



ESTD-2005

The Jamner Taluka Education Society's

**SHREE SURESHDADA JAIN INSTITUTE OF PHARMACEUTICAL  
EDUCATION & RESEARCH, JAMNER, -424206 DIST- JALGAON (M.S.)**

● Approved by PCI, New Delhi & DTE, Mumbai

● Affiliated to K.B.C. N.M.U., Jalgaon

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## BEST PRACTICE-I

**Title of Practice:** Practicing Stakeholder Feedback and Analysis

### Objective of the Practice:

The objective of college stakeholder's feedback and analysis is to gather insights, opinions, and feedback from individuals or groups who have a vested interest in our college, such as students, faculty, staff, parents, alumni, employee and community members. The feedback and analysis process aims to understand stakeholders' experiences, needs, and expectations to improve various aspects of the college environment and operations.

### The Context:

Practicing stakeholder feedback and analysis by using following factors, College is taking into account the perspectives and needs of stakeholders and making informed decisions that are aligned with their satisfaction.

### Enhancing student satisfaction:-

Identify their satisfaction levels with academic programs, support services, facilities, extracurricular activities, and overall college experience.

### Strengthening faculty and staff satisfaction:-

Gathering feedback from faculty and staff helps assess their satisfaction levels with work environment, professional development opportunities.

### Improving teaching and learning:-

Feedback from students and faculty regarding teaching methodologies, course content, assessment methods, and classroom environment.

### Engaging alumni: -

Feedback from alumni provides insights into their experiences at the college.

### Enhancing community relationships:-

Feedback from community members helps gauge their perceptions of the college's impact on the local community.



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### **Informing strategic planning and decision making:-**

Stakeholder feedback and analysis provide valuable input for strategic planning processes, helping colleges align their goals

### **Evaluating college performance.**

The Practice:

Practicing stakeholder feedback and analysis our college involves the following steps



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### **Identification of College stakeholders:**

The first step is to identify who are stakeholders of college. This can be done by creating a stakeholder map, which identifies all the parties that are affected by or have an interest in your organization.

### **Engage with stakeholders:**

Engage with our stakeholders and ask for their feedback. This can be done through surveys or Feedback. We create an environment where stakeholders feel comfortable providing honest and open feedback.

**Analyze feedback:** Once we collected feedback, analyze it to identify Score. Look for commonalities among the feedback to identify the key issues that need to be addressed.

**Develop and implement action plan:** Develop an action plan to address the issues that have been identified. This plan should include specific actions, timelines, and responsibilities.

**Communicate Result with Stakeholders:** We Communicate the action plan to our stakeholders

### **Evidence of success:**

After examining the feedback, it's evident that the combined average percentage of ratings 2 and 1 consistently remains below 10%. This serves as evidence that our college is indeed delivering quality services to its stakeholders.

### **Problems Encountered and Resources Required:**

Difficult to Collect Feedback From Stakeholders like Local Community, Alumni and Parent as per our sample size

Lack of Human Resources to conduct feedback survey.

### **BEST Practice-II**

**Title of Practice:** Administrative Office Streamlined Process for Students and Staff.

### **Objective of the Practice:**

- 1.The goal is to create an easy and efficient process that supports students and staff needs and enhances their overall experience in administrative work.
- 2.Improving administrative office efficiency.



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3. To create Student Centric Administrative Environment.

### **The Context:**

College administration offices have a crucial role in ensuring the smooth functioning of educational institutions and providing services to students and staff. Here is some key area or context for this best practice, Clear Policies and Procedure, Efficient Enrolling Processes, Timely Communication, Train administration staff By implementing these key areas of context for an institution's administration office can create an easy student and staff-friendly process that supports students and staff needs effectively and contributes to their success.

### **The Practice:**

For practicing administrative office streamlined process to our College involves the following steps

#### **Clear Communication Channels:**

We establish clear and accessible communication channels for students and Staff to reach the administration office. This includes phone lines, providing timely and accurate information regarding administrative procedures, academic policies, deadlines, and campus events. It also involves active listening to students and Staff Concerns. We ensure that students and Staff are aware of these channels and that their queries or concerns are addressed promptly.

#### **Easy Accessibility:**

The Administrative office created such as easily accessible to students and Staff. It is located in a convenient location on campus have clear sign

#### **Friendly and Welcoming Staff:**

We trained administrative staff to provide friendly and helpful assistance to students and Staff.

#### **Prompt Response:**

We create administrative office process manual with responsibility for each procedure so our administrative staff provides response in reasonable time frame

**Regular Updates and Announcements** communicated to students and Staff through Notice board, Social Media, Website for regular Updates and Announcements.

#### **Streamlined Processes:**



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We developed simplified administrative processes to minimize bureaucracy and make it easier for students and staff to navigate administrative tasks. We have automated repetitive processes wherever possible, such as online registration, fee payment, and document submission, to reduce paperwork and waiting times. All administrative procedures relevant to students and staff is clearly documented in plain language.

#### **Single Window Access for Admission:**

Administrative office and admission committee establish admission help desk for students.

#### **Technology Integration:**

We follow leverage technology to enhance administrative processes and improve students and Staff experiences. We have online portals from Vruddhi Software.

#### **Collaborative Approach:**

Foster collaboration between the administration office and other departments Like Admission and Examination within the institution. This ensures a holistic approach to supporting students and enables efficient coordination between different areas of responsibility.

#### **Feedback Mechanisms:**

We seek feedback from students and Staff regarding their experiences with administrative services. Conduct surveys to gather insights and suggestions for improvement.

#### **Evidence of success:**

After examining the feedback, it's evident that the combined average percentage of ratings 2 and 1 consistently remains below 10%. This serves as evidence that our college administrative offices indeed delivering quality services as well as Streamlined Process for Students and Staff.

#### **Problems Encountered and Resources Required:**

Lack of funds to develop or adopt latest technological improvements in administrative office is a one of the most hurdles.



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