



SHRI RAM COLLEGE, MUZAFFARNAGAR, (UP)

INTERNAL QUALITY ASSURANCE CELL

Date: 27/01/2026

MINUTES OF THE MEETING

A meeting was held by the Internal Quality Assurance Cell in the auditorium of SRC at 2:00 P.M on 27/01/2026, with all the Dean/HoD, IQAC members, non-teaching staff, student representatives and prefects to discuss the following agenda.

Agenda:

1. Review of minutes of IQAC meeting held on 12-01-2026.
2. Interaction with non-teaching staff for improving their satisfaction level.
3. Planning of stakeholder's feedback.
4. Planning for student satisfaction survey.
5. Review of grievance redressal mechanism and student support service.
6. Interaction with students' representatives and prefects for quality enhancement.
7. Any other matter.

The IQAC Coordinator greeted the all invited members. The meeting was presided over by the principal.

Agenda 1: Review of minutes of IQAC meeting held on 12/01/2026

It was informed that the previous IQAC meeting was held on 12/01/2026 and the minutes of the meeting were read and approved by all the concerned members.

Agenda 2: Interaction with non-teaching staff for improving their satisfaction level.

The IQAC held an interaction with the non-teaching staff to understand their views, suggestions, and concerns regarding the working environment and institutional administrative processes. The members discussed various factors influencing staff satisfaction, including workload distribution, workplace facilities, communication and coordination among different sections, opportunities for professional development, recognition of good work, availability of resources, and timely resolution of administrative concerns. The committee emphasized the importance of maintaining a positive, respectful, and supportive work environment and encouraged non-teaching staff to

communicate their suggestions through appropriate institutional channels. It was resolved that their genuine suggestions should be reviewed by the competent authority and appropriate measures should be taken to improve their overall satisfaction and efficiency.

Agenda 3: Planning of stakeholder's feedback.

The committee discussed the systematic collection of feedback from various stakeholders, including students, teachers, alumni, employers, and other relevant stakeholders. It was decided that the stakeholder feedback would be collected in the prescribed institutional format through a hybrid mode, i.e., both online and offline modes, to ensure wider participation and accessibility for all stakeholders. The feedback format would cover relevant aspects such as curriculum, teaching-learning processes, institutional facilities, student support services, research and extension activities, and overall institutional performance. The members emphasized that the feedback should be collected systematically within the prescribed schedule and analyzed objectively to identify strengths and areas requiring improvement. It was further resolved that the feedback analysis report, identified gaps, suggestions received, and Action Taken Report (ATR) should be properly documented and maintained for continuous quality improvement, institutional review, and accreditation purposes.

Agenda 4: Planning for student satisfaction survey.

The committee deliberated on conducting a Student Satisfaction Survey to assess students' perceptions regarding teaching-learning processes, curriculum, infrastructure, library and digital resources, examination and evaluation systems, student support services, campus environment, and other institutional facilities. It was decided that the survey would be conducted through a structured and preferably digital questionnaire to facilitate wider participation and systematic analysis. The members emphasized that the survey should maintain confidentiality and encourage students to provide honest and constructive feedback. The survey results would be analyzed by IQAC and the identified areas requiring improvement would be communicated to the concerned departments and authorities for appropriate action.

Agenda 5: Review of grievance redressal mechanism and student support service.

The committee reviewed the existing grievance redressal mechanism and student support services available in the institution. The members discussed the functioning of appropriate institutional mechanisms for receiving, recording, examining, and resolving student grievances within a reasonable timeframe. The committee emphasized that students should be made aware of the available grievance redressal channels and that their complaints should be handled with confidentiality, fairness, and sensitivity. The existing student support services, including academic assistance, career guidance, scholarship-related support, counselling, library facilities, and other welfare measures, were also reviewed. The committee recommended regular monitoring of these services and timely resolution of student concerns to strengthen a student-friendly institutional environment.

Agenda 6: Interaction with students' representatives and prefects for quality enhancement.

The IQAC conducted an interaction with students' representatives and prefects to obtain their suggestions regarding academic and institutional quality enhancement. The students shared their views on teaching-learning practices, classroom and laboratory facilities, library and digital resources, campus cleanliness, extracurricular activities, student support services, and other aspects of campus life. The committee encouraged the student representatives and prefects to act as a constructive communication link between students and the institution and to bring genuine student concerns and suggestions to the notice of the concerned authorities. The members emphasized that active student participation and feedback are essential for improving institutional quality and creating a more inclusive, responsive, and student-centric academic environment.

Agenda 7: Any Other.

No other issues were pending to discuss in this meeting. The meeting ends with vote of thanks of the Chair.

The list of participants who attended this meeting is enclosed.

Dr. Vinit Kumar Sharma
Professor/
Coordinator, IQAC

Dr. Prerna Mittal
Principal/
Chairperson, IQAC



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INTERNAL QUALITY ASSURANCE CELL ACTION TAKEN REPORT On the decisions of the IQAC meeting held on 27/01/2026

To implement the decisions of the above-mentioned meeting of the IQAC, the following actions were taken –

S.No.	Decision	Action taken
1.	Review of minutes of IQAC meeting held on 12/01/2026.	All matter has been discussed. No need to take any specific action.
2.	Interaction with non-teaching staff for improving their satisfaction level.	An interaction was conducted with non-teaching staff, and their suggestions regarding workplace facilities, workload, coordination, and administrative support were recorded. Feasible suggestions were communicated to the competent authority for necessary action.
3.	Planning of stakeholder's feedback.	The prescribed feedback format was finalized, and stakeholder feedback was collected through both online and offline modes. The feedback received was compiled and analyzed.
4.	Planning for student satisfaction survey.	The Student Satisfaction Survey was conducted through the prescribed questionnaire. The responses were analyzed and the findings were shared with concerned departments for necessary improvement.
5.	Review of Grievance Redressal Mechanism and Student Support Service	The grievance redressal mechanism and student support services were reviewed. The concerned committees were instructed to ensure timely recording and resolution of student grievances.
6.	Interaction with Students' Representatives and	An interaction was conducted with

	Prefects for Quality Enhancement	students' representatives and prefects, and their suggestions regarding academic and campus facilities were recorded. Relevant suggestions were forwarded to the concerned authorities for necessary action.
7.	Any other related matter.	No any other issue left for discussion.

Dr. Vinit Kumar Sharma
Professor/
Coordinator, IQAC

Dr. Prerna Mittal
Principal/
Chairperson, IQAC