Institute's Feedback Policy
(2018-19)

The Institutions believes that Feedback is an essential and integral part of an ongoing learning process. It helps in gathering the perception of learning experiences/learning outcomes, comprehensive Course review, motivation and engagement along with overall satisfaction of all the stake holders at various levels for continuous improvement of the departments and the Institution as a whole.

To attain the very purpose of Feedback system, all the departments must ensure that this Feedback Policy is effectively implemented throughout the semester session, Feedbacks must be analyzed, timely actions must be taken and all the records should be maintained properly. Google Platform, a modern tool for feedback must be employed for feedback process. However, in case, wherever not possible, manual method can be employed.

The Feedback is classified as Formal/Structured and In-formal feedback depending upon the method employed. The guidelines of which is mentioned below:

Formal Feedbacks

These Feedbacks must be taken in the Department periodically as stated below:-

Sr.No	Name of Feedback	Occurrence	Mode
1	Theory Feedback	Twice in Semester	Online
2	Practical Feedback	Twice in Semester	Online
3	Course End Survey (Theory & Practical)	At end of Semester	Online
4	Students Satisfaction Survey (SSS) a) Teaching-Learning b) Facilities and Extended Support	At end of Semester	Online
5	Any Enhancement Programs, Workshops, Trainings, Internships, FDP's etc.	At the end of the activity	Online

6	Program Exit Feedback	At the end of Program	Online
7	Teacher Feedback	At end of Semester	Online
8	Employer Feedback	Once per Employer company	Online
9	Alumni Feedback	At every Alumni meeting	Online
10	Parent Feedback	Once in Semester	Manual Form
11	Industry/Guest Feedback	During visit/meet	Manual Entry
12	Employee Exit Feedback	During Separation.	Manual Form

Theory Feedback /Practical Feedback:

- Theory and Practical Feedback must be taken from the students during the midsession and end of each semester.
- Its analysis must be done in the midsession & semester end and corrective actions should be taken at department level immediately so as to enhance the process of effective teaching learning and course delivery.
- The format for Theory feedback is marked as Annexure-I and attached with this document.
- The format for Practical feedback is marked as Annexure-II and attached with this document.

Analysis:
1. Summarize & analyze the feedbacks received from the students.
2. Categorize it in a scale of Excellent (85-100%), Very Good(70-85%), Good (55-70%), Fair(40-55%) and Poor(<40%).

Action:
1.   Based upon the feedback rating the following actions must be taken by the Head of the Department.

   a. **If student rating is Excellent/Very Good:-**
      i. Discuss with concerned Course In-charge & appreciate his/her efforts.

ii. Share the success story with the other faculties in the departmental meeting.

iii. Issue letter of appreciation for Excellent rating from the authority.

b. **If student rating is Good/Average :-**

i. Separately discuss with few average students in the class for the difficulties faced in the subject/method of teaching/deficiency if any.

ii. Based on the feedback received from these students discuss the criticality with the concerned subject faculty.

iii. **Suggest** him/her the **remedial actions** for the improvement. **Motivate him/her to** perform better.

c. **If student rating is Poor :-**

i. Visit the class room & discuss with the students on the respective subject, understand the difficulties faced. Try to find out the exact issues.

ii. Share feedback with the concerned faculty and try to understand his/her issues.

iii. Based on the above discussions, **suggest** him/her the **remedial actions. Motivate him to** perform better.

iv. Help him/her realize the importance of the feedback. If possible ask any senior staff to mentor him/her for improvisation.

2. HOD should use these feedbacks for further academic improvement & faculty assessment.

3. Record of discussion with the faculty must be maintained in the Feedback file.

4. A summary of the feedback analysis and action taken must be submitted to the IQAC/Principal.

Course End Survey (CES)

• This survey must be taken at the end of the semester for each course covering all the aspects of the course.

• The CES should be taken for both Theory & Practical Course.

• Each Subject In-Charge need to prepare this feedback form based on their respective subject.

- The sample format for Course End Survey is marked as Annexure-III and attached with this document.

Analysis:

1. Summarize & analyze the feedbacks received from the students.
2. Categorize it in a scale of Excellent (85-100%), Very Good(70-85%), Good (55-70%), Fair(40-55%) and Poor(<40%).

Action:

1.   Based upon the feedback rating the following actions must be taken by the Head of the Department.

   a. **If student rating is Excellent/Very Good:-**
      i. Discuss with concerned Course In-charge & appreciate his/her efforts.
      ii. Share the success story with the other faculties in the departmental meeting.
      iii. Issue letter of appreciation for Excellent rating from the authority.

   b. **If student rating is Good/Average :-**
      i. Based on the feedback received from these students discuss the feedback with the concerned subject faculty.
      ii. **Suggest** him/her the **remedial actions** for the improvement. **Motivate him/her to** perform better.

   c. **If student rating is Poor :-**
      i. Share feedback with the concerned faculty and try to understand his/her issues.
      ii. Based on the above discussions, **suggest** him/her the **remedial actions. Motivate him to** perform better.
      iii. Should mentor the faculty and provide valuable suggestions through his/her experience for effective delivery of course contents.
      iv. Help him/her realize the importance of the feedback. If possible ask any senior staff to mentor him/her for improvisation in course delivery.

2. HOD should use these feedbacks for further academic improvement & faculty assessment.
3. Record of discussion with the faculty must be maintained in the Feedback file.
4. A summary of the feedback analysis and action taken must be submitted to the IQAC/Principal.

Students Satisfaction Survey

- This survey must be taken at the end of each semester which shall be the best indicator of the Students Satisfaction Level on overall Institutional performance.
- It shall be a two part survey on:
  a) Teaching learning process
  b) Institutional facilities and support.

- The format for Student Satisfaction Survey is marked as Annexure-IV and is attached with this document.

Analysis:
1. Summarize & analyze the feedbacks of Part A & Part B separately.
2. Categorize each part in a scale of Excellent (85-100%), Very Good (70-85%), Good (55-70%), Fair (40-55%) and Poor (<40%).

Action:
1. Based upon the survey the suitable actions towards teaching learning, facilities and support must be taken by the Head of the department at department level.
2. Feedback collection, analysis report and other details must be uploaded on Institution's website.
3. The results, its analysis and proposed action/action taken for this feedback must be submitted to the IQAC (hard & validated soft copy) / Principal after each semester along-with the significant suggestions from the students.
4. The IQAC must further analyze these feedbacks and through the process involving Institutional bodies initiate actions, reforms and establish mechanisms to satisfy the survey needs.

5. Minutes of the meeting on the action taken report on this feedback must be uploaded on Institution's website.

6. All the records of the survey must be maintained at all levels.

Any Enhancement Programs, Workshops, Trainings, FDP's etc.

- Any activity carried out in the department must be closed by its feedback.

- The department may design their own feedback of these activities and the feedback must be the good indicator of the **mode of delivery/method, planning & execution** and **outcome** of that activity.

Analysis:

1. The feedback received for the activity must be summarized and analyzed properly.

2. It can be categorized in a scale of Excellent (85-100%), Very Good (70-85%), Good (55-70%), Fair(40-55%) and Poor(<40%).

Action:

1. Based upon the feedback rating the concerned authority may initiate actions at his/her her level towards continuous improvement of such activities.

2. Appreciation and motivation towards improvement must be followed with the feedback.

3. All the records viz. Feedback collection, analysis and action taken must be maintained.

4. A copy of the record must be marked to the IQAC/Principal for further assessment and future actions at higher level.

Program Exit Feedback:

- This feedback must be taken at the end of the program from the students.

- It must be the indicator of the program outcomes attained by the respective departments.

- The format for Program Exit Feedback is marked as Annexure-V and is attached with this document.

Analysis:

1. The feedback received must be summarized and analyzed.

Action:

1. The head of department must use this feedback for the program enrichment and must incorporate the valuable suggestions at department level.
2. All the records viz. Feedback collection, analysis and action taken must be maintained.
3. A summary of feedback record must be submitted to the IQAC/Principal along with the significant suggestions for further assessment and actions at higher levels.

Teacher Feedback

- Teacher feedback must be taken at the end of the semester session from all the teaching faculties.
- It must be carried out for review of syllabus or any course contents of the subject taught.
- For continuous improvement in the teaching-learning process, modes of delivery/methodology and Institutional progress this feedback is extremely essential.
- The format for Teacher Feedback is marked as Annexure-VI and is attached with this document.

Analysis:

2. The feedback received from the teacher must be summarized and analyzed.

Action:

4. The head of department must use this feedback for the next years curriculum enrichment and must incorporate the valuable suggestions at department level.
5. All the records viz. Feedback collection, analysis and action taken must be maintained.
6. Letters must be issued to the University based upon the review of syllabus for addition/modification/alteration of any course contents in the syllabus.
7. A summary of feedback record must be submitted to the IQAC/Principal along with the significant suggestions by faculties for further assessment and actions at higher levels.

Employer Feedback:

- An employer feedback must be taken from the employers of our alumni once per company for course review, alumni's performance and suggestions regarding the change/addition/modification in curriculum so as to meet the Industry needs.
- The feedback will be initiated, collected and analyzed by the **Training and Placement** department of the Institute.
- The format for Employer feedback is marked as Annexure-VII and is attached with this document.

Analysis:

1. The feedback received from the Employer must be summarized and analyzed properly.

Action:

1. The feedback received, analyzed must be shared with the respective departmental heads by the T&P.
2. The respective departmental head must analyze the feedback report further and take actions for improvement.
3. All the records viz. Feedback collection, analysis and action taken must be maintained.
4. Letters must be issued to the University based upon the review of syllabus for addition/modification/alteration of any course contents in the syllabus.
5. A summary of feedback record must be submitted to the IQAC/Principal along with the significant suggestions by Employers for further assessment and actions at higher levels.

Alumni/Parent Feedback:

- Alumni feedback must be taken at every alumni meeting.
- Parent meeting must carried out once in a semester.
- The feedback must be initiated, collected and analyzed by the respective department of the Institute.

- The format for Alumni feedback is marked as Annexure-VIII and Parent Feedback as Annexure-IX and is attached with this document.

Analysis:

1. The feedback received from the Alumni/Parent must be summarized and analyzed properly.

Action:

1. The best actions must be taken at department level by the Head of Department at departmental level.
2. All the records viz. Feedback collection, analysis and action taken must be maintained.
3. A summary of feedback record must be submitted to the IQAC/Principal along with the significant suggestions by Alumni/Parents for further assessment and actions at higher levels.

Industry/Guest Feedback

Suggestions / grievances must be recorded in a Visitor's Register during visit of Guest/Industry Person/Eminent personalities in the department. The same has to be addressed proactively for system improvement and should be brought to the notice of IQAC / Principal.

Employee Exit Feedback

- This feedback must be taken from the employee at the time of separation from the Institute.
- It must be made available by the Admin department to the concerned Employee.
- Its analysis must be done by the Management and the suggestions for organizational improvement must be best implemented to improve the quality of the Institution.

In-Formal Feedbacks

1. Normally HOD should maintain the routine practice and discuss with students regarding the quality of ongoing teaching learning process in the department.

2. This could be done by discussing with sample no. of students separately/surprise visit in the practical hours etc.

3. During visit of parent in the department, HOD should take an informal feedback of the Department & Institute.

4. The Head of Department must also take informal feedbacks from the Faculties and non-teaching staffs for the improvement of department and the Institution.

5. If any suggestion or grievances is received in the informal feedbacks from the students/parents, the same needs to be addressed proactively to improvise the system.

6. The students shall be encouraged to provide their suggestions in the suggestion box of the department to improve the department/Institute systems /activities/processes etc :-

(i) This suggestion box must be open by the Principal in the presence of head of department and concerned In-charge.

(ii) These suggestions must be discussed between Principal, HoD and concerned faculty with a formal meeting at Principal's office and decisions must be made by the authority to address these suggestions.

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