



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC & AICTE Approved) Gurugram, Delhi-NCR

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INTERNAL QUALITY ASSURANCE CELL

Guidelines for Feedback Mechanism


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Budhera, Gurugram

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I) INTRODUCTION/PREAMBLE

Feedback is the essence of two-way communication between the provider and the receiver. 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 organization. It is advantageous to the organization as well as the stakeholders as improvisations made based on the feedback received benefits all the stakeholders.

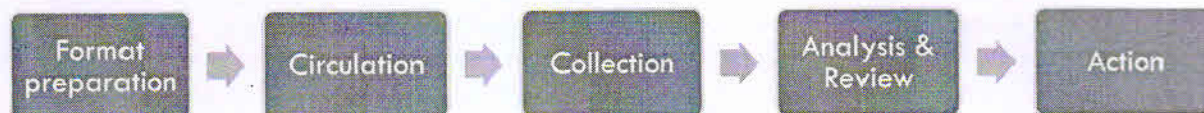
Feedback from students, employees, alumni inculcates a sense of ownership about the organization and make them feel valued and responsible. Regular feedback is important across the entire organization in order to remain aligned to goals and is part of continuous learning process for regular improvisations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

SGT University 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 of the University on quality related institutional processes.

II) FEEDBACK MECHANISM

SGT University is a diverse University with over 17 different faculties. For uniformity and standardization of procedures, these guidelines shall be applicable to all the faculties of SGT University. Apart from this central mechanism, it is desirable that each Dean of faculty 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 SGT University will include the following steps:



A) *Format preparation:*

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 feedback@sgtuniversity.org monitored by feedback committee under IQAC.

The portal for electronic form generation shall be www.surve.com

1) STAKEHOLDERS

The multiple stakeholders of the University are:

- a) Students
- b) Teachers
- c) Parents
- d) Alumni
- e) Employers

2) TYPES OF FEEDBACK

2.1 Students' feedback

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- a) Feedback about Curriculum
- b) Feedback about Quality of Teaching
- c) Feedback about University in General

2.2 Teachers feedback about Curriculum

2.3 Alumni feedback

2.4 Employers feedback

2.5 Parents feedback

2.1 Students' Feedback:

a) Feedback about Curriculum

Students' evaluation of their learning experience in an institution is an integral component for any quality assurance system. This allows the institution to evaluate how its service provision is viewed by its most important group of stakeholders, namely its students.

The feedback about curriculum will collect students input on all aspects of curriculum including the course content, learning resources, learning environment, quality of delivery and assessment. It will also enquire about specific topics in the course content which the student feels should be added or deleted as per the professional scenario. This feedback shall be collected by students of every semester/year at the end of semester/year as applicable. The sample format is enclosed as Annexure I

b) Feedback about Quality of Teaching

This shall involve feedback about quality of teaching of each faculty member teaching a particular subject. The standard format will be circulated from IQAC to the students through the Deans of the faculty to understand about the teaching methods used and the learning environment during class room teaching. This shall be collected under the supervision of the Deans with minimum of once every year. This shall be collected by students of every semester/year about the faculty members teaching in that particular year/semester. The sample format is enclosed as Annexure II

c) Feedback about University in General

This will entail feedback about all the infrastructure and facilities in the University. All areas of University dealing with students namely classrooms, library, transportation, hostels, students section, cafeteria, rest rooms, campus life shall be covered in this particular feedback. This shall be collected once a year by all the students irrespective of their semester/year. However, major emphasis would be on the graduating students of final semester/year/interns to understand their overall impression related to the institute during their course of study. The sample format is enclosed as Annexure III

2.2 Teachers' Feedback about curriculum

The purpose of this feedback is to obtain the teachers input on the overall educational environment in the University. This feedback will specifically target the inputs of teachers on curriculum design & revision, employability, examination patterns & reforms, teaching methods and overall teaching-learning environment. The feedback from teachers will be collected once during an academic year. The sample format is enclosed as Annexure IV

2.3 Alumni Feedback

The purpose of this feedback is to obtain the inputs from the alumni on the quality of course/program at SGT University. This will also help in assessing the extent of attainment of


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the programme outcomes. This feedback will be collected from all participating alumni of SGT University during annual Alumni meet or through e-mail. The format for feedback shall be shared by IQAC to the Alumni coordinators for collection of feedback either manually or electronically. The collected feedback will be submitted by the alumni coordinators to the respective Deans of faculty for analysis and necessary action at their end. The sample format is enclosed as Annexure V

2.4 Employers' Feedback

The purpose of this feedback is to obtain the employers input on the quality of the graduates at SGT University 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 Corporate resource centre(CRC) for collection of feedback by the recruiters manually or electronically. The collected feedback about particular programme students shall be submitted to respective Deans for necessary action at their end. The sample format is enclosed as Annexure VI.

2.5 Parents' Feedback

SGT University takes the initiative of organizing Parents-Teachers-Students meet (PTM) regularly to apprise parents and guardians with the academic and professional growth of 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 manually/electronically by the concerned teachers monitored by Deans of faculty.

The sample format is enclosed as Annexure VII.

B) Circulation of feedback formats:

The feedback forms shall be circulated through IQAC to the concerned department dealing with the particular stakeholder.

Type of feedback	Mechanism of circulation
Students Feedback about Curriculum	IQAC through Deans to Students
Students Feedback about Quality of Teaching	IQAC through Deans to Students
Students Feedback about University in General	IQAC to Students
Teachers feedback about Curriculum	IQAC through Deans to Teachers
Alumni feedback	IQAC through Alumni coordinator to alumni
Employers feedback	IQAC through CRC to employers
Parents feedback	IQAC through Deans to parents

C) Collection of data:

The data of the feedback received shall be collected as follows:

Type of feedback	Mode of collection	Collecting body	Time schedule of collection
Students Feedback about Curriculum	Online	Deans of Faculty	End of semester

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Students Feedback about Quality of Teaching	Online	IQAC/Deans of faculty	Once in a year
Students Feedback about University in General	Online	IQAC	End of semester/year by graduating students specifically and other students
Teachers Feedback about Curriculum	Online/offline	IQAC/ Deans of faculty	Once in a year
Alumni Feedback	Offline/online	Alumni coordinators	During Alumni meet annually
Employers Feedback	Online/offline	Corporate resource centre	During placement drive or otherwise annually
Parents feedback	Online/offline	Class teachers/ Deans	During PTM/ electronically once a year

D) Analysis of feedback received and review of results:

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 about Curriculum	Deans of Faculty
Students Feedback about Quality of Teaching	IQAC/Deans of faculty
Students Feedback about University in General	IQAC & Feedback committee
Teachers feedback about Curriculum	IQAC/Deans of faculty
Alumni feedback	Deans of faculty
Employers feedback	Deans of faculty
Parents feedback	Class teachers followed by Deans

E) Action taken:

The actions about the collected feedback after analysis shall be taken as under:

Type of feedback	Action taken by
Students Feedback about Curriculum	Deans of Faculty
Students Feedback about Quality of Teaching	IQAC and Deans of faculty
Students Feedback about University in General	Concerned depts. & Management
Teachers feedback about Curriculum	IQAC & Deans of faculty
Alumni feedback	Deans of faculty
Employers feedback	Deans of faculty
Parents feedback	Deans of faculty

The action taken report by each concerned Dept/Faculty Dean shall be submitted to IQAC within a month of analysis of feedback.

All the action taken reports will be sent to Registrar to be presented before the Board of Management and Governing Body of SGT University.

III) REVISION OF FEEDBACK FORM

The feedback forms can be revised as per the need of the situation and as per the requirement of the feedback to be obtained. The revisions shall be made by the feedback committee and shall be approved by IQAC.

IV) ROLE OF FEEDBACK COMMITTEE

The feedback committee of IQAC shall serve the following functions:

- 1) Preparation of feedback formats from each stakeholder of the University for either mode of collection.
- 2) Generation of electronic forms on the portal www.surve.com.
- 3) Analysis of feedback responses received.
- 4) Presentation of recommendations after analyzing feedback to IQAC.
- 5) Revision of the formats as per the need.


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Annexure I Student feedback about curriculum

Faculty name :

Course:

Year/semester:

Direction: For each item, indicate your opinion choosing a score from 1 to 5 with 5 being excellent and 1 being poor.

A)	Course Content	1	2	3	4	5
i)	Content of course is based on industry needs and demands					
ii)	Practicals/Labs are given equal importance					
iii)	The practicals/lab experiments enhanced understanding of concepts of theory					
iv)	Course content enhances technical skills to face the industry					
B)	Learning resources					
i)	Adequate reference books are available in Library					
ii)	Appropriate reference material (print & online) is provided					
C)	Learning Environment					
i)	Teaching methods encourage your participation in learning					
ii)	Teacher is responsive to students needs and problems					
iii)	The teacher's ability in explaining areas of confusion					
iv)	Overall environment in the class is conducive to learning					
D)	Quality of Delivery					
i)	The contents of syllabus were appropriately sequenced					
ii)	The course content stimulated your interest in the subject area					
iii)	Syllabus was covered well within time					
E)	Assessment					
i)	Tests and examinations are conducted well within time					
ii)	The sequence of internal/sessional examinations is helpful in covering the whole course content					
iii)	Rate your experience with the inclusion of Objective type Questions in the Exam paper					
iv)	Rate your satisfaction with the examination and evaluation pattern of the university					

Any particular topic you would like to be taught-

Any particular topic which you feel is obsolete and should not be taught-


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Annexure II

Student feedback about Quality of teaching

Course:

Year:

Faculty Name:

Direction: For each item, indicate your opinion as per the scale given. On a scale of 1 to 5, 1 stands for poor and 5 stands for excellent.

Does the teacher interacts in the class	Yes		No	Some what	
How is the communication in the class	Only teacher speaks	Teacher asks questions at the end only	Teacher asks questions in between to generate students participation	Good discussion about the topic between students and teachers	
Extent of understanding of subject by the Teacher	1	2	3	4	5
Quality of content of lecture	1	2	3	4	5
Communication skills of teacher	1	2	3	4	5
Type of teaching aid used by teacher (marks all which are applicable)	Oral	White/black board	PPTs only	PPTs + Video	Others (models, demo etc)
Does the methodology used by faculty helped in understanding the concept	Yes		No	Some what	
Clarity of language of faculty	1	2	3	4	5
Faculty motivates in the class to learn and to participate	Motivates and inspires		Not at all		
Does the session involve group Discussion/Activity	Yes		No		
Have you given any presentation/seminar in the class	Yes		No		
Overall rating of learning session by faculty	1	2	3	4	5


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Annexure III

Students feedback about University in general

Faculty:

Course:

Year:

Direction: Please fill the responses as per the scale mentioned. On a scale of 1 to 5, 1 stands for poor and 5 stands for excellent.

Classroom					
How is the audio/video facility in the classroom/lecture theatre	Excellent	Very Good	Good	Fair	Poor
Seating capacity in the classroom	Adequate		Inadequate		
General Ambience of the classroom	1	2	3	4	5
IT Facility					
How is the Wi-Fi facility in the campus	1	2	3	4	5
Rate your experience with ERP System	1	2	3	4	5
Transportation					
Do you avail college transport	Yes		No		
What Bus route do you avail					
Availability of seats in college transport	Adequate		Inadequate		
Behaviour of Driver/Conductor	Poor		Neutral		Good
Pick up and drop timings of Bus	On time		Before Time		Late
Cleanliness and maintenance of Bus	Poor		Average		Good
Overall experience with transportation facility	1	2	3	4	5
Library					
Availability of books	Adequate		Inadequate		
Seating/Reading space in Library	Adequate		Inadequate		
Access to Online Library/Availability of Online journals	1	2	3	4	5
Behavior of Library Staff	1	2	3	4	5
Hostel					
Are you availing Hostel facility of SGT University	Yes		No		
Which hostel facility you are availing?					
Rate your hostel room stay facilities	1	2	3	4	5
Seating capacity in Mess area	Adequate		Inadequate		
Overall quality of food served in mess	1	2	3	4	5
Rate behavior of warden of your hostel	1	2	3	4	5
Students section					
Rate the support you receive from students section	1	2	3	4	5
Rate the behavior of staff members of students section	1	2	3	4	5
Do you get timely notification about your attendance	Yes		No		
Do you get timely information about Exam Dates/forms/fee submission dates	Yes		No		
Faculty members					
Are you happy with the faculty contact hours for teaching	Yes		No		
Are you satisfied with the mentor-mentee system	Yes		No		
Has your problem been resolved through mentor mentee program	Yes	No	Not applicable		
Are you satisfied with the examination and evaluation pattern of University	Yes		No		
General facilities					
Rate the sanitary facilities in the campus	1	2	3	4	5
Rate the parking facilities in the campus	1	2	3	4	5
Rate the food quality/availability of food and snacks items in the campus	1	2	3	4	5
Rate the campus life in University	1	2	3	4	5
Rate the cultural activities being held in the University	1	2	3	4	5
Overall Satisfaction with the University	1	2	3	4	5

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Annexure IV Teachers' feedback about curriculum

Name of Department:
Name of Faculty:
Designation:
Subject/courses taught:

Date:

Direction: For each item, indicate your opinion choosing a score from 1 to 5 with 5 being excellent and 1 being Poor.

S.No	Particulars	1	2	3	4	5
1.	Content of course is based on industry needs and demands					
2.	Course has good balance between theory and practical application					
3.	Course content stimulate my interest in the subject area					
4.	Employability is given weightage in curriculum design and development.					
5.	The curriculum is updated time to time					
6.	Freedom to propose, suggest, modify topics in syllabus/ course content					
7.	Freedom to innovate and adopt new teaching strategies/methods					
8.	Freedom to design strategies/techniques for formative assessment					
9.	Adequate number of reference books are available in Library					
10.	Appropriate Teaching aids(audio-visual) are available in lecture theatres					
11.	Internal/sessional examinations are conducted in time with adequate coverage of all syllabus					
12.	Level of satisfaction with Examination reforms- Percentage of theory and practical					
13.	Level of satisfaction with inclusion of Objective type questions in examinations					
14.	Rate your level of satisfaction with examination and evaluation pattern of the University					
15.	Overall environment in department is conducive to teaching and learning					

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Annexure V Alumni feedback

Name of Alumni:.....
 Contact No..... Email id:.....
 Program(Degree/Diploma) pursued from SGT:
 Year of passing:.....

Have you gone for Higher studies:

Yes	No
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If Yes, Degree obtained/pursuing after graduate Degree and the Institution :

If employed presently, Current Job Designation:.....

Name & Address of Company/Employer:.....

Salary Package (per annum):.....

- 1) Have you qualified any state/national/international level examination?
 (NET/SLET/GATE/CAT/GRE/TOEFL/NEET/Civil Services/State government examinations/Any Other competitive exam)

- 2) Rate your level of satisfaction with the course curriculum delivered to you?

Poor	Fair	Satisfactory	Good	Excellent
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- 3) How do you rate the relevance of the curriculum of your degree/diploma program with respect to your current job?

Not at all relevant	Somewhat Relevant	Totally relevant
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- 4) Did you get sufficient placement opportunities through the institution?

Yes	Somewhat	No
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- 5) Did the curriculum of your degree/diploma program helped you in placement?

Yes	Somewhat	No
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- 6) Any special training/tools/new technologies you have learnt to meet the current job requirements?

- 7) Any valuable suggestions to improvise the curriculum?

(Signature)
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Annexure VI Employer Feedback

Name and Designation of the Employer: /

Company/Organization name:

The purpose of the feedback is to obtain the employers input on the quality of the graduates at SGT University. Your response as an esteemed employer in this regard is valuable for our continuous improvement. Please mark your opinion about the graduates on the scale 1 to 5 where 1 is poor and 5 is excellent.

S.No	Particular about Graduating students	1	2	3	4	5
1.	Have acquired adequate subject knowledge					
2.	Updated with current techniques, skills and modern tools					
3.	Function effectively in a team and individually including diverse and multidisciplinary approach to accomplish a task					
4.	Aware of ethical and professional responsibilities					
5.	Possess the necessary interpersonal and communication skills to be a productive member of the team in work environment					
6.	Demonstrate effective planning and implement plans within time frame					
7.	Have motivation to pursue life-long learning					


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Annexure VII Parents' feedback

Name of Parent:

Student ID of the ward in University:

Name of program Ward is pursuing:

Year/Semester:

Date:

Direction: For each item, indicate your opinion choosing a score from 1 to 5 with 5 being excellent and 1 being Poor.

S.No	Particulars	1	2	3	4	5
1.	How do you rate the overall personality development of your ward?					
2.	Does the course give adequate importance to practical classes?					
3.	Does the department organizes adequate field/industry visits for practical learning?					
4.	How do you rate the ambience of the University for effective delivery of academics?					
5.	How do you rate the infrastructure facilities in institution for learning(lecture theatres/library/computer labs etc)					
6.	How do you rate the co-curricular activities being held in the institute?					
7.	Does the curriculum involves skills enhancement for better result in placement activities?					
8.	Are you satisfied with the placement activities in the institution?					
9.	Are you satisfied with the cultural activities being held in the institution?					
10.	How do you rate the transparency in the examination and evaluation system of the University?					


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