector legal framework, compliance's impact on employee relations, and practical tips for navigating labor laws in daily operations
4	28.09.2019	Ms Karishma Kashikar Senior Executive for Employee Branding at Springer Nature	Millennials and Gen Z and the Changes They Bring to the Workplace	The study delved into the distinctive characteristics of Millennials and Gen Z in the workplace, discussed effective communication strategies, and tackled the challenges and opportunities arising from evolving workforce dynamics.

5	12.10.2019	Mr. Rahul Bagale, Dy. Director HR, Faurecia Interiors Systems Pvt. Ltd.	Human Resources-Theory and Practice	The Session delved into the intricacies of HR theories, their practical applications, and the importance of HR functions like recruitment, training, and performance management.
6	12.10.2019	Mr Akshat Bharani, Team Leader, GO MO Group	Project Management in Digital Marketing space	The study delves into project management principles in the dynamic digital marketing field, providing practical tips for planning, executing, and monitoring projects, and case studies showcasing successful strategies.
7	14.10.2019	Ms. Pradnya Kulkarni Regional Head-Talent and Learning, Western Union	Change Management and Leadership	The Session emphasized the importance of leadership in driving and managing organizational change, discussing effective strategies and their implementation, and providing insights into fostering a positive culture during change.
8	22.10.2019	Mr. Nitin Daangal Associate Director, HR, Leadec India Pvt Ltd	Compensation and Social Security Module	Fair compensation and social security for employee well-being and retention.
9	10.02.2020	Mr. Esmail Colombowala	Investor Awareness	Informed investing: raised awareness, covered basics, empowered participants for sound decisions.

3. Other Certificate Courses that were offered besides the ones mentioned above:

- a. Campus - Corporate - Connect
- b. **MOOCS-SWAYAM and Other Online Platforms**
  - Introduction to Investment - (NPTEL)
  - Training of Trainers - (NPTEL)
  - Developing Soft Skills and Personality - (NPTEL)
  - Digital Marketing - (InternShala)

**INSTITUTE INFRASTRUCTURE AND SUPPORT FEEDBACK ANALYSIS AND  
ACTION TAKEN REPORT (A.Y.2019-20)**

**Total Students Enrolled: 107**

**Total Students: 102**

**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	63	61.76	31	30.39	6	5.88	0	0.00	2	1.96	102
Audio Visual Facilities	45	44.12	42	41.18	10	9.80	3	2.94	2	1.96	102
Ventilation	65	63.73	27	26.47	8	7.84	0	0.00	2	1.96	102
Seating Arrangement	63	61.76	29	28.43	8	7.84	0	0.00	2	1.96	102

<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	66	64.71	26	25.49	9	8.82	1	0.98	0	0.00	102
Collection of books, journals and reading materials of the Institute Library	59	57.84	30	29.41	11	10.78	1	0.98	1	0.98	102
Support and assistance of the Library Staff	66	64.71	26	25.49	7	6.86	2	1.96	1	0.98	102
Computer Laboratory Printing, Photocopy and related Services	57	55.88	33	32.35	12	11.76	0	0.00		0.00	102

<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	66	64.71	25	24.51	10	9.80	1	0.98	0	0.00	102
Wi-Fi and Internet Facility	62	60.78	32	31.37	6	5.88	2	1.96	0	0.00	102
Internet Speed	57	55.88	35	34.31	7	6.86	3	2.94	0	0.00	102

<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	47	46.08	43	42.16	10	9.80	1	0.98	1	0.98	102
Courtesy	45	44.12	39	38.24	15	14.71	2	1.96	1	0.98	102

<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	23	22.55	21	20.59	20	19.61	29	28.43	9	8.82	102
Ambience	34	33.33	23	22.55	15	14.71	23	22.55	7	6.86	102
Hygiene	38	37.25	23	22.55	15	14.71	19	18.63	7	6.86	102

<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	57	55.88	36	35.29	5	4.90	3	2.94	1	0.98	102
Washroom Cleanliness and maintenance	47	46.08	37	36.27	15	14.71	2	1.96	1	0.98	102
Greenery in the campus	57	55.88	32	31.37	6	5.88	3	2.94	4	3.92	102
Cleanliness and maintenance of premises	69	67.65	25	24.51	4	3.92	3	2.94	1	0.98	102

## Analysis:


In case of infrastructure and support services feedback the total ratings of excellent, very good and good shows that:

- Above 95% of students are satisfied with the Ambience and Cleanliness, Audio Visual Facilities, Ventilation and Seating Arrangement of Classroom
- A total of above 97% of students are satisfied with the physical infrastructure of the Library, Books, Journals available in the Library, Library staff. 97% of students are also satisfied with the computer laboratory printing photocopy and related services.
- Above 97% of students are satisfied with the Computer Laboratory, Wi-Fi , Internet Facility and Internet Speed
- Above 97% of students are satisfied with the services provided by office staff.
- Above 62 % of students are satisfied with the Food quality, Ambience and Hygiene maintained in Canteen.
- Above 93% of students are satisfied with the Drinking Water facility, Washroom Cleanliness and maintenance, Greenery in the campus, and Cleanliness and maintenance of premises.

Thus, students seem to be highly satisfied with the infrastructure and support services.

### Action Taken

Continuation of good benchmarks and maintenance standards.

  
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