



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059663
E-mail : inquiry@jamiahamdard.edu
Website : www.jamiahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

Metric 1.4.2: Feedback processes of the institution may be classified as :

Feedback Collected, analyzed, action taken and feedback hosted on website

Action Taken Report on **Stakeholders Feedback**



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059683
E-mail : inquiry@jamiahamdard.edu
Website : www.jamiahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

ACTION TAKEN REPORT ON CURRICULUM DESIGN AND REVIEW OF THE SYLLABUS

The University obtains structured feedback from students, alumni, teachers, parents and employers on several aspects of the curriculum to enhance and support learning opportunities. The feedback is analysed and the areas of concern that emerge are addressed by taking up relevant measures after a series of reflections at the school and department level (BoS) and then at the university level (Academic council). Participatory curriculum processes serve to strengthen teaching learning and taking each stakeholder group on board during the curriculum development process, leads to an inclusive, practical, and a contemporaneous curriculum that meets the needs of the diverse range of students.

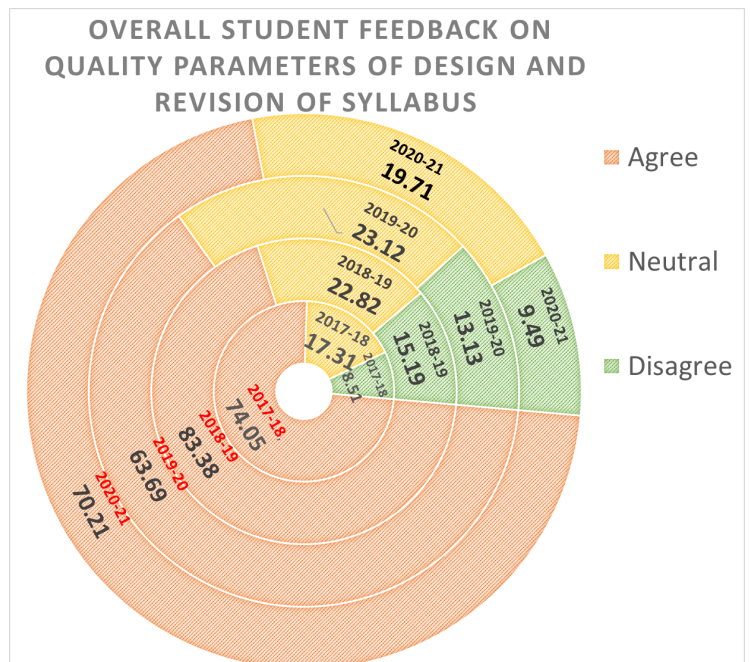
The structured feedback is specifically sought on three perspective scales of agreement, related to the following key parameters of curriculum design

- Well defined course and program outcomes.
- Promotion and facilitation of career opportunities
- Promoting internship, student exchange, field visits, and placement opportunities for students.
- Opportunities for acquiring soft skills, life skills, and employability skills.

Objective being to make the curriculum more inclusive, relevant to holistic development of the student and promoting lifelong learning.

Overall Feedback on curricular design and revision of syllabus:

From the student feedback obtained on curricular design and revision, it emerged that most of the students were satisfied with the design of the curriculum and agree that overall quality of teaching-learning process in our institute is good and curriculum caters to their needs. In the mid of year 2020 which was the peak of covid pandemic, the overall academic activities including placements were adversely impacted, which reflects in the feedback obtained from the students. However, post 2020 the University has adopted a structured course of action to improve placements and organized numerous activities for curricular enrichment. Alumni, employer, teacher and parent feedback obtained also reflected similar insights. The suggestions and remarks were taken up by the respective departments.





JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059663
E-mail : inquiry@jamiyahamdard.edu
Website : www.jamiahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

Based on Student Feedback appropriate measures were taken and changes made in the curriculum from time to time

S. No.	Feedback received	Action Taken
1.	Students in their feedback suggested that curriculum should have more number of employability and entrepreneurship oriented courses	Taking cognizance of the needs and concerns of students regarding employability options, More courses focusing on employability have been included in the syllabi, University has established an industry-Academia Partnership cell as well to more provide opportunities to students
2.	Students emphasized that more industry skills, communication skills and soft skill based courses should be included.	Syllabi of different programs have been restructured to accommodate more of such courses
3.	Students have suggested that the programs should be more inclusive and flexible, which can enable them to pursue courses of their interest,	CBCS has been implemented in PG and UG programs enabling the students to choose elective subjects as per their need and interest. University has also adopted the provision of MOOC/Swayam courses to broaden the academic flexibility available to them.
4.	Students have felt the need for more hands-on and practical component in the curriculum based on modern techniques for skill enhancement .	Such need based changes have been incorporated to ensure the right amount of practical based components in the curriculum. Efforts have also been made to strengthen the infrastructure support for the same. Moreover constant efforts are being made to involve students in a plethora of curriculum enrichment activities like industrial/ field visits, lecture series, training sessions, workshops etc.
5.	The students suggested strengthening the Library, laboratories and instrumentation facilities to enhance curriculum delivery.	University is strengthening the instrumentation facilities, upgrading lab facilities and providing wider as well as remote access to ebooks, e journals via enhanced internet facilities



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059683
E-mail : inquiry@jamiyahamdard.edu
Website : www.jamiyahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

FEEDBACK AND ACTION TAKEN REPORT BY VARIOUS SCHOOLS AND DEPARTMENTS OF THE UNIVERSITY

SCHOOL OF PHARMACEUTICAL EDUCATION & RESEARCH (SPER)

The curriculum/ syllabus adopted for the programs run by the SPER are as per Pharmacy council of India. For B. Pharm and M. Pharm programs, the revised curricula, recommended by the PCI have been adopted in the year 2016 onwards . Feedback from different stakeholders was sought for enrichment of curriculum to give it a greater value

Student's Feedback & Action Taken Report

S. No.	Feedback received	Action Taken
1.	Students in their feedback suggested that information about employability options and opportunities related to entrepreneurship may be provided. Some comments include <i>'Institute should conduct the webinars for information regarding the career opportunities available after the course which we are pursuing.'</i> <i>'Topics like how to create job opportunities should be discussed.'</i> <i>'Career counselling sessions must be carried out'</i> <i>'Knowledge to improve the CV and also how to be the candidate for a real-world job,'</i>	Taking cognizance of the needs and concerns of students regarding employability options: SPER initiated the Pharmakon lecture series that included lectures/training sessions by industry leaders not only on the various career prospects and opportunities for students but also on specialized areas of pharmaceutical sciences to equip them with the necessary skills and knowledge required for the pharmaceutical industry. SPER has been conducting the industry-academia interaction, industry visits and lectures for upgradation of knowledge of students. In addition to that, various webinars in specialized areas have been conducted for upgrading student knowledge.
2.	Students pointed out that more effort should be put into arranging Industry skills, communication skills and soft skill sessions for students.	Several efforts were made for propelling soft skill knowledge of students including training sessions/ lectures/ workshops on the communication skills, personality development, resume writing and interview skills under the Pharmakon lecture series.
4.	Providing hands-on training workshops so that they can get an exposure to the knowledge of working with instruments	Students undertake industrial/hospital training. Pharmacy practice curriculum includes training in the hospital. They are also given hands-on training in the latest instrumentation techniques. Several workshops and training programs were initiated on NMR, molecular modelling, docking etc.



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059683
E-mail : inquiry@jamiyahamdard.edu
Website : www.jamiyahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

SCHOOL OF CHEMICAL AND LIFE SCIENCES (SCLS)

Structured feedback collected was reviewed and appropriate measures were taken by all the departments of SCLS. All the UG and PG programs run by SCLS have adopted CBCS and also the option of MOOCs/Swayam courses is available. Periodic revision of the curricula in line with the market needs, feedback of different stakeholders and major policy changes as per UGC guidelines have been carried out and more skill based courses have been introduced across all the programs.

Student's Feedback & Action Taken Report

S.No.	Feedback received	Action taken
1.	Students suggested that the number of teaching staff may be increased to meet the increasing strength of students.	The university authorities have addressed this issue timely and now the departments have just the sufficient staff to take care of the increased strength of students.
2.	Students suggested use of both English and Hindi languages during lectures and interaction.	The suggestion has been well received by the teachers and accordingly, lectures and interaction are conducted in both languages.
3.	Career counselling was suggested by the students	The university has created an industry -Academia partnership cell to reduce the gap between industry expectations and academic offerings A placement cell is in place for the benefit of students School has initiated mentor mentee program Students are encouraged to take up summer trainings, internships and participate in workshops,lectures, etc related to the subject Students of UG and PG programs are required to undertake project work either in-house or in collaboration with other research labs in NII, ICGEB, JNU, RCB etc In order to provide advanced learning experience invited lectures by experienced scientists from pharmaceutical companies like Sun Pharma, Syneos Health, Auriga Research, Max Healthcare Limited etc.and other research labs are organized
5.	Students suggested conduct of lectures in offline mode because of the difficulty in understanding the concepts and also because of poor network.	Jamia Hamdard opened its doors to students for offline lectures in June 2021 while observing social distancing norms
6.	Students suggested that coaching for NET and other competitive examination may be provided in the	To this effect NET coaching classes are held for students and students are encouraged to take these examinations



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059683
E-mail : inquiry@jamiyahamdard.edu
Website : www.jamiyahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

	school	
7.	Upgradation of Labs and better instrumentation was suggested by the students	School has procured new instruments to provide support to the curriculum delivery

SCHOOL OF UNANI MEDICAL EDUCATION AND RESEARCH (SUMER)

Overall student feedback on curricular design, fulfillment of objectives and relevance is collected from time to time, analyzed and suggestive feedback is taken up for compliance. Curriculum revision is done by the Regulatory Council of Unani medicine (NCISM, formerly CCIM) on a regular basis at an interval of almost every 5 years. Recent syllabus of BUMS has been revised and published in the gazette of India and notified by NCISM on 28th February 2022 and has been implemented. However, based on the feedback received from the students regarding the curriculum and teaching learning activities following action has been taken:

Student's Feedback & Action Taken Report

S. No.	Feedback	Action taken
1.	Students have suggested to provide more clinical exposure and training	<ul style="list-style-type: none">● Focused training in hospital right from 3rd year, in small multiple batches for better understanding as Clinical Demonstrations is being provided● The Students of BUMS final year are posted in Government hospitals of Delhi in first half daily, where they are trained in different OPDs and IPDs.● Clinical training is also imparted through Simulators present in different departments.
2.	Use of more multimedia resources and addition of graphics for better understanding and effective learning	<ul style="list-style-type: none">● Teachers are making presentations to explain the intricacies of the subject along with regular (chalk and talk) classroom teaching.● Different multimedia resources are also used and wherever, needed and shared with students.
3.	Improvement of different laboratory facilities	Laboratories have been renovated and equipped with recent and sufficient instruments for effective training of practicals.
4.	To update and upgrade the college library	<ul style="list-style-type: none">● Recent and latest editions of textbooks and reference books have been made available in sufficient numbers in the college library to meet-out the requirements of the students.● New prints of Unani and Classical books are also made available.
5.	Exposure to other academic institutions of repute in Unani medicine.	<ul style="list-style-type: none">● Invited lectures of Experts from different Unani institutes are arranged on a regular basis.● Educational tours and visits to Reputed Unani pharmaceutical industries are also arranged.



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059683
E-mail : inquiry@jamiyahamdard.edu
Website : www.jamiyahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

SCHOOL OF HUMANITIES & SOCIAL SCIENCES (SHSS)

Jamia Hamdard encourages holistic development of students across all its academic programs. In the programs of study in SHSS including M.A.(Human Rights) program the syllabus as per UGC guidelines is followed. Board of Studies in the Departments address the academic and curriculum based issues and feedback from all the stakeholders.

Student's Feedback & Action Taken Report

Sl. No.	Feedback	Action Taken
1.	Students raised concerns over employability opportunities	<ul style="list-style-type: none">• The Department of Islamic Studies in SHSS revised the syllabus and introduced career oriented papers like Islamic Banking and Finance, Computer Application Basics papers, Research methodology and Economics papers for upgrading the knowledge basis of the students.• School has conducted counseling sessions, talks, and seminars for students to have greater clarity on their career options.
2.	Students suggested more flexibility in the choice of subjects	<ul style="list-style-type: none">• CBCS was adopted in M.A. (Human Rights) program of the Department of Islamic Studies, in accordance with the feedback obtained.• The Department of Islamic Studies, SHSS has updated the syllabus for the UG and PG programs and structured it according to the CBCS nomenclature.• A new PG program in International Studies has been introduced



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059663
E-mail : inquiry@jamiahamdard.edu
Website : www.jamiahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

SCHOOL OF ENGINEERING SCIENCES & TECHNOLOGY (SEST)

Students' feedback has been taken regularly and based on that appropriate actions were taken:

Student's Feedback & Action Taken Report

S. No.	Students' Feedback	Action Taken
1	Training for how to effectively prepare for personal interview and group discussions during recruitment and pre-placement training was suggested. Also how to pursue higher education from abroad.	<ul style="list-style-type: none">● Training was arranged by the placement cell and Communication skill and soft skills were strengthened.● Spoken tutorial tests conducted● Activities that will enhance the communication skills of the students were encouraged● Mock interviews and tests were conducted.● The students were counselled for pursuing higher education and studies abroad.
2	Exposure to develop entrepreneurial skills and innovative career plans was suggested.	<ul style="list-style-type: none">● Programs were conducted by Institute Innovation Council cell (IIC) and Entrepreneurship cell.● Events were organized where Entrepreneurs shared their experience and journey of startups.
3	Exposure to latest developments and advances should be known to the students. Requested organizing more workshops	<ul style="list-style-type: none">● Experts from Industry were invited to share their knowledge and to the students.● Special talk and lectures conducted.● Webinars ,workshops conducted.
4	Students requested for research oriented courses	<ul style="list-style-type: none">● IEEE courses and events conducted.● Epoch Courses done.● CSI events organised.
5.	Students requested Internship opportunities	Internshala Initiative for students.



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059663
E-mail : inquiry@jamiyahamdard.edu
Website : www.jamiyahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

SCHOOL OF INTERDISCIPLINARY STUDIES

Students' feedback has been taken regularly and based on that appropriate actions were taken:

Student's Feedback & Action Taken Report

S.No	Feedback received	Actions Taken
1.	Students requested offline classes	<ul style="list-style-type: none">• The university is now working offline.• Every necessary step has been taken to prevent the delay in the session
2.	Improvement of laboratory facilities and placement	<ul style="list-style-type: none">• Laboratory facilities and equipment have been upgraded. Recently DST FIST grant has been received by the school• A placement cell has been established in the department, in addition to Industry-Academia Partnership Cell of the University.• A separate budget for B Tech and M Tech Research work has been sanctioned
3.	More internship opportunities.	<ul style="list-style-type: none">• Internship opportunities are provided.• Visit to different Industries and education Institutes are arranged regularly for students as per their curriculum requirement
4.	Career Counselling Sessions	<ul style="list-style-type: none">• Regular career counselling sessions are done. Experts from Industries and reputed institution are invited regularly.
5.	Improve Communication skills between teachers and students Fixed the timings of classes	<ul style="list-style-type: none">• A Mentor is assigned to each student



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059663
E-mail : inquiry@jamiyahamdard.edu
Website : www.jamiyahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

SCHOOL OF MANAGEMENT AND BUSINESS STUDIES

School has been revising the syllabus on regular intervals keeping in mind the changing dynamics in the industry. BOS members from Industry have been appointed to provide industry driven perspective to curriculum design in SMBS. The only area of concern that emerged from the feedback was with regards to the placements of MBA (Public Health Management/ Hospital Administration) for the year 2018-20 batch. These students have passed out in the mid of year 2020 which was the peak of covid, hence the overall academic activities including placements were adversely impacted. However, post 2020 the University in general and SMBS in particular has adopted a structured course of action to improve placements. The following actions were taken in this regards –

Feedback received	Action Taken
Students suggested more efforts to increase employability	<ol style="list-style-type: none">1. The University has created an Industry-Academia partnership cell to reduce the gap between industry expectations (practice) and academic offerings (theory) by direct involvement of industry to attain a symbiosis.2. A Full time Training and Placement officer has been appointed who is also Hony. Director of Industry – Academia Partnership Cell to oversee all the placement related activities of the different schools of the University. School level placement team under the guidance of TPO and teacher coordinators coordinate the placement activities with Hony. Director of Industry – Academia Partnership cell.3. At the School level, both the departments, viz., Department of Management & Department of Health and Hospital Management have a dedicated team of teachers who are responsible for Placement and Industry liaisoning activities.4. Series of webinars and training workshops have been organized to strengthen the Industry – academia interface.5. The School has initiated the mentor-mentee programme under which alumni will act as mentor to the students of ongoing batch for better industry liaisoning and placement activities.



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059683
E-mail : inquiry@jamiyahamdard.edu
Website : www.jamiyahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

SCHOOL OF NURSING & ALLIED HEALTH

<u>Feedback received</u>	<u>Action Taken</u>
Students suggested lab upgradation and better clinical exposure	<ul style="list-style-type: none">● On the basis of the feedback from the students, simulation lab / Nursing Foundation lab has been updated and equipped with the advanced simulators, mannequins and models in order to provide hands-on demonstrations, return demonstrations and give nursing care skills training to the students before students practice their skill sets on human patients.● For better clinical experience of students and to provide rich experience besides our parent hospitals and community setting, permission have been taken from various multi speciality hospitals and community centers which include Safdarjung hospital, Lal Bahadur Shastri hospital, GB Pant Hospital, RML Hospital, Pandit Madan Mohan Malviya hospital, IHBAS, VIMHANS,SDMC for various urban and rural Health centers.● For the rich experience of the students field visits to “PARYAS” , Panchwati old age home, Shanti Avedna, Modi flour mill, water treatment plant, sewage treatment plant, Half way home, Cheshire home have been arranged for the students of B.Sc (H) Nursing, DGNM and post Basic B.Sc Nursing students.● As per the student’s feedback, various value added courses are being taught for the multi-dimensional growth and development of the students.● Nursing program is a statutory body/council governed program. The B.Sc Nursing programme curriculum was revised in the year 2021 as per Indian Nursing Council guidelines and the same was implemented from the academic session 2021-22. The revised syllabus/curriculum as mandated by Indian Nursing Council adopted credit system and semester system as per UGC guidelines. The revised curriculum embraces competency based and outcome based approach. MOOC / Swayam courses for better learning experience of the students through offline and online mode,have been introduced in the M.Sc Nursing and Post Basic B.Sc Nursing programs● During the COVID 19 Pandemic various awareness and sensitization programs, webinars and workshops were organized for the UG, PG students through online mode where they gained in-depth knowledge about various aspects of Covid 19 as it was a new emerging disease and was not there in the syllabi.● Academic Coordinator, Clinical Coordinator and programme coordinators conduct regular meetings with students to identify such issues and take their feedback regarding teaching learning process, teachers’ behavior and communication. Students’ grievances on these issues are also addressed promptly.



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059663
E-mail : inquiry@jamiahamdard.edu
Website : www.jamiahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

TEACHER'S FEEDBACK AND ACTION TAKEN REPORT

S.No	Teacher's Feedback	Action Taken
1.	Teachers' requested for more research oriented programmes to be conducted in their allied subjects	University has conducted many FDPs, TEDPs and similar programs and planning for more such events.
2.	Teachers requested for enhancing infrastructure in support of curriculum delivery	Concerns have been shared with the higher authority and efforts have been made to improve the same
3.	Need for providing more opportunities for attending conferences has been suggested along with more research opportunities and infrastructural facilities.	University has taken cognizance of this parameter and these concerns were shared with the relevant authority for consideration and appropriate action
4.	Better access to on-line search engines for scientific literature and teaching resources	Library facility has been improved and availability of remote access is enabled
5.	Curricular revision should be done to introduce more skill based courses	Curricula have been revised to include more skill based courses



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059663
E-mail : inquiry@jamiyahamdard.edu
Website : www.jamiyahamdard.edu

HAMDARD NAGAR
NEW DELHI - 110062

ALUMNI FEEDBACK AND ACTION TAKEN REPORT

S.No	Alumni Feedback	Action Taken
1.	Pass-out students feel that the university has positively contributed to their personal and professional growth.	University is satisfied with its performance in this parameter and shall continue striving to incorporate innovative practices to enhance the teaching learning process.
2.	Alumni rated the relevance of the syllabi offered at college as 'Good' for their current job profile.	Syllabus is regularly reviewed and revised to be at par with the industry standards.
3.	Many Alumni stated that the university has provided them with a good foundation to cultivate leadership qualities and a sense of social responsibility .	Department is satisfied with its performance in these parameters and shall work to consistently improve its performance percentages.
4.	It has been proposed by Alumni that the university should keep a track of the career trajectories of the alumni so that it could collaborate with them to organize sessions and workshops on various vocational issues.	University has an Alumni Connect Forum to this effect..
5.	Improving library facility has been suggested	University has improved library facilities and availability of other educational resources
6.	Organizing more workshops, field trips, pre-placement training, good internship opportunities, exchange programmes and cultivating a healthy student-teacher bond have been proposed to enhance the learning experience of students for their holistic development.	University took cognizance of these suggestions and have taken appropriate measures to address all these issues in the curricula of different programs.



JAMIA HAMDARD

(Deemed to be University)
Accredited by NAAC in 'A' Category

Phone : 011 26059688 (12 Lines)
Fax : 011 26059683
E-mail : inquiry@jamiyahamdard.edu
Website : www.jamiyahamdard.edu
HAMDARD NAGAR
NEW DELHI - 110062

EMPLOYER'S FEEDBACK AND ACTION TAKEN REPORT

S.No	Employer Feedback	Action Taken
1.	Employers felt that the university has instilled a good level of technical knowledge and skill relevant to job responsibilities in the students. Furthermore the students are proficient in applying technology and workplace equipment, have good communication skills and are receptive to new ideas and learning new techniques.	University is satisfied with its performance and shall continue striving towards enhancing the teaching learning process.
2.	Students need to be abreast of contemporary industry needs.	More industry Academia interaction platforms are being provided to the students

PARENT'S FEEDBACK AND ACTION TAKEN REPORT

S.No	Employer Feedback	Action Taken
1.	Parents were satisfied with the design and relevance and the contribution of the curricula to address educational needs of their wards. They appreciated the safe, clean and a conducive atmosphere for learning and intellectual upbringing in Jamia Hamdard and confessed to positive changes in overall behavior of the ward in the institution	University is satisfied with its performance and shall continue to make efforts for providing, inclusive and a holistic educational experience to the students
2.	The curricula should have more focus on employability	University has introduced skill based courses, is providing with more internship/field projects/research projects/industry visits to enhance the employability of the programs
3.	The institute should address the financial needs of students from economically weaker sections	To this effect university is provided many merit cum means scholarships to the students