



Action Taken Report based on Students Feedback

Academic Year 2020-21

Overview:

The academic year 2020-21 was significantly impacted by the COVID-19 pandemic, leading to an unprecedented shift in learning modalities. During this period, students provided valuable feedback on the challenges they faced, particularly with online learning, access to resources, and maintaining academic continuity. In response, ITM Gwalior took several actions to address these concerns and ensure a smooth transition to the remote learning environment.

Key Areas of Feedback and Actions Taken:

1. Challenges with Online Learning Platforms

- **Feedback:** Students reported issues with navigating online learning platforms, including technical glitches, difficulty accessing recorded lectures, and limited interaction with faculty.
- **Action Taken:** The institution upgraded its Learning Management System (LMS) to a more user-friendly platform with improved functionality. Faculty were provided training on how to deliver engaging online classes, and technical support was made available to students for troubleshooting issues. Recorded lectures were organized and made available on the LMS for easy access.

2. Internet Connectivity and Access to Resources

- **Feedback:** A significant number of students faced challenges with stable internet connectivity and access to academic resources from home during the lockdown.
- **Action Taken:** Essential study materials were digitized and made available through the online portal, and e-library services were expanded to provide access to e-books, journals, and other academic resources.

3. Mental Health and Well-Being During the Pandemic

- **Feedback:** Students expressed concerns about increased stress, anxiety, and isolation due to prolonged online learning and lockdown measures.
- **Action Taken:** The institution introduced online counseling services, providing mental health support to students. Regular wellness webinars and workshops on stress management, mindfulness, and coping strategies were organized. Faculties were also trained to identify signs of student distress and to offer academic and emotional support.


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4. Lack of Practical and Laboratory Experience

- **Feedback:** Students highlighted the difficulty of engaging in practical and lab-based courses through remote learning, which are essential components of their academic programs.
- **Action Taken:** Virtual labs and simulation tools were introduced in LMS to replicate laboratory experiences online. For courses that required hands-on work, a hybrid model was implemented, allowing students to visit the campus in small groups following safety protocols to complete essential practical assignments.

5. Career Support and Placement Concerns:


- **Feedback:** Final-year students were particularly concerned about placement opportunities being affected by the lockdown and the economic downturn.
- **Action Taken:** The institution strengthened its placement support by conducting virtual career fairs and organizing online interviews with companies. Career counseling sessions were held to guide students through the new hiring practices in a post-pandemic job market.

6. Fees and Financial Concerns

- **Feedback:** Some students requested a review of the fee structure given the shift to online learning and the financial difficulties faced by families during the pandemic.
- **Action Taken:** The institution introduced flexible fee payment options and financial aid schemes to support students facing economic challenges. A special consideration was made for students, whose families were severely impacted by the pandemic, including partial fee waivers and extended deadlines for fee payments.

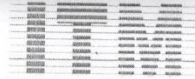
Conclusion:

The academic year 2020-21 presented unprecedented challenges due to the COVID-19 pandemic and lockdowns. ITM Gwalior took swift and decisive actions based on student feedback to ensure continuity in learning while addressing the technical, mental health, and academic needs of students. The institution remains committed to refining its processes and providing ongoing support as students navigate through these challenging times.


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Action taken report on Students Feedback

Session July-Dec. 2020

S.No.	Feedback	Action Taken/Remarks
1	The average feedback for all the faculties was found to Very Good.	<ul style="list-style-type: none">The feedback was communicated to the concerned faculties with a word of appreciation; further encouraging them to achieve excellence.The advisories issued to those faculty members whose feedback is below 75% and they were also counseled by concern HOD and directed to take appropriate measures for further improvement in teaching pedagogies.


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Action taken report on Students Feedback

Session Jan.-June 2021

S.No.	Feedback	Action Taken/Remarks
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