

**University of Lucknow**

Lucknow 226007 (U.P.)

India

[www.lkouniv.ac.in](http://www.lkouniv.ac.in)



**FEEDBACK ANALYSIS OF STAKEHOLDERS  
AND  
ACTION TAKEN REPORT  
2018**



## Feedback Analysis and Action Taken Report

IQAC makes it a tradition to mandatorily collect feedback from stakeholders- students, teachers, parents, alumni and employers. After analyzing the feedback, relevant suggestions were listed out by IQAC and submit action taken report to the appropriate bodies.

The institution collects feedback on curriculum aspects and courses from different stakeholders such as students, alumni, teachers, parents and employers. Once the feedback is analysed and valuable suggestions given were considered and necessary actions were executed.

**Objective:** The objective of this exercise is to gauge the impact of all the efforts of the institution on the various stakeholders. The institution intends to enhance its benefits to reach all the stakeholders. This feedback is collected and analysed through statistical tools. Based on the opinions of the stakeholders, further action is taken by the feedback committee.

**Table 1: Students feedback and Action Taken report**

Based on the Students' feedback, appropriate changes were made as is notified in the following table:

S. No.	Feedback	Action Taken
1.	Course curriculum needs to be more flexible and there should be diversity in choosing the papers offered by the University. The papers should be so designed as to make students focus on their interest and relevant curriculum.	Syllabus was restructured by implementing the semester system in the UG programs and revising syllabi of some PG programs.
2.	Courses leading to employability and entrepreneurship may be added to the course curriculum.	More courses focusing on employability are included in the revised syllabi.
3.	Students suggested that syllabus of the programme should be in line with public/private sector requirements, further indicating towards syllabus modifications.	Need-based changes have been incorporated in the syllabus from time to time by adding optional/elective or specialized courses.

*R. M.*



**Table 2: Teachers' feedback and action taken report (2018)**

Based on the feedback received from the Teachers', appropriate changes were made as is notified in the following table:

S. No.	Feedback	Action Taken
1.	There should be a good balance between theory classes and laboratory session in the course curriculum.	While revision of the syllabus it was ensured that there are courses of different kinds offering a balance between class and practical delivery.
2.	Regular assessments of students should take place including mid-semesters as well as presentations for an engaging and enriching environment.	Semester system was implemented in programs at UG level, also ensuring regular assessment of students leading to an engaging environment.
3.	Teachers from others educational institution/ industries may be involved for their suggestions in syllabi upgradation.	At least one member from other educational institution was included at Departmental level in Board of Studies and opinion of subject experts from other bodies was solicited and considered in the syllabus revision process.
4.	Students should be encouraged to participate in group activities like field projects, internship, case studies, etc.	Group assignment or Project/ Dissertation was added as a part of course curriculum at PG and UG both level.
5.	Departmental activities may be evaluated along with regular performance assessment of faculties/ subject experts	Academic Audit/ Annual Performance Report is being conducted/assessed at University level with information from each Department level.

*R. M.*



**Table 3: Employers' feedback and action taken report (2018)**

Based on the feedback received from the Employers', appropriate changes were made as is notified in the following table:

S. No.	Feedback	Action Taken
1.	It was noted that syllabus should include professional ethics, integrity, perseverance etc.	The university has initiated courses including courses based on ethics and integrity.
2.	Syllabus should be based on modern skill tools, computer-based technologies where the students are able to connect with market changes.	University has leveraged on courses based on computer technology.
3.	The students should have distinctive awareness about need/requirement of industries.	To make the education more employable and to provide the university established A Central Placement Cell. The cell in addition to providing a platform for placement also works towards making the students aware about how to approach the market.



**Table 4: Parents' feedback and action taken report (2018)**

Based on the feedback received from the Parents', appropriate changes were made as is notified in the following table:

S. No.	Feedback	Action Taken
1.	Teaching should be made more practical oriented and flexible.	Course curriculum was modified to include theory with practical classes and owing to choice based credit system at PG level choices were given to students.
2.	Regular assessment and evaluation of students should be done for better understanding of their problem areas and progress.	Semester system was implemented at the UG level as well for regular monitoring of the pace and progress of students.
3.	Syllabus should be more research oriented and skill-based so that students gain deeper knowledge of the subject and be aware of the societal needs and requirements.	Various courses aligned with societal needs and requirements were introduced at Research level.



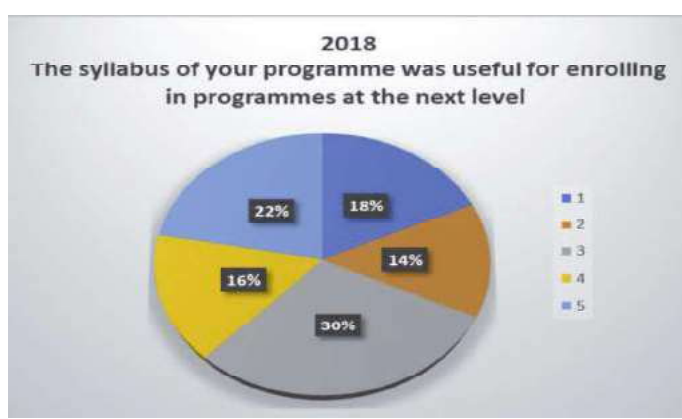
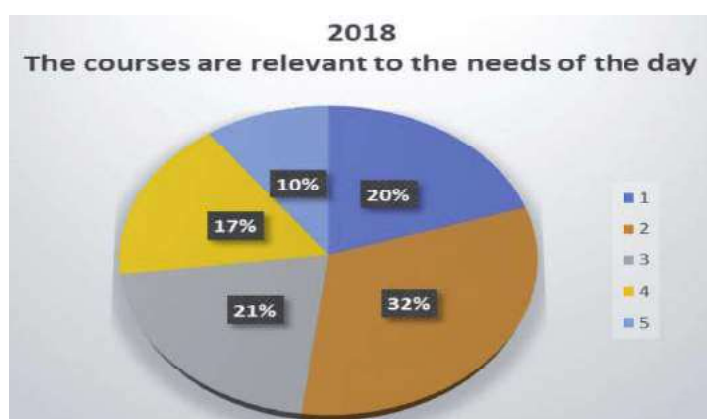
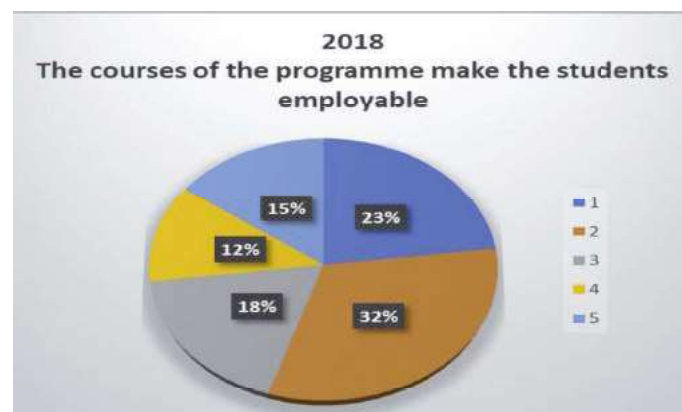
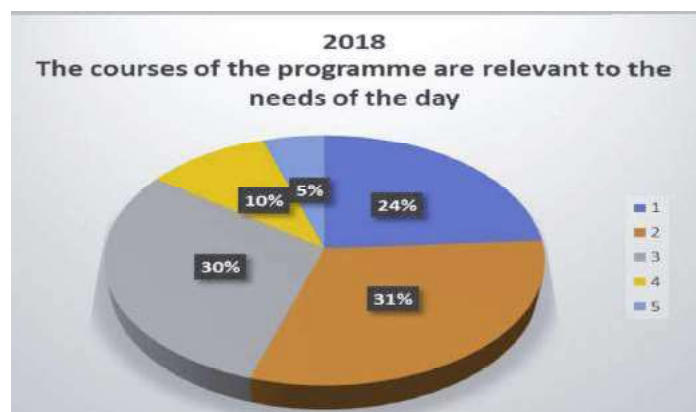
**Table 5: Alumni feedback and action taken report (2018)**

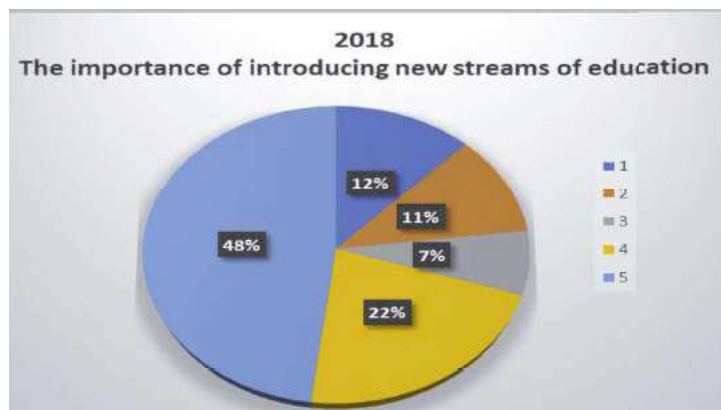
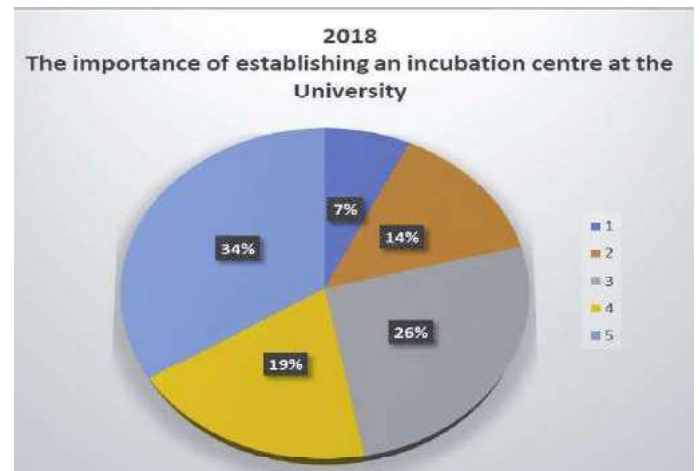
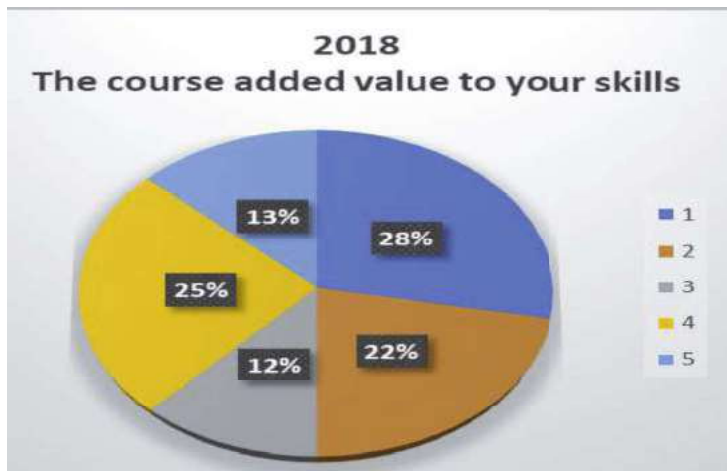
Based on the feedback received from the Alumni, appropriate changes were made as is notified in the following table:

S. No.	Feedback	Action Taken
1.	It was noticed that alumni wanted a great focus on multi-disciplinary education.	Multi-disciplinary education in form of CBCS ranging from one to other stream was adopted by offering cross educational delivery.
2.	Alumni wanted to incorporate the suggestions of subject experts/pass outs in the syllabus preparation process as they are the products of the Institution and they could evaluate what could be changed.	Subject experts/pass outs of the Departments from various reputed organizations were involved in designing the syllabus.



## Feedback Analysis 2018







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**FEEDBACK ANALYSIS OF STAKEHOLDERS  
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2020**



## FEEDBACK ANALYSIS AND ACTION TAKEN REPORT – 2020

**Table 1: Students' feedback and Action Taken report**

Based on the feedback received from the Students', appropriate changes were made as is notified in the following table:

S. No.	Feedback	Action Taken
1.	The students suggested that syllabus may be modified regularly keeping in pace with latest trends and should include new topics focusing on skill enhancement.	CBCS was implementing in all the PG programmes for giving the choice in selecting the courses. The courses based on skill enhancement are added in the revised syllabi.
2.	Keeping in line with the latest course curriculum being run across the State, students should be given choices for paper selection across the faculties as well.	Inter-Departmental as well as Intra-Departmental courses were being included as a part of PG programme curriculum for giving students' academic flexibility.
3.	Students suggested that use of teaching aids and ICTs should be enhanced.	It was ensured that each course has a minimum readiness of one leading to all class rooms upgraded with Smart class room facilities in all the Departments/Faculties
4.	Library needs to strengthened	Wider access to e-journals, e-books and enhanced internet facilities along with providing remote access and login facilities to all the teachers as well as students.

*R. M.*



**Table 2: Teachers' feedback and action taken report (2020)**

S. No.	Feedback	Action Taken
1.	Wider access to be provided for research work along with providing remote access	Library has purchased access to various journals and faculty has also been provided by remote access.
2.	The course objectives and outcomes should be clearly defined.	The university has clearly defined Programme Outcomes and Course Outcomes to make an object-oriented delivery to the students.
3.	The curriculum should be upgraded with some significant courses in various programme.	From the academic session 2018-19, the university has implemented continuous evaluation system by initiating pedagogy delivering assignment test, presentation and allied tools.
4.	The curriculum should be designed in such a way that students are able to choose electives and other choice based papers from the beginning of the program.	Elective papers were offered to the students from the first semester itself for a better choice. CBCS is yet another important player in the same.
5.	Teachers should be provided with research facilities to upgrade educational levels.	Teachers are being motivated to do research and special facilities are being created for teachers.

*R. M.*



**Table 3: Employers' feedback and action taken report (2020)**

Based on the feedback received from the Employers', appropriate changes were made as is notified in the following table:

S. No.	Feedback	Action Taken
1.	Syllabus provides sufficient breadth of electives for students to choose their specialization.	The CBCS system has been broad based and more choices are opened being opened for students. The changes range from students having a choice to opt for cross sectional courses from streams of science and arts.
2.	Students need to be more aware of the Industry requirements and needs.	Industry professionals and leaders were invited for delivering lectures and interacting with students about the corporate culture and work environment.
3.	It should be ensured that education should bridge the gap between industry and academic delivery	The university has initiated greater number of training programme/invited talks/workshops/ seminars organized to expand the base of education and make it more market relevant.

*R. M.*



**Table 4: Parents' feedback and action taken report (2020)**

Based on the feedback received from the Parents', appropriate changes were made as is notified in the following table:

S. No.	Feedback	Action Taken
1.	Students should be given more practical and real-life exposure	Internships, Project/Dissertation and presentations were made as a part of the syllabi for the students.
2.	Students should also have an exposure of other faculties/ departments promoting an inter-disciplinary environment.	Several Inter as well Intra departmental courses were made a compulsory part of the curriculum.
2.	Emphasis should also be laid on overall personality development by including papers focusing on ethics and human values.	Based on the feedback, various courses were included as elective/value added papers in all the PG programmes.



**Table 5: Alumni feedback and action taken report (2020)**

Based on the feedback received from the Alumni, appropriate changes were made as is notified in the following table:

S. No.	Feedback	Action Taken
1.	Courses should have more emphasis on the need of private and public sectors.	Syllabus was modified and updated in line with the need of the hour for public and private sectors by implementing the CBCS in all PG programmes.
2.	There were suggestions to improve library to make it more suitable for greater access of content	The university enhanced digitalization of Library, e-book/e-journals. The university established a Cyber Computer laboratory. The University has provided the login facilities and remote access to the teachers and students.
3.	Suggested that the new syllabus should cover contemporary issues with greater national and international relevance.	The university initiated courses like Good Services Tax (GST) Course for educating the masses and the current students to have contemporary readiness. This also ensured that the students were able to gain on the learning of the teachers.



## Feedback Analysis 2020

