

INTERNAL QUALITY ASSURANCE CELL

Feedback Policy

I) INTRODUCTION/PREAMBLE

Feedback is the essence of two-way communication between the provider and the receiver. Effective feedback, both positive and negative is important for continuous improvement as it helps in understanding the strengths, weaknesses, opportunities and challenges faced by the organization. It is advantageous to the organization as well as the stakeholders as improvisations made based on the feedback received benefits all the stakeholders. Feedback from students, employees, alumni inculcates a sense of ownership about the organization and make them feel valued and responsible. Regular feedback is important across the entire organization in order to remain aligned to goals and is part of continuous learning process for regular improvisations to serve better. College in its mission for continuous improvement in all sectors, academic or administrative has entrusted IQAC with the responsibility for arranging feedback responses from all stakeholders of the College on quality related institutional processes.

A) *Feedback Schedule*

The format for each type of feedback to be filled by each stakeholder shall be prepared by a Curriculum Committee under IQAC. The feedback forms to be collected electronically shall be prepared through a email monitored by Curriculum Committee under IQAC.

1) STAKEHOLDERS-The multiple stakeholders of the College are:

- a) Students
- b) Teachers
- c) Parents
- d) Alumnie)
- e) Employers

2) TYPES OF FEEDBACK

2.1 Students' feedback- has three dimension viz.

a) Feedback about Curriculum- The feedback about curriculum will collect students input on all aspects of curriculum including the course content, learning resources, learning environment, quality of transaction and evaluation. It shall be collected by students of every semester/year at the end of semester/year as applicable.

b) Feedback about Quality of Teaching

This shall involve feedback about quality of teaching of each faculty member teaching a particular subject. The standard format will be circulated from IQAC to the students to understand about the teaching methods used andthe learning environment during class room teaching. be collected minimum of once every year.

c) Feedback about College and its functioning

This will entail feedback about all the infrastructure and facilities in the College. Entire Campus namely classrooms, library, transportation, ICT labs, resource rooms , students section, cafeteria, rest rooms, campus life shall be covered in this particular feedback. This shall be collected once a year

2.3 Alumni feedback

2.4 Employers feedback

2.5 Parents feedback

2.1 Students' Feedback:

2.2 Teachers' Feedback about curriculum

The purpose of this feedback is to obtain the teachers input on the overall of teachers on curriculum design & revision, employability, examination patterns & reforms, teaching methods and overall teaching-learning environment. The feedback from teachers will be collected once during an academic year.

2.3 Alumni Feedback

The purpose of this feedback is to obtain the inputs from the alumni on the quality of program at College. This will also help in assessing the extent of attainment of the programme outcomes. This feedback will be collected from all participating alumni of College during annual Alumni meet or through e-mail.

4 Employers' Feedback

The purpose of this feedback is to obtain the employers input on the quality of the graduates at College and to assess whether the expectations of recruiters were fulfilled. The student's ability to handle the professional situations , professional competencies and skills, knowledge acquired during their learning can also be assessed.

2.5 Parents' Feedback

College takes the initiative of organizing Parents-Teachers-Students meet (PTM) regularly to apprise parents and guardians with the academic and professional growth of their ward. Feedback from parents towards institutional functioning, academic courses, evaluation mechanism, parent teachers interaction, promotion of professional communication and competencies etc. Delivery of academics including course employability, skill training, practical learning and their overall satisfaction related to the progress of their ward will be collected

manually/electronically by the concerned teachers monitored by Deans of faculty. The sample format is enclosed as Annexure VII.

B) Mechanism of Circulation of feedback formats:

Students Feedback about Curriculum, Quality of Teaching, and about College and its functioning through IQAC head/coordinator Teachers feedback about Curriculum through IQAC Chairman Alumni feedback through Alumni coordinator or Coordinator Placement Cell. Employers feedback through Principal Parents feedback IQAC through Administrative Officer

C) Collection and Compilation of Feedback data:

The data on the feedback shall be collected through a structured Feedback Schedule developed for specific stakeholder It may be collected online or off line mode.

D) Analysis of feedback received and review of results:

The feedback received will be analyzed offline or online as per the mode of collection and results will be statistically analyzed for each stakeholder separately and shall be graphically represented for better understanding.

E) Discussion and Review of Feedback- Power Point Presentation on different feedback obtained by respective head/coordinator will be made in open house of the college before presenting to the IQAC

E) Action taken:

The actions about the collected feedback after analysis shall be taken as per the outcome of the feedback of specific domain. The action taken report by each concerned feedback shall be submitted to

IQAC within a month of analysis of feedback by the Head/Coordinator

G) REVISION OF FEEDBACK FORM

The feedback forms can be revised as per the need of the situation and as per the requirement of the feedback to be obtained. The revisions shall be made by the feedback committee and shall be approved by IQAC.