# CRITERION 1

# 1.4.1. Structured feedback for design and review of syllabus
## (semester wise / year wise) is obtained from
## 1) Students, 2) Teachers, 3) Employers, 4)Alumni

SUBMITTED TO

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

BY

**N. L. Dalmia®**
**Institute of Management Studies and Research**
*(A School of Excellence of N. L. Dalmia Educational Society)*

N. L. DALMIA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH

FOR

**NAAC ACCREDITATION SECOND CYCLE 2022**

# Minutes of the Meeting of Managing Council of
# N. L. Dalmia Institute of Management Studies and Research
# held on 16th December, 2020

A meeting of Members of Managing Council of N L Dalmia Institute of Management Studies & Research was held on Wednesday, 16th December 2020, at 2:00 pm conducted on Zoom online platform.

The meeting was chaired by Shri Shivkumar Niranjanlal Dalmia.

List of delegates attended the meeting:

| Sr. No. | Name | Designation |
|---|---|---|
| 1 | Shri. Shivkumar Dalmia | Chairman, N.L. Dalmia Educational Society |
| 2 | Mr. Shailesh Dalmia | Hon. Secretary, N.L. Dalmia Educational Society |
| 3 | Prof. Seema Saini | CEO, NLDES |
| 4 | Dr. M A. Khan | Ex. Registrar Mumbai University, CEO – Haj Committee of India |
| 5 | Dr. D. M. Nachane | Prof. Emeritus IGIDR & Chancellor Manipal Central University |

With apologies from: Dr. Sunil Rai

The Agenda of the meeting was as follows:

1. Minutes of the last meeting held on 15th June 2020
2. Stakeholders Feedback
3. Industry- Institute interaction – MOUs & Memberships
4. Review of existing ERP system
5. Review of existing Research policy
6. Institute Budget
7. Strengthen MDPs and Industry Research Consultancy

**The Minutes of the Meeting are as follows:**

| Serial No | Particulars | Remark/Decision |
|---|---|---|
| 1 | Minutes of the last meeting held on 15th June 2020 | Draft minutes of the last meeting held on 15th June 2020 proves confirmed |
| 2 | Stakeholders Feedback | Committee members discussed on the feedbacks taken from Students, Alumni and Placement partners from the Industry. The committee decided that corrective actions should be taken on the feedbacks taken and recorded as action taken reports. |
| 3 | Industry- Institute interaction – MOUs & Memberships | The membership of IMC Chamber of Commerce and Industry, Confederation of Indian Industry (CII), European Foundation for Management Development (EFMD) to be renewed. |
| 4 | Review of existing ERP system | The committee members discussed about the progress of the existing ERP system and also about the benefits of having better ERP system for smooth functioning of various operations in the institute. |
| 5 | Review of existing Research policy | The committee discussed on reviewing the existing research policy of the institute. |
| 6 | Institute Budget | The institute should initiate the budget preparation for next A.Y. 2021-22 |

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| 7 | Strengthen Management Development Programs and Industry Research Consultancy | Emphasis was given by the committee to strengthen the Management Development Programs to be conducted in the institute and work on the Industry Research Consultancy projects for the institute. |
|---|---|---|

The meeting ended with a vote of thanks to the chair.

Hon. Secretary, N.L. Dalmia Educational Society

Based on Feedback shared by Alumni on virtual platform.

NLDIMSR had taken proposed action.

### Action Pedagogy and Curriculum.

NLDIMSR PGDM has evolved as industry oriented curriculum The curriculum for a PGDM college is improved and designed in such a way that students expand their knowledge and understanding of the current changes in the business environment through the study of leadership, organizational change and transformation and strategic management.

Businesses now-a-days are heavily data-driven and demand knowledge in emerging technology such as Artificial Intelligence, Machine Learning, Business Analytics, and Design Thinking. To stay ahead in the competitive and agile business environment, NLDIMSR provides its students with additional certification training NLDIMSR offers industry integrated topics e.g. **Data Analytics with Excel, Python & R.** It also offers additional certification training program on **Commodity Market conducted by MCX.**

The pedagogy at NLDIMSR is not only focused just on class room lectures, books and regular assignments but lays great emphasis on Non-class room learning through real life experience. The Non-Classroom Learning initiatives help the students bridge the gap between classroom learning and real-life learning.

NLDIMSR students learn it with various practical experience (**Case study-based sessions**), PGLAB, Live projects, Sumer Internships, Capstone Projects, Simulations and Mock Interviews) which go beyond class room lectures. The clarity and grooming of students' leadership abilities are simultaneously accomplished with the non-classroom teaching methodology.

### Summer Internship and Live Project opportunities:

Summer Internships and live projects are intrinsic parts of NLDIMSR PGDM Program. Corporates hire students as interns and students get to work on real-life business problems under the mentorship of experienced industry professionals. This hands-on experience provides an understanding of business processes, and acts as a platform to apply and implement management concepts and models.

The students get a practical hands-on experience at performing necessary research, processing information and presenting a viable solution to the company. The company gets an innovative out-of-the-box solution to their business needs, with fresh perspectives infused.

Prepared by

(                                    )

## Action Taken report

Constructive feedback is a robust tool for creating a healthy environment, boosting productivity and achieving better results. Feedback is sought after the campus drive so that the gaps can be identified and corrective action can be taken as required.

The following actions are taken: -

In order to enhance students' awareness of the recruiting company and its job requirement, we have introduced briefing sessions by faculty members and student's committee.
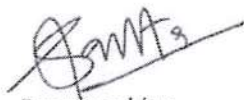
The job descriptions are shared with faculty members so that they can brief the students who approach them for guidance before they apply to that particular company.

Students are advised to reach out to the faculty members in case they have any query and to get more clarity about the JD

Recruiter's feedback is shared with HoDs so that they can make necessary changes in teaching methodologies and also give specific guidance to students as a part of their mentoring program.

Students are put through mock GD/PI sessions by the alumni so that they are aware what type of questions can be asked during selection processes, and how to respond to specific questions. The process of mock interviews also helps them improve their communication skills required for overall preparedness of the students.

Ongoing guest sessions and workshops help them understand the current happenings in the industry so that they can respond appropriately during the selection processes.

Prepared by

Sajita Pradeep

Head Corporate Relations

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### Institute of Management Studies and Research
(A School of Excellence of N. L. Dalmia Educational Society)

# CO Attainment Survey 2020-22 (Gap identified and change to be adopted)

## HRM

There was a deviation found in student feedback with the CO attainment calculated based on marks, this can be improved by adopting pedagogy change such as case studies and recent industry examples. Guest session on HR practices can be organized inviting Industry expert.

## Organizational Behaviour

No changes needed in the pedagogy. It has been observed that all the COs were addressed appropriately.

## Trimester II and V -CO Attainment Survey 2022 (Gap identified and change to be adopted)

### HRM
All the Cos were addressed appropriately in the course. However, it can be further improved by making changes in pedagogy like case studies and recent industry examples will be discussed. Guest session on HR practices can be organized inviting Industry expert.

### Assessment Centre and Competency Mapping
There was a deviation found in student feedback with the CO attainment calculated based on marks, this can be improved by adopting pedagogy change such as case studies and recent industry examples. Guest session on HR practices can be organized inviting Industry expert.
Organization Change and Development
In the given subject all the COs were well communicated and addressed using appropriate pedagogy and continuous assessments.

### HR Analytics.
All the COs of the course were addressed appropriately during the course.

### SHRM
COs of the course were addressed appropriately during the course. However, CO2 and CO3 can be improved by sharing more case studies and reports.

## CO Attainment Survey: Trimester I & IV

### Finance Area: Report

| S. No. | Faculty | | S. No. | Faculty | |
|---|---|---|---|---|---|
| 1 | Dr. Tarun Agarwal Dr. Sachin | Teaching Trimester | 6 | Prof. Jai Kotecha | Teaching Trimester |
| 2 | Prof. Tapas Mitra | Non-Teaching Trimester | 7 | Prof. Khushboo Vora | Teaching Trimester |
| 3 | Dr. Jyoti Nair | Teaching Trimester | 8 | Prof. Vijay Prabhu | Non-Teaching Trimester |
| 4 | Prof. Prakash Rathod | Bloomberg Lab | | | |
| 5 | Dr. Chitra Gounder | Teaching Trimester | | | |

| S. No. | Faculty | Subject Taught | S. No. | Faculty | Subject Taught |
|---|---|---|---|---|---|
| 1 | Dr. Tarun Agarwal & Dr. Sachin Mittal | Corporate Credit Appraisal & Finance | 6 | Prof. Jai Kotecha | Security Analysis & Portfolio Management (SAPM) |
| 2 | Prof. Tapas Mitra | Non-Teaching Trimester | 7 | Dr. Khushboo Vora | Strategic Financial Management |
| 3 | Dr. Jyoti Nair | Corporate Valuation | 8 | Prof. Vijay Prabhu | Non-Teaching Trimester |
| 4 | Prof. Prakash Rathod | Bloomberg Lab | 9 | Prof. Vijay Kanchan (Visiting) | Fixed Income Securities |
| 5 | Dr. Chitra Gounder | Financial Accounting & Control | | | |

| Teaching: 7 | Non-Teaching: 2 |
|---|---|

* Graphs Attached for ready reference, please

Together, we the faculty team colleagues reviewed the student feedback on CO attainment and brain stormed the same. The feedback concerns were discussed at length for various subjects taught in trimester I and IV. In all six subjects were taught in Trimester 4 (Senior Batch) and one subject in trimester 1 (Junior Batch) by the finance area faculty. The above tables list the subjects taught by respective faculties in the finance area as well as which faculty has a teaching and Non-teaching trimister. Though all the subjects were discussed keeping the graphical observations as shared by the program office appropriately, but the following select subjects like; Security Analysis and Portfolio Management (SAPM), Derivatives and Risk Management (DRM) and Corporate Credit Appraisal and Finance (CCAF) where it was observed that some corrections/actions would be desired were discussed
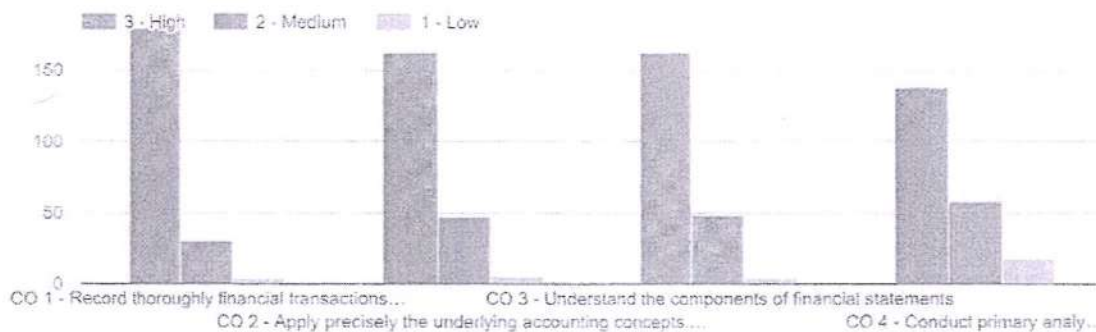
Fixed Income Securities
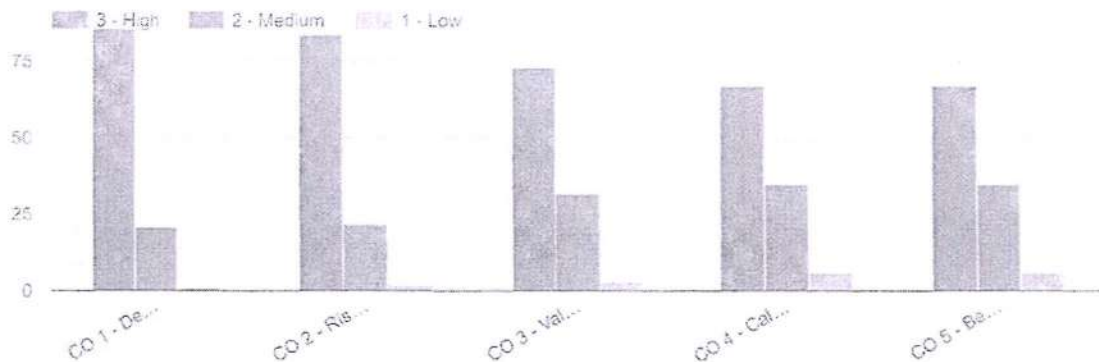


## Course: Financial Accounting

The CO Attainment Survey Graph/Report is as per below:

Financial Accounting and Control



Overall action planned by the concerned faculty for the Financial Accounting course are as follows: In course attainment survey of financial accounting where 214 students from A.B, C, D division participated. Accordingly, very high attainment level for all course outcomes are visible. For CO1 (100%), CO2 &CO3 (range of 90%to 95%), CO4 (range of 65 to 75%).CO4 attainment could not be attended to 100% due to shortage of time as a trimester requires at least 3 months for full course completion and practice sessions. As the trimester I, this time at was initiated/kicked-off only in August 2021 and was planned to be completed by 20th September 2021, contents were squeezed accordingly. It is planned that despite the deterrents, special care and enhanced practice sessions shall be organised for better CO attainments and course outcomes.

Report submitted for information, discussions and records, please.

Warm regards,

Dr. Tarun Agarwal
Professor & HOD - Finance

## Action Taken report

Constructive feedback is a robust tool for creating a healthy environment, boosting productivity and achieving better results. Feedback is sought after the campus drive so that the gaps can be identified and corrective action can be taken as required.

The following actions are taken: -

In order to enhance students' awareness of the recruiting company and its job requirement, we have introduced briefing sessions by faculty members and student's committee.

The job descriptions are shared with faculty members so that they can brief the students who approach them for guidance before they apply to that particular company.

Students are advised to reach out to the faculty members in case they have any query and to get more clarity about the JD

Recruiter's feedback is shared with HoDs so that they can make necessary changes in teaching methodologies and also give specific guidance to students as a part of their mentoring program.

Students are put through mock GD/PI sessions by the alumni so that they are aware what type of questions can be asked during selection processes, and how to respond to specific questions. The process of mock interviews also helps them improve their communication skills required for overall preparedness of the students.

Ongoing guest sessions and workshops help them understand the current happenings in the industry so that they can respond appropriately during the selection processes.

Prepared by
Sajita Pradeep
Head Corporate Relations

# Action Taken Report

## Library Feedback from Faculty Academic Year 2021-22.

Action taken on each criteria below 4 points. Total 16 faculty members given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Advised staff to attend online seminars / Webinars to improve the knowledge.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Installed stand Sanitisers in Library.

3. **Services :-** Support in teaching process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken :-** Library staff supported faculty members in getting Printouts, photocopies , scanning documents etc.in accreditation process – Reprography service. Done recording of Zoom lectures. Provided faculties on demand.
   Arranged demo session of OJMS for Dr. Vaishali and Dr. Mittal as support service to publish online Innovision Journal, paid for the same to avail the services.

4. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Arranged Demo sessions of Capitaline and CMIE's Prowess for Faculty members. Subscribed Prowess as per faculties recommendations. Arranged training of the same for Finance faculties. Arranged Sage Business Cases database demo session for faculties, subscribed the same as per their recommendation.

**Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.

**Action Taken : -** Requested vendors to send books on approval, called the faculties for selection. Added 500+ books in library till date.
As discussed in library advisory committee meeting Dr. Neeraj Gupta and Dr. Sachin Mittal recommended journals and periodicals, Subscribed the same.

5. **Library Space and Infrastructure :-**
**Action Taken :-** Created Research corner as suggested by the IQAC and Research committee, supported by Dr. Gupta and Dr. Mittal.
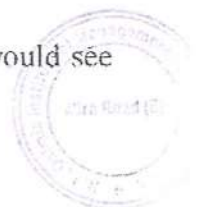
Prepared by :
Sujata Dsouza.
Librarian.

## Feedback analysis of NLDIMSR Alumni Feedback, January and November 2021

Based on below feedback shared by alumni in the month of January,2021 via Google form, the Institute has taken the necessary action to ensure the improvement in students learning experience.

- **Areas for improvement for holistic development of students as suggested by alumni through feedback:**
- Communication & Image Building, Personality Development & Soft Skills Development.
- **Action taken by the Institute:** Commencement of Communication lab to enhance communication skills of the students
- Research & Development.
- **Action taken by the Institute:** Devised Sumer project format based on research methodology. Also encouraged students to undertake research projects in industry
- Teach students the importance of health and nutrition, ways to manage stress, ways to keep brain healthy and functioning at its peak.
- **Action taken by the Institute:** Institute formed 'Bliss Club' to inculcate the mindfulness practices amongst its students.
- Teach them about personal grooming.
- **Action taken by the Institute:** Conducted a workshop on personality grooming
- Project Management skills
- Action taken by the Institute: Strengthened CIE components focusing upon application-based assignments.
- Practical applications, business simulations.
- Action taken by the Institute: Signed an MOU with CAPSTONE Simulation and implemented it in Strategic management subject.
- Enhance Start-ups environment
- Action taken by the Institute: Designed E-Cell and Incubation centre activities in a more structured way.
- Relevant and sufficient business case studies.
- Action taken by the Institute: NLDIMSR Subscribed for Emerald Case studies database.
- Managing money, (personal finance) as the coming years and decades would see

them earn/ or jump their earnings significantly: having this course would be a great value add!

- Action taken by the Institute: The Institute organized a lecture on How to manage personal finances for its students and corporate executives.
- Power point and excel skills. Especially financial modelling.
- Action taken by the Institute: Introduced compulsory Student Development Course (SDC) of 1.5 Credits (15Hours) on MS- Excel for PGDM first year students.
- Data science, visualization course.
- Action taken by the Institute: Introduced a certification course on Data Visualization using Tableau and Power BI for PGDM second year students.
- Data science course
- Action taken by the Institute: Introduced compulsory Student Development Course (SDC) of 1.5 Credits (15Hours) on data analytics first year students.
- Also introduced a certification course for HR specialization in the area of HR Analytics.

# Action Taken Report

## Library Feedback from Students Academic Year 2020-21.

Action taken on each criteria below 5 points. Total 146 students given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.

   **Action Taken : -** Instructed staff to follow Covid -19 protocols whenever in contact with students. Staff asked visitors to fill Self Declaration Forms. Advised staff to be very co-operative with students as due to pandemic students are not in campus, they have lot of queries. Staff was trained to make the parcels of text books to send by Courier. Staff handled students queries regarding courier service and managed to provide textbooks to outstation students.

2. **Services :-** Support in Learning process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.

   **Action Taken:-** In pandemic supporting students to access online Learning Resources. Uploaded and provided past Q. papers, pdf books on Google drive to get access to students. Arranged and Provided text books to local and outstation students. Done Online Library Orientation on Zoom for new batch students. Subscribed e-newspapers and given access to students. Waved off overdue fine of books from the students during the pandemic.

3. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.

   **Action Taken : -** Shared login Credentials of e-resources to get access from home. Invited experts to conduct online trainings of subscribed databases for the students.

Prepared by : Sujata Dsouza.
Sujata Dsouza.
Librarian.

# Action Taken Report

## Library Feedback from Faculty Academic Year 2020-21.

Action taken on each criteria below 4 points. Total 10 faculty members given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Instructed staff to follow Covid – 19 protocols.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Installed stand Sanitisers in Library. Sanitised full library frequently.

3. **Services :-** Support in teaching process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken :-** Library staff supported faculty members as and when they were in campus, delivered required books on their desk.
   Shared uploaded Pdf books on Google Drive with faculties.
   Done recording of Zoom lectures. Provided faculties on demand.

4. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Subscribed Emerald Case Studies database as requird by faculties. Shared login credentials of e-resources with faculties to get access from home. Given Access of Digital Library. Provided Q. papers on demand.
   Arranged Demo session of Knimbus – Integrated platform to access all e-resources. After faculties recommendation subscribed the same as a Remote access.

   **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** Due to pandemic year and non-availability of students and faculties in campus not purchased more books.

# Action Taken Report

## Library Feedback from Students Academic Year 2019-20.

Action taken on each criteria below 4 points. Total 197 students given feedback on Google form. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.

   **Action Taken : -** Staff attended In-house trainings on various skill Development – IT skills / Excel. The staff was advised to become a familiar with organizational system and arrangement of books of the library shelves to improve the efficiency and promptness.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.

   **Action Taken :-** Done pest control to protect the resources. Instructed housekeeping staff to clean shelves weekly with Vacuum cleaner and blower. Cleaned - AC ducks. Curtains – Vertical Blends given for laundry wash. Ordered dustbins and kept in Digital Library as well Reading halls.

3. **Services :-** Support in Learning process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.

   **Action Taken:-** Displayed newly arrived books in reading hall for the students awareness. Providing Reference Service to students as and when required. Uploaded PDF copies of the textbooks in Google Drive and shared the same with the students.

4. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.

   **Action Taken : -** During Orientation conducted trainings of the subscribed E-Resources / Databases for the all students. Instructed staff to be more familiar with e-resources to assist the students.

5. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
**Action Taken : -** As per students suggestion separated Autobiographies books section. Also added books on Technology, Big Data, Fintech etc. Conducted Book Exhibition Students were allowed to select the books of their Interest.

6. **Library Space and Infrastructure :-**
**Action Taken :-** Changed and installed new central Air conditions machines on the 4$^{th}$ floor for better cooling. Installed Biometric machines with finger print on both the floors to monitor library footfalls of the students.

Prepared by : _Susan_
Sujata Dsouza.
Librarian.

# Action Taken Report

## Library Feedback from Faculty Academic Year 2019-2020.

Action taken on each criteria below 4 points. Total 19 faculty members given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.

   **Action Taken :** Staff attended In-house training on various skill development – IT Skills / Excel. The staff was advised to become a familiar with organizational system of library and arrangement of books of the library shelves to improve the efficiency and promptness.

   **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Feedback not below 4.
   Done Pest control.

2. **Services :-** Support in teaching process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken :-** Discussed feedback given by the faculty in Library Advisory Committee Meeting for improvement.

3. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken :** Organised Demo Lectures of Knimbus, Emerald Case Studies, Grammarly software, HBS Cases in academic year 2019-20. Received Proposal of Scopus shared same with faculty members.

4. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** As recommended by Dr. Mohite added more books on Leadership. Quantity of books as per faculty recommendations.

5. **Library Space and Infrastructure :-**

**Action Taken :-** Changed and installed new central Ac machines on 4<sup>th</sup> floor of reading hall.

Installed Biometric devices on both the floor to monitor faculty footfalls.

Prepared by :
Sujata Dsouza.
Librarian.

# Action Taken Report

## Library Feedback from Students  Academic Year 2018-19.

Action taken on each criteria below 4 points. Total 261 students given feedback on Google form. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Arranged and motivated staff to attend seminars, workshops and training programmes.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Decision has been taken to monitor both the floors equipment and facilities of Library regularly. If required any repairing to be done report it to the concern people in Maintenance. The lights which were not working replaced.

3. **Services :-** Support in Learning process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken:-** Providing Reference Service to students, If they are preparing for any competition showing them the right source of Information. Contacted IT Department and requested for better support. Assisting students in accessing Digital Library and e-resources. Staff helping them to locate the books, teaching students how to access WebOpac.

4. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Organizing Training of E-Resources for all the students. Monitor usage, encourage them to use these E-Resources.

5. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** Consider the students recommendations. Placing order of books as per students demand.

6. **Library Space and Infrastructure :-**

   **Action Taken :-** Management given space and developed Infrastructure.
   We monitor regularly , if there is any issue.or need of repairing we
   inform immediately to Maintenance department.

   Prepared by : *SDsam*
   Sujata Dsouza.
   Librarian.

# Action Taken Report

## Library Feedback from Faculty Academic Year 2018-2019.

Action taken on each criteria below 4 points. Total 15 faculty members given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.

   **Action Taken : -** Encouraged staff to attend seminars, workshops and trainings.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.

   **Action Taken :-** Feedback not below 4.

3. **Services :-** Support in teaching process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.

   **Action Taken :-** Discussed feedback given by the faculty in Library Advisory Committee Meeting for improvement. Informed publishers to give quick and better service to faculty. Contacted IT Department and requested for better support and told them to inform immediately if there is any change in IP address.

4. **Databases (Digital Library) :-** Ebsco, Proquest ABI Inform Complete, J-Gate, Capitaline (Industry Database), Ebrary.

   **Action Taken : -** Organizing Demo Lectures of E-Resources and involved all the faculties, taking feedback of faculties attended demo, taking approval from higher authorities and placing the order.

   Suggested faculties to include e-resources in session plans and encourage students to use it.

   Organised Demo Sessions of Ebsco and Proquest ABI Informed complete for all faculties in MDC room, taken feedback and accordingly as per demand by faculty members replaced Proquest ABI inform online Journals database.

   Renewed Urkund anti plagiarism software for faculty research work as well as to check students projects.

5. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.

   **Action Taken : -** Order place as per faculty recommendations.
   Books are receiving on approval basis, calling and involving faculty members in selection process.
   As recommended by Prof. Khushboo Vora  increased and subscribed more   Finance Journals.

6. **Library Space and Infrastructure :-**

   **Action Taken :-** Management given space and developed  Infrastructure.
   We monitor regularly, if there is any issue or need of repairing we inform immediately to Maintenance department.


   Prepared by : *Susan .*
   Sujata Dsouza.
   Librarian.

# Action Taken Report

## Library Feedback from Students Academic Year 2017-18.

Action taken on each criteria below 4 points. Total 148 students given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Done counselling of the staff.
   Advised staff to be polite and cooperative with students.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** We monitor both the floors of the Library every day. If we observe that any part of library not cleaned properly immediately inform to Housekeeping and maintenance people.

3. **Services :-** Support in Learning process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken:-** Done Systematic Distribution of Study Material. During examination Library timings extended till 10pm. To improve the security and speed of Circulation service purchased Middle ware software and implemented RFID System.

   **Databases (Digital Library) :-** ABI Inform / EBSCO, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Subscribed Proquest ABI Inform Complete Online Journals Database. This database content has more no. of e-Journals than EBSCO. Organizing Training of E-Resources for all the students. Encouraging them to use it for their assignments and Project work.

4. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** Placed order of books as per students Interest.
   Developed the General Management and Fiction section of the books.

5. **Library Space and Infrastructure :-**

   **Action Taken :-** Replaced water dispenser with hot and cold water for students. Done AC repairing work.

   Prepared by : _SDsuza._

   Sujata Dsouza.

   Librarian.

# Action Taken Report

## Library Feedback from Faculty Academic Year 2016-2017-2018.

Action taken on each criteria below 4 points. Total 17 faculty members given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Done counselling of the staff as a head of Department. Advised staff to become efficient and well behaved with faculty members.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Decision has been taken to monitor both the floors of Library everyday. If we observe that any part of library not cleaned properly immediately inform to Housekeeping and maintenance people.

3. **Services :-** Support in teaching process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken:-** Contacted and Developed relation with all publishers to arrange better teaching support for faculties.
   Contacted IT Department and requested for better support.
   Instructed staff to be more familiar with e-resources for better reference service. Displayed Newly arrived books on Webopac.

4. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Organizing Demo Lectures of E-Resources and involved all the faculties for product awareness before placing the order.
   Organised Harvard Case studies demo lecture.

5. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** Order placed as per faculty recommendations.

Books are receiving on approval basis, calling and involving faculty members in selection process.

Organised book Exhibition, invited all the faculty members to select the books for the Library.

6. **Library Space and Infrastructure :-**

   **Action Taken :-** Done AC repairing Work. Reserved round tables of 4$^{th}$ floor reading hall for faculty members.

Prepared by :-

Sujata Dsouza.

Librarian.

## Action Taken report

Constructive feedback is a robust tool for creating a healthy environment, boosting productivity and achieving better results. Feedback is sought after the campus drive so that the gaps can be identified and corrective action can be taken as required.

The following actions are taken: -

In order to enhance students' awareness of the recruiting company and its job requirement, we have introduced briefing sessions by faculty members and student's committee.

The job descriptions are shared with faculty members so that they can brief the students who approach them for guidance before they apply to that particular company.

Students are advised to reach out to the faculty members in case they have any query and to get more clarity about the JD

Recruiter's feedback is shared with HoDs so that they can make necessary changes in teaching methodologies and also give specific guidance to students as a part of their mentoring program.

Students are put through mock GD/PI sessions by the alumni so that they are aware what type of questions can be asked during selection processes, and how to respond to specific questions. The process of mock interviews also helps them improve their communication skills required for overall preparedness of the students.

Ongoing guest sessions and workshops help them understand the current happenings in the industry so that they can respond appropriately during the selection processes.

Prepared by
Sajita Pradeep
Head Corporate Relations

# Action Taken Report

## Library Feedback from Faculty Academic Year 2021-22.

Action taken on each criteria below 4 points. Total 16 faculty members given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Advised staff to attend online seminars / Webinars to improve the knowledge.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Installed stand Sanitisers in Library.

3. **Services :-** Support in teaching process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken :-** Library staff supported faculty members in getting Printouts, photocopies , scanning documents etc.in accreditation process – Reprography service. Done recording of Zoom lectures. Provided faculties on demand.
   Arranged demo session of OJMS for Dr. Vaishali and Dr. Mittal as support service to publish online Innovision Journal, paid for the same to avail the services.

4. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Arranged Demo sessions of Capitaline and CMIE's Prowess for Faculty members. Subscribed Prowess as per faculties recommendations. Arranged training of the same for Finance faculties. Arranged Sage Business Cases database demo session for faculties, subscribed the same as per their recommendation.

   **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.

**Action Taken : -** Requested vendors to send books on approval, called the faculties for selection. Added 500+ books in library till date.
As discussed in library advisory committee meeting Dr. Neeraj Gupta and Dr. Sachin Mittal recommended journals and periodicals, Subscribed the same.

5. **Library Space and Infrastructure :-**
**Action Taken :-** Created Research corner as suggested by the IQAC and Research committee, supported by Dr. Gupta and Dr. Mittal.

Prepared by :
Sujata Dsouza.
Librarian.

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## Action Taken report

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The following actions are taken: -

In order to enhance students' awareness of the recruiting company and its job requirement, we have introduced briefing sessions by faculty members and student's committee.

The job descriptions are shared with faculty members so that they can brief the students who approach them for guidance before they apply to that particular company.

Students are advised to reach out to the faculty members in case they have any query and to get more clarity about the JD

Recruiter's feedback is shared with HoDs so that they can make necessary changes in teaching methodologies and also give specific guidance to students as a part of their mentoring program.

Students are put through mock GD/PI sessions by the alumni so that they are aware what type of questions can be asked during selection processes, and how to respond to specific questions. The process of mock interviews also helps them improve their communication skills required for overall preparedness of the students.

Ongoing guest sessions and workshops help them understand the current happenings in the industry so that they can respond appropriately during the selection processes.

Prepared by
Sajita Pradeep
Head Corporate Relations

# Feedback analysis of NLDIMSR Alumni Feedback, January and November 2021

Based on below feedback shared by alumni in the month of January, 2021 via Google form, the Institute has taken the necessary action to ensure the improvement in students learning experience.

- **Areas for improvement for holistic development of students as suggested by alumni through feedback:**
- Communication & Image Building, Personality Development & Soft Skills Development.
- **Action taken by the Institute:** Commencement of Communication lab to enhance communication skills of the students
- Research & Development.
- **Action taken by the Institute:** Devised Sumer project format based on research methodology. Also encouraged students to undertake research projects in industry
- Teach students the importance of health and nutrition, ways to manage stress, ways to keep brain healthy and functioning at its peak.
- **Action taken by the Institute:** Institute formed 'Bliss Club' to inculcate the mindfulness practices amongst its students.
- Teach them about personal grooming.
- **Action taken by the Institute:** Conducted a workshop on personality grooming
- Project Management skills
- Action taken by the Institute: Strengthened CIE components focusing upon application-based assignments.
- Practical applications, business simulations.
- Action taken by the Institute: Signed an MOU with CAPSTONE Simulation and implemented it in Strategic management subject.
- Enhance Start-ups environment
- Action taken by the Institute: Designed E-Cell and Incubation centre activities in a more structured way.
- Relevant and sufficient business case studies.
- Action taken by the Institute: NLDIMSR Subscribed for Emerald Case studies database.
- Managing money, (personal finance) as the coming years and decades would see

them earn/ or jump their earnings significantly: having this course would be a great value add!

- Action taken by the Institute: The Institute organized a lecture on How to manage personal finances for its students and corporate executives.
- Power point and excel skills. Especially financial modelling.
- Action taken by the Institute: Introduced compulsory Student Development Course (SDC) of 1.5 Credits (15Hours) on MS- Excel for PGDM first year students.
- Data science, visualization course.
- Action taken by the Institute: Introduced a certification course on Data Visualization using Tableau and Power BI for PGDM second year students.
- Data science course
- Action taken by the Institute: Introduced compulsory Student Development Course (SDC) of 1.5 Credits (15Hours) on data analytics first year students.
- Also introduced a certification course for HR specialization in the area of HR Analytics.

# Action Taken Report

## Library Feedback from Faculty Academic Year 2020-21.

Action taken on each criteria below 4 points. Total **10** faculty members given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Instructed staff to follow Covid – 19 protocols.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Installed stand Sanitisers in Library. Sanitised full library frequently.

3. **Services :-** Support in teaching process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken :-** Library staff supported faculty members as and when they were in campus, delivered required books on their desk.
   Shared uploaded Pdf books on Google Drive with faculties.
   Done recording of Zoom lectures. Provided faculties on demand.

4. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Subscribed Emerald Case Studies database as requird by faculties. Shared login credentials of e-resources with faculties to get access from home. Given Access of Digital Library. Provided Q. papers on demand.
   Arranged Demo session of Knimbus – Integrated platform to access all e-resources. After faculties recommendation subscribed the same as a Remote access.

   **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** Due to pandemic year and non-availability of students and faculties in campus not purchased more books.

5. **Library Space and Infrastructure :-**
   **Action Taken :-** No suggestions by faculties as pandemic year they have taken maximum online lectures from home.
   If required allowed them to take lectures from digital library.

   Prepared by : *Sujata Dsouza.*
   Sujata Dsouza.
   Librarian.

# Action Taken Report

## Library Feedback from Students  Academic Year 2019-20.

Action taken on each criteria below 4 points. Total 197 students given feedback on Google form. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Staff attended In-house trainings on various skill Development – IT skills / Excel. The staff was advised to become a familiar with organizational system  and arrangement of  books of the library  shelves to improve the efficiency and promptness.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-**  Done pest control to protect the resources. Instructed housekeeping staff to clean shelves weekly with Vacuum cleaner and blower. Cleaned - AC ducks. Curtains – Vertical Blends given for laundry wash. Ordered dustbins and kept in Digital Library as well Reading halls.

3. **Services :-** Support in Learning process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken:-** Displayed  newly arrived books in reading hall  for the students awareness. Providing Reference Service to students as and when required. Uploaded PDF copies of the textbooks in Google Drive and shared the same with the students.

4. **Databases (Digital Library) :-**  Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** During Orientation conducted trainings of the subscribed E-Resources / Databases for the all students.  Instructed staff to be more familiar with e-resources to assist the students.

5. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
**Action Taken : -** As per students suggestion separated Autobiographies books section. Also added books on Technology, Big Data, Fintech etc. Conducted Book Exhibition Students were allowed to select the books of their Interest.

6. **Library Space and Infrastructure :-**
**Action Taken :-** Changed and installed new central Air conditions machines on the 4th floor for better cooling. Installed Biometric machines with finger print on both the floors to monitor library footfalls of the students.

Prepared by : *Sujata'*
Sujata Dsouza.
Librarian.

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# LIBRARY FEEDBACK FROM STUDENTS (GOOGLE FORM) ANALYSIS

## Academic Year 2019 - 2020                          Date : 10th March, 2020

| 1 | Points | 5 | 4 | 3 | 2 | 1 | |
|---|---|---|---|---|---|---|---|
| | **Staff** | **Excellent** | **Very Good** | **Good** | **Fair** | **Poor** | **Total** |
| | Staff Behavior | 49 | 59 | 58 | 22 | 9 | 197 |
| | Staff Knowledge & Competency | 52 | 72 | 50 | 19 | 4 | 197 |
| | Staff Efficiency & Promptness | 62 | 55 | 53 | 20 | 7 | 197 |
| | **Total** | **163** | **186** | **161** | **61** | **20** | **591** |
| | | | | | | | |
| 2 | Points | 5 | 4 | 3 | 2 | 1 | |
| | **Environment** | **Excellent** | **Very Good** | **Good** | **Fair** | **Poor** | **Total** |
| | Cleanliness & Ambience | 92 | 63 | 35 | 7 | 0 | 197 |
| | Lighting & Ventilation | 84 | 66 | 38 | 9 | 0 | 197 |
| | Equipment & Facilities | 76 | 59 | 51 | 10 | 1 | 197 |
| | **Total** | **252** | **188** | **124** | **26** | **1** | **591** |
| | | | | | | | |
| 3 | Points | 5 | 4 | 3 | 2 | 1 | |
| | **Services** | **Excellent** | **Very Good** | **Good** | **Fair** | **Poor** | **Total** |
| | Clientele Assistance | 43 | 65 | 63 | 19 | 7 | 197 |
| | Multimedia Services (Digital library) | 65 | 56 | 48 | 22 | 6 | 197 |
| | Internet Services (Digital Library) | 48 | 58 | 58 | 26 | 7 | 197 |
| | Circulation Services ( Books Issue / Return) | 61 | 60 | 50 | 15 | 11 | 197 |
| | Reference / Special Collection Services | 52 | 56 | 58 | 20 | 11 | 197 |
| | Book Bank Facility (Study Material) | 54 | 55 | 57 | 17 | 14 | 197 |
| | **Total** | **323** | **350** | **334** | **119** | **56** | **1182** |

| 4 | Points | 5 | 4 | 3 | 2 | 1 | |
|---|---|---|---|---|---|---|---|
| | **Databases (Digital Library)** | **Excellent** | **Very Good** | **Good** | **Fair** | **Poor** | **Total** |
| | ProQuest (Online Journals Database) | 39 | 59 | 71 | 24 | 4 | 197 |
| | E-Brary (Online Books Database) | 34 | 58 | 81 | 17 | 7 | 197 |
| | J-Gate (Online Journals Database) | 34 | 56 | 78 | 24 | 5 | 197 |
| | Capitaline (Industry Database) | 51 | 60 | 59 | 22 | 5 | 197 |
| | National Digital Library (NDL) - Free access of E- | 41 | 62 | 66 | 22 | 6 | 197 |
| | Dspace (Previous Year Question Papers & Projects | 41 | 56 | 75 | 18 | 7 | 197 |
| | **Total** | **240** | **351** | **430** | **127** | **34** | **1182** |
| | | | | | | | |
| 5 | Points | 5 | 4 | 3 | 2 | 1 | |
| | **Collection (Books & Periodicals)** | **Excellent** | **Very Good** | **Good** | **Fair** | **Poor** | **Total** |
| | Relevance | 47 | 73 | 60 | 15 | 2 | 197 |
| | Sufficiency & Availability | 39 | 65 | 70 | 16 | 7 | 197 |
| | Recency / Updateness | 41 | 70 | 61 | 22 | 3 | 197 |
| | Physical Condition | 48 | 81 | 53 | 13 | 2 | 197 |
| | **Total** | **175** | **289** | **244** | **66** | **14** | **788** |
| | | | | | | | |
| 6 | Points | 5 | 4 | 3 | 2 | 1 | |
| | **LIBRARY SPACE / INFRASTRUCTURE** | **Excellent** | **Very Good** | **Good** | **Fair** | **Poor** | **Total** |
| | | 60 | 76 | 40 | 18 | 3 | 197 |
| | **Total** | **60** | **76** | **40** | **18** | **3** | **197** |
| | | | | | | | |
| 7 | Points | 5 | 4 | 3 | 2 | 1 | |
| | **OVERALL IMPRESSION** | **Excellent** | **Very Good** | **Good** | **Fair** | **Poor** | **Total** |
| | | 41 | 81 | 52 | 16 | 7 | 197 |
| | **Total** | **41** | **81** | **52** | **16** | **7** | **197** |
| | | | | | | | |
| | **Total Points** | 1254 | 1521 | 1385 | 433 | 135 | 4728 |
| | **Total Services** | 24 | 24 | 24 | 24 | 24 | 24 |

# Action Taken Report

## Library Feedback from Faculty Academic Year 2019-2020.

Action taken on each criteria below 4 points. Total 19 faculty members given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken :** Staff attended In-house training on various skill development – IT Skills / Excel. The staff was advised to become a familiar with organizational system of library and arrangement of books of the library shelves to improve the efficiency and promptness.

   **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Feedback not below 4.
   Done Pest control.

2. **Services :-** Support in teaching process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken :-** Discussed feedback given by the faculty in Library Advisory Committee Meeting for improvement.

3. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken :** Organised Demo Lectures of Knimbus, Emerald Case Studies, Grammarly software, HBS Cases in academic year 2019-20. Received Proposal of Scopus shared same with faculty members.

4. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** As recommended by Dr. Mohite added more books on Leadership. Quantity of books as per faculty recommendations.

5. **Library Space and Infrastructure :-**

**Action Taken** :- Changed and installed new central Ac machines on 4th floor of reading hall.

Installed Biometric devices on both the floor to monitor faculty footfalls.

Prepared by :
Sujata Dsouza.
Librarian.

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# LIBRARY FEEDBACK FROM FACULTY ANALYSIS WITH ACTION TAKEN REPORT

## Academic Year - 2019 - 2020

| | Points | 5 | 4 | 3 | 2 | 1 | |
|---|---|---|---|---|---|---|---|
| 1 | STAFF | Excellent | Very Good | Good | Fair | Poor | Total |
| | Staff Behavior | 16 | 2 | 0 | 1 | 0 | 19 |
| | Staff Knowledge & Competency | 16 | 1 | 2 | 0 | 0 | 19 |
| | Staff Efficiency & Promptness | 16 | 1 | 2 | 0 | 0 | 19 |
| | Total | 48 | 4 | 4 | 1 | 0 | 57 |
| | | | | | | | |
| | Points | 5 | 4 | 3 | 2 | 1 | |
| 2 | ENVIRONMENT | Excellent | Very Good | Good | Fair | Poor | Total |
| | Cleanliness & Ambience | 18 | 1 | 0 | 0 | 0 | 19 |
| | Lighting & Ventilation | 17 | 2 | 0 | 0 | 0 | 19 |
| | Equipment & Facilities | 17 | 2 | 0 | 0 | 0 | 19 |
| | Total | 52 | 5 | 0 | 0 | 0 | 57 |
| | | | | | | | |
| | Points | 5 | 4 | 3 | 2 | 1 | |
| 3 | SERVICES | Excellent | Very Good | Good | Fair | Poor | Total |
| | Support in Teaching Process | 16 | 1 | 2 | 0 | 0 | 19 |
| | Multimedia Services (Digital Library) | 12 | 4 | 2 | 1 | 0 | 19 |
| | Internet Services (Digital Library) | 12 | 4 | 3 | 0 | 0 | 19 |
| | Circulation Services (Books Issue/Return) | 17 | 0 | 1 | 1 | 0 | 19 |
| | Reference/Special Collection Services | 16 | 0 | 1 | 2 | 0 | 19 |
| | Services during Pandemic Period | 14 | 3 | 0 | 2 | 0 | 19 |
| | Total | 87 | 12 | 9 | 6 | 0 | 114 |

| 4 | Points | 5 | 4 | 3 | 2 | 1 | |
|---|---|---|---|---|---|---|---|
| | DATABASES (DIGITAL LIBRARY) | Excellent | Very Good | Good | Fair | Poor | Total |
| | EBSCO | 14 | 3 | 1 | 0 | 1 | 19 |
| | J-Gate | 12 | 5 | 1 | 1 | 0 | 19 |
| | Capitaline (Industry Database) | 12 | 6 | 0 | 1 | 0 | 19 |
| | E-brary | 12 | 5 | 2 | 0 | 0 | 19 |
| | Total | 50 | 19 | 4 | 2 | 1 | 76 |
| | | | | | | | |
| 5 | Points | 5 | 4 | 3 | 2 | 1 | |
| | COLLECTION (BOOKS & PERIODICALS) | Excellent | Very Good | Good | Fair | Poor | Total |
| | Relevance | 15 | 4 | 0 | 0 | 0 | 19 |
| | Sufficiency & Availability | 15 | 2 | 1 | 1 | 0 | 19 |
| | Recency / Updateness | 15 | 2 | 0 | 2 | 0 | 19 |
| | Physical Condition | 16 | 3 | 0 | 0 | 0 | 19 |
| | Total | 61 | 11 | 1 | 3 | 0 | 76 |
| | | | | | | | |
| 6 | Points | 5 | 4 | 3 | 2 | 1 | |
| | LIBRARY SPACE / INFRASTRUCTURE | Excellent | Very Good | Good | Fair | Poor | Total |
| | | 16 | 1 | 2 | 0 | 0 | 19 |
| | Total | 16 | 1 | 2 | 0 | 0 | 19 |
| | | | | | | | |
| 7 | Points | 5 | 4 | 3 | 2 | 1 | |
| | OVERALL IMPRESSION | Excellent | Very Good | Good | Fair | Poor | Total |
| | | 16 | 2 | 1 | 0 | 0 | 19 |
| | Total | 16 | 2 | 1 | 0 | 0 | 19 |

# Action Taken Report

## Library Feedback from Students  Academic Year 2018-19.

Action taken on each criteria below 4 points. Total 261 students given feedback on Google form. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Arranged and motivated staff to attend seminars, workshops and training programmes.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Decision has been taken to monitor both the floors equipment and facilities of Library regularly. If required any repairing to be done report it to the concern people in Maintenance. The lights which were not working replaced.

3. **Services :-** Support in Learning process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken:-** Providing Reference Service to students, If they are preparing for any competition showing them the right source of Information. Contacted IT Department and requested for better support. Assisting students in accessing Digital Library and e-resources. Staff helping them to locate the books, teaching students how to access WebOpac.

4. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Organizing Training of E-Resources for all the students. Monitor usage, encourage them to use these E-Resources.

5. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** Consider the students recommendations. Placing order of books as per students demand.

6. **Library Space and Infrastructure :-**
   **Action Taken :-** Management given space and developed Infrastructure.
   We monitor regularly , if there is any issue.or need of repairing we
   inform immediately to Maintenance department.

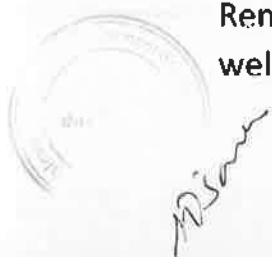   Prepared by : *SDsam*
   Sujata Dsouza.
   Librarian.

# Action Taken Report

## Library Feedback from Faculty Academic Year 2018-2019.

Action taken on each criteria below 4 points. Total 15 faculty members given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Encouraged staff to attend seminars, workshops and trainings.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Feedback not below 4.

3. **Services :-** Support in teaching process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken :-** Discussed feedback given by the faculty in Library Advisory Committee Meeting for improvement. Informed publishers to give quick and better service to faculty. Contacted IT Department and requested for better support and told them to inform immediately if there is any change in IP address.

4. **Databases (Digital Library) :-** Ebsco, Proquest ABI Inform Complete, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Organizing Demo Lectures of E-Resources and involved all the faculties, taking feedback of faculties attended demo, taking approval from higher authorities and placing the order.
   Suggested faculties to include e-resources in session plans and encourage students to use it.
   Organised Demo Sessions of Ebsco and Proquest ABI Informed complete for all faculties in MDC room, taken feedback and accordingly as per demand by faculty members replaced Proquest ABI inform online Journals database.
   Renewed Urkund anti plagiarism software for faculty research work as well as to check students projects.

5. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** Order place as per faculty recommendations.
   Books are receiving on approval basis, calling and involving faculty members in selection process.
   As recommended by Prof. Khushboo Vora increased and subscribed more Finance Journals.

6. **Library Space and Infrastructure :-**
   **Action Taken :-** Management given space and developed Infrastructure. We monitor regularly, if there is any issue or need of repairing we inform immediately to Maintenance department.

   Prepared by :
   Sujata Dsouza.
   Librarian.

# Action Taken Report

## Library Feedback from Students Academic Year 2017-18.

Action taken on each criteria below 4 points. Total 148 students given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Done counselling of the staff.
   Advised staff to be polite and cooperative with students.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** We monitor both the floors of the Library every day. If we observe that any part of library not cleaned properly immediately inform to Housekeeping and maintenance people.

3. **Services :-** Support in Learning process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken:-** Done Systematic Distribution of Study Material. During examination Library timings extended till 10pm. To improve the security and speed of Circulation service purchased Middle ware software and implemented RFID System.

   **Databases (Digital Library) :-** ABI Inform / EBSCO, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Subscribed Proquest ABI Inform Complete Online Journals Database. This database content has more no. of e-Journals than EBSCO. Organizing Training of E-Resources for all the students. Encouraging them to use it for their assignments and Project work.

4. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** Placed order of books as per students Interest. Developed the General Management and Fiction section of the books.

5. **Library Space and Infrastructure :-**
   **Action Taken :-** Replaced water dispenser with hot and cold water for students. Done AC repairing work.

   Prepared by : *SDsouza* .
   Sujata Dsouza.
   Librarian.

# Action Taken Report

## Library Feedback from Faculty Academic Year 2016-2017-2018.

Action taken on each criteria below 4 points. Total 17 faculty members given feedback. Done analysis and taken action.

1. **Criteria Staff :-** Behaviour, Knowledge and competency, Efficiency and promptness.
   **Action Taken : -** Done counselling of the staff as a head of Department. Advised staff to become efficient and well behaved with faculty members.

2. **Environment :-** Cleanliness & Ambience, Lighting & Ventilation, Equipment and Facilities.
   **Action Taken :-** Decision has been taken to monitor both the floors of Library everyday. If we observe that any part of library not cleaned properly immediately inform to Housekeeping and maintenance people.

3. **Services :-** Support in teaching process, Multimedia services, Internet services (Digital Library), Circulation Service, Reference service.
   **Action Taken:-** Contacted and Developed relation with all publishers to arrange better teaching support for faculties.
   Contacted IT Department and requested for better support.
   Instructed staff to be more familiar with e-resources for better reference service. Displayed Newly arrived books on Webopac.

4. **Databases (Digital Library) :-** Ebsco, J-Gate, Capitaline (Industry Database), Ebrary.
   **Action Taken : -** Organizing Demo Lectures of E-Resources and involved all the faculties for product awareness before placing the order.
   Organised Harvard Case studies demo lecture.

5. **Collection (Books/ Periodicals) :-** Relevance, sufficiency and availability, Recency / updateness, Physical condition.
   **Action Taken : -** Order placed as per faculty recommendations.

Books are receiving on approval basis, calling and involving faculty members in selection process.
Organised book Exhibition, invited all the faculty members to select the books for the Library.

6. **Library Space and Infrastructure :-**
   **Action Taken :-** Done AC repairing Work. Reserved round tables of 4th floor reading hall for faculty members.


Prepared by :-
Sujata Dsouza.
Librarian.