



**CHHATRAPATI SHAHU JI MAHARAJ UNIVERSITY**  
(Formerly Kanpur University, Kanpur)  
Kanpur UP – 208024

---

**A**

**Action Taken Report**  
**On**  
**Student Satisfaction Survey Report**  
**2020 – 21**

**Under Caption 2.7**  
**In**

**Criteria – II**  
**Teaching, Learning & Evaluation**



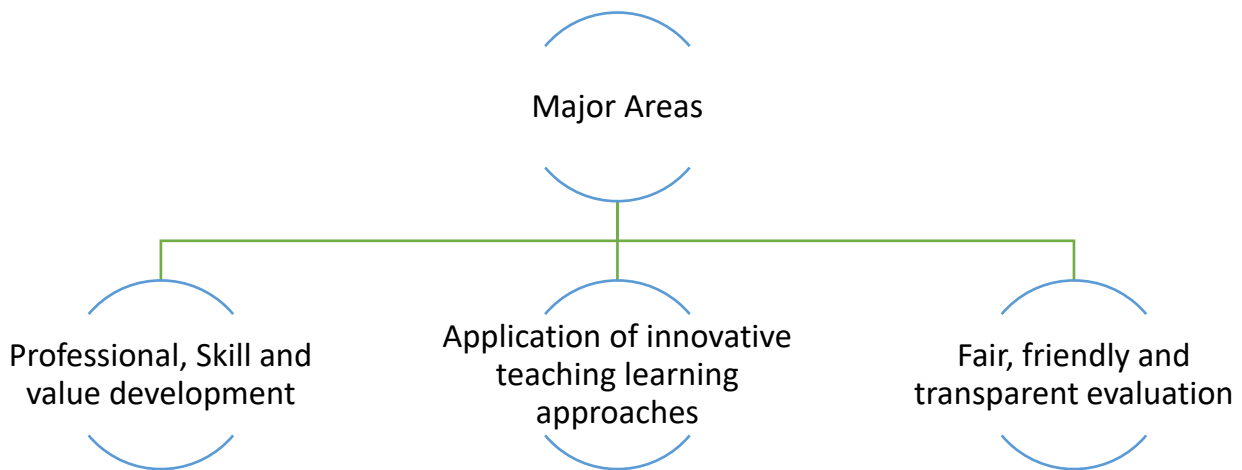
**for**  
**The Fulfilment**  
**of**  
**Annual Quality Assurance Report (AQAR)**  
**2021 – 22**

**National Assessment and Accreditation Council**  
**(NAAC)**

## **Introduction**

The CSJM University is committed to the holistic growth of students. As a result, since its inception, every department at CSJM University has been focused on increasing student satisfaction. This Action Taken Report is therefore based on the 2020–21 Student Satisfaction Survey. To optimize the overall teaching and learning experiences of the students, the following activities were conducted on the core aspects that were identified:

## **Identified Major Areas**



## **Action Plan Strategies**

On the basis of major identified areas, an action plan was prepared for the session 2021-22 as follows:

### **1. Professional, Skill and value development**

- a) CSJM University has focused on overall development of its stakeholders by organizing different professional and skill development programmes especially in the field of Science, Engineering, Management and Health Sciences such as Orientation programmes, internships, workshops, seminars, discussions etc.
- b) Considering the major recommendations of National Education Policy 2020, CSJM University is continuously working on indigenous knowledge system and value development of the students. In this regard, a course titled “Development of Human Values” was especially planned and implemented successfully.

### **2. Application of innovative teaching learning approaches**

- a) A collaborative approach of teaching learning is applied by the eminent faculties of CSJM University for maximising output.
- b) In Today’s teaching learning condition students are much equipped with technical gadgets, therefore a digital collaboration between the students and faculties are very important for communicating and connecting.

### **3. Fair, friendly and transparent evaluation**

- a) CSJM University initiated the digital evaluation system for better transparency and fairness.
- b) The discussion of Assignment and mid-term question papers in the class were implemented for better understanding and transparency in evaluation.