

Feedback Committee Report

Meeting of Feedback Committee was held on 29th April 2022 at 2.00pm.

The following members were present for the meeting:

Prof (Dr.) Preeti Nilesh-I/C Principal
CA Anil Naik – Vice Principal
Dr Neeta Mehta – Coordinator, IQAC
Ms Chitra Subramanian – Member, HR Committee

Dr Neeta Mehta presented feedback received from students and faculty.

For the year 2021-22 the following three types of feedback were collected and analysed:

- **Students Satisfaction Survey**
- **Faculty feedback on Infrastructural and other facilities**
- **Performance Appraisal of Teachers by Students (PATS)**

Students Satisfaction Survey (SSS)

Dr Neeta Mehta – Coordinator, IQAC shared the analysis of the SSS.

The **areas of contentment** were as follows:

1. Availability of books, method of cataloguing, accessibility of online educational resources and attitude of library staff.
2. College website
3. Mentoring System

The **areas of concern and development** were as follows:

1. Amenities and assistance available for extra-curricular activities at the college.
2. Sports facility in college.
3. Food Quality, Rates of the food items, Attitude and service received.
4. Cleanliness of the classrooms, toilets and washrooms
5. Availability of clean drinking water.
6. Timely redressal of grievances/problems of students.
7. Functioning of the Placement Cell

The committee has resolved that ...

1. For sports and extra-curricular activities to conduct survey to understand specific areas of discontent among students
2. Canteen audit will be conducted to address quality, rates and service related issues of the canteen.
3. Frequency of cleaning of the washrooms will be increased. The outlets in the toilets are not proper. In the structural repair, they will be taken care of.
4. Clean drinking water is available in the ground floor. The board stating that will be displayed for information of all. Water coolers will be made available on other floors.

5. Sports facility such as badminton court will be introduced. Ground will be made multi-purpose ground.
6. The issue of timely redressal of grievances/problems of students will be discussed with student council
7. NitiShirke, the chairperson of CGTPC will be asked to conduct survey to understand areas of discontent among students

Faculty Feedback

Dr Neeta Mehta – Coordinator, IQAC shared the analysis of the Faculty Feedback.

The **areas of contentment** were as follows:

Teaching, learning, evaluation and Research

1. Communication regarding upcoming meetings/events in the context of teaching, learning and examination has been effective and timely.
2. Faculty members are encouraged to update their knowledge and skills.
3. Faculty members are encouraged to register for M.Phil., Ph.D. and Post-Doctoral Degree/Project
4. Faculty members get duty leave to participate in seminars / workshops / symposia / conferences
5. Faculty members are encouraged to organize seminars / workshops / symposia / conferences.
6. Communication regarding upcoming meetings/events in the context of teaching, learning and examination has been effective and timely.

Governance

7. The Management-Staff get-together is held every year.
8. The principal of the college is accessible.
9. The IQAC is effective in promoting quality initiatives in the college.

Infrastructure & other facilities

10. The rates of the food items in the canteen are reasonable.
11. Attitude of the canteen staff and service received was good.
12. Availability of prescribed books/reading materials in library facility is good.
13. Way of cataloguing and arrangement of books in the library is effective.
14. Availability and accessibility of online educational resources in college on library facility is good.

The **areas of concern and development** reported by around 11 to 23 percent of the staff were as follows:

1. Reimbursement of registration fees for workshops etc
2. Updated infrastructure
3. Remuneration and salary of SFC Staff
4. Recognition for higher qualifications acquired with increments
5. Cleanliness of the staffroom, toilets and washrooms

6. Availability of clean drinking water.

The committee has resolved that ...

1. Registration fees for workshops and seminars is given to the staff members. If there are any who may not be aware about it, IQAC will make them aware about it.
2. Concerns regarding infrastructural facilities will be communicated to the management in CDC meeting.
3. All sources of income for each SFC staff will be looked into.
4. Frequency of cleaning of the washrooms/toilets will be increased. Staffroom peon will be informed about better cleaning of the staffroom

PATS

Dr Neeta Mehta – Coordinator, IQAC shared the analysis of the PATS.

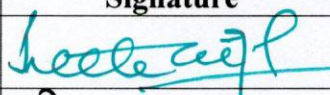
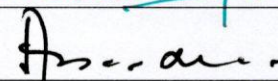
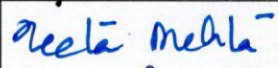
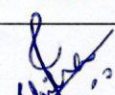
The reporting of feedback in poor and average category by more than 40 percent of students on any parameter was considered to be a concern.

There was one staff member who received feedback in poor and average category by more than 40 percent of students in almost all parameters.

The committee has resolved that ...

1. The one faculty member who received feedback in poor and average category by more than 40 percent of students on almost all parameters would be called to meet the principal along with his HOD and he will be shown the feedback received and counselled to improve his classroom performance.
2. The rest of the faculty whose performance was in good, very good and excellent category will be informed about the feedback received.

I read the minutes of the Feedback Committee meeting conducted on 29th April 2022. I approve the same.

	Name of the Committee Member	Signature
1	Prof (Dr.) Preeta Nilesh - Principal	
2	CA Anil Naik – Vice Principal	
3	Dr Neeta Mehta – Coordinator, IQAC	
4	Ms Chitra Subramanian – Member, HR Committee	

K.E.T. 's V. G. Vaze College of Arts, Science and Commerce (Autonomous)

Mulund, Mumbai – 400 081

STAKEHOLDERS' MEETING 2021-22

Date: Tuesday, 26th April 2022

Time: 10:30 am

Venue: Mini Auditorium

Agenda:

Welcome	Ms. Annu Singh, IQAC Member
Reading of Minutes of Meeting held on 23rd July 2021	Dr. Neeta Mehta, IQAC Coordinator
Report on IQAC activities - 23rd July 2021 till date.	Dr. Neeta Mehta, IQAC Coordinator
Presentation of planning of IQAC activities for the AY 2022-23.	Dr. Neeta Mehta, IQAC Coordinator
Feedback and suggestions by attendees	-
Any other matter with the permission of the Chair	-
Vote of Thanks	Dr. Deepali Karkhanis

Minutes of the Meeting:

1. Ms. Annu Singh, member, IQAC started the meeting with general welcome.
2. CA Anil Naik, Vice Principal, formally welcomed all stakeholders and stressed on importance of feedback from industry representative. He also mentioned that colleges can design curriculum as per industry requirements. This will enable to bridge gap between industry requirements and students' profile.
3. Dr. Neeta Mehta, Coordinator, IQAC read the minutes of the previous Stakeholders' Meeting held on 23rd July 2021 and discussed the action taken report.
4. Activities conducted by the IQAC in the Academic Year 2021-22 were presented in the meeting:
 - Organized workshops to orient staff members on 7 critters starting from 27th August to 22nd October
 - Organized workshop on "Drafting of POs, PSOs, & COs" on 30th November 2021 by Dr. Deepak Nanaware, DAV Velankar College of Commerce, Solapur. Seventy-one Participants attended the workshop
 - Organized Two-Day Workshop on 'New AQAR Guidelines 2020-21 on 6th and 7th December 2021. Experts from IQAC Cluster India were the resource persons.



- Organized a Workshop on “Basics of Academic Writing” in collaboration with Research Promotion Committee on 10th August 2021.
 - Mentor and Mentee system was introduced on 11th January 2022 to offer hand-holding to various departments with respect to IQAC work.
 - Academic audit for 2020-21 was conducted on 20th and 21st January 2022.
 - Feedback from students in the form of PATS was collected and Student Satisfaction Survey was conducted.
 - Feedback from faculty on infrastructural and other facilities was collected. The feedback will be presented to Feedback Committee on 29th April 2022.
 - IQAC initiated “Engagement with Departments and Activity Groups” along with Principal’s office from 2nd February 2022.
 - IQAC had meeting with Principal, Vice-Principals to discuss AQAR & issues of IQAC on 4 March 2022.
 - Conducted Meeting with CDC for AQAR Presentation on 24th March 2022.
 - Submitted Annual Quality Assurance Report (AQAR) 2020-22 on 30th March 2022.
5. Details of the Activities proposed by IQAC for the Academic Year 2022-23 were also presented in the meeting:
- Workshop on Curriculum Designing and Implementation by In-Charge of Criterion 1 (Dr Ashok Awale).
 - Workshop on “Visibility of Publications” and “Research Ethics and Intellectual Property Rights” by In-Charge of Criterion 3 (Ms. Madhura Todewale).
 - A workshop in collaboration with the help of ICT Enabling and Digital Content Development committee to orient the teachers and administrative staff with different ICT tools to maximize the use of ICT tools by In-Charge of Criterion 4 (Ms. Deepali Karkhanis).
 - A workshop in collaboration with Women Development Cell/ Grievance Redressal Committee /Internal Complaint Committee for orienting students on Scope, functions and working of the committee by In-Charge of Criterion 6 (Ms. Shilpa Suryavanshi).
 - Appointing student representatives to all administrative committees as interns (offering internship program) in collaboration with the Student Council by In-Charge of Criterion 5 (Ms. Seema Pawar).
 - Workshop on ‘Making Lecture Videos Using Power Point Presentation’, ‘New Pedagogical Tools for Teaching’ and ‘Bloom’s Taxonomy’ by In-Charge of Criterion 6 (Ms. Shilpa Suryavanshi).
 - Conduction of a series of activities on topic ‘Physical and Psychological Well-Being’ in collaboration with Department of Psychology for administrative staff.
 - Conduction of a series of workshops on “Workplace Etiquettes” in collaboration with Department of English for administrative staff.
 - A one-day Workshop on ‘Vermi-Composting and making the College Campus Eco friendly’, “Kitchen Gardening / various novel environment friendly initiatives” by In-Charge of Criterion 7 (Ms. Annu Singh). Collaborating with NGOs like “Paryavaran Dakshata Manch and Hariyali” and Organizing “Nature-trails” by In-Charge of Criterion 7 (Ms. Annu Singh)
 - Activity audit will be taking place on 27-28 April 2022.
 - Administrative audit is taking place in the month of May 2022.
 - Preparation for Gender Audit and Green Audit to be conducted in 2023-24.



- Mapping of COs, POs and PSOs will be implemented from AY 2022-23.
- Supporting SSWRC to develop system of identification of students who are slow and advanced learners and introducing programmes for them.

6. Feedback and suggestions by attendees

- Dr Ajit kengar suggested to have research publication at college level. In house resources can be tapped for this. Mr. Hitesh Thakkar was of view to digitalize all publication content. Same should be reflected on website under library section (recent publication).
- Dr Ashok Awale was of the view that the college website has to be dynamic. Sir stressed on to update all activities on website as NAAC also checks college website. He also suggested to increase the capacity of website to enable college to showcase all activities to outsiders.
- Hitesh Thakkar suggested to get resources from alumni for website development, and to have separate page on website for alumni.
- Ms. Vaishali Dhammapathee suggested involvement of TYIT students for developing PO's, CO's and mapping as teachers are not well-verse with technical part. This can be considered as internal project work for students.
- Mr. Prasanjeet Bhavne stressed on identification of slow learners and advanced learner as it has 30 marks in criteria II.
- Students' suggestions:

Ms. Drushti Kamble

1. To simplify admission software. Admission software should be user friendly.
3. MA programs to start from next to academic year.
4. Conduct seminar on POSH (Prevention of Sexual Harassment] at work place

Mr. Atharva Kadam (a detailed note received – added at the end of the minutes)

1. To reduce gap between release of students notices and reporting and acting on that is required on students' part.
 2. To streamline administrative bureaucracy - for lost and found property to be kept at one place in the college. Office staff, Staff room attendant and housekeeping staff to be informed about this.
 3. To create separate railway concession counter for Junior college and Degree college students.
 4. Need to have secure system for online lecture of Microsoft team. Other apps can be also explored for online lectures.
 5. Girls and boys washroom needs to be maintained. There has to be proper running water, wall graffiti - to be eliminated. Hitesh Thakkar informed that there is plan to remold the classrooms and washrooms. It will take a year to renovate the washrooms.
 6. Student representatives in stakeholders should be from across the faculty. Dr Adhir Ambavane suggested to work along with students' council and get proper representation of student's issues in IQAC Stakeholders' meeting.
- Dr Ashok Awale stressed on the importance financial support from college alumni for improving infrastructure changes in college.
 - Ms. Vaishali Dhammapathee suggested that college can give alumni donation certificate for income tax relief.
 - Mr. Santosh Nikam talked about problems of shortage of Staff, multiple tasks to be completed at same time. Mr. Manoj Mahajan was advised to understand office working pattern and help them in sorting their issues.



7. Vote of thanks was proposed by Dr. Deepali Karkhanis, member IQAC

A detailed note received from Atharva Kadam

1. The span between notices and the actual events they concern be widened to at least five days

Especially in the case of students having to come to college (for admission related processes, for example) the above suggestion should be implemented immediately to avoid any inconvenience both to students and college authorities. The fact that many have to travel from far-off places to college, and might also have certain other activities already planned beforehand should be kept in mind to prevent indiscreet and out-of-the-blue declarations. Thus, **if the students are to come to college, the notice must, as a rule, reach them at least five days before the stipulated date.**

2. Streamlining of Administrative Machinery

a. Lost and Found Section:

- As of now, the lost and found section in the college is highly scattered. Students with such grievances are directed anywhere from the Staff Room, the Office, or the Library—that too with no real guarantee of *finding* the said article in those places, leading students to often embark on wild goose chases. Thus, it is strongly recommended that **a dedicated Lost and Found Department be created; with a single integrated space** for all such articles to be collected and located.
- Moreover, **the non-teaching staff should also be adequately trained** to dispatch any and all 'lost' articles they may find in the college premises in the said space/chamber.

b. Railway Concession

- The process of acquiring a railway concession is considered to be among the most tiring procedures a student has to undertake—with timings incompatible with their lectures, and long, disorganised queues that often double up on themselves in the canteen foyer. Thus it is recommended that this process be made more efficient by two ways: **Digitisation of the procedure wherever possible** and/or the **bifurcation of the Railway Concession Counter**.
- If the digitisation of the said process is not possible, the college should at least *bifurcate* the window—that is, **keep two persons instead of one at the counter to dispense Railway Concession forms**. This will not only reduce tensions on the single person currently in charge, but will also reduce the needless queues and delays that accompany the process.

3. Usage of Google Meet over Microsoft Teams in Webinars or Web-Meetings

If ever the college has to rely on internet meeting platforms in the future for webinars, online courses &c., it is recommended that platforms like Google Meet be rather used over Teams for the following reasons:

- Google Meet is certainly less susceptible to hijacking/bombing of meetings by unscrupulous entities.
- Google Meet now also provides an extension to collect attendance of a said meeting, like Teams.
- The identity of each one of the participants in the Meet can be corroborated by the participants in Google Classroom, which in Teams is not possible (marked by entry of anonymous guests).
- Many professors have already resorted to Meet in their lectures, with exceedingly positive results



(The reply to this suggestion regarding the financial sustainability of Meet, coupled with the possibility of the creation of a Student ID in Teams has been acknowledged. However, we still press on Meet being kept on the table as an option in case all other alternatives lapse)

4. The Male Washrooms need to be urgently refurbished

Many Male Restrooms in the college currently lack proper amenities or cleaning. Urinals especially crown this problem with both dry *and* perennially leaking faucets coexisting in certain toilets. Moreover, the lecherous graffiti one finds on the walls for years now tend to leave the mind with disgust. Thus, a complete refurbishing of male washrooms in the college, with new paint-jobs and/or replacements of faulty lavatories is also emphasized for common hygiene.

5. The prospects of a more diverse 'Student Representation'

The Student representation in the IQAC currently has two members, both from the Humanities (B.A.) stream. Other sections, such as JC, B.Com., B.Sc., PhD, B.Voc. &c. tends to be overlooked, and so do their grievances. Thus, we would like to ask for a more transparent system (a handle, perhaps) wherein the students from all streams can directly voice their genuine concerns in the form of, say, a complaint box at the various departments of college. These concerns can then be accessed directly by either the IQAC or the Student Council, as the college may decide, and then appropriate decisions may be thence taken directly by the institution.

This recommendation comes from the worry of not *fully* representing the hundreds of students currently studying in this esteemed institution and so, we feel the status quo requires a more wholistic (more importantly, approachable) system of voicing student grievances than what currently exists.



Neeta Mehta
Dr. Neeta Mehta
IQAC Coordinator

The Kelkar Education Trust's V. G. Vaze College of Arts, Science and Commerce
(Autonomous) Mulund, Mumbai – 400 081

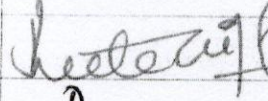
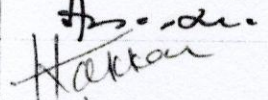
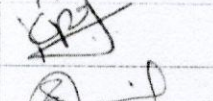
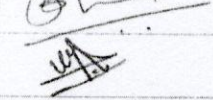
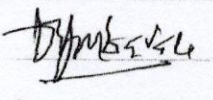
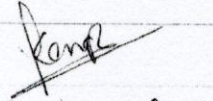
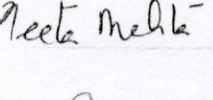
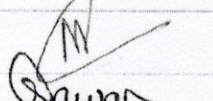
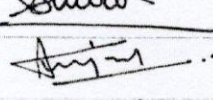
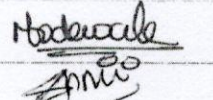
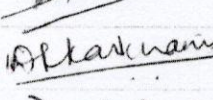
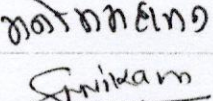
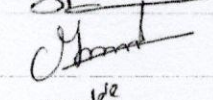
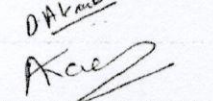
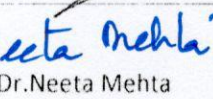
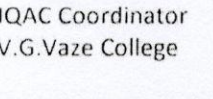
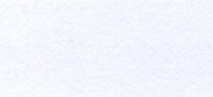
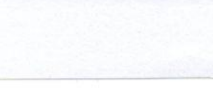




Stakeholder Meeting 2021-22

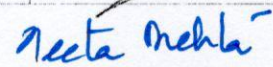
Date: Tuesday, 26th April 2022

Time:-10.30.am

Venue:-1st Floor Auditorium

Following members were present for the meeting-

Sr.No	Name of the Members	Signature
1.	Prof. (Dr) Preeti Nilesh (I/C Principal)	
2.	CA.Anil Naik (Vice-Principal)	
3.	Mr. Hitesh Thakkar (Representative, Alumni/ Local Society)	
4.	Mr.Kaushik Gada (Representative, Entrepreneur- Industrialist)	
5.	Ms.Vaishali Dhammapathee (Dean, Humanities & Social Sciences)	
6.	Dr.Ashok Awale (Dean . Faculty of Science & IQAC Member)	
7.	Dr.Adhir Ambavane (Dean, Faculty of Commerce)	
8.	Dr.Dinesh Kumar (Dean, Research)	
9.	Prof. Dr. Ajit Kengar (Dean, Human Resource)	
10.	Dr. Neeta Mehta (IQAC Coordinator)	
11.	Ms. Shilpa Suryavanshi (IQAC Member)	
12.	Ms. Nanda Rupnar (IQAC Member)	
13.	Ms. Seema Pawar (IQAC Member)	
14.	Mr. Prasannajit Bhawe (IQAC Member)	
15.	Ms. Madhura Todewale (IQAC Member)	
16.	Ms. Annu Singh (IQAC Member)	
17.	Dr. Deepali Karkhanis (IQAC Member)	
18.	Dr. Manoj Mahajan (IQAC Member)	
19.	Mr.Santosh Nikam (Member, College office Representative)	
20.	Ms.Manisha Sachdev (Member, College Office Representative)	
21.	Ms.Dhrushti Kamble (Member, Female Student Representative)	
22.	Mr.Atharva Kadam (Member, Male Student Representative)	



Dr.Neeta Mehta
IQAC Coordinator
V.G.Vaze College

