Action Taken Reports on Stakeholders' Feedback
Academic Year 2021 -2022

[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 Management expressed satisfaction with the positive evaluations
- We recruited a new faculty member to replace a colleague who was facing severe health issues. We believe these actions will contribute to the overall success of our institution and ensure that our faculty members continue to provide quality education to our students
- **We sought the affiliating University's approval for Certificate Courses designed in house with the help of Industry to compensate for deficiencies in Courses or areas where some skill development was required.**
  These courses were :
  1.IT Skills for Managers
  2.The Basics of Content Writing
  3.Understanding Gender Equity
  4.Fundamentals of Stock Market and Online Trading
  5.Spirituality for Leadership, Employee Wellbeing and Organizational Excellence I
  6. Spirituality for Leadership, Employee Wellbeing and Organizational Excellence II

[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:

- 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 got a good track record in academics and are well-versed with techniques of student engagement on virtual platforms.
- **University granted us approval for all Certificate Courses designed by us [Letter Attached]**

- Student employability was sought to be enhanced through the introduction of suitable career-oriented certificate courses. The following certificate course was introduced.

Sr. No.	Title of the Certificate Course
	A) Certificate Courses Conducted under the aegis of SPPU:
1	IT Skills for Managers - (SVIMS)
2	The Basics of Content Writing - (SVIMS)
3	Understanding Gender Equity - (SVIMS)
4	Fundamentals of Stock Market and Online Trading - (SVIMS)
5	Spirituality for Leadership, Employee Wellbeing and Organizational Excellence - I - (SVIMS)
6	Spirituality for Leadership, Employee Wellbeing, and Organizational Excellence – II - (SVIMS)
	B) Courses Conducted with knowledge Partners:
7	Tally Prime and Advanced Excel - (Disha Computer Institute)
8	Entrepreneurship (In Association with Maharashtra Centre for Entrepreneurship Development -(MCED)
9	Project Based Training on Data Analytics (ERP,BI, and AI) - (Lagozon EduTech Pvt. Ltd)
10	Employability Skills Development Training Programme - (Naandi By Mahindra Pride Classroom)
B.	**MOOCs - SWAYAM and Others**
11	Financial Markets - (Coursera)
12	Tally.ERP9 with GST(Incl. Tally Prime)Tally Authorized Faculty -(Udemy)
13	Financial Management a Complete Study for CA/CMA/CS/CFA/ACCA - (Udemy)
14	The Human Resources Certification Program (HRCI - PHR/SPHR) -(Udemy)
15	SAP FICO (Financial Accounting & Management Accounting) -(Udemy)
16	Financial Modeling and Valuation course - (Udemy)
17	Complete 2-in1 Python for Business and Finance Bootcamp -(Udemy)
18	Digital Marketing: The ultimate guide to strategic Marketing - (Udemy)
19	Become a Corporate Financial Planning Analyst (LinkedIn Learning)
20	The fundamentals of Digital Marketing - (Google Digital Garage)
21	The Fundamentals of Digital Marketing - (Google digital Unlocked)
22	Certified GST Practitioner - (Henry Harvin Education)
23	Certificate Course in Financial Accounting -(Disha Computer Institute)

INSTITUTE INFRASTRUCTURE AND SUPPORT FEEDBACK ANALYSIS AND ACTION TAKEN REPORT
A.Y. (2021-22)

Total Students Enrolled: 120
Total Students: 120

1. Classroom													
	5		**4**		**3**		**2**		**1**		**Not Answer**		**Total**
	Total	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	
Ambience and Cleanliness	79	65.29	27	22.31	9	7.44	1	0.83	4	3.31	1	0.83	120
Audio Visual Facilities	66	54.55	35	28.93	10	8.26	2	1.65	3	2.48	5	4.13	120
Ventilation	74	61.16	28	23.14	10	8.26	2	1.65	3	2.48	4	3.31	120
Seating Arrangement	76	62.81	25	20.66	9	7.44	3	2.48	2	1.65	6	4.96	120
2. Library													
	5		**4**		**3**		**2**		**1**		**Not Answer**		**Total**
	Total	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	
Physical infrastructure of the library	72	59.50	31	25.62	8	6.61	1	0.83	6	4.96	3	2.48	120
Collection of books, journals and reading materials of the Institute Library	68	56.20	35	28.93	8	6.61	3	2.48	5	4.13	2	1.65	120
Support and assistance of the Library Staff	67	55.37	32	26.45	10	8.26	3	2.48	6	4.96	3	2.48	120
Computer Laboratory Printing, Photocopy, and related Services	66	54.55	33	27.27	9	7.44	5	4.13	5	4.13	3	2.48	120
3. Computer Laboratory													
	5		**4**		**3**		**2**		**1**		**Not Answer**		**Total**
	Total	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	
Computer Laboratory	67	55.37	34	28.10	10	8.26	4	3.31	4	3.31	2	1.65	120
Wi-Fi and Internet Facility	71	58.68	32	26.45	10	8.26	3	2.48	4	3.31	1	0.83	120
Internet Speed	71	58.68	29	23.97	8	6.61	6	4.96	4	3.31	3	2.48	120
4. Office Staff													
	5		**4**		**3**		**2**		**1**		**Not Answer**		**Total**
	Total	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**	
Competence	84	69.42	21	17.36	11	9.09	1	0.83	3	2.48	1	0.83	120
Courtesy	86	71.07	22	18.18	8	6.61	0	0.00	4	3.31	1	0.83	120
5. Canteen Facilities													
	5		**4**		**3**		**2**		**1**		**Not Answer**		**Total**

	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	
Food quality	61	50.41	16	13.22	17	14.05	11	9.09	11	9.09	5	4.13	120
Ambience	63	52.07	20	16.53	16	13.22	8	6.61	10	8.26	4	3.31	120
Hygiene	62	51.24	17	14.05	19	15.70	8	6.61	10	8.26	5	4.13	120
6. Others													
	5		**4**		**3**		**2**		**1**		**Not Answer**		**Total**
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	
Drinking Water facility	81	66.94	21	17.36	14	11.57	1	0.83	3	2.48	1	0.83	120
Washroom Cleanliness and maintenance	67	55.37	24	19.83	16	13.22	5	4.13	6	4.96	3	2.48	120
Greenery in the campus	76	62.81	27	22.31	11	9.09	1	0.83	3	2.48	3	2.48	120
Cleanliness and maintenance of premises	74	61.16	28	23.14	12	9.92	2	1.65	4	3.31	1	0.83	120

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 90 % of students are satisfied with the Ambience and Cleanliness, Audio Visual Facilities, Ventilation and Seating Arrangement of Classroom
- A total   90 % and above students are satisfied with the Physical infrastructure of the Library, Books, Journals available in the library, and Library staff.
- More than 91%   of students are satisfied with Computer Laboratory, Wi-Fi, Internet Facility, and Internet Speed.
- More than 95 % of students are satisfied with the services provided by office staff.
- More than 88%   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

Efforts will be made to further add ICT Facilities

1.Badminton Court added

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