



प्रो. प्रदीप कुमार मिश्र / Prof. Pradeep Kumar Misra
निर्देशक आई.यू.ए.सी./Director IQAC
राष्ट्रीय शैक्षिक योजना एवं प्रशासन संस्थान
 (शिक्षा विभाग, भारत सरकार के अन्तर्गत मानित विश्वविद्यालय)

Journal of Management and Information Systems

(विषय सूची) - इस भाग में विषय सूची दी गई है।
 (आवृत्ति) - इस भाग में आवृत्ति दी गई है।
 (निर्देश) - इस भाग में निर्देश दी गई है।
 (प्रश्न) - इस भाग में प्रश्न दी गई है।
 (उत्तर) - इस भाग में उत्तर दी गई है।

Internal Quality Assurance Cell Feedback Process

Introduction

Feedback mechanism is an essential quality enhancement tool for all stakeholders. Understanding the institution's quality, weaknesses, opportunities, and challenges is a two-way process. NIEPA ensures quality improvement from all the stakeholders of the institution- students, teachers, employers, alumni, and parents at the end of each academic year. Regular feedback enables the institution to align with its goals and supports continuous improvement. The IQAC prepares the feedback schedule based on stakeholder feedback. Our multiple stakeholders are:

- Scholars
- Faculty
- Parents
- Alumni

The parameters based on which feedback is prepared are:

1. **Curriculum-** The satisfaction level of the scholars with respect to the course curriculum provided by the institution and its relevance, whether it helps the scholars in skill development and employability.
2. **Teaching Quality-** The feedback on the quality of the teaching-learning process adopted by the institution for the benefit of the scholars.
3. **Educational Resources-** This feedback helps understand the availability of teaching and learning materials, classroom teaching technologies, access to the library, and the facilities provided, such as the availability of adequate numbers of new and revised editions of books, journals, periodicals, and magazines.
4. **Research and Development-** This feedback includes all academic activities, such as internships, workshops, colloquia, study circles, seminars, and conferences, as well as academic collaborations conducted by the institution.
5. **Diversity, Equity, and Inclusion (DEI) -** NIEPA prioritizes and values diversity and inclusion. This feedback is collected from stakeholders on promoting DEI to make the campus more inclusive.
6. **Evaluation and Assessment-** This feedback from the scholars focuses on evaluation, from grading to feedback on assignments and exams conducted at the institution.

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7. **Institutional Facilities-** This feedback helps understand stakeholders' benefits and satisfaction levels with the facilities available at the institution, such as a clean, hygienic canteen, washrooms, hostel facilities, computer labs, a green, eco-friendly campus, and an inclusive, friendly campus.
8. **Infrastructure Facilities-** This feedback addresses infrastructure facilities, including adequate study spaces and seating arrangements, as well as facilities for students with special needs.

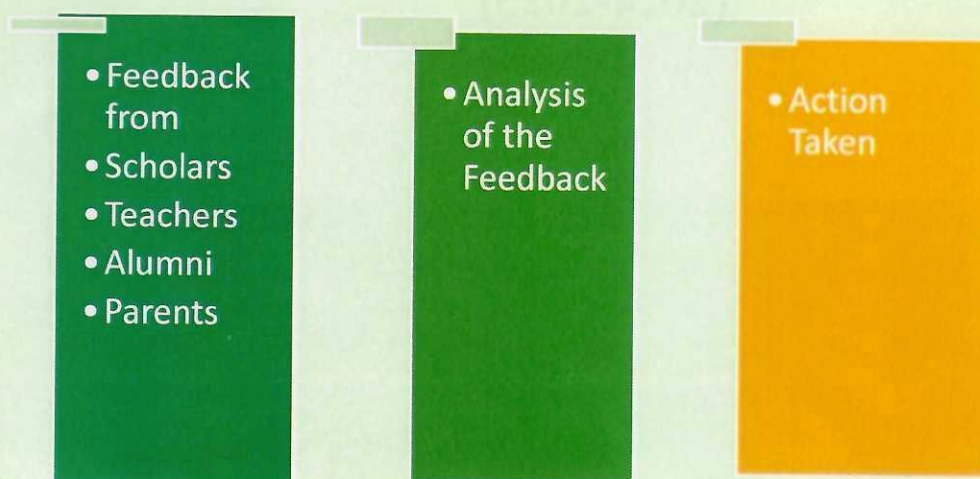
Feedback on the above parameters was collected from all stakeholders, analyzed, and then shared with the stakeholders to decide on the next course of Action.

Feedback Process and Feedback Cycle

IQAC evaluates suggestions from various stakeholders on the above-listed parameters by following a feedback process:

- **Preparing Feedback Schedule:** A feedback schedule is prepared for all stakeholders and circulated via Google Forms to their emails.
- **Analysis of Feedback received-** The responses received are categorized into various parameters- curriculum, evaluation, teaching, and learning statistically in Excel and a graphical representation.
- **Review and Action Taken -** The feedback is reviewed in consultation with stakeholders, and an Action Taken Report is prepared with suggested measures for improvement.
- **Revision of Feedback Forms -** The IQAC reviews the feedback forms annually based on needs and data requirements.

Feedback Process



राष्ट्रीय शिक्षा नीति, 2020 के तहत शिक्षा के क्षेत्र में सुधार लाने के लिए
राष्ट्रीय शिक्षा आयोग (RTE) के माध्यम से शिक्षा के क्षेत्र में सुधार लाने के लिए
(राष्ट्रीय शिक्षा आयोग) के माध्यम से शिक्षा के क्षेत्र में सुधार लाने के लिए
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Action Taken Report (2024-2025)

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NIEPA, New Delhi
राष्ट्रीय शैक्षिक योजना एवं प्रशासन संस्थान
(एन.आई.ए.पी.ए.) का राष्ट्रीय शैक्षिक योजना एवं प्रशासन संस्थान
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Action Taken Report

The Action taken report is prepared after the final analysis of the data. The key areas of consideration are derived from the conclusion and stakeholder feedback.

Key Areas of Consideration	Action taken
Both the teachers and the students have highlighted that the quality of the canteen food needs improvement.	Canteen services have been changed under a new contract, and regular checks are now in place to improve them.
The students have expressed a need to increase library space, update library stocks, and improve access to online journals.	A new building is under construction, which will offer students additional reading spaces.
The students expressed the need to organize more academic programmes, workshops, and seminars, especially on mental well-being.	The institution is organizing more such programmes.
The students expressed a need for an active placement unit to help secure jobs.	The placement cell is active and is planning to organize more such placements.
The students proposed that one faculty member teach each course, emphasizing the need to improve the MAED program.	Given the nature of the programs, a team of experts in the area of specialization oversees the various courses.
Alumni suggested strengthening the Alumni association and inviting them to academic activities.	The Alumni Cell is organizing alumni meets and various activities, such as seminars and panel discussions, during the meet.

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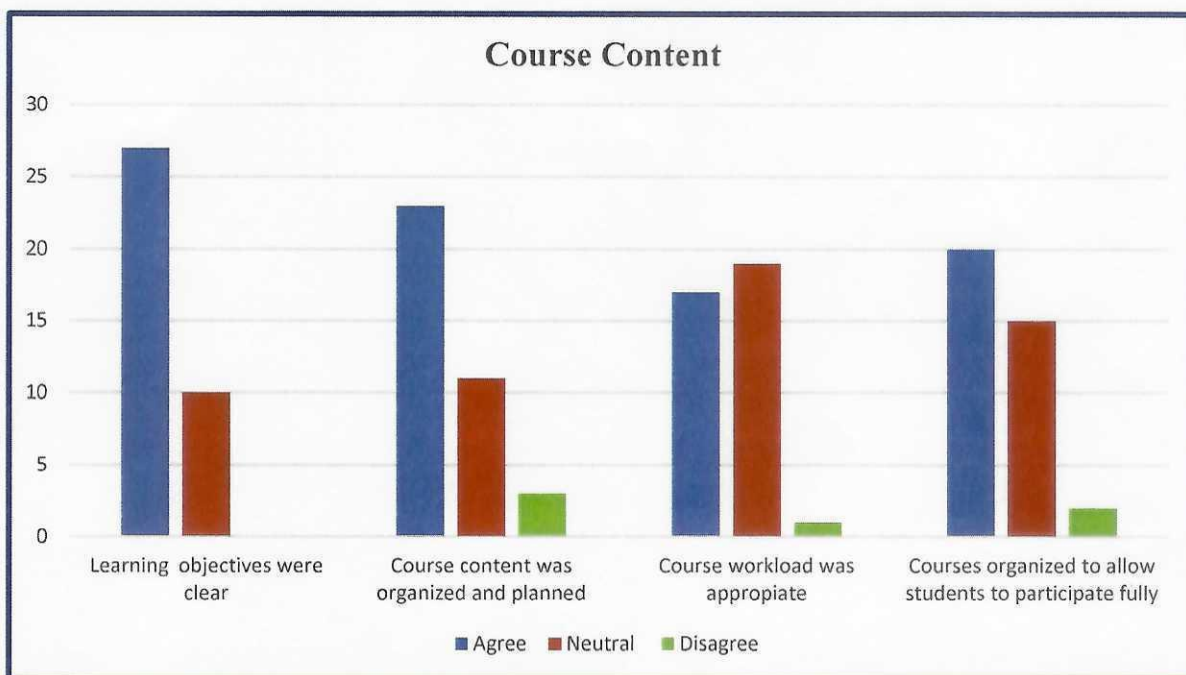
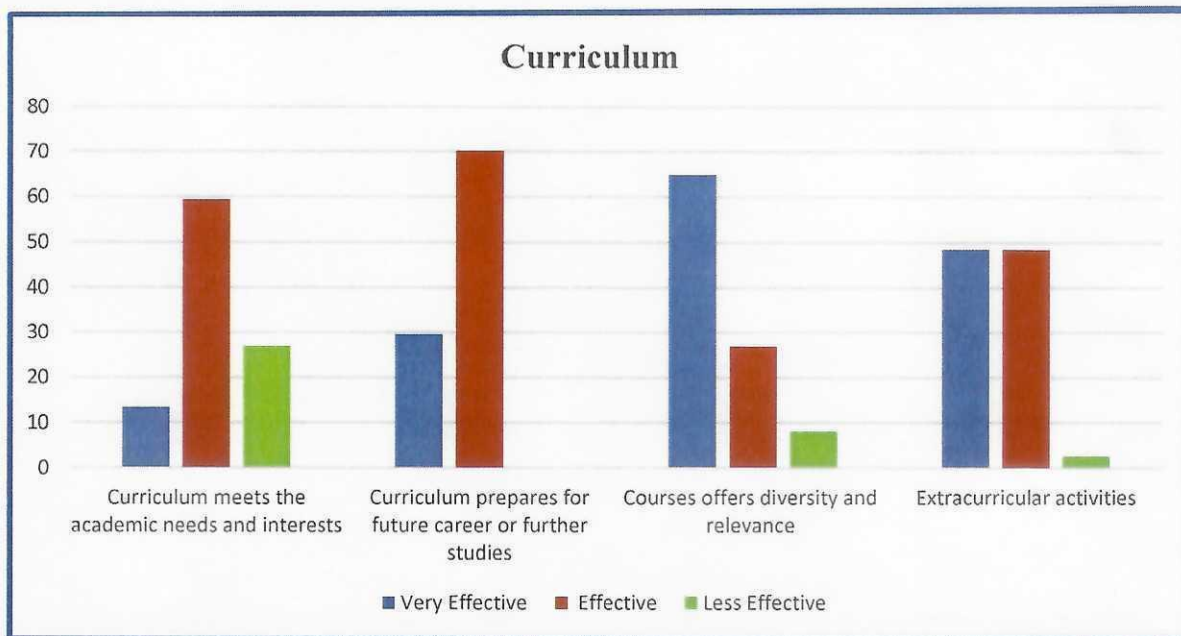
Internal Quality Assurance Cell

**Student's Satisfaction Survey
(2024-2025)**

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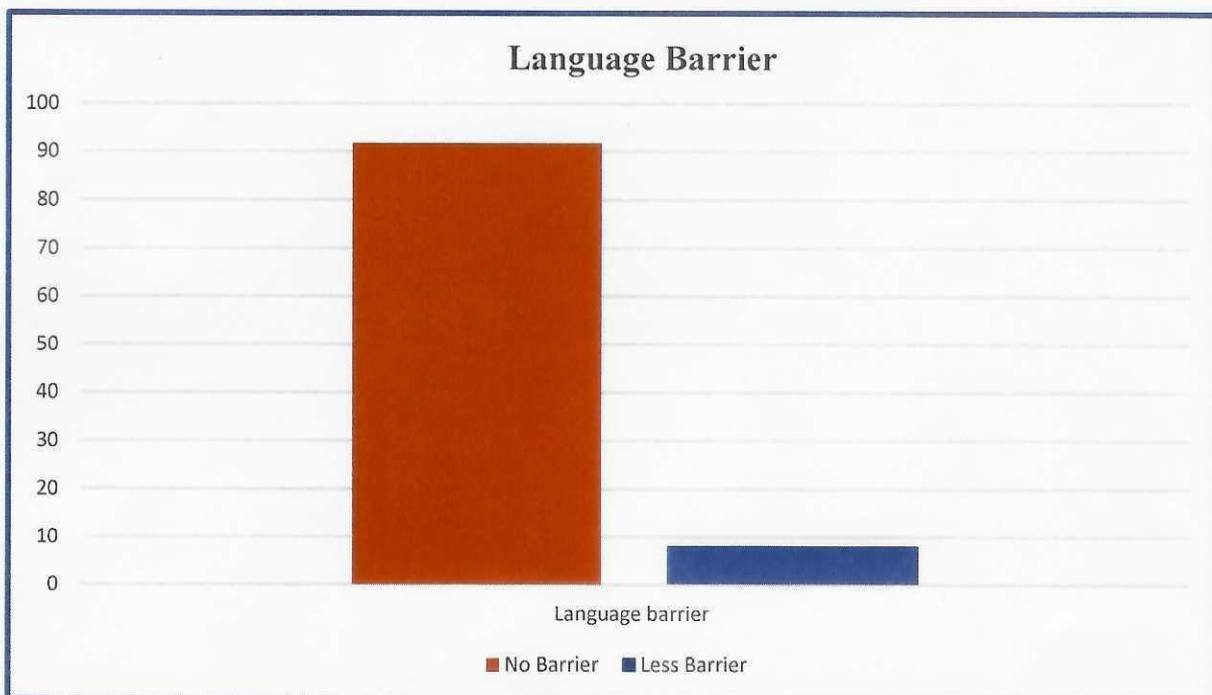
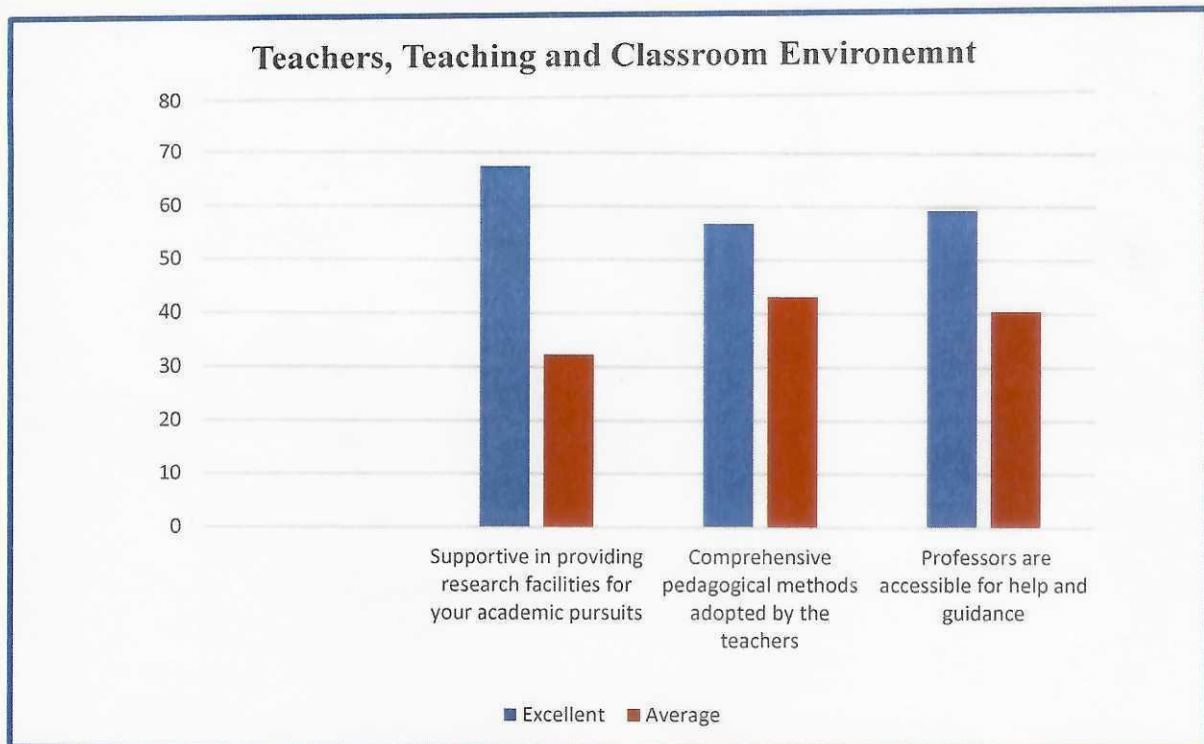
Students Feedback Report

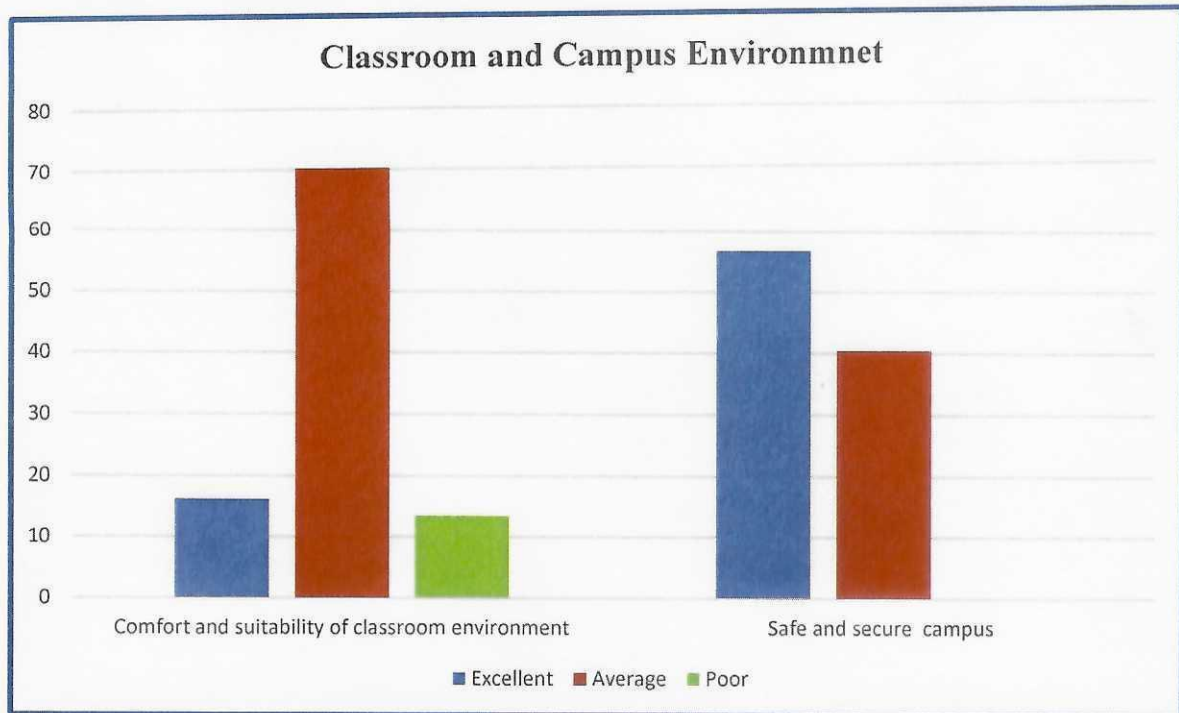
1. Curriculum and Course Content



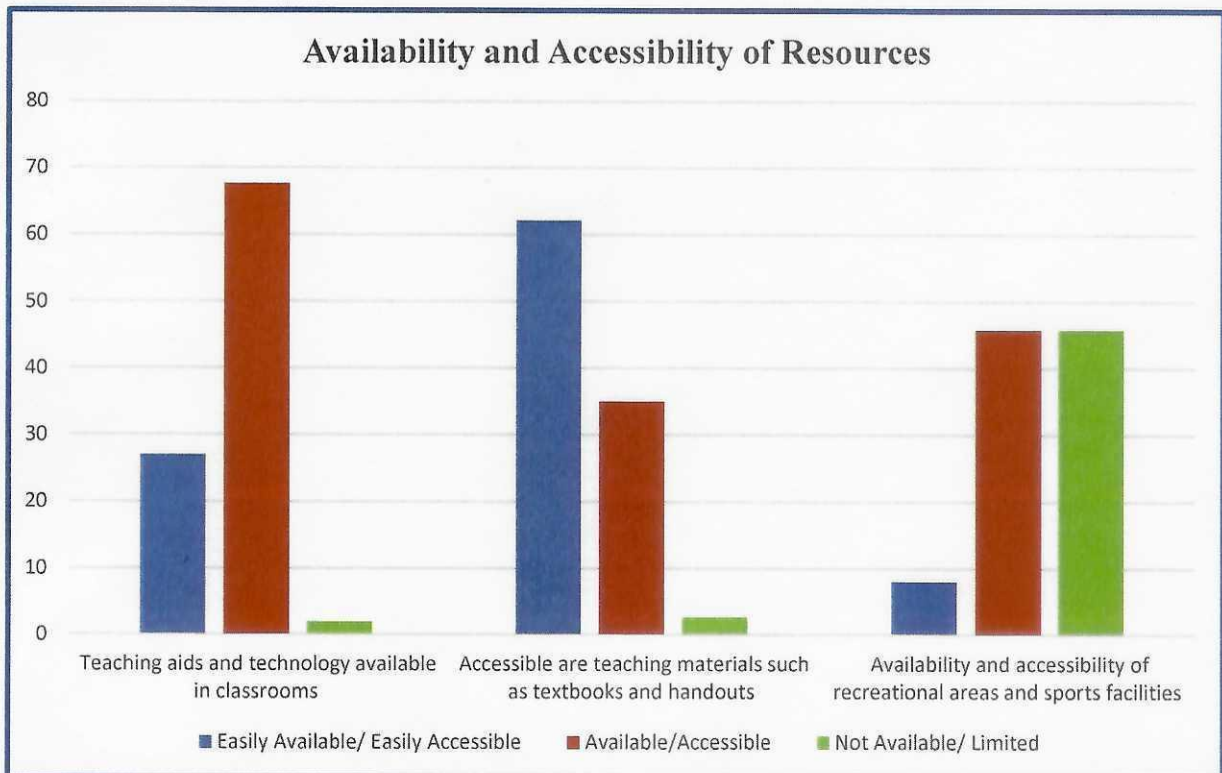
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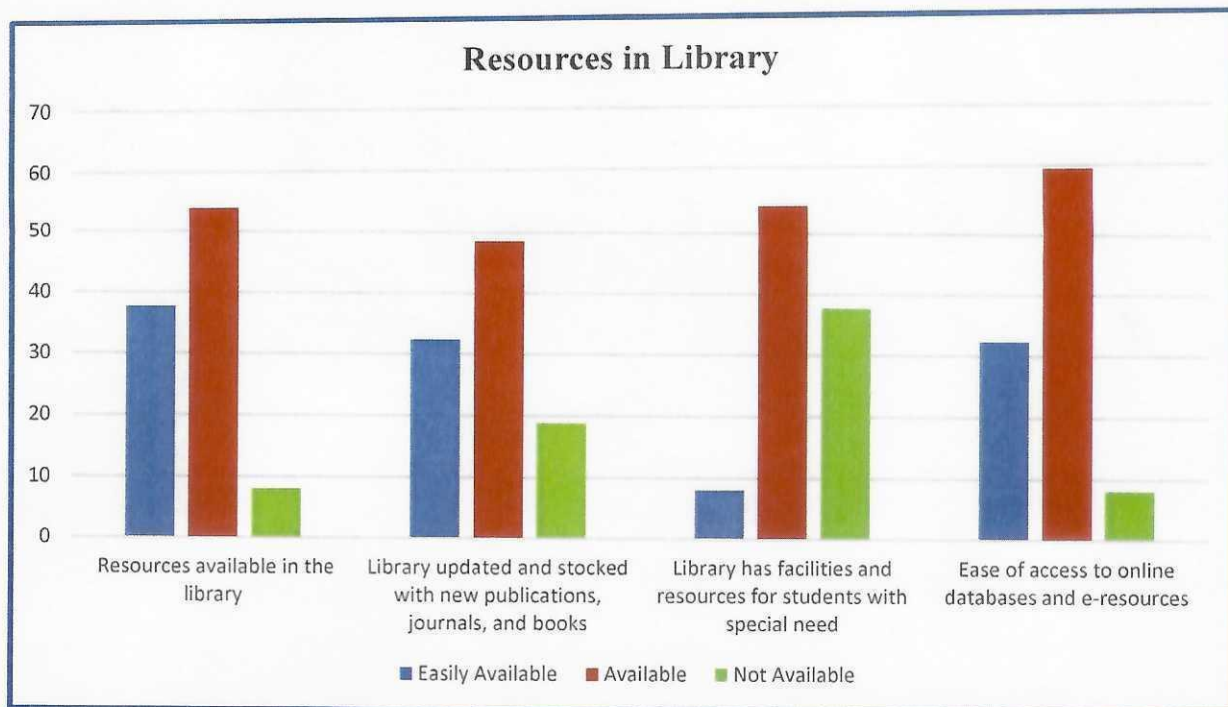
2. Teachers and Classroom Environment



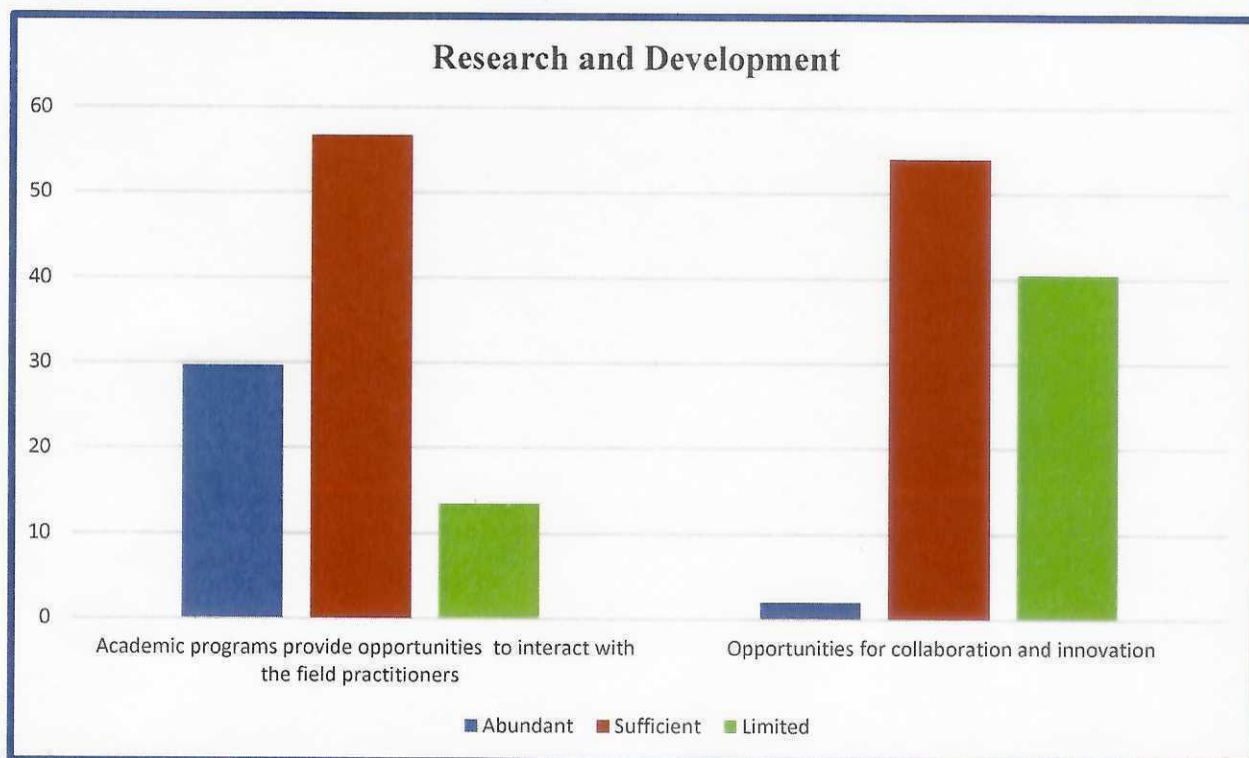


3. Educational Resources

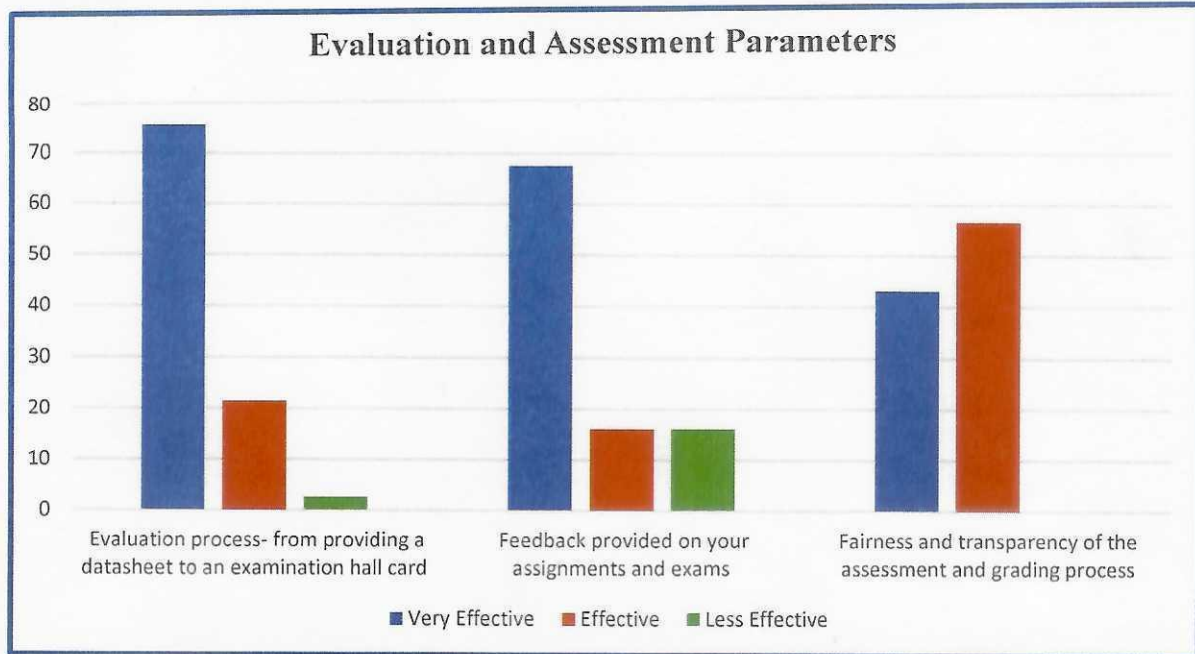




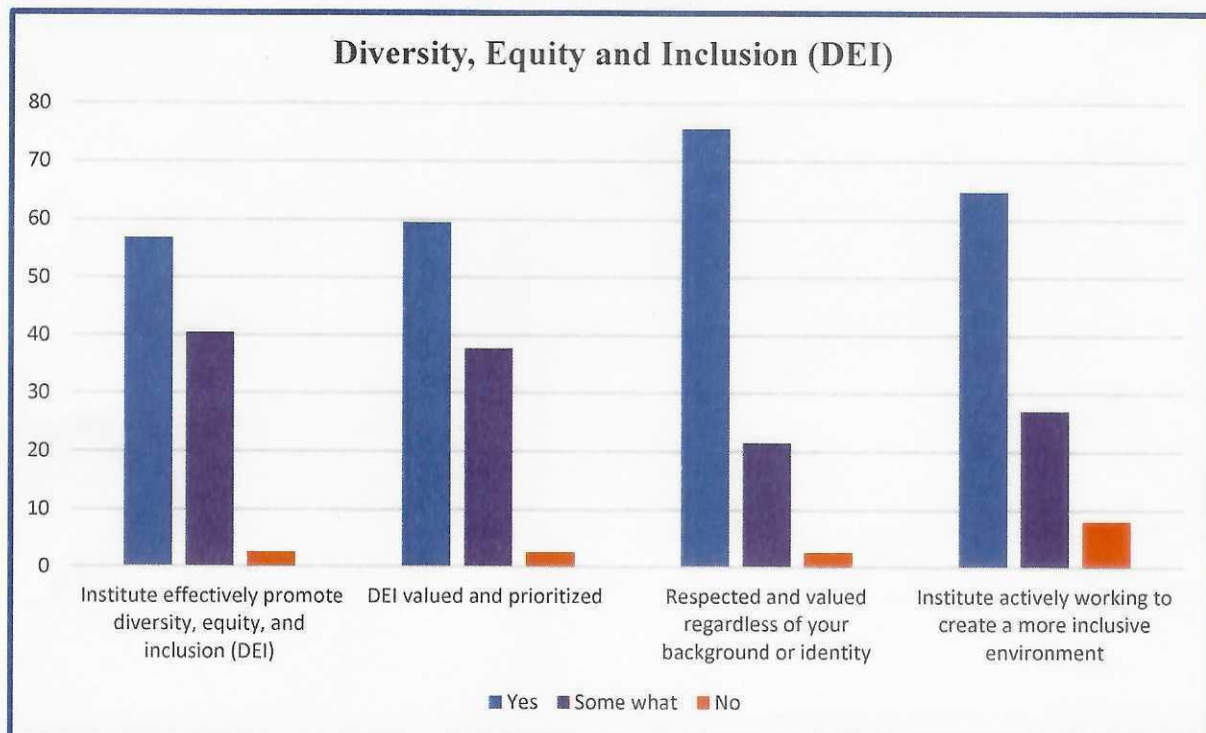
4. Research and Development



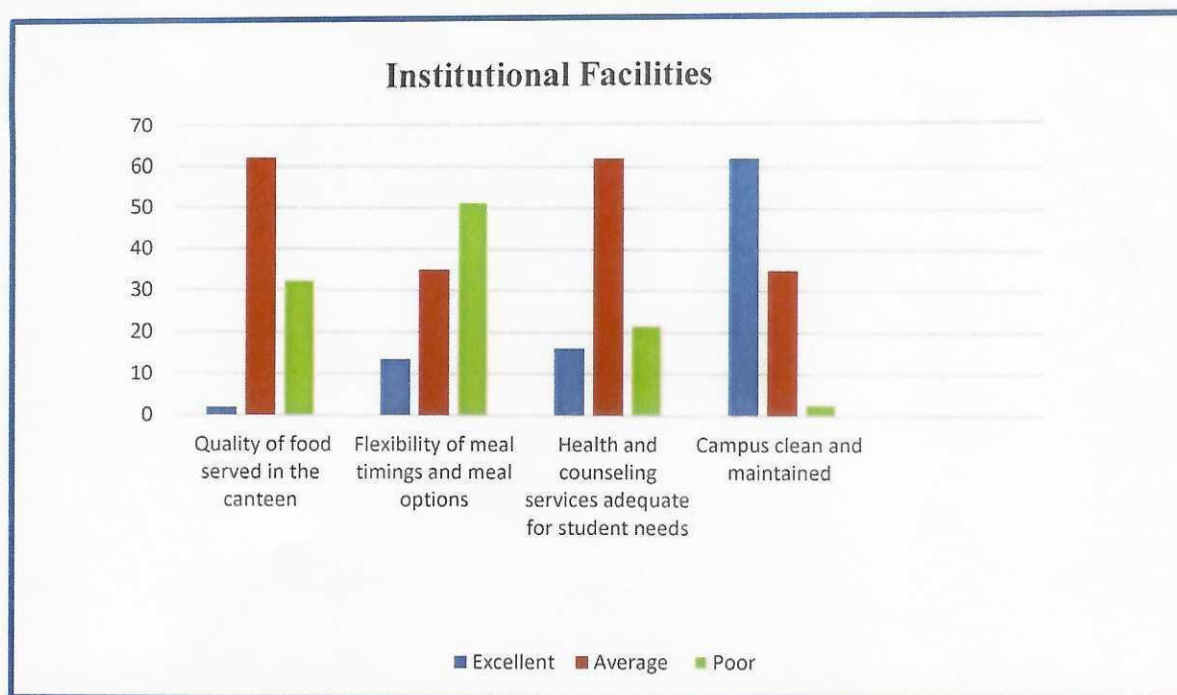
5. Evaluation and Assessment



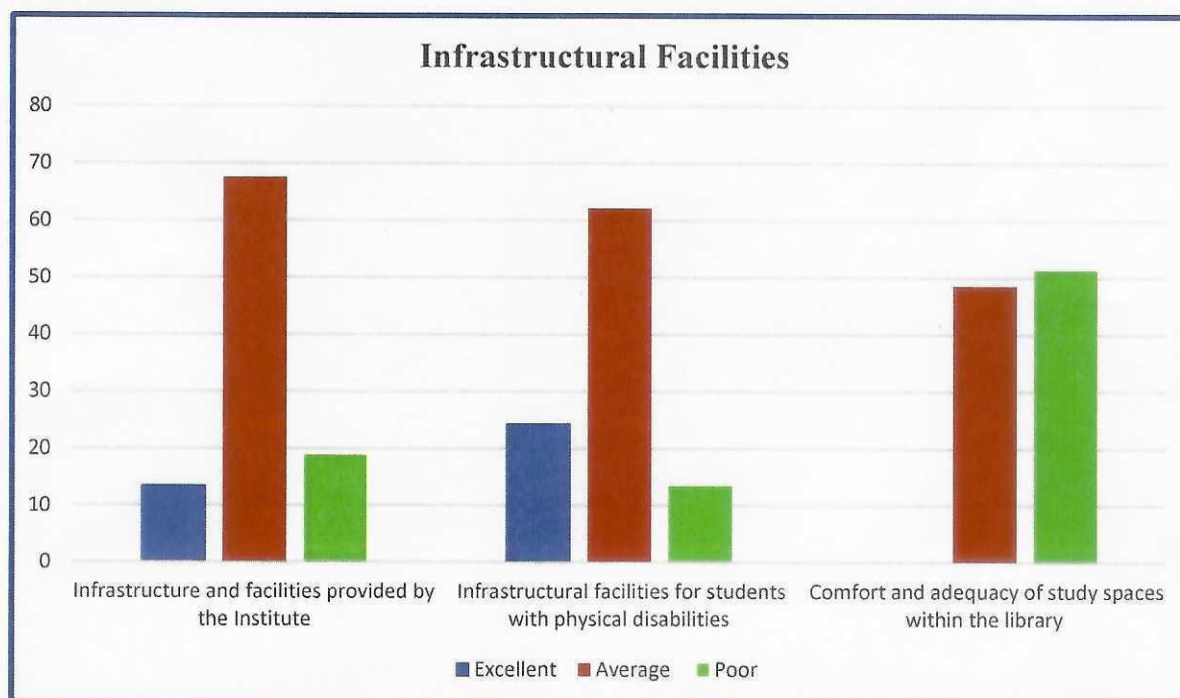
6. Diversity, Equity and Inclusion (DEI)



7. Institutional Facilities



8. Infrastructural Facilities



Notable Suggestions from Students

Students suggested:

- Improving the quality of food in the canteen with a better dining space.
- Teaching one course by a single faculty member.
- Revamping the curriculum of the Master of Arts in Education and Development program.
- Updating the library with more recent books and national/international journals.
- Having flexible library timings, with more seating and charging points.
- Getting support from the placement cell to secure jobs through campus recruitment, as well as career-oriented talks and guidance by experts from different fields.
- Enhancing classrooms with more reading spaces, lockers, and digital tools.
- Providing hostel accommodation for outstation students.
- Exploring new opportunities to bring hands-on experience in areas of skill development through international conferences and seminars.

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**Faculty Feedback Report
(2024-25)**

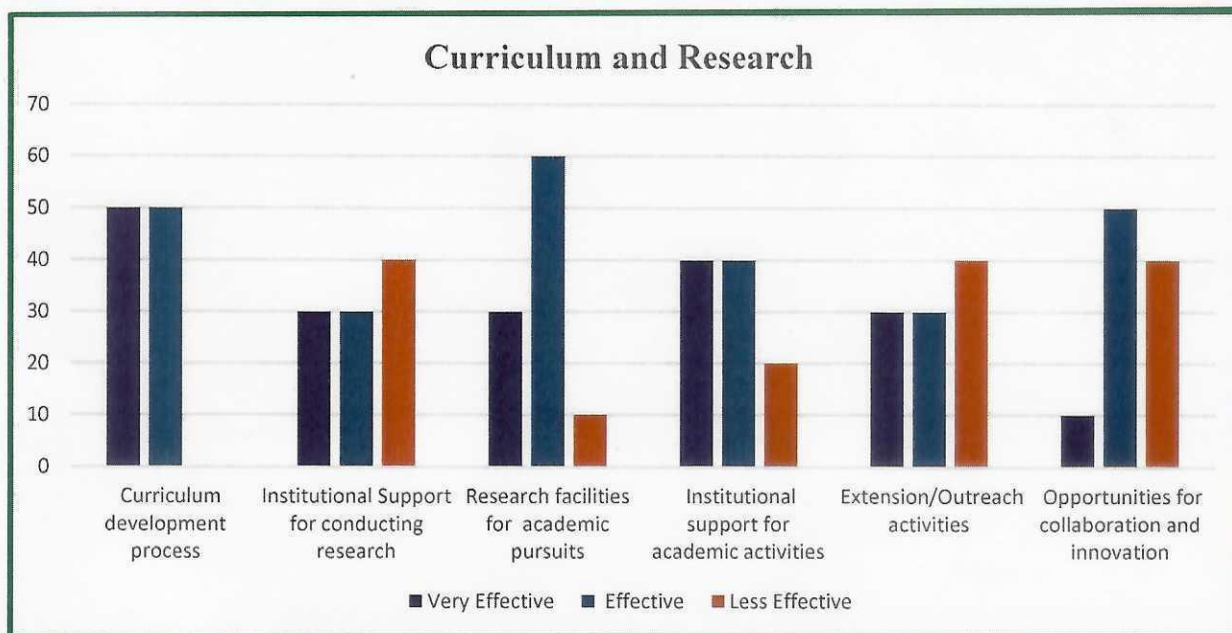
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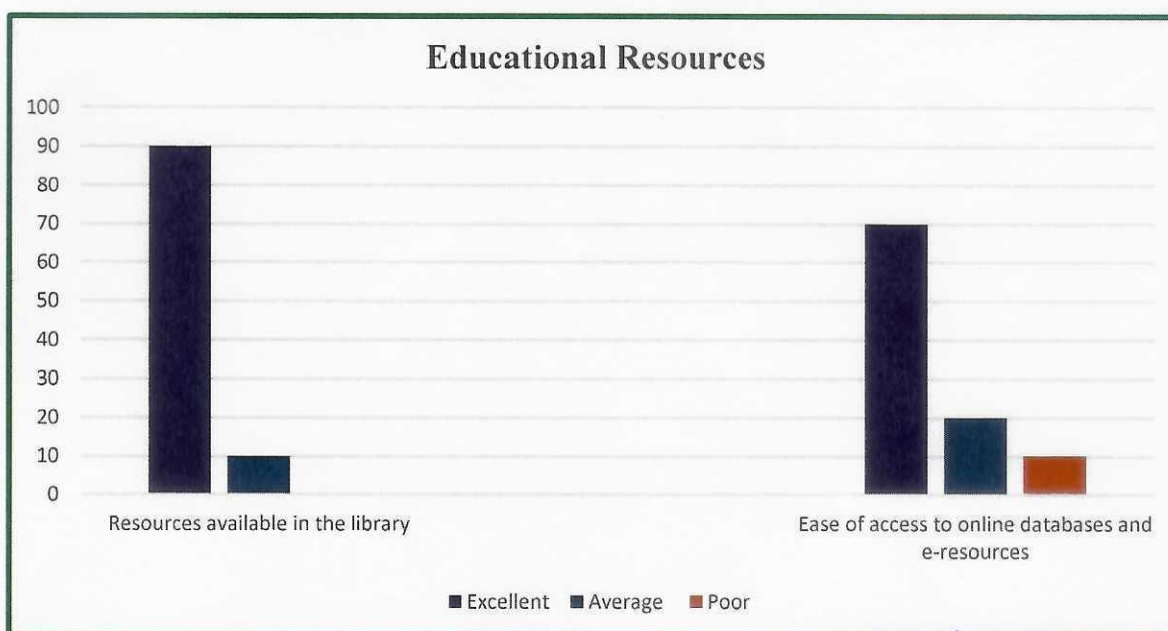
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Faculty Feedback Report

1. Curriculum and Research

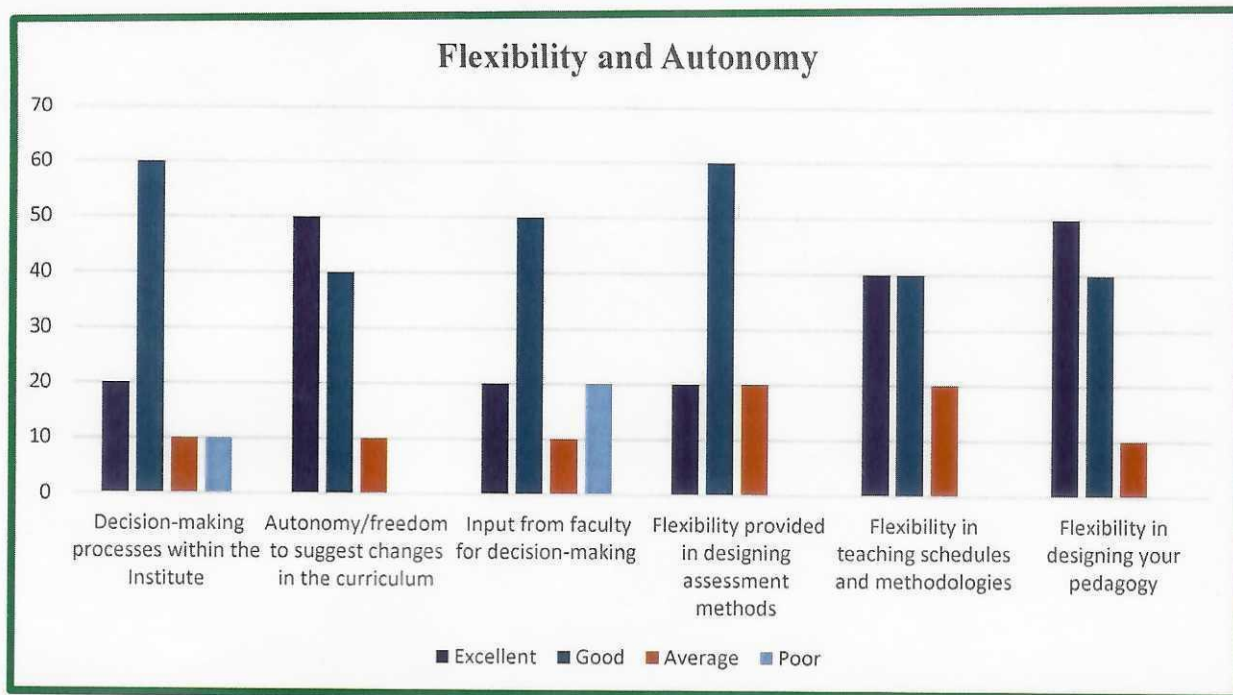


2. Educational Resources

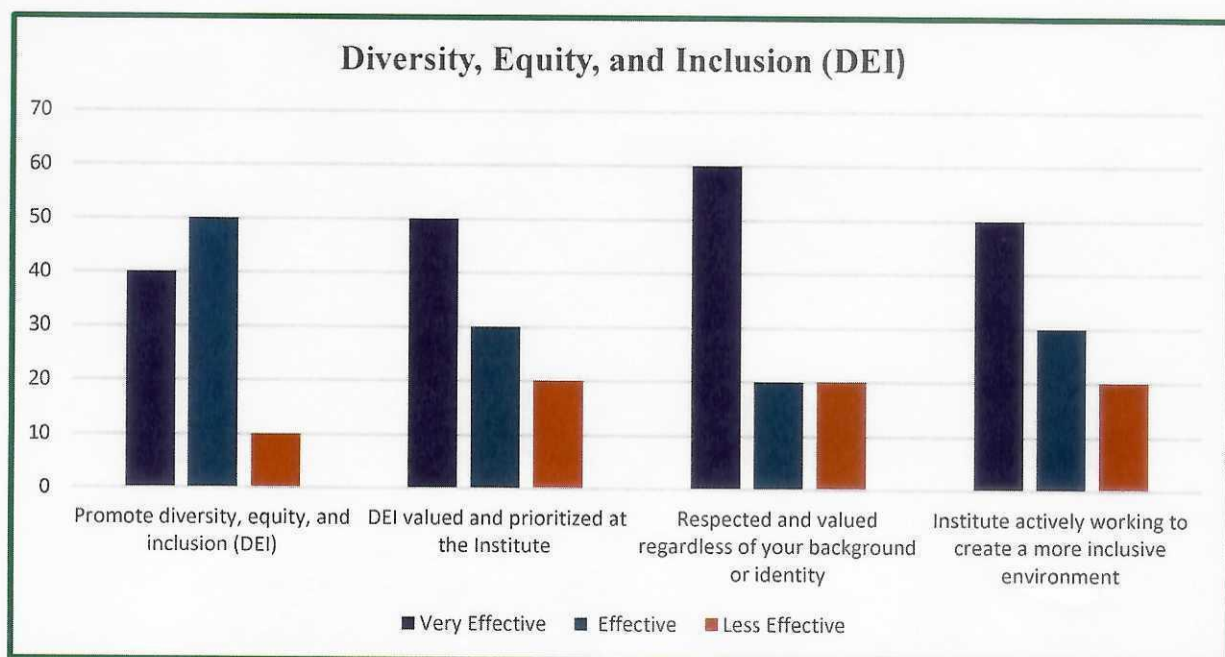


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3. Flexibility and Autonomy



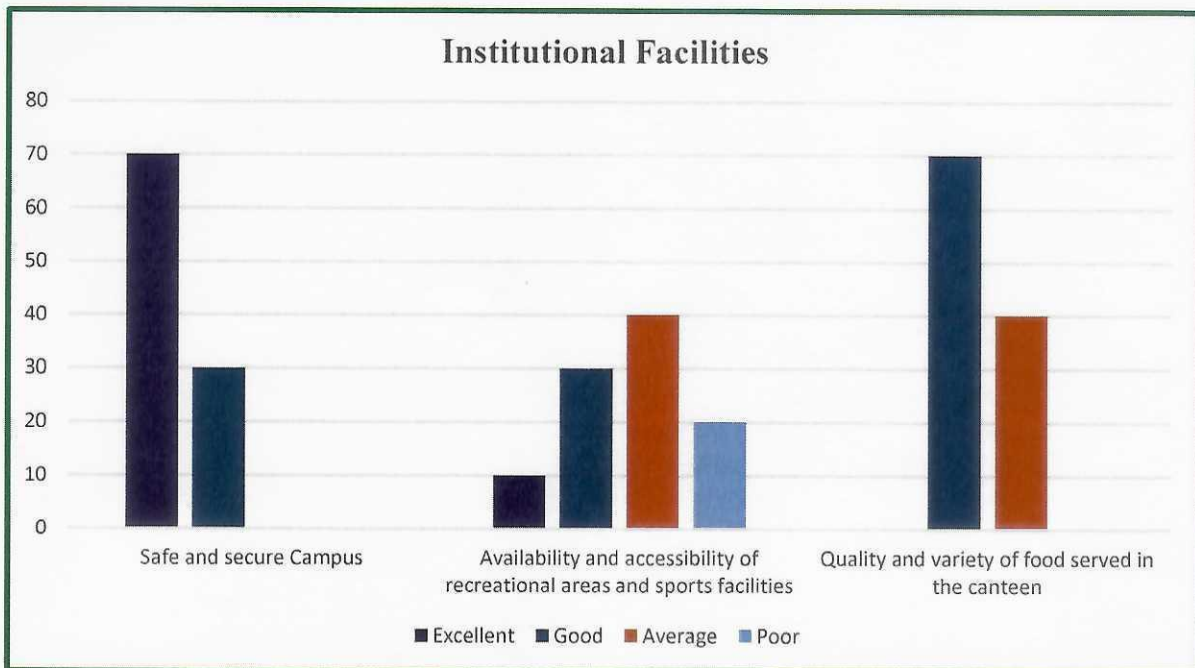
4. Diversity, Equity, and Inclusion (DEI)



5. Infrastructural Facilities



6. Institutional Support and Professional Growth





Notable Suggestions from Faculty

The faculty members suggested

- Having more collaborations and faculty interaction sessions.
- Digitalizing the administrative and academic processes to enhance institutional effectiveness.
- Streamlining project-approval procedures, ensuring adequate staffing, and strengthening implementation mechanisms to accelerate research output.
- Upgrading library services and technical software.
- Arranging collaborative outreach activities for students.

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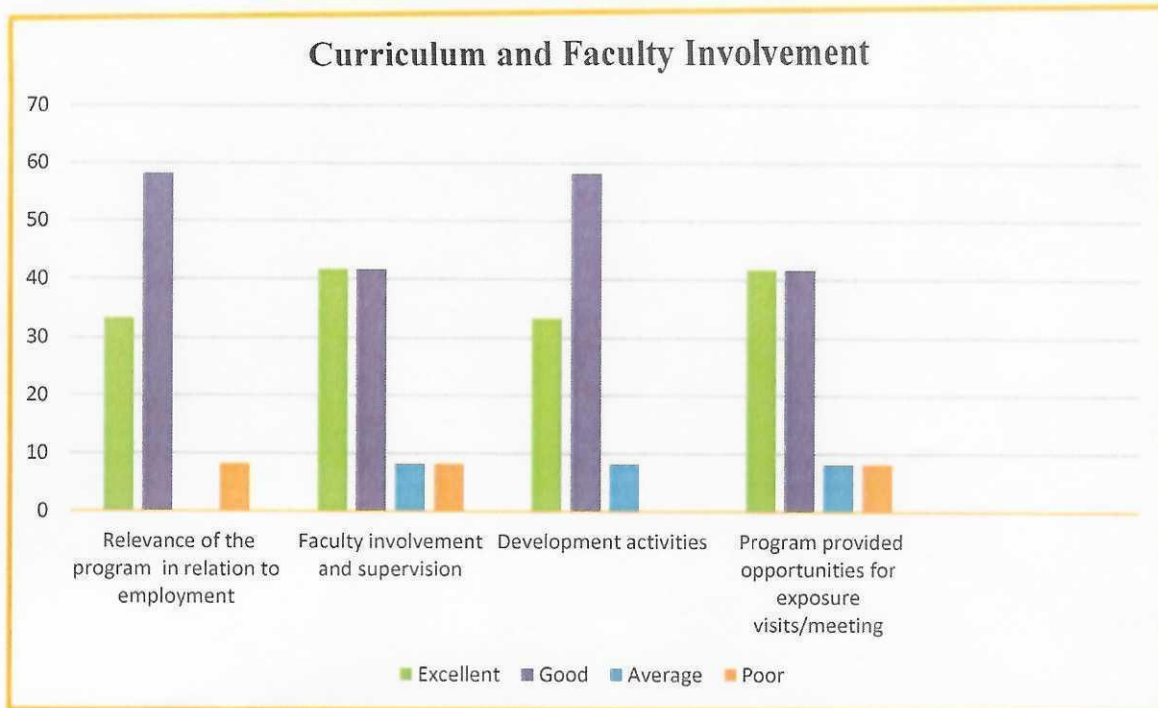
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Alumni Feedback Report (2024-25)

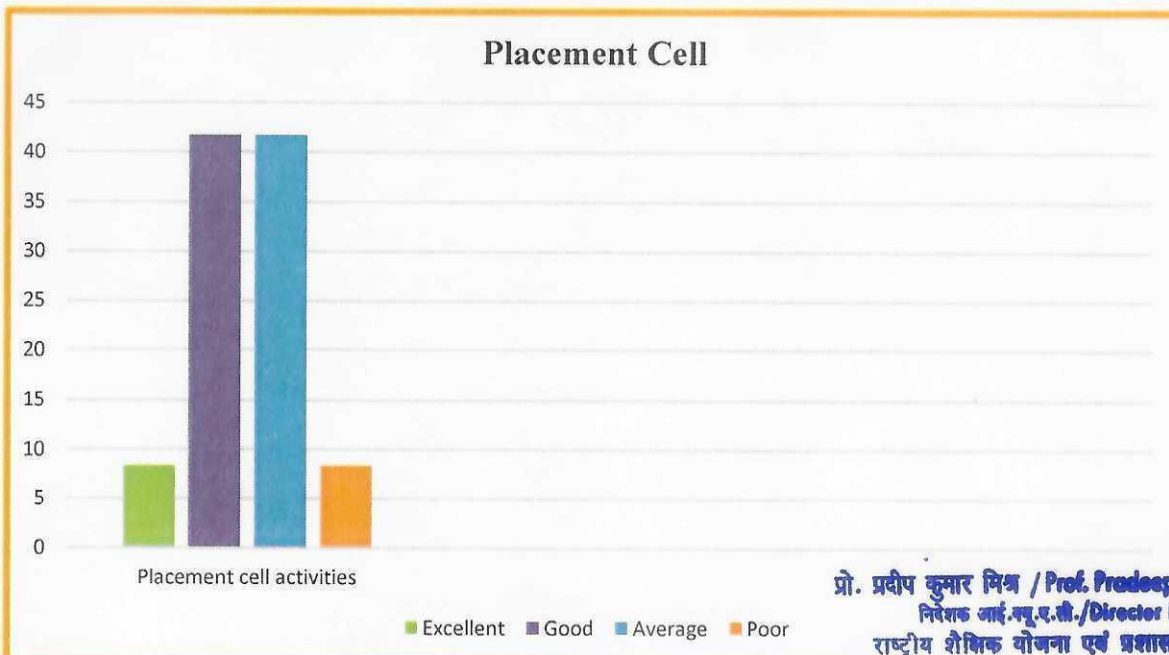
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Alumni Feedback Report

1. Curriculum and Faculty Involvement

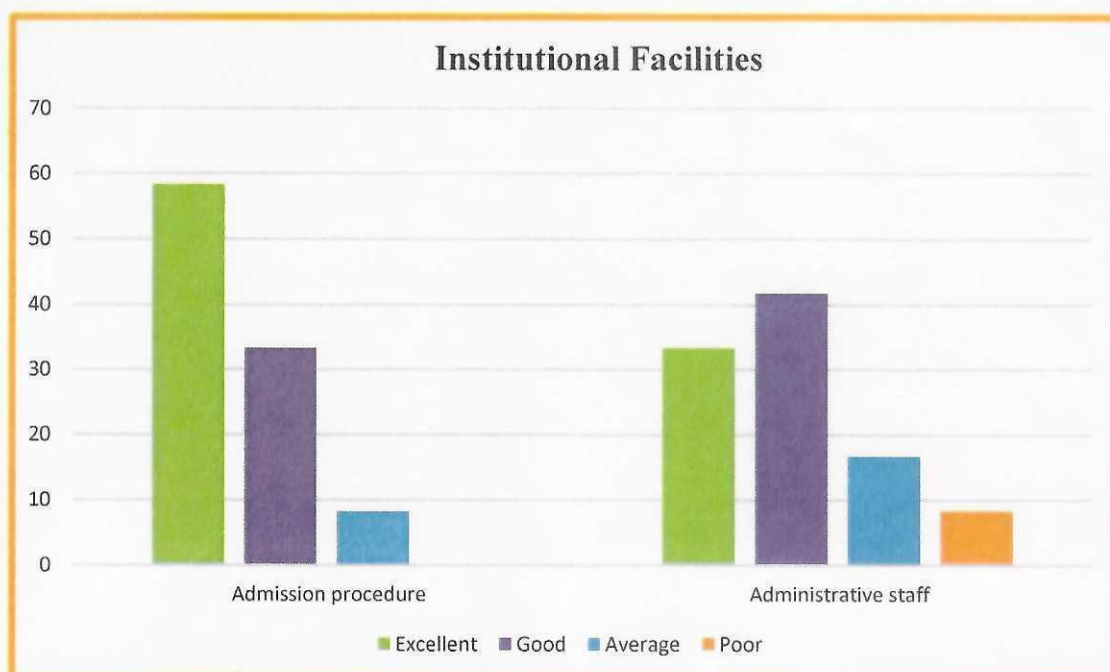
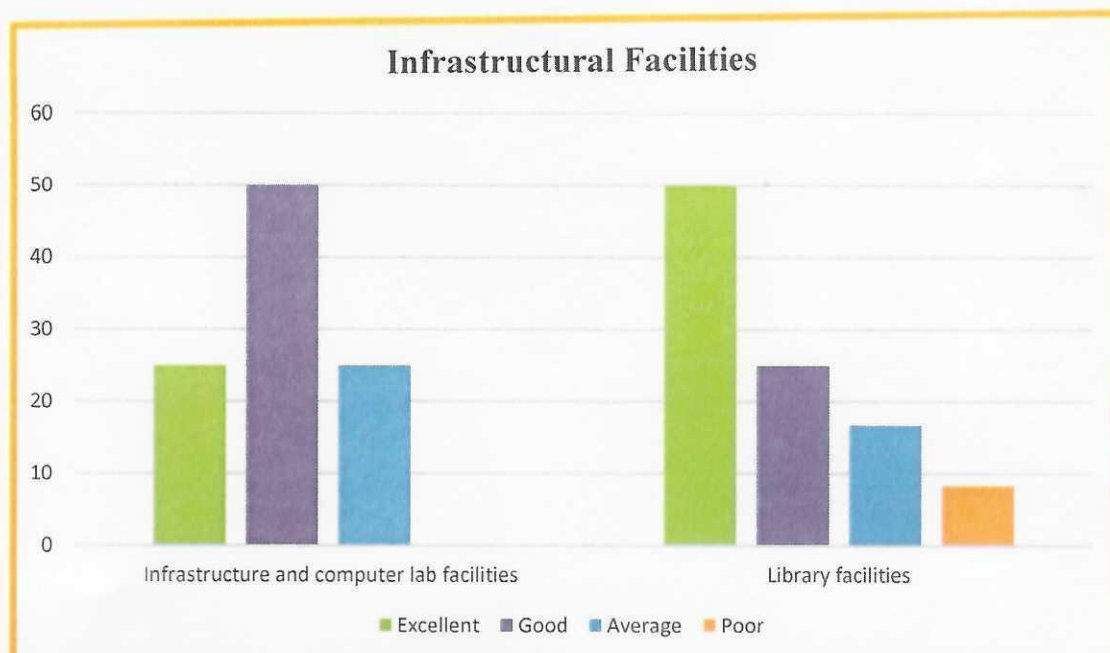


2. Placement Cell

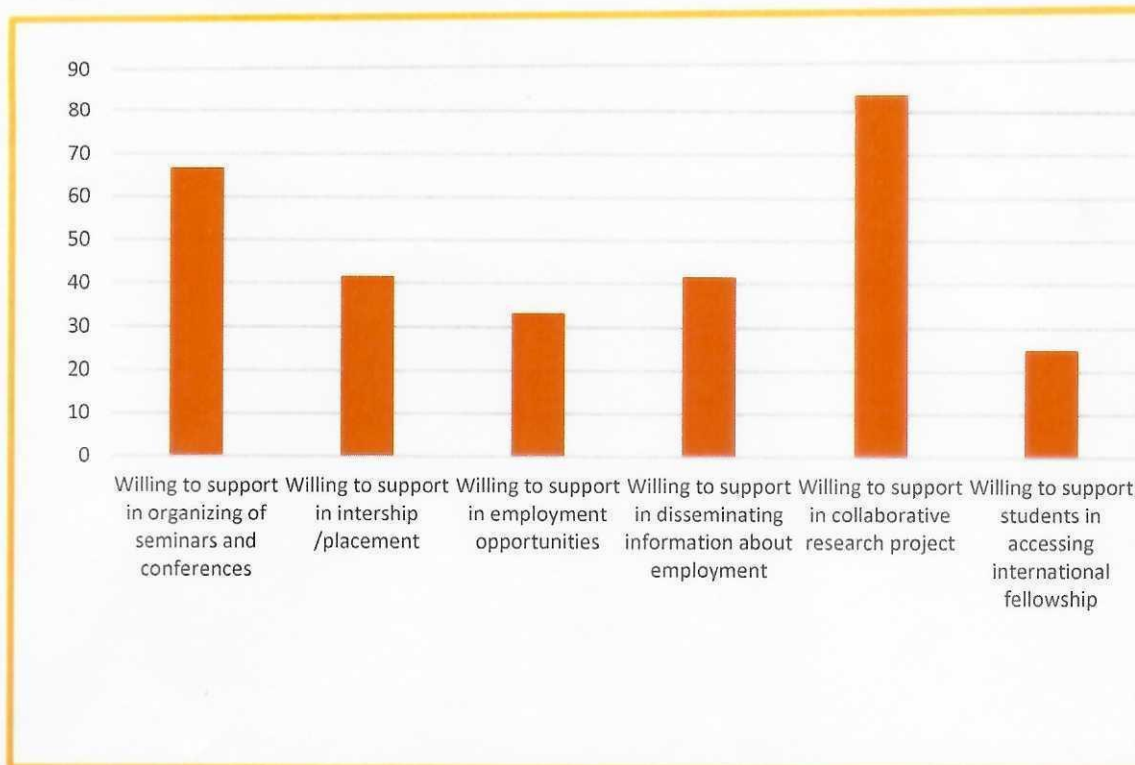


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3. Institutional and Infrastructural Facilities



4. Willingness to contribute for strengthening academic and professional culture of NIEPA



Notable Suggestions from Alumni

Alumni suggested:

- Fostering collaboration through joint research and cultural exchange programs.
- Additional skills to be integrated into the course curriculum
- Developing an alumni association portal to help increase participation in seminars, publications, and networking.
- Host social media pages to connect and disseminate information about alumni achievements and employment information.
- Providing placement support to current students.
- Offering more skill-based modules (writing, publishing, AI tools in education).
- Accelerating the student-institution linkages.

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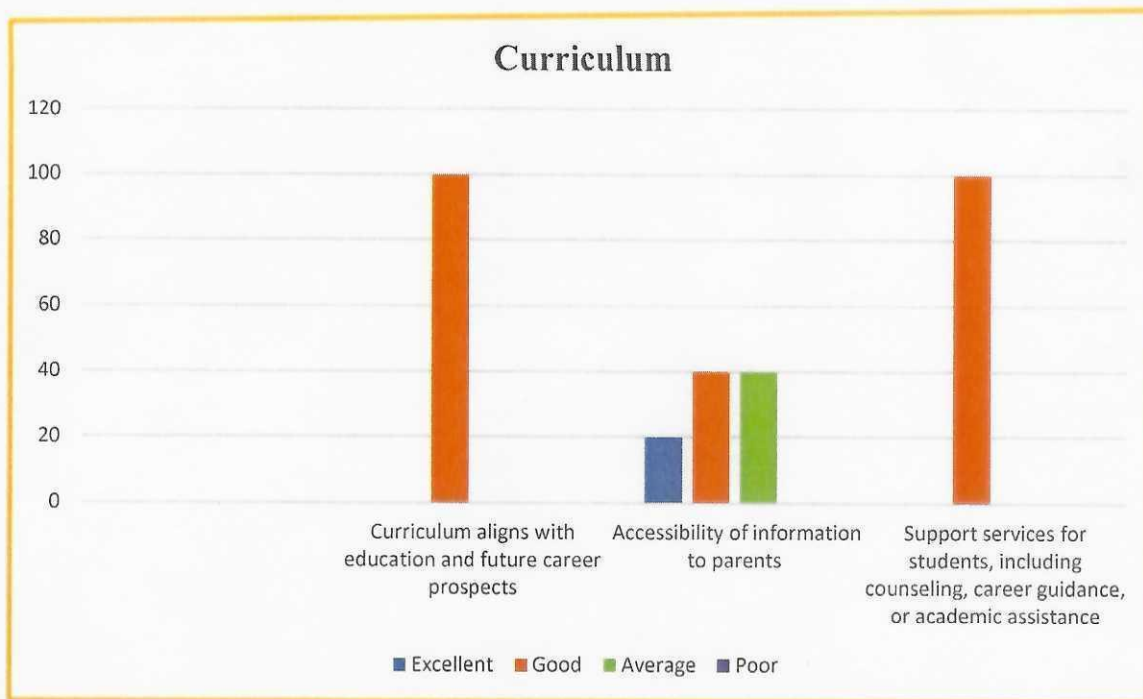
**Parents Feedback Report
(2024-25)**

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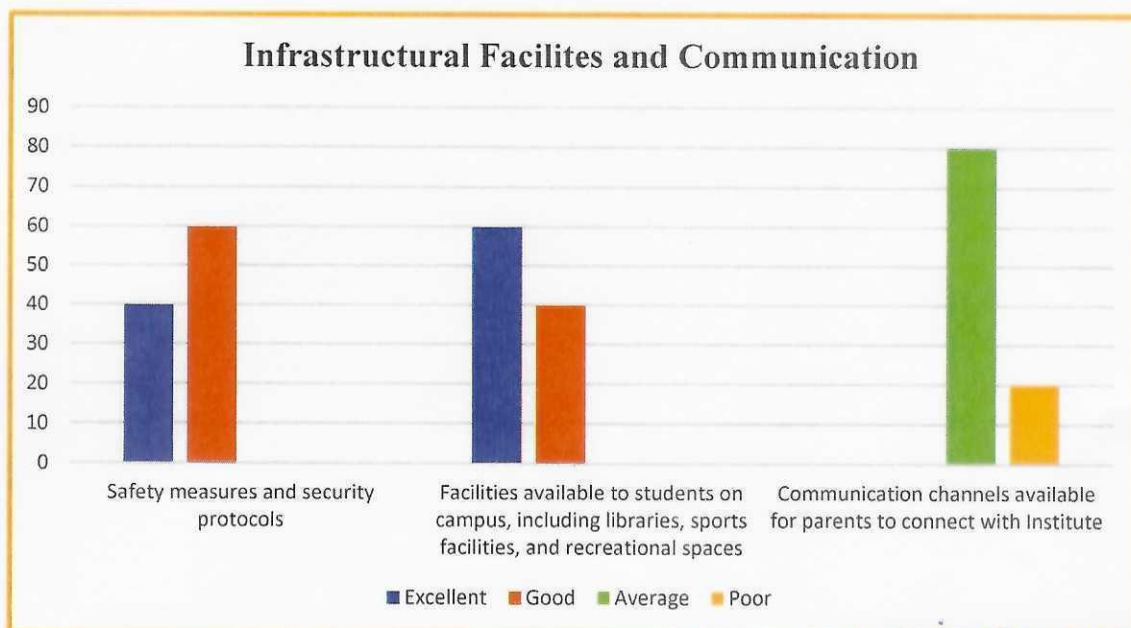
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Parents Feedback Report

1. Curriculum



2. Infrastructural Facilities and Communication



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Notable Suggestions from Parents

Parent suggested:

- Inviting them to participate in cultural events
- Having regular contact with parents to deepen their bonds with the institute.
- Organizing mental health workshops for students
- Providing hostel accommodation for the students.

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