



**Peoples Empowerment Group**

**ISB&M**

**College of Commerce**

**S. No. 44/1, 44 1/2, Nande Village**

**Pashan Sus Road, Pune 412115**

**Criteria 1.4.1**

**Feedback Analysis**

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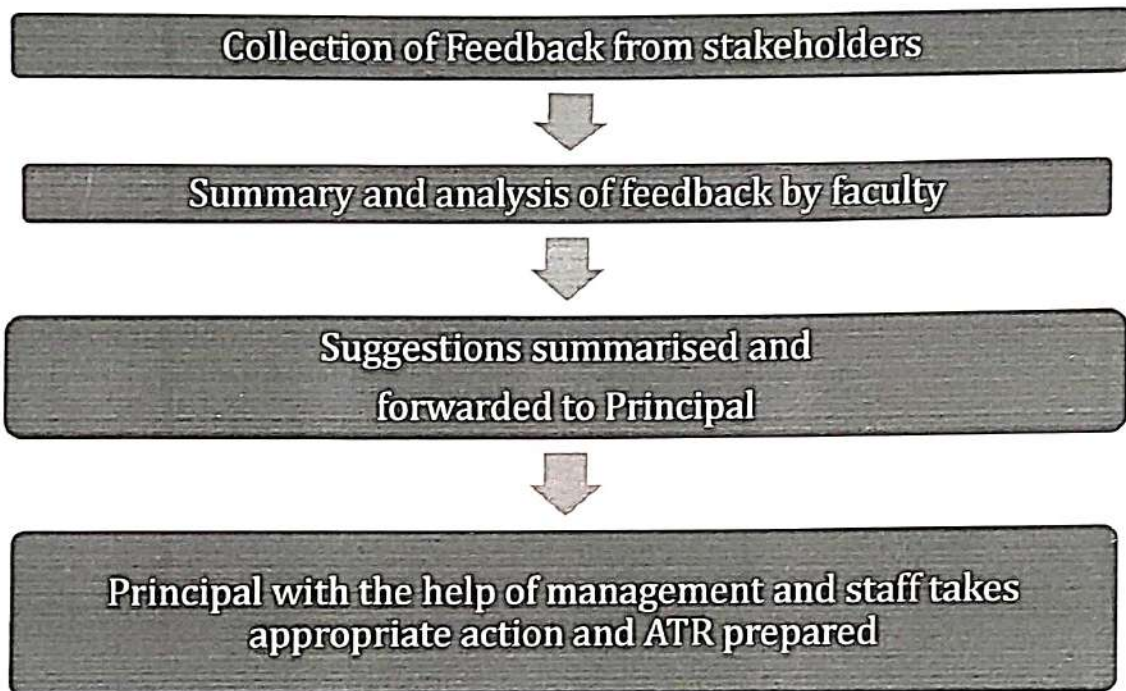
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### Feedback System at ISB&M College of Commerce:

Feedback from stakeholders helps the college to analyze the processes and find out areas of improvement. College is in constant touch with stakeholders like Students, Alumni, Parents, Teachers etc. and collect their thoughts on different areas like curriculum, facilities, faculties, administration etc.

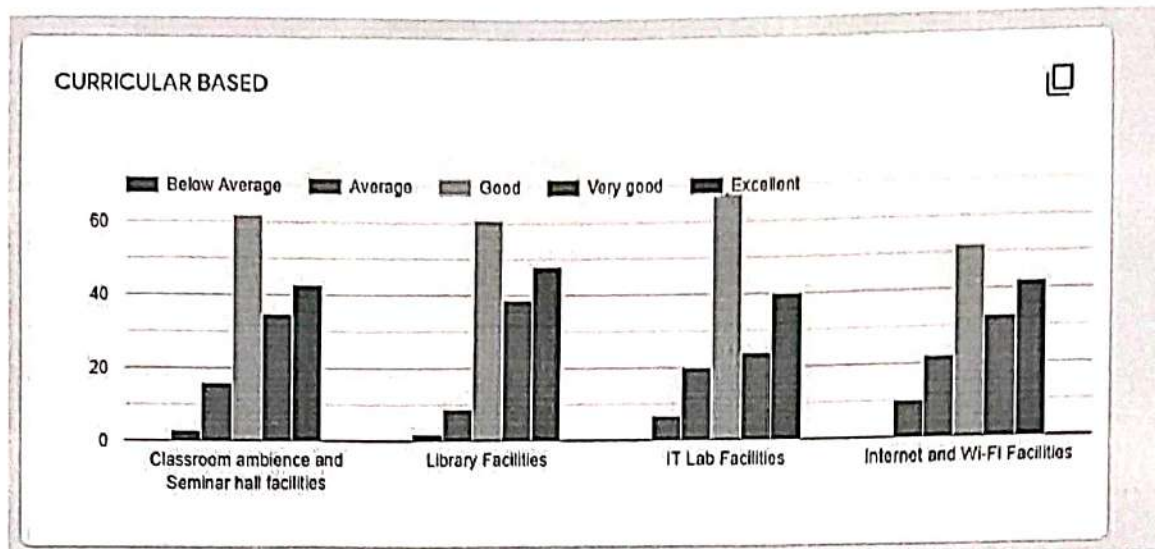
Currently the Feedback is collected in Online Mode which is previously offline.

Overall process of feedback can be explained as below:

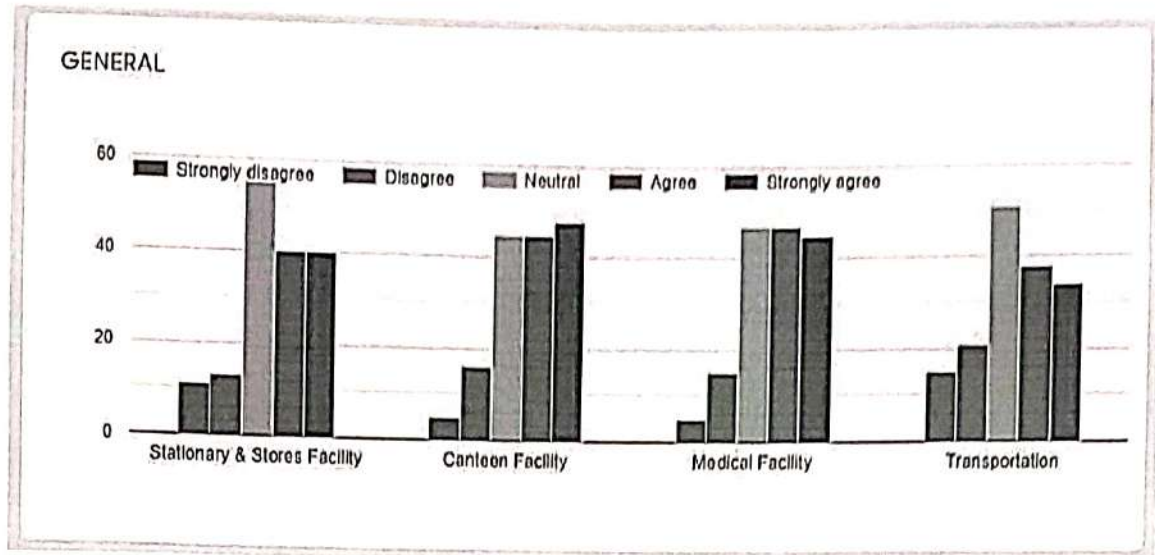


For *Dehank*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.

## Summary of Feedback of students on Facilities:



For *Shankar*  
**PRINCIPAL**  
 ISB&M College of Commerce  
 Nande, Pune-412115.



**Analysis of Student Feedback on facilities:**

Feedback on facilities is taken in 4 major areas having 4 to 5 questions. Overall percentage of responses can be listed as below:

Section	Question	Response in percentage				
		Below Average	Average	Good	Very Good	Excellent
I Curricular based	1. Classroom ambience and seminar hall facilities	1.88	10.06	38.9	22	27.04
	2. Library facilities	1.26	5.6	40.25	24.53	30.19



For *D. Shankar*  
**PRINCIPAL**

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	3.IT lab	4.4	12.58	42.77	15.09	25.16
	4.Internet and WiFi	6.29	13.84	32.70	20.76	26.42
<b>II Extra-Curricular Based</b>	1.Sports - Outdoor & Indoor Games facilities	6.29	15.09	32.70	25.16	20.76
	2. Gym	35.85	16.35	22.64	13.20	11.95
	3. Social Services (NSS / YRC)	7.55	22.64	28.30	20.13	21.38
<b>III General</b>	1. Stationary & Stores Facility	6.92	8.18	34.59	25.16	25.16
	2. Canteen Facility	3.15	10.06	28.30	28.30	30.19
	3. Medical Facility	3.15	9.4	29.56	29.56	28.30
	4. Transportation	9.43	13.21	32.08	23.89	21.38



for, *Dehank*  
**PRINCIPAL**  
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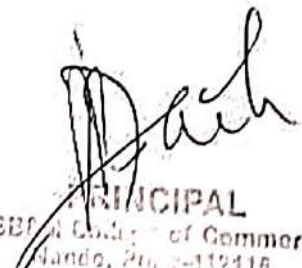
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**ISB&M College of Commerce**  
S. No. 44/1, 44 1/2, Nande Village Pashan Sus Road, Pune-412115

### Action Taken Report (ATR) of Feedback on Facilities

College is constantly in dialogue with students and seek advice for improvement. The collective feedback is summarized and analyzed by faculty members. Depending on these recommendations, below actions were taken.

SN.	Recommendation based on summarized Feedback	Action Taken
1	College Gymnasium timings and availability is not clear to students.	Notice regarding gymnasium schedule was prepared and conveyed to Students. Proposal for gymnasium renewal was sent to senior management.
2	Quality of Mess food.	Continuous Monitoring of food quality was done by College Admin and faculty. Admin visits the Mess intermittently for quality check.
3	Hostel Gravience	Gravience was routed to Admin and relevant stakeholders.
4	Curtains to classroom and library	Done with the help of Admin.
5	More outside participation in sports & other events.	This will be taken care once the situation is normal. Due to pandemic, activities were restricted.

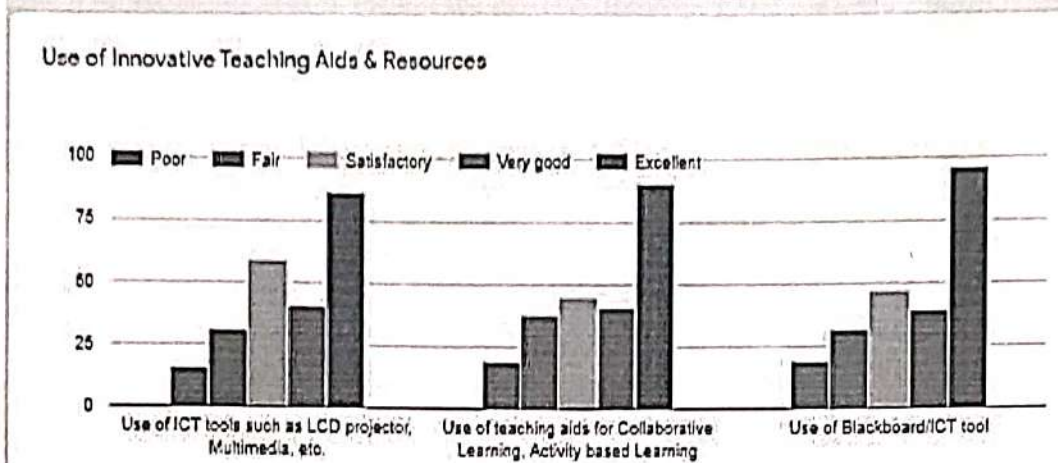
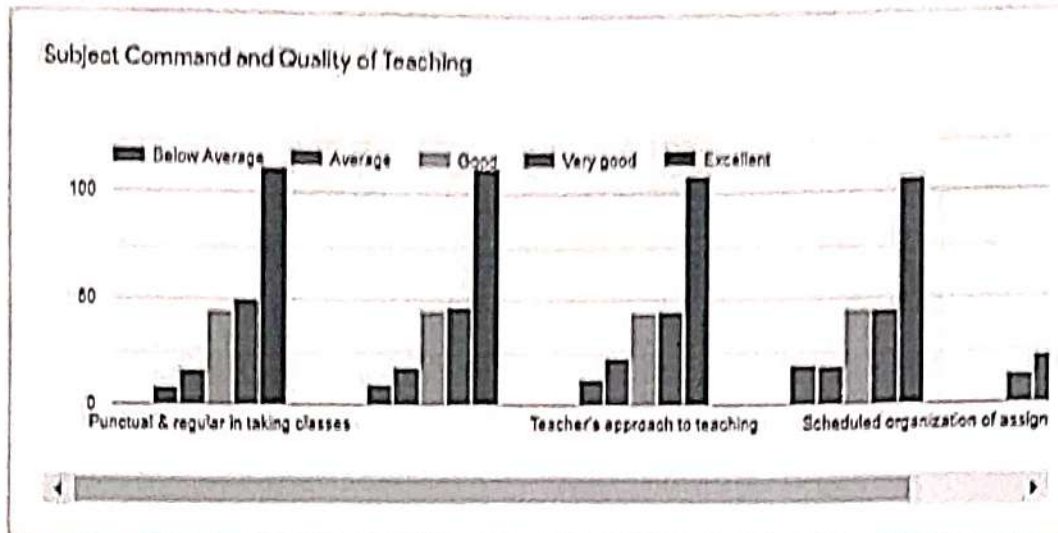


  
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For,   
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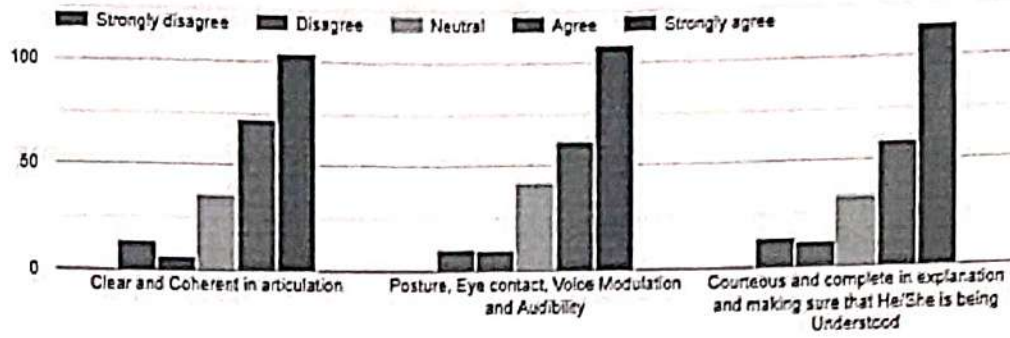
## Summary of faculty Feedback:



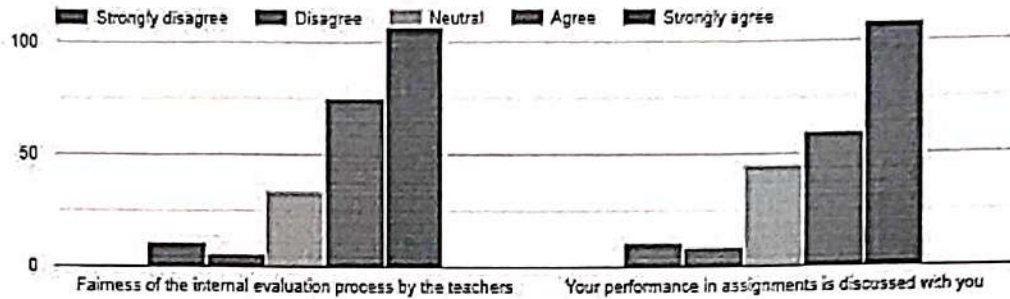
For *Deshpande*  
**PRINCIPAL**  
 ISB&M College of Commerce  
 Nande, Pune-412115.



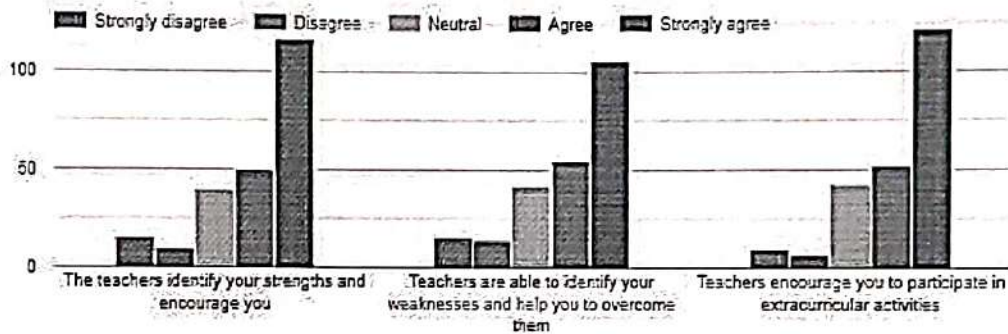
### Communication Skills



### Transparency and Impartial In Evaluation



### Motivational and Helping



For. *D. S. Bhandari*

**PRINCIPAL**  
 ISB&M College of Commerce  
 Nande, Pune-412115.

### Analysis of Faculty Feedback:

Section	Question	Response in percentage				
		Below Average	Average	Good	Very Good	Excellent
<b>I Subject command and Quality of Teaching</b>	Punctual & regular in taking classes	3.86	7.29	19.31	21.46	48
	Focus on syllabus and delivery of structured lecture	4.2	7.7	19.31.	20.17	48.49
	Teacher's approach to teaching	5.5	9.8	18.8	19.31	46.35
	Illustration of the concepts through examples and applications	8.1	7.7	19.31	19.31	45.49
	Scheduled organization of assignments, class test, quizzes and seminars	6	9.8	19.7	20.17	44.26.
<b>II Use of Innovative</b>	Use of ICT tools such as LCD projector, Multimedia, etc	6.8	13.3	25.32	17.5	36.90
	Use of teaching aids for Collaborative Learning,	8.1	16.30	19.31	17.59	38.6



For, *[Signature]*

**PRINCIPAL**  
ISB&M College of Commerce  
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Teaching Aids & Resources	Activity based Learning					
	Use of Blackboard/ICT tool	8.1	13.7	20.17	16.7	41.2
III Communication Skills	Clear and Coherent in articulation	6	3	15.4	30.9	44.6
	Posture, Eye contact, Voice Modulation and Audibility	4.7	4.2	18	26.6	46.35
	Courteous and complete in explanation and making sure that He/She is being Understood	6	5.1	14.16	25.32	49.35
IV Transparency and Impartial In Evaluation	Fairness of the internal evaluation process by the teachers	4.7	2.5	14.59	32.18	45.92
	Your performance in assignments is discussed with you	4.7	3.86	19.31	25.75	46.35
V Motivational and Helping *	The teachers identify your strengths and encourage you	6.86	4.2	17.1	21.4	50.2
	Teachers are able to identify your weaknesses and help you to overcome them	6.86	6	18	23.6	45.4
	Teachers encourage you to participate in extracurricular activities	4.2	3	18.4	22.3	51.9

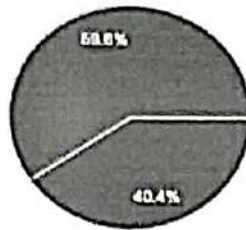


For: *[Signature]*  
**PRINCIPAL**  
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 Nande, Pune-412115.

## Summary of Alumni feedback:

Are you pursuing any higher education?

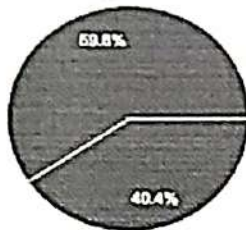
126 responses



■ Yes  
■ No

Are you Self employed?

126 responses



■ Yes  
■ No

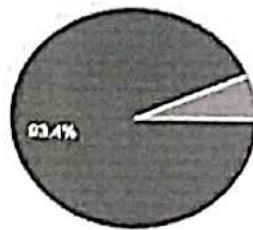


For *Deshpande*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.

**Feedback about College, Academics & Faculty**

Do you feel proud to be associated with ISB&M as Alumni?

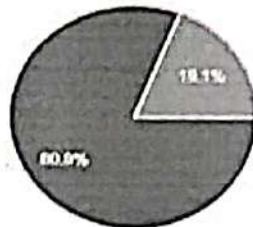
126 responses



- Yes
- No
- Maybe

Are you willing to contribute to the development of the college?

126 responses



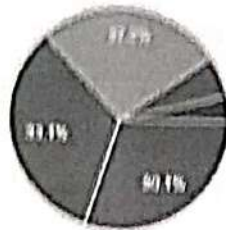
- Yes
- No
- Maybe



For, *Deshande*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.

How do you rate the hostel facilities?

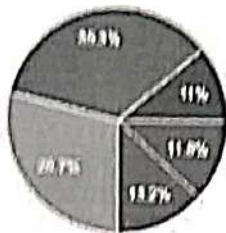
186 responses



- Excellent
- Very Good
- Good
- Average
- Below Satisfaction

How do you rate the quality of food served in mess?

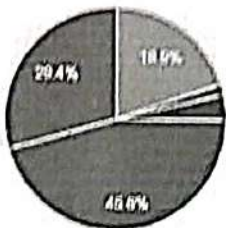
186 responses



- Excellent
- Very Good
- Good
- Average
- Below Satisfaction

How do you rate the library facilities?

186 responses



- Excellent
- Very Good
- Good
- Average
- Below Satisfaction

How do you rate the IT facilities?

186 responses

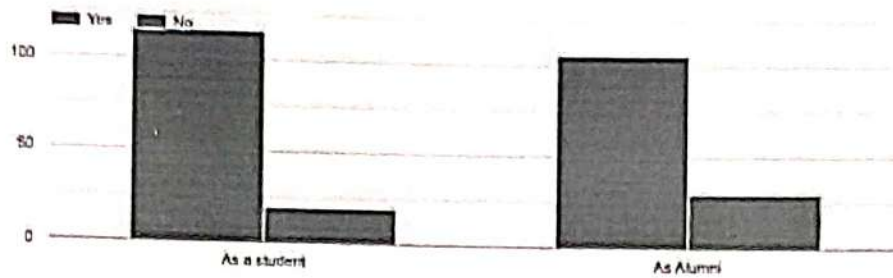


- Excellent
- Very Good
- Good
- Average
- Below Satisfaction



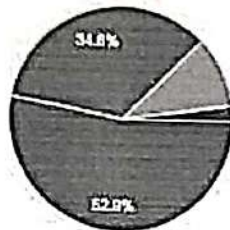
For, *Yashwants*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.

Were /Are your grievances properly handled at the college?



Efforts were made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

126 responses



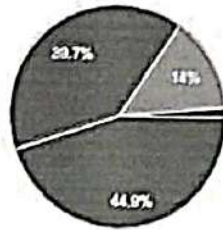
- To a great extent
- Moderate
- Some what
- Very little
- Not at all



For, *Dehank*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.

The institution has provided multiple opportunities to learn and grow.

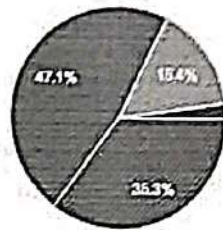
126 responses



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly disagree

The overall quality of teaching-learning process in your institute was very good.

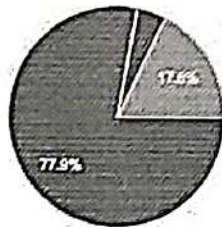
126 responses



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Do you feel that adequate knowledge was gained during your course of study?

126 responses



- Yes
- No
- Maybe

Is the education imparted at ISB&M useful and relevant in your present job?

126 responses



- Yes
- No
- Maybe

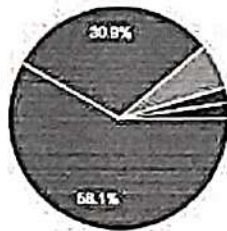
For *[Signature]*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.





How do you rate student teacher relationship in ISB&M as a whole?

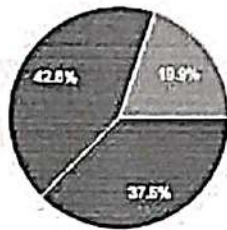
126 responses



- Excellent
- Very good
- Good
- Fair
- Poor

Has the Training & Placement Cell provided ample On Campus and Off Campus placement opportunities?

126 responses



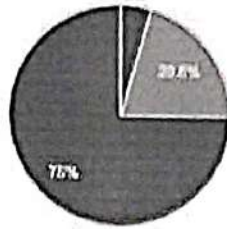
- Yes
- No
- Maybe



For, *D. Shinde*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.

Do you like to join the college Alumni Association?

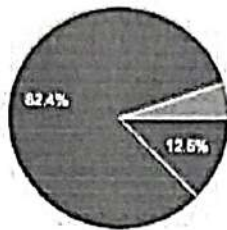
126 responses



- Yes
- No
- Maybe

Have you participated in any Alumni meet as of now?

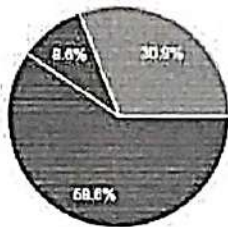
126 responses



- Yes
- No
- Maybe

If you are invited to deliver a Guest Lecture/ Special Talk /Motivational Session for your juniors, will you be interested?

126 responses



- Yes
- No
- Maybe



For, *D. Hande*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.

**Analysis of Alumni feedback:**

SrNo	Question	Responses in percentage		
		Yes	No	Maybe
1	Are you pursuing any higher education?	40.4	59.6	NA
2	Are you Self employed?	40.4	59.6	
3	Do you feel proud to be associated with ISB&M as Alumni?	93.3	0	6.61
4	Are you willing to contribute to the development of the college?	80.9	0	19.1
5	Will you recommend your relative/friends to enroll at ISB&M?	75	4.4	20.6
6	Were /Are your grievances properly handled at the college?	85.2	14.7	NA
7	do you feel that adequate knowledge was gained during your course of study?	77.9	4.4	17.6
8	s the education imparted at ISB&M useful and relevant in your present job?	67.6	12.5	19.9
9	Has the Training & Placement Cell provided ample On Campus and Off Campus placement opportunities?	37.5	42.6	19.9
10	Do you like to join the college Alumni Association?	75	4.4	20.6
11	Have you participated in any Alumni meet as of now?	12.5	82.4	5.1
12	If you are invited to deliver a Guest Lecture/ Special Talk /Motivational Session for your juniors, will you be interested?	59.6	9.6	30.9

Sr No	Question	Responses in percentage				
		Below	Average	Good	Very Good	Excellent
1	How do you rate development activities organized by the College for your overall development? *	4.4	6.6	16.9	38.2	33.8
2	How do you rate the hostel facilities?	3.7	5.9	27.2	33.1	30.1
3	How do you rate the quality of food served in mess?	11	35.3	28.7	13.2	11.8



For, *Prakash*

PRINCIPAL  
ISB&M College of Commerce  
Nande, Pune-412115.

4	How do you rate the library facilities?	3.7	1.5	19.9	29.4	45.6
5	How do you rate the IT facilities? *	2.2	8.8	25.7	29.4	33.8
6	Efforts were made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	0	2.2	10.3	34.6	52.9
7	The institution has provided multiple opportunities to learn and grow.	0	1.5	14.1	39.7	44.9
8	The overall quality of teaching-learning process in your institute was very good	0	2.2	15.4	47.1	35.3
9	How do you rate student teacher relationship in ISB&M as a whole?	2.2	2.2	6.1	30.9	58.1



For, *Dshawds*  
**PRINCIPAL**  
 ISB&M College of Commerce  
 Nande, Pune-412115.

### Action Taken Report (ATR) of Alumni Feedback

College collected feedback from Alumni for the continuous improvement of the system. Collective feedback were summarized and analyzed by faculty members and Action Taken Report based on it is prepared as below.

SN.	Recommendation based on summarized Feedback	Action Taken
1	Establishment of Entrepreneurship Development Cell	Process initialized and the cell will be functional in current Academic year.
2	Reunion or Alumni meet	Registration of Alumni Association process is in progress. College will organize Alumni meet immediately after the registration of Alumni Association
3	More campus placement & Opportunities for employment.	MOU's signed with different organizations, now onwards more opportunities will be available
4	Better IT lab facility for BBA (CA) students.	Proposal sent to the Management for addition of computers, software and related resources.
5	Improvement in Media and Communication certificate course	New faculty member recruitment process initialized.
6	Food quality in Mess	Continuous Monitoring of food quality by faculty and College Admin by visiting to mess as per need, for improving food quality.
7	Improvement in Curriculum: more practical case studies and Entrepreneurship Approach in curriculum	SPPU has revised curriculum in 2019. A Choice Based Credit System (CBCS) takes care of improvement in syllabus and additions of internship and including projects.



*[Signature]*  
PRINCIPAL  
ISB&M College of Commerce  
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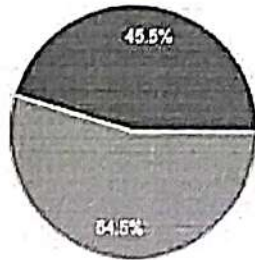


For, *[Signature]*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.

### Summary of Teachers Feedback:

Vision, Mission, objectives of the college are known

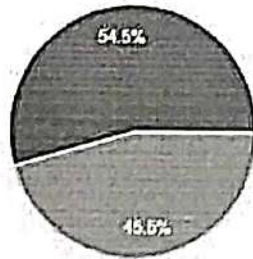
11 responses



- Strongly disagree
- Disagree
- Agree
- Strongly Agree
- Can't say

Aims and objectives of the syllabi are well defined and clear to teachers and students

11 responses



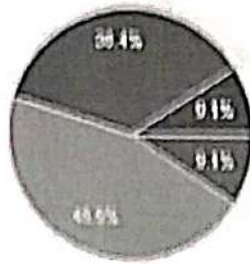
- Strongly disagree
- Disagree
- Agree
- Strongly Agree
- Can't say



For, *D. Khande*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.

The Programme of studies carries sufficient number of optional papers

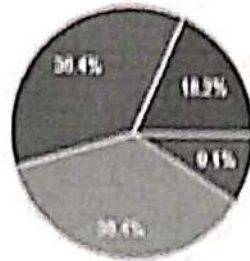
11 responses



- Strongly disagree
- Disagree
- Agree
- Strongly Agree
- Don't know

Programme outcomes of syllabi is well defined

11 responses



- Strongly disagree
- Disagree
- Agree
- Strongly Agree
- Don't know



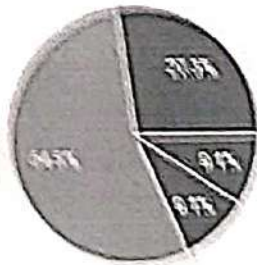
*Fern. Donwals*  
**PRINCIPAL**  
ISBM College of Commerce  
Nande, Pune-412116.

Students having good academic feasibility  
 11 responses



- Strongly disagree
- Disagree
- Agree
- Strongly Agree
- Can't say

College provides opportunities for continuous development of staff  
 11 responses



- Strongly disagree
- Disagree
- Agree
- Strongly Agree
- Can't say

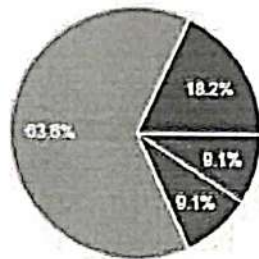


*For, [Signature]*  
**PRINCIPAL**  
 ISS&M College of Commerce  
 Nanded, Pune-412115.



Equal oppurtunities to all staff members are provided

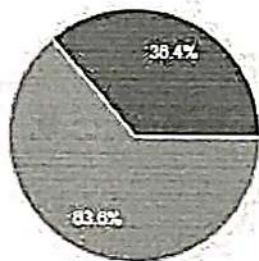
11 responses



- Strongly disagree
- Disagree
- Agree
- Strongly Agree
- Can't say

College has adequate medical facilities and is equipped to handle medical and other emergencies

11 responses



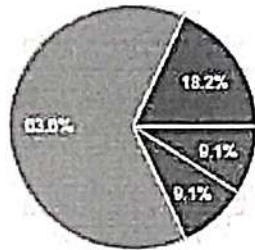
- Strongly disagree
- Disagree
- Agree
- Strongly Agree
- Can't say



For, *Dehank*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande, Pune-412115.

There is a recognition/Incentive/Appreciation of the individual work after completion of the work

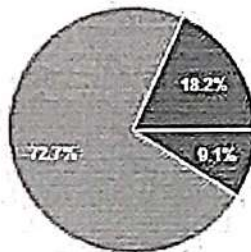
11 responses



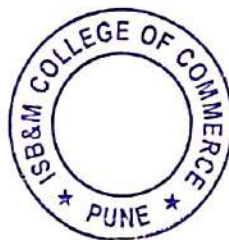
- Strongly disagree
- Disagree
- Agree
- Strongly Agree
- Can't say

There is a mechanism for feedback, review and performance enhancement for the staff

11 responses



- Strongly disagree
- Disagree
- Agree
- Strongly Agree
- Can't say



For *Principals*  
**PRINCIPAL**  
ISB&M College of Commerce  
Nande P. 411015.

## Analysis of teachers Feedback:

Sr No	Question	Response in percentage				
		Strongly disagree	Disagree	Agree	Strongly agree	Can't say
1	Vision, Mission, objectives of the college are known	0	0	54.5	45.5	0
2	Aims and objectives of the syllabi are well defined and clear to teachers and students	0	0	45.5	54.5	0
3	The Programme of studies carries sufficient number of optional papers	9.1	0	45.5	36.4	9.1
4	Programme outcomes of syllabi is well defined	0	9.1	36.4	36.4	18.2
5	Curriculum having good academic flexibility	9.1	0	45.5	45.5	0
6	College provides opportunities for continuous development of staff	9.1	9.1	54.5	27.3	0
7	Equal opportunities to all staff members are provided	9.1	9.1	63.6	18.2	0
8	College has adequate medical facilities and is equipped to handle medical and other emergencies	0	0	63.6	36.4	0
9	There is a recognition/Incentive/Appreciation of the individual work after completion of the work	9.1	9.1	63.6	18.2	0
10	There is a mechanism for feedback, review and performance enhancement for the staff	9.1	0	72.7	18.2	0



For, *Dr. S. S. Dhande*  
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### Action Taken Report (ATR) of Teacher's Feedback

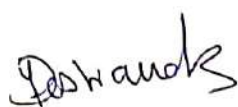
Teachers are the important stakeholders of any educational institutes. College collects the regular feedback from faculty and addresses the issues raised by faculty members. Below are the suggestions and action taken on the teacher's feedback.

SrNo	Suggestions	Action Taken
1	System should be developed earliest	IQAC will work on the suggestions.
2	More experiential learning and practical training through live projects of Industry & community is the next logical step for growth.	Suggestions noted and necessary steps will be taken to implement the suggestions.
3	More opportunities to be given to work at several SPPU bodies	Suggestions noted and will be implemented in due course of time.



  
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