



# **FEEDBACK POLICY**

## **University Campus**

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# FEEDBACK POLICY

## 1. Introduction

Performance of University is increasingly analyzed on the basis of effective learning outcomes. Feedback Mechanism is essential to know whether the university is reforming good performance and imparting quality education. Hence, the university imparts policy to make feedback forms available for different stakeholders to analyze the performance on different aspects.

## 2. Purpose and Scope

- To maintain a current consciousness of the desires and forecast of students and stakeholders of the university;
- Provides space for continuous enhancement of all products, services, facilities and procedures;
- Audit and enhance the aspects of students' learning experiences through the timely collection, analysis and reporting of student feedback concerning teaching, learning and assessment;
- Providing students and stakeholders with the scope to actively participate in the continual improvement of programs of study by feedback collected on timely basics.

## 3. Responsibilities

Internal Quality Assurance Cell (IQAC) has flourished Feedback Mechanism and structure for its analysis. IQAC Director and the other faculty members from different departments will be jointly responsible for the collection, analysis and reporting of student and stakeholder feedback relating to academic and other allied program conducted in university.

## 4. Stakeholders

Stakeholders are any person/persons or organization that has associated with the university. Stakeholders include, but are not limited to:

- Students
- Alumni
- Teaching & Non-Teaching staff members
- Professional Bodies
- Suppliers/Vendors, Trainers
- Guests- Technical & Non-Technical events
- Parents

## 5. Feedback Mechanism

IQAC shall prepare structured Feedback forms for respective stakeholders. The feedback shall be collected through both online and offline methods. Filled feedback forms shall be analysed by IQAC. Feedbacks are to be collected under following broad head -

Feedback from students	-	Fortnightly (CR Feedback), End of Semester
Feedback from Alumni	-	Once/Twice in a year
Feedback from employer	-	One month after joining of student
Feedback from staff	-	Annually
Feedback from parents	-	Annually

Feedback on curriculum shall be taken from all the Stakeholders to analyze the success of existing curriculum and to suggest valuable suggestions in other aspects related to teaching, learning and research processes.

After the feedback analysis, it shall be forwarded to the **competent authority** for further process and action. Based on feedback analysis, action taken report shall be generated and necessary remedial measures taken on timely basis.

**STUDENT FEEDBACK FORM**

**Program - ..... Semester: ..... No. of student participants: .....**

6	5	4	3	2	1
Excellent	Very Good	Good	Fair	Poor	Very Poor

**A. Faculty**

Subject	Name of the Faculty	A Knowledge	B Comm Skill	C Giving Assignments	D Interactive Approach	E Control over the class	F Overall Rating

**B. Coordinator**

Name of the Coordinator	A Interaction	B Cooperation	C Control of Students	D Query Handling	E Behavior

**Any Problem related to Faculty/ Coordinator:**

**C. Overall Facilities** (Academic, Infrastructure, Co-Curricular of JNU (on 6 point scale)

**D. Library**

a. Subjects &amp; Books Availability

b. Reference books availability

c. Library Timings

**E. Computer Lab**

a. Proper functioning of PCs

b. Speed of Internet

**F. Infrastructure**

a. Cleanliness of the class room

b. Cleanliness of toilets

**G. Canteen**

a. Quality of food at canteen

b. Variety of food available in  
the canteen**H. Co-Curricular Activities**

a. Sports

b. Cultural Activities

**I. Complaints/ Suggestions:**

## ANNEXURE-II



### **ALUMNI FEEDBACK FORM**

We are glad that you have spent valuable years pursuing program of your choice at Jagannath University, Jaipur, Rajasthan, India. We shall be thankful if you can spare some of your valuable time to fill up this feedback form and give your valuable suggestions for further improvement of the University. Your inputs will be of great use to improve and enhance the quality of your Alma Mater.

**Name:** ..... **Year of Passing:** .....

**Degree Program/s:** .....

**E-Mail Id:** .....

**Current Position & Company Name:** .....

S. No.	Attributes	Always (5)	Most of the Times (4)	Sometimes (3)	Rarely (2)	Never (1)
1.	You feel proud to be associated with Jagannath University as an Alumni.					
2.	Education imparted at Jagannath University is useful and relevant in your present job					
3.	University is having adequate infrastructure i.e. laboratories, equipment, library etc. for relevant academic exposure and experiences.					
4.	University/Department organizes various kind of activities for overall development of students and make them employment ready.					
5.	Did you get Faculty members' support and facilitation for academic and overall development					
6.	Has the TP Cell provided adequate On Campus and Off Campus					

	placement opportunities?					
7.	University/Department handles student's grievance properly.					
8.	Is University providing good services as Alumni after passing out?					
9.	Are you willing to contribute in the development of the University/Faculty?					
10.	Do you receive regular updates from the University through Mails/Calls/SMS etc.?					

As per industry requirements is there a need for any change in curriculum and syllabi?

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Would you suggest any improvements in Teaching and Learning Process?

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Is there a need to improve alumni involvement in the development of the University? YES/NO

If Yes, How?

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**Signature of the Alumni**



**INDUSTRY/EMPLOYER FEEDBACK FORM**

Dear Sir/Madam,

As our students have been associated with you for either internships or placements so we would seek your feedback for their overall assessment and also it will help us update our teaching learning processes to generate better learning outcomes. The following questions need your consideration, so request you to spare out your valued time and share your feedback. We assure you the confidentiality of this report.

Company Name: ..... Email id: .....

Name/Designation: ..... Year: .....

S. No.		Excellent (5)	Very Good (4)	Good (3)	Satisfactory (2)	Poor (1)
1.	<b>Feedback about Students</b>					
1.1	General Knowledge & Awareness of domain					
1.2	Knowledge application					
1.3	Communication Skills					
1.4	Technical skills					
1.5	Moral and Ethical Values					
2.	<b>Feedback about Curriculum &amp; Teaching</b>					
2.1	Curriculum with respect to the Industry/Businesses					
2.2	Students with respect to being open to new ideas and learning new technologies					
2.3	Student aptitude with respect to domain					
3.	<b>Feedback about University</b>					
3.1	Infrastructure					
3.2	Hospitality					
3.3	Interaction with Staff and Faculty members					
3.4	Overall satisfaction with the support received from the University during placement drive					

I would definitely consider visiting again for placements

YES/NO

I will recommend Jagannath University to other recruiters

YES/NO

Any Suggestion –

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**Thanks for sharing your valuable inputs !!**



### **TEACHERS' FEEDBACK FORM**

This questionnaire is intended to collect information relating to your satisfaction towards the curriculum, teaching, learning and evaluation and overall environment and facilities in the University. The information provided by you will be kept confidential and will be used as important feedback for quality improvement of the program and University.

For each item please indicate your level of satisfaction with the following statement by choosing a score between 1 and 5.

**5 – strongly agree, 4 – agree, 3 – neither agree nor disagree, 2 - disagree, 1 – strongly disagree**

<b>Statements</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
1. Syllabus is suitable to the course.					
2. Aims and objectives of the syllabi are well defined and clear to teachers and students.					
3. The course/syllabus has good balance between theory and application.					
4. Sufficient number of prescribed books are available in the Library					
5. Infrastructural facilities, such as teacher's rooms, class rooms, reading rooms and toilets are available in the Department.					
6. Tests and examinations are conducted well in time with proper coverage of all units in the syllabus					
7. I have the freedom to propose, modify, suggest and incorporate new topics in the syllabus.					
8. I have the freedom to adopt new techniques/strategies of teaching for learners' participation.					
9. The environment in the department is conducive to teaching and research.					
10. The administration is teacher friendly.					
11. The University provides adequate and smooth support for projects and research facilities.					
12. The University provides adequate funding and support to faculty members for upgrading their skills and qualifications.					
13. Provisions for professional development are non-discriminatory and fair.					
14. University provides adequate facility to staff i.e. canteen, ATM, stationary and photocopier outlet, basic health care unit etc.					

15. Any other comments/suggestions:

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**Signature of the Teacher**



## JAGANNATH UNIVERSITY

**PARENTS FEED BACK FORM****अभिभावक प्रतिपष्टि प्रपत्र**

Name of the Parent (अभिभावक का नाम): \_\_\_\_\_ Phone No (फोन नं०): \_\_\_\_\_

Postal Address (डाक का पता): \_\_\_\_\_

Name of Student (छात्र का नाम): \_\_\_\_\_ En. No. (एनरोलमेंट संख्या): \_\_\_\_\_

Name of the Degree (डिग्री का नाम): \_\_\_\_\_ Year of Graduation (स्नातक का वर्ष): \_\_\_\_\_

Kindly share your feedback on following and circle the appropriate option:

कृपया निम्नलिखित पर अपनी प्रतिक्रिया साझा करें और उपयुक्त पर सर्किल करें:-

S.No. क्रम सं.	Parameters मानक	Excellent उत्कृष्ट (5)	Very good बहुत अच्छा (4)	Good अच्छा (3)	Satisfactory संतोषप्रद (2)	Poor खराब (1)
1.	Infrastructural facilities such as library, laboratories workshops, hostel and other campus facilities. पुस्तकालय, प्रयोगशालाओं की कार्यशालाओं, छात्रावास और अन्य परिसर सुविधाओं जैसी ढाँचागत सुविधाएँ।					
2.	Quality of academic resource i.e. teaching faculty, course material etc. शैक्षणिक संसाधन की गुणवत्ता यानी शिक्षण संकाय, पाठ्यक्रम सामग्री, आदि।					
3.	Encouragement to your ward for participation in various co-curricular activities (say seminar, conference, guest lecturers etc.). विभिन्न सह-पाठ्यक्रम गतिविधियाँ (जैसे-संगोष्ठी, सम्मेलन, जतिथि व्याख्यान आदि) में भाग लेने के लिए अपने बार्ड को प्रोत्साहित करना					
4.	Placement activities of the institute. संस्थान की प्लेसमेंट गतिविधियाँ					
5.	Encouragement towards extracurricular activities (sports etc.) अतिरिक्त गतिविधियाँ (खेल आदि) के प्रति प्रोत्साहन।					
6.	Overall personality development of your son/daughter during their stay of ..... years. अपने पुत्र/पुत्री के समग्र व्यक्तित्व विकास के दौरान उनके .....वर्ष।					
7.	Do you recommended Jagannath University as an institute of your choice for admission to your friends, relatives etc. क्या आपने अपने दोस्तों, रिश्तेदारों आदि के प्रवेश के लिए अपनी पसंद के संस्थान के रूप में जगन्नाथ विश्वविद्यालय की सिफारिश की थी।	YES/NO (हाँ/नहीं)				
8.	Any other suggestions for improving the institute towards making it an institute of excellence. संस्थान को उत्कृष्ट बनाने की दिशा में सुधार के लिए कोई अन्य सुझाव।					

Signature of Parents

अभिभावक के हस्ताक्षर