



SAFA | COLLEGE OF ARTS AND SCIENCE

Affiliated to University of Calicut | ISO 9001-2015 Certified | Recognised by UGC 2(f)



FEEDBACK POLICY



FEEDBACK POLICY

1. Introduction

Feedback plays a crucial role in enhancing the quality of education and improving the overall learning experience for students in Higher Education Institutions (HEIs). A well-defined feedback policy ensures that students, faculty, and administrators actively participate in the feedback process, leading to continuous improvement and excellence in education delivery. The following outlines a comprehensive feedback policy for HEIs:

2. Objectives

- ✦ To provide a mechanism for students to express their opinions, concerns, and suggestions regarding their educational experience.
- ✦ To enable faculty members to receive constructive feedback on their teaching methods, course content, and classroom management.
- ✦ To facilitate ongoing evaluation and improvement of academic programs, services, and facilities within the institution.

3. Procedures

- ✦ Stakeholder Inputs,
- ✦ Response Sheet Generation,
- ✦ Data Analysis,
- ✦ Report Preparation,
- ✦ and Action Taken

A. Stakeholder Inputs:

- ✦ The feedback process begins by identifying the relevant stakeholders, including students, faculty, staff, alumni and parents.
- ✦ Feedback is solicited through various channels such as online surveys, focus group discussions, suggestion boxes, and face-to-face meetings.

- ✦ Stakeholders are encouraged to provide feedback on a wide range of topics, including academic programs, teaching and learning experiences, support services, facilities, and organizational culture.

B. Generation of Response Sheet:

- ✦ Responses from stakeholders are collected and compiled into a response sheet, ensuring that confidentiality and anonymity are maintained, especially for sensitive feedback.
- ✦ The response sheet may include quantitative data from rating scales and qualitative feedback from open-ended questions or comments.
- ✦ Depending on the feedback mechanism used, response sheets may be generated electronically through survey platforms or manually compiled from paper-based surveys and other sources.

C. Analysis of Data:

- ✦ The response sheet is then analyzed to identify patterns, trends, and themes in the feedback provided by stakeholders.
- ✦ Quantitative data are analyzed using statistical techniques such as averages, percentages, and correlations to quantify satisfaction levels and identify areas of concern.
- ✦ Qualitative data are analyzed through thematic analysis or content analysis to identify common themes, issues, and suggestions emerging from the feedback.

D. Preparation of Report:

- ✦ Based on the analysis of data, a comprehensive feedback report is prepared, summarizing the key findings, insights, and recommendations.
- ✦ The report may include charts, graphs, and tables to visually represent quantitative data and highlight significant trends.
- ✦ Qualitative feedback is synthesized and presented in narrative form, providing context and depth to the findings.
- ✦ The report may also include comparative analysis across different stakeholder groups, time periods, or specific areas of interest.

E. Action Taken:

- ✚ The feedback report is shared with relevant stakeholders, including college leadership, faculty, staff, and student representatives.
- ✚ Action plans are developed based on the recommendations and priorities identified in the feedback report.
- ✚ Clear timelines, responsible parties, and measurable outcomes are established for each action item to ensure accountability and progress tracking.
- ✚ Regular progress updates and follow-up mechanisms are implemented to monitor the implementation of action plans and assess their effectiveness.
- ✚ Adjustments and refinements are made to the feedback process and action plans based on ongoing evaluation and stakeholder input, completing the feedback loop.

4. Responsibilities

Internal Quality Assurance Cell (IQAC) has flourished Feedback Mechanism and structure for its analysis. IQAC Director and the other faculty members from different departments will be jointly responsible for the collection, analysis and reporting of student and stakeholder feedback relating to academic and other allied program conducted in College

5. Stakeholders

Stakeholders are any person/persons or organization that has associated with the university.

Stakeholders include, but are not limited to:

- ✚ Students
- ✚ Alumni
- ✚ Teaching & Non-Teaching staff members
- ✚ Parents
- ✚ Employers

5. Feedback Mechanism

- ✚ IQAC shall prepare structured Feedback forms for respective stakeholders.
- ✚ The feedback shall be collected through both online and offline methods.
- ✚ Filled feedback forms shall be analysed by IQAC.
- ✚ Feedbacks are to be collected under following broad head -
 - Feedback from students - End of Program
 - Feedback from Alumni - Once/ Twice in a year
 - Feedback from employer - One month after joining of student
 - Feedback from staff - Annually
 - Feedback from parents - Once/ Twice in a year
- ✚ Feedback on curriculum shall be taken from all the Stakeholders to analyze the success of existing curriculum and to suggest valuable suggestions in other aspects related to teaching, learning and research processes.
- ✚ After the feedback analysis, it shall be forwarded to the competent authority for further process and action. Based on feedback analysis, action taken report shall be generated and necessary remedial measures taken on timely basis.

Annexure I: Sample Feedback form-Students

Safa/iqac-forms/curriculum/student/02/2023-24					Date:					
Internal Quality Assurance Cell (IQAC) SAFA COLLEGE OF ARTS AND SCIENCE, POOKATTIRI FEEDBACK ON ACADEMIC PERFORMANCE & AMBIENCE OF THE INSTITUTION Category - STUDENT (2023-24)										
Department:			Semester:			Date:				
Please rate the Curriculum on the following attributes using the 10- point scale shown										
10	9	8	7	6	5	4	3	2	1	0
8.5 - 10.00		7.0 - 8.5		5.5 - 7.0		3.5 - 5.5		0 - 3.5		
Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		
Name of the Student :								Gender: M / F		
Attributes				Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		
FEEDBACK ON ACADEMIC PERFORMANCE										
1	The teaching and mentoring process facilitates you in cognitive ,social and emotional growth									
2	The learners' centric methods like ILMS, experiential learning, project-based work,internship,case study analysis etc are incorporated by the College									
3	The evaluation methods for each of courses(efficient, time bounded and transparent mechanism of internal & external evaluation)									
4	The short term, add on and certificate courses offered by institution facilitates you to acquire the life skills and employability skills									
5	The syllabi of the courses that you have studied in relation to the competencies expected out of the courses and the capacity of the Curriculum is ensuring overall development of the learner									
FEEDBACK ON AMBIENCE OF THE INSTITUTION										
6	The infrastructure and physical facilities available in the institution is adequate to meet your scholastic, artistic and sporting talents									
7	Institution integrates cross cutting issues relevant to Gender, Human values, Professional ethics, Environment &Sustainability in to the curriculum									
8	The college provide multiple opportunities viz. career counseling, placement Drive, capacity building ,skill enhancement initiatives and experiential learning, to learn and grow									
9	How do you rate the amenities and assistances available at the college for scholastic and non-scholastic activities									
10	How do you rate the grievances and redressal mechanism provided by the institution									
								<i>Signature of Student</i>		
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If you have any other suggestions, you can post them here

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Signature of Student

Annexure II : Sample Feedback form-Alumni

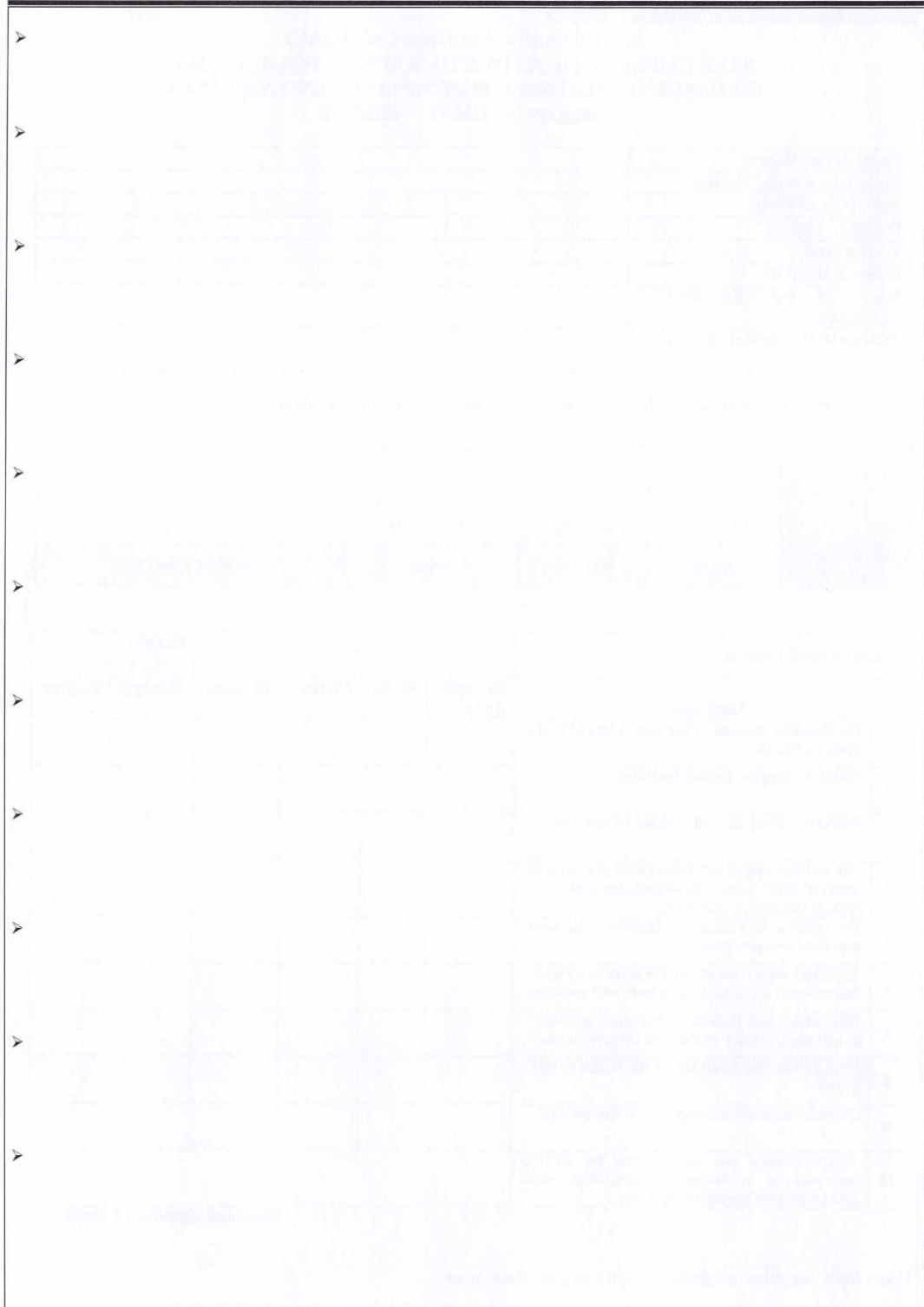
Safa/iqac-forms/curriculum/alumni/05/2023-24					Date:					
<p>Internal Quality Assurance Cell (IQAC) SAFA COLLEGE OF ARTS AND SCIENCE, POOKATTIRI FEEDBACK ON ACADEMIC PERFORMANCE AND AMBIENCE Category - ALUMNI (2023-24)</p>										
Name of the Alumni										
Designation of the Alumni										
Age /Date of Birth										
Program Studied										
Year of Study										
Phone & Email ID										
Name of the Institution / Workplace										
Address of the institution/firm										
Please rate the Curriculum on the following attributes using the 10- point scale shown										
10	9	8	7	6	5	4	3	2	1	0
8.5 - 10.00	7.0 - 8.5	5.5 - 7.0	3.5 - 5.5	0 - 3.5						
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree						
Name of the Employer						Gender: M / F				
Attributes		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
1	The Syllabus studied by me was relevant to my professional life.									
2	Ability to support higher learning									
3	Relevance of content of courses in your job									
4	The syllabus imparted value based learning in terms of skills, concepts, knowledge and critical thinking in students.									
5	The syllabus was directly related to enhancing practical competencies.									
6	Aims and objectives of the syllabus were well defined and clear to the teachers and students.									
7	The curriculum provides adequate exposure to interdisciplinary courses in diverse fields.									
8	How do rate the sequence of the topics in the units?									
9	Overall academic atmosphere in the college									
10	Please suggest any new course for further improvement in terms of knowledge, skills and employability of the students									
Name and Signature of Alumni										
If you have any other suggestions, you can post them here										



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Annexure III : Sample Feedback form-Faculty/Staff

Safa/iqac-forms/curriculum/student/02/2023-24 Date: _____

Internal Quality Assurance Cell (IQAC)
SAFA COLLEGE OF ARTS AND SCIENCE, POOKATTIRI
FEEDBACK ON ACADEMIC PERFORMANCE & AMBIENCE OF THE INSTITUTION
Category - TEACHER (2023-24)

Department: _____ Semester: _____ Date: _____

Please rate the Curriculum on the following attributes using the 10- point scale shown

10	9	8	7	6	5	4	3	2	1	0
8.5 - 10.00		7.0 - 8.5		5.5 - 7.0		3.5 - 5.5		0 - 3.5		
Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		

Name of the Student :					Gender:	
					M / F	
Attributes	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
FEEDBACK ON ACADEMIC PERFORMANCE						
1	How would you rate the student's understanding of the course material on a scale of 1 to 5?					
2	How effectively does the student apply critical thinking skills to solve problems or analyze concepts? (1 being poor, 5 being exceptional)					
3	To what extent does the student actively participate in class discussions and activities? (1 being minimal, 5 being highly engaged)					
4	How well does the student demonstrate their comprehension through written assignments or exams? (1 being inadequate, 5 being exemplary)					
5	How consistent is the student's performance and effort in maintaining academic standards throughout the course? (1 being inconsistent, 5 being consistently high)					
FEEDBACK ON AMBIENCE OF THE INSTITUTION						
6	How would you rate the overall ambience of the institution in fostering a conducive learning environment? (1 being poor, 5 being excellent)					
7	To what extent does the ambience of the institution contribute to a sense of community and collaboration among teachers and students? (1 being minimal, 5 being significant)					
8	How effectively does the institution's ambience support creativity and innovation in teaching and learning? (1 being not supportive, 5 being highly supportive)					
9	In your opinion, how well does the ambience reflect the institution's values and mission? (1 being poorly, 5 being exceptionally well)					
10	To what extent does the ambience of the institution positively impact teacher morale and job satisfaction? (1 being minimal impact, 5 being significant impact)					

Page 01 Signature of Student _____



If you have any other suggestions, you can post them here

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Signature of Student

Annexure IV : Sample Feedback form-Parents

Safa/iqac-forms/curriculum/student/02/2023-24		Date:								
<p>Internal Quality Assurance Cell (IQAC) SAFA COLLEGE OF ARTS AND SCIENCE, POOKATTIRI FEEDBACK ON ACADEMIC PERFORMANCE & AMBIENCE OF THE INSTITUTION Category - PARENT (2023-24)</p>										
Name of the Parent/Guardian										
Name of student										
Program Studied										
Year of Study										
Phone/Contact Number										
Email ID										
<p>Please rate the Curriculum on the following attributes using the 10- point scale shown</p>										
10	9	8	7	6	5	4	3	2	1	0
8.5 - 10.00	7.0 - 8.5		5.5 - 7.0		3.5 - 5.5		0 - 3.5			
Strongly Agree	Agree		Neutral		Disagree		Strongly Disagree			
					Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
1	How do you rate the infrastructure Facilities of the institution									
2	How do you rate Teaching & Learning Methodologies of the institution									
3	Do you agree that <i>college students</i> should take advantage of every <i>opportunity</i> (Growth & Opportunity for students)									
4	How do you rate the industry-academic exposure of students in this institution									
5	How do you rate the extra-curricular activities of the institution									
6	How do you rate the ambience of the college for effective delivery of academic process									
7	How do you rate the transparency of the evaluation system in the college									
8	How do you rate the college activities that help your ward/student in getting jobs and placements.									
9	The College and its environment have transformed the personality of your ward/Child									
10	Would like to join us as P TA for greater cooperation and better functioning of the college									
Name and Signature of Parent										
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If you have any other suggestions, you can post them here

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Signature of Student

Annexure IV : Sample Feedback form-Student on Teacher

Safa/iqac-forms/sftr/01/2023-24 Date: _____

SAFA COLLEGE OF ARTS AND SCIENCE, POOKKATTIRI

STUDENT FEEDBACK ON TEACHERS

Department: _____ Semester: _____ Date: _____

Please rate Teachers on the following attributes using the 10- point scale shown

10	9	8	7	6	5	4	3	2	1	0
8.5 - 10.00		7.0 - 8.5		5.5 - 7.0		0 - 5.5				
Very Good		Good		Satisfactory		Below Threshold				

Teachers										
Attributes										
1 Knowledge base of the teacher (as perceived by you)										
2 Communication skill(in terms of articulation and comprehensibility)										
3 Sincerity/commitment of the teacher										
4 Interest Generated by the teacher(includes availability of the teacher to motivate further study and discussion outside class)										
5 Ability to integrate course material with environment/other issues/courses , to provide a broader perspective.										
6 Makes alternate arrangement of class in his/her absence										
7 Completes syllabus of the course in time										
8 Ability to design quizzes/tests/assignments/ examinations and projects to evaluate students' understanding of the course										
9 Regular usage of ICT in the class room										
10 Provision of sufficient time for feedback										
11 Overall rating										

Signature of Student

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If you have any other suggestions, you can post them here

Signature of Student