



# किरोड़ी मल कॉलेज

दिल्ली विश्वविद्यालय, दिल्ली - 110007

## Kirori Mal College

University of Delhi, Delhi - 110007

Email: [principal@kmc.du.ac.in](mailto:principal@kmc.du.ac.in)

Tel. No.: 011-27667939

Website: [kmc.du.ac.in](http://kmc.du.ac.in)



### 1.4.1 FEEDBACK FOR COLLEGE EVALUATION BY NON-TEACHING STAFF

The below analysis (tables & charts) are the data for the Feedback Analysis for College Infrastructure, Library, Laboratories, Classrooms, etc. evaluation given by the Non-Teaching of the College.

Questions of feedback	Responses			
	Good	Very good	Excellent	Total
Behavior of the Accounts office staff in the college	6	32	13	51
Behavior of the Administrative office staff in the college	5	33	12	50
Implementation of rules and regulations during examinations	11	25	13	49
Behavior of the Library staff in the college	5	30	13	48
Security Measures inside the college campus area	7	30	11	48
Maintenance of garden/plants in the college campus area	8	30	9	47
Maintenance of discipline in the college campus area	5	23	16	44
Maintenance of cleanliness in the college campus area	6	32	6	44
The sports facilities in the college	9	24	10	43
Facilities for extra-curricular activities in the college	7	23	11	41
The fitness care facilities in the college	6	24	10	40
The infrastructure facility in Library	7	22	11	40
Washroom facility and Hygiene care in the campus	6	27	6	39
Drinking water facility in the campus	5	20	12	37
The infrastructure facility in Laboratories	7	23	7	37
The infrastructure facility in Canteen	5	21	7	33
Quality of food in the canteen	3	19	9	31
The infrastructure facility in Classrooms	3	20	8	31

The above table depicts the positive points regarding the College Infrastructure, Library, Laboratories, Classrooms, etc. evaluation.



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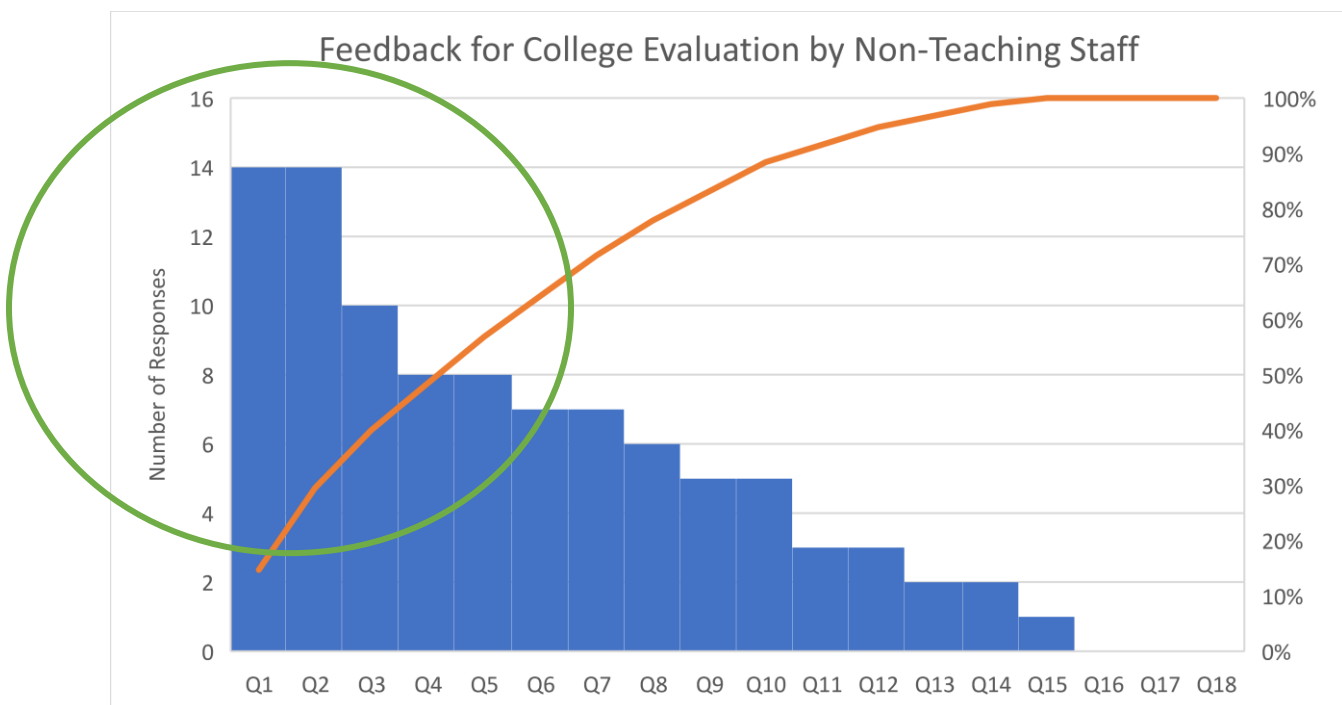
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Questions on feedback	Responses		
	Average	Poor	Total
The infrastructure facility in Canteen	1	13	14
Quality of food in the canteen	3	11	14
Drinking water facility in the campus	5	5	10
Washroom facility and Hygiene care in the campus	2	6	8
The fitness care facilities in the college	4	4	8
The infrastructure facility in Laboratories	7	0	7
The sports facilities in the college	5	2	7
The infrastructure facility in Classrooms	6	0	6
The infrastructure facility in Library	3	2	5
Facilities for extra-curricular activities in the college	3	2	5
Maintenance of cleanliness in the college campus area	3	0	3
Maintenance of garden/plants in the college campus area	3	0	3
Maintenance of discipline in the college campus area	2	0	2
Security Measures inside the college campus area	2	0	2
Implementation of rules and regulations during examinations	0	1	1
Behavior of the Library staff in the college	0	0	0
Behavior of the Accounts office staff in the college	0	0	0
Behavior of the Administrative office staff in the college	0	0	0





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Questions on feedback	Responses			
	Good	Average	Poor	Total
The infrastructure facility in Canteen	6	1	13	20
Quality of food in the canteen	5	3	11	19
The infrastructure facility in Classrooms	11	6	0	17
The infrastructure facility in Laboratories	8	7	0	15
Drinking water facility in the campus	5	5	5	15
Washroom facility and Hygiene care in the campus	7	2	6	15
The infrastructure facility in Library	9	3	2	14
The sports facilities in the college	6	5	2	13
The fitness care facilities in the college	5	4	4	13
Facilities for extra-curricular activities in the college	6	3	2	11
Maintenance of cleanliness in the college campus area	7	3	0	10
Maintenance of discipline in the college campus area	7	2	0	9
Maintenance of garden/plants in the college campus area	6	3	0	9
Implementation of rules and regulations during examinations	7	0	1	8
Security Measures inside the college campus area	5	2	0	7
Behavior of the Library staff in the college	5	0	0	5
Behavior of the Accounts office staff in the college	3	0	0	3
Behavior of the Administrative office staff in the college	3	0	0	3

Here, in the above table we have considered “Good” and “Average” parameters as the neutral ones and have added them with the negative parameters to include maximum number of questions to be analyzed and find the causes. This will help in deep understanding of the current status of the college infrastructure, etc.



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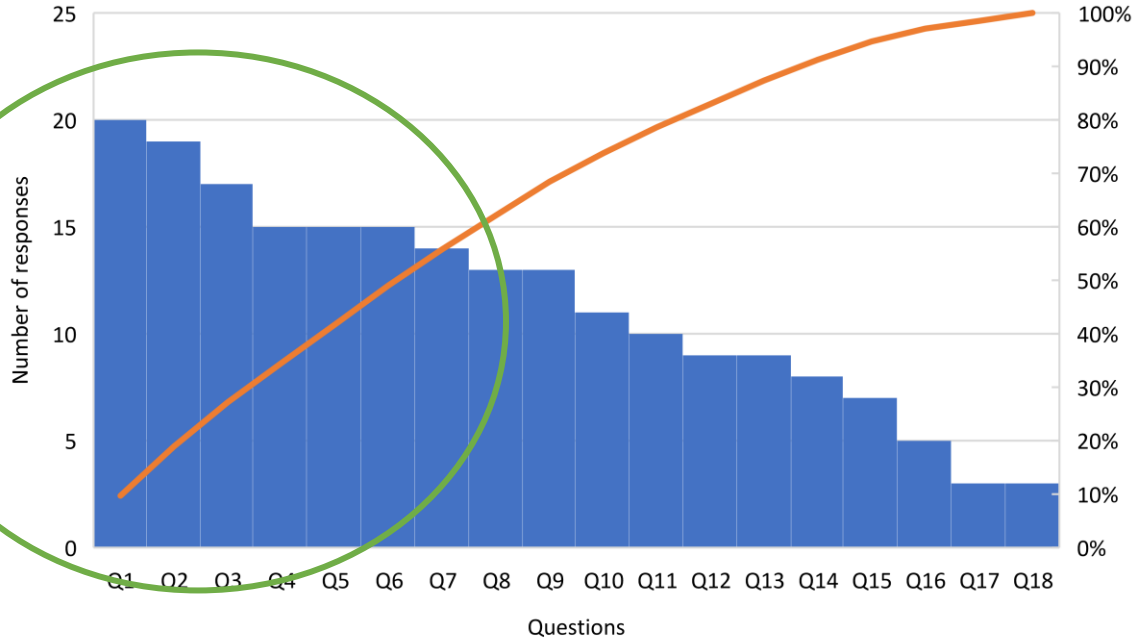
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### Feedback for college evaluation by non teaching staff



Q1	The infrastructure facility in Canteen
Q2	Quality of food in the canteen
Q3	The infrastructure facility in Classrooms
Q4	The infrastructure facility in Laboratories
Q5	Drinking water facility in the campus
Q6	Washroom facility and Hygiene care in the campus
Q7	The infrastructure facility in Library
Q8	The sports facilities in the college
Q9	The fitness care facilities in the college
Q10	Facilities for extra-curricular activities in the college
Q11	Maintenance of cleanliness in the college campus area
Q12	Maintenance of discipline in the college campus area
Q13	Maintenance of garden/plants in the college campus area
Q14	Implementation of rules and regulations during examinations
Q15	Security Measures inside the college campus area
Q16	Behavior of the Library staff in the college
Q17	Behavior of the Accounts office staff in the college
Q18	Behavior of the Administrative office staff in the college



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The above graph depicts the Vital Few as per the 80/20 rule. There are 10 criteria which falls under the Vital Few and causes the 80% problems. The rest are the Trivial Many which causes the rest 20% problems. The above highlighted (in yellow) causes will be analyzed by each department through the 5 Why Quality Tool to find out the root cause of the problems and brainstorming session will be conducted on them. The Root Causes will be further analyzed to find out the possible solutions/workarounds and then the improvisation methods will be implemented upon them. Inputs from the Administrative Body will be incorporated through Brainstorming sessions.