

FEEDBACK POLICY

Prepared By

Academic Monitoring Committee (AMC)

Ganga Institute of Technology and Management, Kablana (Jhajjar)

Approved by AICTE, Affiliated to M D University Rohtak, recognized under section 2(f) of UGC Act, 1956

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Policy for Feedback from stockholders

1. Introduction

Ganga Institute of Technology and Management (GITAM) understand that teaching-learningsystemfollowedbyaneducationalinstitutionneedscontinuousrefinement.Toanalyze this process of continuous refinement, the institution shall adopt a feedback system that takes suggestions from stakeholders of each programme. This eventually helps to upgrade the teaching-learning process and the curriculum.
The institution shall follow a well-defined and formal feedback system implemented at different levels.

2. Feedback Mechanism

Feedback obtained periodically from various stakeholders help alleviate the academic concerns and motivate the students and faculty to improve their performance. Feedbacks are taken into consideration and corrective measures / improvements are made by the Head of the departments and Director. If necessary, these are forwarded to the management for further action. Feedback from various sources has significantly improved academic activities, effective usage of teaching -learning resources and student's professional career advancements.

3. Feedback on Teaching Learning

The feedback from students regarding the quality of teaching shall be collected, once in every semester on10 parameters. Feedbacks received from students are evaluated by the respective HOD, under the supervision of the Director. Concerned faculty members are informed about the feedback contents for updating and improvement.

Feedback Parameters for Theory Course are as follows:

a) Knowledge of subject
b) Ability to explain
c) Explain by giving real-life examples
d) Enthusiasm while teaching
e) Ability to clear doubts
f) Availability out of class for doubt session
g) Discipline in the class
h) Maintain proper pace of Teaching
i) Punctuality in the classroom
j) Encourage and promote interactive session

Feedback Parameters for Practical Course are as follows:

a) Explain how to conduct the experiments.
b) Lab Manuals related to experiments available.
c) Evaluation of experiments on regular basis.
d) Ask viva questions while checking your files.
e) Experimental set-ups working properly.

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Faculty feedback analysis scale

SCALE	SCORE
EXCELLENT	>2 to ≤3
GOOD	≥1.5 to ≤2
AVERAGE	<1.5

Basis of reward / corrective measures for feedback on faculty by students

Faculty members who get a score more than 2 on a 3 point scale are appreciated at the department level in staff meetings. The faculty having 100 percent university results are also appreciated.
If a faculty has unsatisfactory feedback, they are counseled by HOD on the basis of recorded feedback. Suggested to participate in Workshops/Seminars, FDP and NPTEL course for improvement in concerned area.

4. Course Exit Survey

At the end of each semester, students are required to complete a course exit survey. In this, students will be required to respond to questions that examine how effective theteaching-learningprocesswasinaidingthestudentattaintherespectiveCourseOutcomes.

The Format for the exit survey may be use as below:

GANGA INSTITUTE OF TECHNOLOGY AND MANAGEMENT, KABLANA

OUTCOME BASED EDUCATION

Course exit survey

Name: _____ Roll No: _____ Course: Data Communication Lab Semester: 7th

COURSE OUTCOMES (COs)		3 Excellent	2 Good	1 Fair
CO1	**Define** fundamental concepts of different types of transmission media.			
CO2	**Understand** various digital modulation techniques.			
CO3	**Demonstrate** LAN using different topologies like bus, ring, star & tree.			
CO4	**Analyze** the operation for configuration of modem and hub.			

5. Program Exit Survey

At the end of academic year, final year students are required to fill a program exit survey form. In this, students will be required to respond to questions that examine how effective the teaching-learning process was in aiding the student attain the respective program outcomes. The feedback so collected is analyzed by the respective departments and the suggestions received are implemented for the present students to instill necessary technical skills, knowledge attitude and team work.

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The format to collect the program exit survey is as follows:

Ganga Institute of Technology & Management, Kablana

PROGRAM EXIT SURVEY

(INDIRECT ATTAINMENT OF PROGRAM OUTCOMES) (Program: B. Tech)

Name:..... Date: .....
Roll No.: ..... Department: .....
Email ID.: ..... Contact No. .....
Year of Graduation: ..... Signature: .....

Dear Students,

On the basis of learning during UG program at GITAM Kablana, we request you to rate your academic/Co curriculum performance area as under on a scale of 1 (minimum level) to 3 (maximum level of your satisfaction). It will immensely help us to improve the quality of OBE (Outcome based education).

Please rate on a scale of 1-3 where 1 is the minimum level and 3 is the maximum level of your satisfaction based on your observations. Your honest opinion will be useful in this regard.

Sr. No.	PO/PSO No.	Performance Area	Please Tick (1-3) scale		
			3	2	1
1	PO1	Engineering knowledge: Apply the knowledge of mathematics, science, engineering fundamentals, and an engineering specialization to the solution of complex engineering problems.			
2	PO2	Problem analysis: Identify, formulate, review research literature, and analyze complex engineering problems reaching substantiated conclusions using first principles of mathematics, natural sciences, and engineering sciences.			
3	PO3	Design/development of solutions: Design solutions for complex engineering problems and design system components or processes that meet the specified needs with appropriate consideration for the public health and safety, and the cultural, societal, and environmental considerations.			
4	PO4	Conduct investigations of complex problems: Use research-based knowledge and research methods including design of experiments, analysis and interpretation of data, and synthesis of the information to provide valid conclusions.			
5	PO5	Modern tool usage: Create, select, and apply appropriate techniques, resources, and modern engineering and IT tools including prediction and modeling to complex engineering activities with an understanding of the limitations.			
6	PO6	The engineer and society: Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal and cultural issues and the consequent responsibilities relevant to the professional engineering practice.			
7	PO7	Environment and sustainability: Understand the impact of the professional engineering solutions in societal and environmental contexts, and demonstrate the knowledge of, and need for sustainable development.			
8	PO8	Ethics: Apply ethical principles and commit to professional ethics and responsibilities and norms of the engineering practice.			
9	PO9	Individual and team work: Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.			
10	PO10	Communication: Communicate effectively on complex engineering activities with the engineering community and with society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.			
11	PO11	Project management and finance: Demonstrate knowledge and understanding of the engineering and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environments.			
12	PO12	Life-long learning: Recognize the need for, and have the preparation and ability to engage in independent and life-long learning in the broadest context of technological change.			
13	PSOs	To be drafted by the respective departments.			
Suggestions/Remarks on above(if any):					

Note:- The program outcomes of the other programs are to be defined by the respective head of the departments.

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6. Feedback on Curriculum

Being an affiliated Institute we cannot revise the curriculum or designing our own curriculum as per Industrial needs but still Institute takes feedback on curriculum from students, Alumni, faculty and industry expert/employer preferably who have MOUs with the Institute and conduct placement drive at our Institute.
The feedback received on curriculum is analyzed by the respective departments and is send to IQAC and in response to this analysis send the recommendation to the Board of Studies of Maharshi Dayanand University for further implementations.

7. Feedback on Facilities

Institute takes feedback on facilities once in every semester on 10 parameters.

Feedback on Facilities is taken on the following Parameters are as following:-

a) Academic Environment.
b) Experienced and dedicated Faculty & Staff.
c) Training & Placement Assistance.
d) Infrastructure and Laboratory Facilities.
e) Co-curricular/ Extra-curricular/ Sports Facilities.
f) Transport Facility.
g) Information through Digital media.
h) Library facilities.
i) Cafeteria.
j) Maintenance & Housekeeping.

Facilities feedback analysis scale

SCALE	SCORE
EXCELLENT	> 4 to 5
VERY GOOD	>3 to ≤4
GOOD	>2 to ≤3
FAIR	>1 to ≤2
IMPROVEMENT REQUIRED	≤1

Outcomes and corrective action:

Selective strengthening of the infrastructure for various facilities has been made with the constructive feedbacks from the stake holders. Suitable corrective and remedial measures are taken periodically based on these feedback and survey reports to improve the facilities of the institution.
If the feedback score is less than 3, necessary corrective measures are taken. The maintenance and enhancement of facilities is monitored by the Director.

8. Parents Teacher Meet:

For the overall improvement of the character of a student, the institution shall take feedbacks from parents and guardians. These shall be gathered during PTM meetings. Feedback received from parents is evaluated by the respective HOD, under the supervision of the Director and necessary action is taken if required.

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Feedback on PTM is taken on the following Parameters are as follows:

a) Does your ward inform regularly about his/her performance?
b) Faculty Performance
c) Hostel Facilities
d) Library Facilities
e) Canteen Facilities
f) Transport Facilities
g) Internet Facilities
h) Are you satisfied with the examination system of the college?
i) How did you feel about the Parents Meeting?
j) Suggestion for Improvement.

PTM feedback analysis scale

SCALE	SCORE
EXCELLENT	> 2 to ≤ 3
GOOD	>1 to ≤ 2
AVERAGE	≤ 1

9. Conclusion:

These collected feedbacks shall be analyzed and discussed in Department level meetings to decide the necessary actions. The consolidated reports shall be presented at institution level committee meetings. The feedback is analyzed and scrutinized to refine the policies so that Institution moves closer to its vision.

Prepared by:
Coordinator-AMC

Approved/not approved
Director

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