

Students' Feedback and Action Taken Report

The following gives a detailed report of the issues raised by the students and the subsequent action taken by the institution during 2020 – 2021:

S. No	FEEDBACK	ACTION TAKEN
1.	In the mid semester feedback apprehensions in the teaching learning process during the academic year 2020-21 was expressed as online teaching mode continued due to pandemic.	<input type="checkbox"/> Virtual learning environment became more stable and primarily Google Meet was used to conduct online classes as per the timetable. <input type="checkbox"/> It was complemented with communication via Whatsapp, Email, Google Classroom and other resource sharing platforms like Piazza/Moodle to resolve any doubts and enhance the degree of conceptual clarity. <input type="checkbox"/> The feedback at the semester showed a high level of satisfaction with the entire process.
2.	The online study material available with students was limited.	<input type="checkbox"/> Web based OPAC (Online Public Access Catalogue), e-books, syllabus, questions papers, open access resources as well as N-LIST/DELNET/DULS/NDL databases were made available to students. <input type="checkbox"/> A vast amount of e-resources were created by teachers. These were made available on Google Drive/Classroom, and through online library facility. <input type="checkbox"/> Faculty recorded and shared lectures.
3.	Difficulty in internal assessments was faced by students during pandemic time.	<input type="checkbox"/> A judicious mix of online quizzes, handwritten and online assignments, viva-voce and project work was used to assess the level of understanding of students. <input type="checkbox"/> Timely dissemination of information regarding internal assessment and evaluation was ensured. <input type="checkbox"/> Faculty repeatedly reached out to the students who were falling behind.
4.	Mental agony was faced during Covid-19	<input type="checkbox"/> Teachers also ensured to reach out to the students and helped them to deal with the stress. <input type="checkbox"/> Mentor-mentee platform was strengthened. <input type="checkbox"/> Online meetings with CRs and student council provided the platform for addressing student concerns. <input type="checkbox"/> Point of contact document was created. <input type="checkbox"/> Students were encouraged to make use of the financial assistance schemes (notified by University of Delhi). <input type="checkbox"/> Active monitoring of student attendance by

		faculty for timely identification and support
5.	Interruption in placement process and summer internship opportunities was reported due to pandemic.	<input type="checkbox"/> Companies were brought on-board to conduct online recruitment processes and provide work from home internship or job offers to students
6.	Skill development and job oriented courses were requested	<input type="checkbox"/> A collaboration was done with Coursera wherein courses of prominent universities were offered to students to compensate the absence of internship based knowledge, impart new genre of industry specific skills and enable productive utilization of time <input type="checkbox"/> Awareness about other online platforms like NPTEL was generated. <input type="checkbox"/> Value added courses on digital marketing, data analytics, financial modelling, applied fintech etc. were offered. <input type="checkbox"/> Skill improvement through online workshops was strengthened. <input type="checkbox"/> All the student societies were encouraged to rethink and plan online events. <input type="checkbox"/> Students were encouraged to start new societies/chapters.
7.	More alumni and corporate interaction was requested.	<input type="checkbox"/> An array of webinars on start-up ecosystem, risk management, venture capital, AI and machine learning, quantitative finance, networking in global world etc. were held
8.	Feedback from student council regarding: 1. Waive off the marks for class participation 2. Do not deduct marks for delayed submission of assignments	<input type="checkbox"/> A faculty meeting was convened to discuss the points at length. <input type="checkbox"/> Each faculty member was asked to take a call on how to address the issues of internal assessments. · Many faculty members decided to replace class participation marks by tests/assignments <input type="checkbox"/> Student grievances, if not resolved, to be taken up by the IAMC.

Teachers' Feedback and Action Taken Report

The following gives a detailed report of the feedback received from teachers and the subsequent action taken by the institution during 2020 – 2021:

S. No.	FEEDBACK	ACTION TAKEN
1.	Availability of online resources required in teaching and research activities was requested	<input type="checkbox"/> A wide range of national and international e-books and e-journals in the area of accountancy, economics, finance, human resource management etc. were made available. <input type="checkbox"/> Access to N-LIST/DELNET/DULS databases and URKUND software for checking the plagiarism of research papers/project reports was given.
2.	Awareness about latest developments among teachers was suggested	<input type="checkbox"/> Administrative support was provided to teachers for pursuing online faculty development programs/short term courses. <input type="checkbox"/> Number of teachers attended courses on MOOC and used their learning for effective teaching.
3.	Issues regarding students and teaching/learning/evaluation in a completely online environment	<input type="checkbox"/> Regular online faculty meetings to discuss and learn. <input type="checkbox"/> Procurement and adoption of softwares to ease the documentation work <input type="checkbox"/> It was decided to include the E-learning methods adopted during the pandemic under the head "Teaching and Learning" of the annual report so as to highlight how the college adapted to Online Teaching Methods and the Innovative practices being used for Online Teaching.

Recruiters' Feedback and Action Taken Report

The following gives a detailed report of the feedback received from recruiters and the subsequent action taken by the institution during 2020 – 2021:

S. No.	FEEDBACK	ACTION TAKEN
1.	The companies suggested the students to go through the Job Description and Research more about the role.	<ul style="list-style-type: none"> • The Placement Officer along with other TICs held Sessions for the third-year students' sitting for placements to help them prepare for the process and make them understand the job profile better.
2.	More Data Science workshop, advanced excel courses and consulting presentations were suggested.	<ul style="list-style-type: none"> • The College organized Data Science and Machine Learning workshop for the students by experts who excel in the field. • A workshop was conducted on Storytelling and Winning Case Competitions by our alumnus Aayush Gupta. • Final Year Students placed at esteemed firms took Placement Preparation Sessions on various educational topics such as resume building, how to crack consulting interviews etc.
3.	Personality Development workshops as well as public speaking courses were suggested.	<ul style="list-style-type: none"> • The college conducted a course for first year students to enhance their Communication Skills by Mr. Gagan Singh who is a renowned Business Coach and Leadership Trainer.

Parents' Feedback and Action Taken Report

The following gives a detailed report of the feedback received from parents and the subsequent action taken by the institution during 2020 – 2021:

S. No.	FEEDBACK	ACTION TAKEN
1.	Professional guidance and mentorship sessions of 1 st and 2 nd year students organised by the college with Alumni base was suggested.	<ul style="list-style-type: none"> • The College organizes CARE (CBS Alumni for Recruitment and Excellence) Program and Buddy Project. • The college has an Alumni Relations and Outreach Cell (AROC) which is the official alumni engagement and networking cell. • To share the immense industry know-how of the alumni with the current batches and fellow alumni, the Alumni Lecture Series is conducted throughout the year.
2.	Conduct guest lectures should including UNSDG goals & sustainability initiatives e.g., climate control, responsible business practices etc was suggested.	<ul style="list-style-type: none"> • Global Policy Insights conducted a webinar on Sustainable Environment, Public Policy and Game Theory.

Alumni Feedback and Action Taken Report

The following gives a detailed report of the feedback received from alumni and the subsequent action taken by the institution during 2020 – 2021:

S. No.	FEEDBACK	ACTION TAKEN
1.	It was suggested for the college to connect with more industry experts.	<ul style="list-style-type: none">In order to utilize the expertise of the notable alumni of our college, the placement cell constantly engages into contacting them for various campus recruitment opportunities.
2.	More interactive sessions and seminars, special lectures and mentoring was suggested.	<ul style="list-style-type: none">A series of online lectures are organized by the college to enable the alumni/industry and student interaction.