Action Taken Reports on Stakeholders' Feedback
Academic Year 2022 -2023

[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 Governing Council and the following actions were initiated:

Semester -I and III

1. The Director was provided with the feedback analysis report, and after this evaluation, the Director engaged in one-on-one conversations with every faculty member. As a result of the received feedback, the Director conveyed to the entire faculty the imperative of integrating further case studies, fostering group discussions, and promoting debates within the classroom environment.

As an Action Plan it was proposed that formal training be imparted for developing cases and also to include it as pedagogical method.

It was also decided that some formal training would be done to integrate more of ICT in pedagogy to lead to higher student ratings.

2. Given the Feedback on curriculum of Marketing by faculty [after COVID, the Marketing scape has undergone a change] and changes in HR that have happened [feedback by Faculty on HR curriculum], it was decided that letters suggesting changes in Marketing and HR curriculum would be sent to Board Of Studies, Savitribai Phule Pune University.

[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 Governing Council and the following actions were initiated:

- The Director provided guidance to faculty members regarding the integration of contemporary pedagogical approaches, practical case studies, adapting class tempo to

students' levels of comprehension, and placing equal emphasis on program and course objectives.

- For the Batch 2021-23 ,two courses had moderate Course attainment as given in the table below:

Course	Attainment
202 GC – 08 Financial Management	1.88
204 GC – 10 Operations & Supply Chain Management	2.12

The course coordinators were instructed to make connections between students and academic advisors, tutors, and mentors to provide them with the tools they need to succeed in the course.

- The letter regarding the inclusion of Marketing 5.0 [was sent to Dr. V. R. Malkar- Member, Board of Studies, SPPU on 20-01-2023 and letter for updates in the course of 404 HRM (Current Trends and Cases in HRM) was submitted to Dr. Dadas, Chairman, Board of Studies- Human Resources on 2/8/2022
- The Institute invested in 86 inches and 75 inches Interactive Panels for all classes to help ICT pedagogy.
  - Dr. Divya attended an FDP on Innovative Pedagogical Practices in Higher Education organized by Maharashtra State Faculty Development Academy and trained other faculty members in the use of ICT
  - A workshop was organized on Case Studies by Dr. Gandhi and teachers were successful in designing cases on contemporary issues and these were published in UGC Care Listed Journals. Journal Name: Annals of the Bhandarkar Oriental Research Institute 2022
  - Guest Sessions conducted as relentless and continued efforts towards improving quality of teaching – learning:

Sr No	Date	Name & Designation of Guest speaker	Topic	Outcome
1	31-03-2023	Mr. Vikas S Bhavsar CEO, Synergy Business Development and Exports, Pune, India & Ms. Megha Soundankar – Senior Engineer and In charge of Pune IGTR Sub Center	Entrepreneurship Awareness Programme (Indo German Tool Room with MSME, Aurangabad)	Increased awareness, skills, confidence; networking; idea generation; understanding ecosystem; risk management.

2	11.02.2023	Mr. Sudhir Kumar Panda, Software Engineer-Salesforce Development, Red Hat Pune	Agile Scrum Methodology	Enlightened participants on the Agile Scrum methodology, a popular approach to software development.
3	07-02-2023	Mr. Sudhanshu Sharma, Cloud Head, Aiotor Labs Pvt. Ltd, Mr. Devidas Rathod, Business Development Officer, Aiotor Labs Pvt. Ltd	Recent Trends in Operating Systems	Discussed recent trends in operating systems, providing participants with insights into the evolving landscape of OS technology.
4	27-01-2023	Ms. Uzema Mulla, Founder, Delectable Dishes (Online Cake Business) Mrs. Prachi Mohindra, Photographer (Maternity, Family & Portfolio) Ms Rajeshree M Kirtikar, Audiologist & Speech Therapist Ms. Pallavi Patil, IT Recruiter for Startup Ms. Rameshwari Wadgule, Dietician & Nutritionist	Panel Discussion - Women Entrepreneurs	Discussion on the challenges and successes of women entrepreneurs.
5	24-06-2023	Mrs. Pragati Shah, Head-HR and Admin, K Engineering Products, Pune	Managing Cultural Diversity in Professional Space	Shared insights into managing cultural diversity in the professional workspace, emphasizing the importance of inclusive workplaces.
6	23-01-2023	CMA Harshad Deshpande, Ex-Chairman – WIRC of ICAI, Insolvency Professional, Registered Valuer	Financial Frauds and Corporate Governance	Shed light on financial frauds and the importance of corporate governance in maintaining financial integrity.
7	21-01-2023	Ms. Rutuja Parkhi, Asst HR and AdminExecutive, SAGE Automation	Interview Skills	Conducted a session on interview skills, helping participants enhance their abilities to succeed in job interviews.

8	20-01-2023	Mr. Yogesh Thite, Founder and CEO, Entie	Career Opportunities in Marketing	Shared insights into career opportunities in marketing, providing participants with a broader perspective on the marketing industry.
9	19-01-2023	Mr. Prem Batheja, CA, Union Bank of Switzerland	Career Opportunities in Finance	Discussed various career opportunities in the finance sector, offering valuable guidance to aspiring professionals.
10	29.12.2022	Mrs Himanshi Kharb, Indian Patent Office (IPO), Mumbai	Intellectual Property Rights	Provided a comprehensive overview of Intellectual Property Rights, educating participants on the importance and nuances of protecting intellectual assets.
11	26.11.2022	Ms. Komal Panjwani, SAP SD Consultant, Tata Consultancy Service	Power Your Intelligent Enterprise with SAP	Enlightened participants on the potential of powering intelligent enterprises using SAP technologies.
12	18-11-2022	Mr. Advait Kurlekar Founder, Upohan Consultants	An Insight into the World of Entrepreneurship	Shared valuable insights into the world of entrepreneurship, offering participants a glimpse into the challenges and opportunities in this dynamic field.
13	16-11-2022	Prof. Amogh Gothoskar, Trainer for NSE / BSE IPF backe IAPs	Investor's Awareness Program On Capital Market	Provided attendees with valuable knowledge about the capital market, particularly from the perspective of NSE/BSE IPF-backed IAPs.
14	26-08-2022	Mr. Ravindra Singh Chawla, Founder & Managing Partner, RSC Skill Building & Consulting Solutions LLP	Behavioral Finance and Investment Decisions [Investor Psychology]	Delved into the fascinating world of behavioral finance, offering participants a deeper understanding of how investor psychology influences investment decisions.
15	02-07-2022	Mr. Ravinder Singh Chawla Founder & Managing Partner, RSC Skill	E-Filing of Income Tax Returns	Participants gained insights into the intricacies of filing income tax return

		Building & Consulting Solutions LLP		
16	11.06.2022	Ms. Saumya Mehta Sr Manager Administration, KPMG, Bangalore	Current Practices in Employee Relations	Participants gained a comprehensive understanding of current practices in employee relations, exploring the evolving dynamics in the workplace.
17	02.06.2022	Mrs. Chayya Sehgal Founder and CEO, The Winning Edge	Corporate Contributions towards Sustainable National Development	Participants gained a deeper understanding of the role corporations play in contributing to sustainable national development through CSR initiatives.

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As a Quality initiative and in line with NEP and to help students to stay abreast of the latest, students were encouraged to enrol for more and more MOOCs courses. The following Certificate Courses were offered.

Sr.No.	Title of the Certificate Course
	A) Certificate Courses Conducted under the aegis of SPPU:
1	Spirituality for Leadership, Employee Well being and Organizational Excellence (I) - (SVIMS)
2	Introduction to Fintech in Banking - (SVIMS)
B.	**Courses Conducted with Knowledge Partners:**
3	Digital Equalizer for Girls (DEFG) - (Naandi By Mahindra Pride Classroom)
4	Data Analytics using Tableau - (Lagozon EduTech Pvt. Ltd)
C.	**MOOCs - SWAYAM and Others**
5	Soft Skill Development -(NPTEL)
6	Financial Modeling and Valuation -(Internshala)
7	Advanced Excel-(Internshala)
8	Business Communication Skills -(Internshala)
9	Ethical Hacking - (Internshala)

10	Leading with Finance - (Harvard Business School
11	Professional Skills for Workplace - (Infosys Springboard)
12	Artificial Intelligence Skill-Friends Union for Energising- (FUEL)
13	Employability Skill Programme - (Naandi By Mahindra Pride Classroom)
14	Content & Copywriting Pro (A Climber Knowledge and Careers Pvt.Ltd.)

INSTITUTE INFRASTRUCTURE AND SUPPORT FEEDBACK ANALYSIS and

Action Taken REPORT (A.Y.2022-23)

Total Students Enrolled: 177
Total Students: 162

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

1. Classroom													
	5		4		3		2		1		Not answered		Total
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	
Ambience and Cleanliness	63	38.89	42	25.93	36	22.22	6	3.70	15	9.26	0	0.00	162
Audio Visual Facilities	66	40.74	44	27.16	35	21.60	8	4.94	8	4.94	1	0.62	162
Ventilation	71	43.83	43	26.54	30	18.52	8	4.94	9	5.56	1	0.62	162
Seating Arrangement	75	46.30	35	21.60	32	19.75	11	6.79	8	4.94	1	0.62	162

2.Library													
	5		4		3		2		1		Not answered		Total
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	
Physical infrastructure of the Library	77	47.53	44	27.16	26	16.05	6	3.70	7	4.32	2	1.23	162
Collection of books,journals and reading matrials of the Institute Library	74	45.68	49	30.25	25	15.43	6	3.70	6	3.70	2	1.23	162
Support and assistance of the Library Staff	73	45.06	47	29.01	25	15.43	8	4.94	8	4.94	1	0.62	162
Computer Laboratory Printing,Photocopy and related Services	63	38.89	45	27.78	27	16.67	15	9.26	10	6.17	2	1.23	162

3.Computer Laboratory														
	5		4		3		2		1		Not answered		Total
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	
Computer Laboratory	88	54.32	43	26.54	17	10.49	4	2.47	9	5.56	1	0.62	162
Wi-Fi and Internet Facility	77	47.53	45	27.78	20	12.35	8	4.94	10	6.17	2	1.23	162
Internet Speed	74	45.68	44	27.16	24	14.81	9	5.56	11	6.79	0	0.00	162

4.Office Staff														
	5		4		3		2		1		Not answered		Total
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	
Competence	73	45.06	55	33.95	23	14.20	3	1.85	8	4.94	0	0.00	162
Courtesy	72	44.44	51	31.48	24	14.81	5	3.09	9	5.56	1	0.62	162

5.Canteen Facilities														
	5		4		3		2		1		Not answered		Total
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	
Food quality	45	27.78	35	21.60	46	28.40	13	8.02	18	11.11	5	3.09	162
Ambience	46	28.40	33	20.37	44	27.16	15	9.26	18	11.11	6	3.70	162
Hygiene	45	27.78	40	24.69	37	22.84	17	10.49	19	11.73	4	2.47	162

6.Othres														
	5		4		3		2		1		Not answered		Total
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	
Drinking Water facility	61	37.65	47	29.01	34	20.99	9	5.56	11	6.79	0	0.00	162
Washroom Cleanliness and maintenance	41	25.31	31	19.14	29	17.90	16	9.88	43	26.54	2	1.23	162
Greenery in the campus	65	40.12	36	22.22	39	24.07	11	6.79	11	6.79	0	0.00	162
Cleanliness and maintenance of premises	57	35.19	45	27.78	32	19.75	10	6.17	17	10.49	1	0.62	162

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:

- Maximum that is 87% of students are satisfied with the Ambience and Cleanliness, Audio Visual Facilities, Ventilation and Seating Arrangement of Classroom
- A total of 90% of students are satisfied with the Physical infrastructure of the Library, Books, Journals available in the library, and Library staff.
- 97 % of students are satisfied with Computer Laboratory, Wi-Fi, Internet Facility, and Internet Speed.
- 90% of students are satisfied with the services provided by office staff.
- On average 79% 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 satisfied with infrastructure and support services.

Action Taken

Enhanced supervision on housekeeping to increase ratings on sanitation.

Interactive Panels installed in all classes.

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