

STANDARD OPERATING PROCEDURE

FOR

FEEDBACK COLLECTION

PREFACE

A well-structured feedback mechanism is imperative for the incremental progress of institution. An effective mechanism for collection of feedback and analysis of the feedback is vital to contribute to all aspects of quality assurance. It holds a key responsibility in improvement of quality enhancement, teaching – learning procedures, infrastructure and learning resources.

The various feedback to be collected include

- Feedback on Teaching Learning Process (TLP)
- Feedback on Curriculum
- Feedback on facilities / Infrastructure

The feedback are to be collected from students, teachers, alumni, employers, parents, etc., This collection of feedback from all stakeholders and initiating corrective measures accordingly would allow assurance and sustenance of excellence in all the Institute's endeavour. Through Feedback on TLP, students reflect their opinions on level of understanding, course contents, evaluation procedure and course teacher performance. This, in turn paves way for further enhancements in TLP towards achieving the required outcomes.

Feedback on Teaching-Learning Process

Feedback Collection Process:

- Feedback about the course faculty would be obtained from students through offline/online, twice in a semester.
- Feedback I is to be taken after one month of the commencement of the semester. Final feedback is taken after the internal assessment II exam. This feedback contains questions

which assess the planning and organization, presentation and communication, class management and student's interaction with faculty members.

- The feedback also surveys the students' opinions on teachers evaluation capacity (i.e., ability to set or conduct different assignment/seminars/quiz/tests etc.), approach towards students (i.e., engaging students regularly, maintaining discipline in the class, offering assistance & counselling to needy students, showing courtesy and immaterialness in dealing with students) and effectiveness of teaching learning process.
- The feedback provides opportunity for the course teacher to make initial corrections in the ongoing teaching-learning process to make it more effective.
- Feedback is obtained from students on 20 parameters stipulated in the structured form in 1-5 point scale with 5 indicating maximum point and 1 indicating minimum point.
- The average student participation in the feedback process must be around 75%.
- Suggestion box has been kept at appropriate places in college campus. The complaints / suggestions can be made anonymously.
- The Department would constitute Quality Circle with faculty and student members for each class. Quality Circle meeting should be conducted twice in a semester. Student members would be invited to express their views on the subjects, academic environment of the Department and the discussion points would be considered for further actions. It helps to know the students opinion about Department activities, academic progress like syllabus coverage, teaching methodology of faculty members, teaching learning process etc.,
- Principal would conduct interactive meeting with the section of students regarding the academic activities and collect the oral feedback from the students directly.

Feedback Analysis Process:

- The feedback report represents average points scored by the faculty in each parameters and cumulative average point for the particular course.
- Head of the Department analyses all the feedback reports. The positive comments are appreciated and any lapses mentioned, will be communicated to the concerned faculty for necessary corrective measures.
- All the feedback reports about the faculty and course will be submitted by Head of the Department to Principal regularly.
- The student's feedback on the performance of course faculty would also influence the scoring in the computation of Faculty Performance Index in the Performance Appraisal System of the individual faculty member which has to be submitted to the head of the institution at the end of the academic year.

Record of Corrective Measures:

- The corrective measures are taken based on the findings and the same are recorded.
- The strength and weakness identified from the feedback would be reported to the respective faculty to enhance their teaching efficiency.
- The HOD arrange meeting with faculty members who have scored less points and enquire about reasons for the lower score in appraisal.
- Based on the explanation received, HOD offers advice for improving their teaching learning initiatives.
- Students' feedback would also be considered as a parameter for calculating the Faculty Performance Index in the appraisal form.
- Any ambiguity in matching the pace of the deliverable as per the students' requirements would be compensated by arranging the extra lecture hours.

- Result analysis on internal assessments for all the subjects would be done to guide the concerned faculty members for taking necessary actions for improvement.
- Remedial classes for the slow learners should be scheduled and conducted to improve their performance.

Faculty members are insisted to attend FDP / workshops / seminars to improve their teaching skills.

Feedback on Facilities

Feedback Collection process on facilities:

Feedback would be collected from the following stakeholders

- Students' Feedback through Quality Circle Meeting
- Interactive Feedback of Students with Principal
- Parents feedback
- Alumni survey
- Student exit survey

Feedback analysis process:

- Head of the Department analyse the feedback received. Any shortfall in the facilities should be reported to the concerned coordinators, to uproot the cause of the issue.
- Overall feedback summary would be prepared and it would act as an indicative parameter to know the expectations of students about the Institution and Department facilities.

Feedback on Curriculum

Feedback Collection process on Curriculum

Feedback on curriculum include resilience of the curriculum and syllabus in honing the students competency level in the job market, the level of interest created by the curriculum and syllabus in pursuing Higher Studies/Research/Entrepreneurship, curriculum help in improving students inter/interpersonal skills, societal responsibility, integrity, Ethical & Human values etc., the opportunity provided by the curriculum for

self-learning / Experimental learning/ Extended learning, the provision of skill up-gradation in Institute's curriculum from the perspective of students, alumni and teachers would be collected and analysed.

Feedback analysis process

The feedback collected is submitted to IQAC and the plan of action to supplement the curriculum is framed in dialog with the members of the IQAC.

Frequency of Feedback Collection

The institution shall ensure the feedback and its analysis from the following stakeholders.

SL.No.	Stakeholders	Frequency of collection
1	Students Feedback	Twice/Semester
2	Teachers Feedback	Yearly
3	Employer Survey	Yearly
4	Alumni Survey	Yearly
5	Exit Survey	Yearly

The following feedback are collected to enrich the quality of the Institution:

- Student Feedback.
- Teachers Feedback.
- Parents Feedback.
- Employer Survey.
- Alumni Survey.

- Student Exit Survey.
- Alumni Feedback on Curriculum.
- Teachers Feedback on Curriculum.
- Students Feedback on Curriculum.

In view of the above, KOSHYS GROUP OF INSTITUTIONS at Bangalore.

- Improving Teaching Learning Process to cater the students Skills / Knowledge requirements.
- Supporting the Affiliating University in revising and updating the Curriculum

Improving the facilities / Infrastructure in line with changing requirements (Teaching-Learning)


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