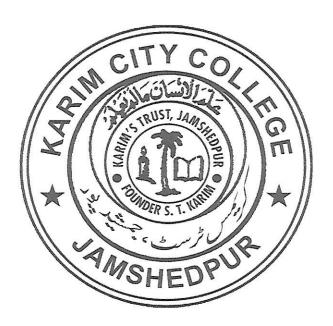# KARIM CITY COLLEGE, JAMSHEDPUR

POLICY DOCUMENT ON THE FEEDBACK MECHANISM

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Policy on Feedback Mechanism

Preamble

Feedback is the essence of a two-way communication between an academic institution and its stake holders. 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 institution. It is advantageous to the institution as well as the stakeholders as improvisations made based on the feedback received benefits all the stakeholders.

Feedback from students, parents, employees, alumni inculcate a sense of ownership about the organization and make them feel valued and responsible. Regular feedback is important for the entire institution to remain aligned to its goals. It is part of the continuous learning process for regular improvisations to serve better.

Karim City 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 on quality related institutional processes.

Feedback Mechanism

For uniformity and standardization of procedures, these guidelines shall be applicable to all the academic departments of the college. Apart from this central mechanism, it is desirable that each department creates their own internal mechanisms of obtaining feedback from students and faculty members for continuous improvements in their respective faculties.

The central feedback mechanism in Karim City College will include the following steps:

| FORMAT PREPARATION | CIRCULATION | COLLECTION | ANALYSIS & REVIEW | ACTION |

Preparation of the Feedback Questionnaire

The format for each type of feedback to be filled by each stakeholder shall be prepared by Feedback Committee under IQAC. The feedback forms to be collected electronically shall be prepared through a central email id monitored by feedback committee under IQAC. The online feedback forms can be accessed through the college website.

Stakeholders

The multiple stakeholders of the college are:

a) Students

b) Staff (Teaching & Non-teaching)

c) Parents

d) Alumni

e) Employers

Types of Feedback

Students' Feedback: The students are the most important stakeholders in the college. The standard format will be circulated from IQAC to the students through the academic departments to understand about the curriculum, its implementation, teaching methods used, the learning environment during classroom teaching and outside, student support services etc. In the current cycle this shall be collected from the outgoing final year UG & PG students minimum of once every year. In the times to come (in the 4th cycle) this shall be collected from the students of every semester/year about the faculty members, teaching-learning, support facilities and activities. Feedback from the outgoing students is sought in four major areas as under.

a) Curriculum, its planning & implementation: This will collect students' input on all aspects of curriculum component including the course content, planning and implementation, learning resources, learning environment, quality of delivery and assessment. This forms an integral part for any quality assurance system.

b) Academic Environment: This shall involve feedback about quality of teaching, co-curricular mechanisms like mentoring, mechanism for advance and slow learners, seminars, remedial measures, use of technology and e-resources in teaching, library, curriculum-based activities, internal assessments and grievance redressal.

c) Opportunities & Facilities Provided by the College: This shall involve feedback on all opportunities and facilities provided to the students. These shall include various student platforms and their activities, outreach programmes, Add- on/Value added courses, webinars, visits, career/ placement opportunities, general environment conducive to good learning and growth etc.

d) Feedback about Infrastructure: This will entail feedback about all the infrastructure and facilities in the college. All areas of the college dealing with students namely classrooms, library, availability of online platforms for various classes, common rooms, cafeteria, campus life etc. shall be covered in this particular feedback.

Faculty Feedback: The purpose of this feedback is to obtain the teachers input on the overall educational environment in the College. This feedback will specifically target the inputs of teachers on curriculum design & revision, employability, examination patterns & reforms, teaching methods, overall teaching-learning environment, job satisfaction, college facilities etc. The feedback from teachers will be collected once during an academic year.

Alumni Feedback: The purpose of this feedback is to obtain the inputs from the alumni on the quality of academic programme/s, academic activities, academic environment, support facilities etc. at the college. This will also help to assess the extent of attainment of the programme outcomes. This feedback will be collected from all participating alumni of the college during annual Alumni meet or through e-mail/google form. The format for feedback shall be shared by IQAC to the responsible person of the Alumni Association of the college for collection of feedback electronically. The collected feedback will be submitted by the alumni coordinators to IQAC for analysis and necessary action.

Employers Feedback - The purpose of this feedback is to obtain the employers input on the quality of the graduates of Karim City College and to assess whether the expectations of recruiters were fulfilled. The student's ability to handle the professional situations and knowledge acquired during their learning can also be assessed. The formats prepared by IQAC shall be submitted to the Placement Cell for collection of feedback by the recruiters manually or electronically. The collected feedback, shall be submitted to respective departments for necessary action at their end.

Parents Feedback – The college takes the initiative of meeting the parents either directly through the academic departments. The parents and guardians are appraised with the academic and professional opportunities being provided to their ward. Feedback from parents towards institutional delivery of academics including course employability, skill training, practical learning and their overall satisfaction related to the progress of their ward will be collected electronically by IQAC through the academic departments.

Circulation of Feedback Formats - The feedback forms shall be circulated through IQAC to the concerned departments or college bodies dealing with the stakeholder.

Type of Feedback	Mechanism of Circulation
Students Feedback	Departments
Faculty Feedback	Departments
Alumni Feedback	Departments/ Alumni Association
Employers Feedback	Placement Cell
Parents Feedback	Departments
Non-Teaching Staff	Admin Office

Collection of Data – The data of the feedback shall be collected as follows:

Type of Feedback	Mode	Collecting Body	Schedule of Collection
Students Feedback	Online	IQAC through Departments	Annually
Faculty Feedback	Online	IQAC through Department	Annually
Alumni Feedback	Online	IQAC through Alumni Association & Department	Annually/ Meet
Employers Feedback	Online/Offline	IQAC through Placement Cell	Annually/During Placement Drives
Parents Feedback	Online	IQAC through Departments	Annually
Non-Teaching Staff	Online	IQAC through Admin Office	Annually

Analysis of Feedback Received - The feedback received will be analyzed offline or online as per the mode of collection and results will be reviewed as follows:

Type of Feedback	Analysis and Review by
Students Feedback	IQAC/ Feedback Committee
Faculty Feedback	IQAC/ Feedback Committee
Alumni Feedback	IQAC/ Feedback Committee
Employers Feedback	IQAC/ Feedback Committee
Parents Feedback	IQAC/ Feedback Committee
Non-Teaching	IQAC/ Feedback Committee

Action Taken - All feedback analysis and recommended actions must be approved by the principal prior to the implementation. The record of the same must be held by IQAC.

Type of Feedback	Action Taken by
Students Feedback	Departments & Administration
Faculty Feedback	Departments & Administration
Alumni Feedback	Alumni Association, Administration & Department
Employers Feedback	Administration
Parents Feedback	Departments & Administration
Non -Teaching	Administration

Note: The action taken report by each concerned Dept/College Bodies shall be submitted to IQAC within a month of analysis of feedback.

Revision of Feedback Form and/or Feedback Analysis - The feedback forms can be revised as per requirements. The revisions shall be made by the feedback committee and shall be approved by IQAC.

Role of Feedback Committee - The Feedback Committee of IQAC shall serve the following functions:

1) Preparation of feedback formats for each stakeholder of the college for either mode of collection

2) Generation of electronic forms and ensure their access on the website

3) Analysis of feedback responses received

4) Presentation of recommendations after analyzing feedback to IQAC

5) Revision of the formats or analysis as per requirement

6) Preparation of the final Feedback Analysis and Action Taken Report

Submission of the Final Feedback Analysis & Action Taken Report: The final Feedback Analysis & Action Taken Report will be compiled by the IQAC and it will be submitted to the Secretary, College Governing Body through the Principal.

Upload on College Website: The Feedback Analysis and Action Taken Report will be uploaded on the college website after its approval from the college authorities.

5/4/21	5.4.21	5/04/21
Assistant Coordinator, IQAC	**Coordinator, IQAC**	**Principal**