

Online Students' Feedback Policy (Teaching - Learning)

Goals:

- To receive an online feedback from students about teachers, facilities and resources provided to them
- To bridge the communication gap between students and teachers
- To provide an opportunity to teachers to enhance their teaching skills
- To receive suggestions from students for strengthening the teaching-learning process and overall academic environment

The Context:

Teachers do prepare for the classes they conduct throughout the semester. But sometimes they might not give a thought on how to convey a topic to students. In that case, even though the teacher is knowledgeable, competent and sincere, his efforts for communicating a topic to students go in vain. Unless such matters are brought to the notice of the concerned teacher, he/she cannot bring necessary changes into his/her teaching style. That is why the 'Students' Feedback System' came into existence in our Institute.

Secondly, students are continuously evaluating the facilities and resources provided by the Institute. In fact, they are the best critics as they are the end users. This includes the library facility, transport, Internet, Wi-Fi even drinking water and cleanliness of the campus. To utilize these facilities efficiently, suggestions from students are very useful. We also ask students to give suggestions in this regard while conducting the feedback.

The Practice:

- Feedback is conducted twice a semester- Formative (in the mid of semester) and Summative (at the end of semester).
- The feedback is taken through a software, developed in-house.
- There is a central feedback coordinator and a coordinator at department level. The central coordinator is responsible for sending timely notices to HoDs and coordinators regarding the feedback activity. The feedback dates are fixed when the Academic Calendar is prepared . Generally a feedback is conducted in 3-4 days. The department level coordinators look after smooth conduction of the activity.

- **Students give the feedback by anonymously logging into the software.** This encourages students to give free and fair feedback. Students are presented with a questionnaire which they answer by selecting appropriate options. The questionnaire mainly concentrates on teaching-learning aspect. The questionnaire is followed by a comments/suggestions section where students can give their suggestions/complaints/demands.

- Immediately after the feedback, faculty members can log into the software and check numerical value of their feedback. A HoD can check the feedback reports pertaining to his/her department. And the Director can check feedback reports of all departments. The Director discusses the reports in his meeting with the HoDs rigorously. In the meeting they prepare an action plan based on the feedback and suggestions received from the students. Heads of the Departments, in turn, communicate the action plan to faculty members.
- Based on the feedback report proactive actions are taken. A letter of appreciation is given to the faculty members scoring more than a threshold value. Those who score lesser are given appropriate guidance for improvement by the HoDs.

Outcomes:

- A teacher receives the feedback for a subject based on questionnaire containing 10 questions. For each question a teacher is graded out of 10 marks. After receiving the feedback, a teacher comes to know about the areas he is lagging in. He/She then makes deliberate efforts for improving in those areas.
- The Institute campus got Wi-Fi enabled five years back; this is a result of constant demand from students through the feedback system.
- The Internet speed is upgraded to 100Mbps. The demand was made by the students through the feedback system.
- Visits to nearby industries are arranged by certain departments as it is demanded by students through feedback.

Challenges:

- Students can give feedback and suggestions only during the 3-4 days of the feedback activity. It should be possible for students to give suggestions any time throughout the semester

Future Plans:

- To add modules to the software to take feedback from alumni of the Institute as suggestions and feedback received from them is a valuable input to accelerate growth of the Institute
- To add modules to the software to collect exit feedback from the outgoing students

Online Students' Feedback Policy (Library and other facilities)

Goals:

- To receive an online feedback from students on library and other facilities provided to them
- To receive suggestions from students for efficiently using facilities made available to them

The Context:

Teachers do prepare for the classes they conduct throughout the semester. But sometimes they might not give a thought on how to convey a topic to students. In that case, even though the teacher is knowledgeable, competent and sincere, his efforts for communicating a topic to students go in vain. Unless such matters are brought to the notice of the concerned teacher, he/she cannot bring necessary changes into his/her teaching style. That is why the 'Students' Feedback System' came into existence in our Institute.

Secondly, students are continuously evaluating the facilities and resources provided by the Institute. In fact, they are the best critics as they are the end users. This includes the library facility, transport, Internet, Wi-Fi even drinking water and cleanliness of the campus. To utilize these facilities efficiently, suggestions from students are very useful. We also ask students to give suggestions in this regard while conducting the feedback.

The Practice:

- Feedback is conducted once a semester
- The feedback is taken through a software, developed in-house
- There is a central feedback coordinator and a coordinator at department level. The central coordinator is responsible for sending timely notices to HoDs and coordinators regarding the feedback activity. The feedback dates are fixed when the Academic Calendar is prepared . Generally a feedback is conducted in 3-4 days. The department level coordinators look after smooth conduction of the activity.
- **Students give the feedback by anonymously logging into the software.** This encourages students to give free and fair feedback. Students are presented with a questionnaire which they answer by selecting appropriate options. The questionnaire mainly

focuses on efficient use of the facilities provided to them namely, library, hostel, food served in mess and canteen, drinking water, cleanliness in campus etc. The questionnaire is followed by a comments/suggestions section where students can give their suggestions/complaints/demands.

- After the feedback, the concerned (i.e. librarian, rector, HoD, registrar, director and trustees) can view the reports. The Director discusses the reports with the HoD's the Librarian, the Rector, the canteen runner and other concerned. And taking note of the feedback received from students, corrective actions are planned and executed.

Outcomes:

- Increased volumes of books in the library
- Increased number of drinking water outlets
- Labs in the CSE department are air conditioned
- Additional space for parking

Challenges:

- Students can give feedback and suggestions only during the 3-4 days of the feedback activity. It should be possible for students to give suggestions any time throughout the semester

Future Plans:

- To add modules to the software to take feedback from alumni of the Institute as suggestions and feedback received from them is a valuable input to accelerate growth of the Institute
- To add modules to the software to collect exit feedback from the outgoing students