

FEEDBACK POLICY

Introduction

Feedback makes the communication process effective and is one of the important forms of communication. It is a two-way communication i.e between sender and the receiver. The feedback helps the sender know the opinion of the receiver. Feedback, though positive or negative, helps the institution understand its strengths, weaknesses, opportunities and threats. Regular feedback not only helps in improving teaching-learning but also helps in the overall growth and development of the institution. Feedback helps to understand what are the stakeholder's expectations from the institute. The IQAC Department of the institute is responsible for the collection of feedback from various stakeholders.

The IQAC Department collects the feedback through online mode with the help of Google forms. The stakeholder's responses are collected, recorded and analysed. The suggestions given are studied and action is taken accordingly. Stakeholders of the institute are- Alumni, Students, Parents, Teachers & Employers.

The various feedback taken from the stakeholders are

1. **Alumni Feedback-** The IQAC Department collects this feedback during the alumni meet held by the institute. The participants provide their feedback on curriculum, quality of teaching and institute and its functioning.
2. **Students Feedback-** The student feedback is collected into two ways i.e.
 - a) Student Feedback on academic performance and ambience of the institution: here the students give their opinions on the overall infrastructure of the institute.
 - b) Student Feedback on Teachers- here the students give their inputs on the quality of teaching done by their various subject teachers.
3. **Parents Feedback-** The college conducts Parent's Teachers Meeting to discuss the behaviour of their wards. The parents are informed about the facilities provided by the college to their students like industrial visits, extra-curricular activities, etc. This feedback is collected during the Parent's Teachers Meeting.
4. **Teachers Feedback-** The faculty members of the institution gives their feedback on course syllabus as well as on the working conditions provided by the institution.
5. **Employers Feedback-** The employers give their inputs on the curriculum, quality of the graduates, etc.

Steps taken in making Feedback Analysis Report are mentioned below –

- Preparation of the questionnaire with the help of Google Form by the IQAC.
- Circulating the Google Forms to the various stakeholders through Whatsapp and E-mail. and website.
- Collection of the responses given by the various stakeholders.
- Analysis of the responses given by the stakeholders.
- Preparation of Feedback Analysis Report.
- Studying and reviewing the suggestions recorded.
- Preparation of the Action Taken Report on the basis of suggestions given.

