



**SGT**  
UNIVERSITY

Shree Guru Gobind Singh Tricentenary University



# Feedback Manual





## Preamble

At SGT University, we are dedicated to fostering a culture of continuous improvement and excellence in education. We recognize that the insights and perspectives of our diverse community—including students, faculty, alumni, and employers—are invaluable in shaping our programs and services. To systematically gather and utilize this feedback, we have established this comprehensive Feedback Manual. By engaging our stakeholders in this collaborative process, we aim to ensure that our offerings remain responsive to evolving needs, uphold the highest standards of academic and institutional quality, and prepare our graduates to excel in their respective fields.

## Introduction

This manual outlines a robust framework for systematically collecting, analysing, and utilizing feedback from key stakeholders—students, teachers, alumni, and employers—aimed at continuously enhancing the quality of education and institutional effectiveness. In an ever-evolving academic landscape, regular and structured feedback plays a pivotal role in fostering innovation, addressing challenges, and aligning the university's offerings with the diverse needs and expectations of the community. This approach ensures that the university remains adaptable, forward-thinking, and committed to student success and overall institutional growth.

## Objectives

- **Stakeholder Engagement:** To systematically gather and act upon insights from all major stakeholders regarding various aspects of the university's operations, fostering a collaborative culture of improvement.
- **Continuous Improvement:** To identify strengths, opportunities, and areas for development across all facets of university life, from academic curriculum to student services, ensuring an ongoing process of refinement and enhancement.
- **Strategic Action:** To transform collected feedback into actionable strategies that drive tangible improvements, contributing to an enriched academic environment that supports the overall goals of the institution.



## Stakeholders and Feedback Areas

### Students

#### Feedback Areas:

- **Curriculum Relevance and Comprehensiveness:** Ensuring that courses reflect current trends, provide practical knowledge, and are aligned with industry demands.
- **Teaching Effectiveness and Faculty Engagement:** Evaluating the clarity, engagement, and responsiveness of faculty in delivering content and supporting students.
- **Learning Resources and Accessibility:** Assessing the availability and quality of physical and digital learning resources, including libraries, laboratories, and online platforms.
- **Assessment Methods and Fairness:** Examining the transparency and fairness of evaluation processes, the alignment of assessments with learning outcomes, and feedback on grading standards.
- **Campus Facilities and Support Services:** Gathering input on infrastructure, safety, accommodation, and support services like counselling, career services, placement support and student welfare.
- **Overall Academic and Extracurricular Experience:** Gauging the satisfaction with the holistic university experience, from academics to campus life, extracurricular activities, and beyond.

### Teachers

#### Feedback Areas:

- **Curriculum Design and Flexibility:** Assessing the relevance, flexibility, and responsiveness of the curriculum to evolving educational trends.
- **Student Engagement and Participation:** Evaluating the level of student involvement in lectures, discussions, and extracurricular activities.
- **Professional Development Opportunities:** Gathering feedback on the availability and quality of opportunities for skill enhancement, research, and professional growth.
- **Institutional Support and Resources:** Assessing faculty support in terms of research facilities, teaching aids, and administrative services.
- **Research Facilities and Funding:** Evaluating the sufficiency of research infrastructure, funding opportunities, and the encouragement of innovation.
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- **Administrative Processes and Communication:** Gathering input on the efficiency and transparency of administrative processes and internal communication within departments.

## Alumni

### Feedback Areas:

- **Relevance of Academic Programs to Career Paths:** Analyzing how well academic training aligned with alumni's career success and professional challenges.
- **Preparation for Professional Challenges:** Evaluating whether the curriculum effectively prepared alumni for real-world professional demands and challenges.
- **Networking and Mentorship Opportunities:** Examining the opportunities provided for alumni to stay connected, mentor current students, or access career services.
- **Suggestions for Curriculum Enhancement:** Gathering recommendations on how the curriculum can be adjusted to better equip future graduates for their careers.
- **University Reputation in the Industry:** Assessing alumni perceptions of the university's reputation, and how it impacts their career prospects.

## Employers

### Feedback Areas:

- **Competency and Skill Levels of Graduates:** Identifying the strengths and weaknesses in graduates' skill sets, based on their performance in the workplace.
- **Alignment of Academic Training with Industry Requirements:** Gathering input on how well academic programs prepare students for industry-specific demands and evolving trends.
- **Professionalism and Work Ethics of Graduates:** Evaluating the professionalism, ethics, and workplace readiness of graduates.
- **Suggestions for Curriculum Updates:** Collecting feedback on how the university can update its curriculum to meet the shifting needs of the job market and emerging industry trends.
- **Internship and Collaboration Opportunities:** Exploring potential avenues for collaboration with industry partners to offer practical learning experiences to students.
- **Satisfaction with Graduates:** Understanding overall employer satisfaction with the performance and impact of the university's graduates in the workplace.



## Professionals:

In the context of obtaining structured feedback on curricula and syllabi, professionals refer to individuals who possess expertise and practical experience in a specific field or industry related to the academic programs offered by the institution. These professionals provide valuable insights into how well the curricula align with industry standards, emerging trends, and professional requirements. This Includes:

1. **Industry Experts:** Specialists working in industries relevant to the academic programs, such as IT professionals, healthcare providers, legal practitioners, or financial analysts.
2. **Consultants:** Individuals who offer advisory services in their area of expertise and are familiar with industry needs and challenges.
3. **Entrepreneurs:** Business owners or founders with firsthand experience in managing operations, hiring, and understanding the skills required for workforce readiness.
4. **Researchers and Academicians:** Experts actively engaged in research and higher education who can provide academic and theoretical perspectives on curricula design.
5. **Regulatory Professionals:** Representatives from accrediting or licensing bodies who understand compliance requirements for academic programs.

## Role of Professionals in Feedback Mechanisms:

- **Validation of Practical Relevance:** Ensure the curriculum meets real-world demands and prepares students for professional roles.
- **Identification of Skill Gaps:** Highlight areas where the current syllabi may lack alignment with modern professional practices.
- **Recommendations for Updates:** Suggest incorporation of new technologies, methodologies, or trends that improve the academic offering.

## Feedback Collection Process

### Designing Feedback Instruments

- **Structured Questionnaires:** IQAC Develops clear and concise questionnaires tailored to each stakeholder group. The instruments will combine quantitative (Likert scale) and qualitative (open-ended) questions to ensure comprehensive feedback that captures both measurable data and rich, insightful comments.

## Data Collection Methods

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- **Students:** Surveys will be conducted annually via the university's online portal, online platform providing students with easy access to submit feedback in a convenient manner.
- **Teachers:** Annual feedback sessions will be organized, complemented by structured forms to gather inputs on various aspects of their professional experience.
- **Alumni:** An online survey will be distributed annually to all alumni, with a special focus on their post-graduation career paths, engagement with the university, and suggestions for curriculum improvement.
- **Employers:** Feedback will be collected through formal communications, industry meetups, collaborative platforms, and internship evaluations to understand their experience with the university's graduates.

## Ensuring Anonymity and Confidentiality

To encourage honest and constructive feedback, all responses will remain anonymous, and stakeholders will be assured of strict confidentiality. Clear communication regarding the purpose of the feedback collection and its use for continuous improvement will further build trust in the process.

## Data Analysis and Reporting

### Analysis

- **Quantitative Analysis:** Trends and patterns in numerical data will be analysed to identify areas that require immediate attention or improvement.
- **Qualitative Analysis:** Open-ended responses will be evaluated for recurring themes, providing deeper insights into specific concerns or recommendations.

### Reporting

- **Comprehensive Reports:** Reports will be compiled for each stakeholder group, summarizing key findings and highlighting areas of strength and potential for development.
- **Actionable Insights:** Reports will be shared with relevant departments, leadership teams, by the Internal Quality Assurance Cell (IQAC) to drive data-informed decision-making and continuous enhancement.

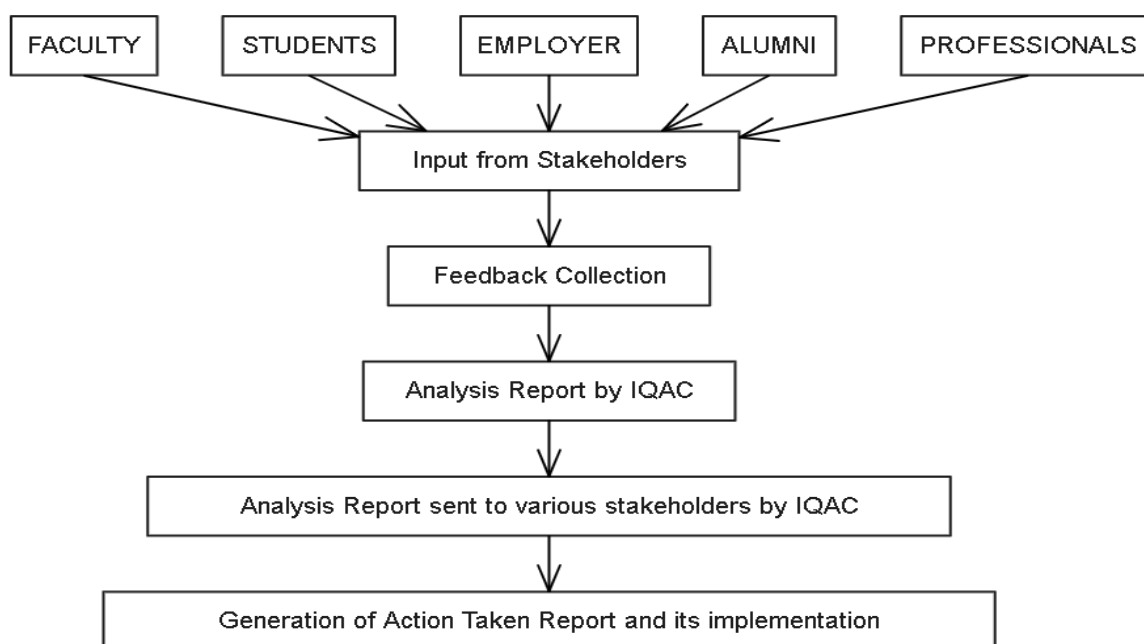
## Feedback Mechanism



SGT University, a dynamic institution comprising 18 diverse faculties, recognizes the importance of uniformity and standardization in its operational procedures. To ensure consistency and excellence, these feedback guidelines are universally applicable across all faculties. However, it is equally important for each faculty Dean to establish complementary internal mechanisms for collecting feedback from students and faculty members. These internal systems will support and enhance the central feedback process, fostering continuous improvement tailored to the specific needs of each faculty.

## Outcome-Based Education Framework

The feedback mechanism is deeply rooted in the principles of outcome-based education (OBE). This approach ensures that academic programs and teaching methodologies are aligned with well-defined learning outcomes, enhancing the overall effectiveness of the educational process.



## Action Plan and Implementation

### Developing Action Plans

- Based on feedback, clear and actionable items will be developed and prioritized, ensuring they are aligned with the university's overall objectives and available resources.





- Responsibilities for implementing each action item will be assigned to appropriate departments or individuals.

### Implementation

- Action plans will be executed within a set timeline, with necessary resources allocated to ensure successful implementation.
- Regular updates will be provided on the status of each action item to ensure accountability and progress.

### Monitoring and Review

- **Ongoing Monitoring:** The progress of action items will be regularly monitored to assess their impact and ensure alignment with objectives.
- **Feedback Loops:** Subsequent feedback cycles will evaluate the effectiveness of implemented changes, allowing for continuous refinement and adjustment.

## Communication of Outcomes

Stakeholders will be informed about the actions taken based on their feedback through newsletters, official communications, and meetings, showcasing the university's commitment to continuous improvement and the value placed on their contributions.

## Continuous Improvement

- **Review and Adaptation:** The feedback process itself will be periodically reviewed and updated to enhance its relevance, efficiency, and effectiveness in capturing the evolving needs of stakeholders.
- **Fostering a Culture of Openness:** The university will continue to foster a culture where stakeholders feel valued and empowered to provide feedback, knowing their voices contribute to the betterment of the institution.

The university will not only improve educational quality but also strengthen its relationship with stakeholders, ensuring that it remains a dynamic, forward-thinking institution that continually adapts to meet the needs of its community.

## Role of the IQAC in Feedback Mechanism

The feedback committee of IQAC shall serve the following functions:

- A. Preparation of feedback formats from each stakeholder of the University for either mode of collection.





- B.** Generation of electronic forms on the portal
- C.** Analysis of feedback responses received.
- D.** Presentation of recommendations after analysing feedback to IQAC.
- E.** Revision of the formats as per the need.



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