MUGBERIA GANGADHAR MAHAVIDYALAYA

P.O.—BHUPATINAGAR, Dist.—PURBA MEDINIPUR, PIN.—721425, WEST BENGAL, INDIA

NAAC Re-Accredited B+Level Govt. aided College

CPE (Under UGC XII Plan) & NCTE Approved Institutions

DBT Star College Scheme Award Recipient

E-mail : mugberia_college@rediffmail.com // www.mugberiagangadharmahavidyalaya.ac.in

A Short Note on FeedbackMechanism

of

Mugberia Gangadhar Mahavidyalaya

Bhupatinagar,Purba Medinipur, WB

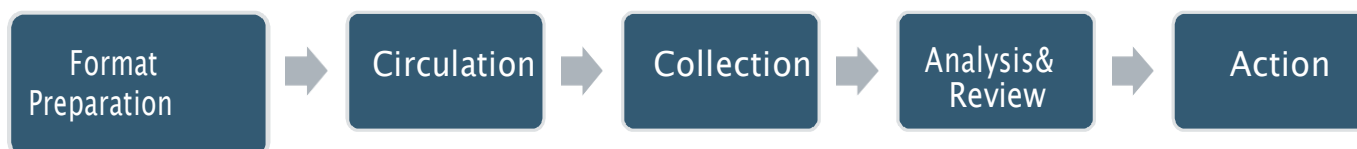Affiliated to Vidyasagar University

West Bengal

INTRODUCTION

Feedback is the essence of two-way communication between the provider and thereceiver. Effective feedback, both positive and negative is important for continuousimprovement as it helps in understanding the strengths, weaknesses, opportunitiesand challenges faced by the organization. It is advantageous to the organization aswell as the stakeholders as improvisations made based on the feedback receivedbenefitsallthestakeholders.

Feedback from students, parents, Teachers, employees, alumni inculcates a sense of ownership aboutthe organization and make them feel valued and responsible. Regular feedback isimportant across the entire organization in order to remain aligned to goals and ispartofcontinuouslearningprocessforregularimprovisationstoservebetter.

Any academic Institution initsmissionforcontinuousimprovementinallsectors,academicor administrative has entrusted IQAC with the responsibility for arranging feedbackresponses from all stakeholders of the Institution on quality related institutionalprocesses.

I) FEEDBACKMECHANISM

Thecentralfeedbackmechanismof any Institution may be the followingsteps:

Format Preparation → Circulation → Collection → Analysis& Review → Action

A) *Formatpreparation*:

The format for each type of feedback to be filled by each stakeholder shall bepreparedby feedback committee under IQAC. The feedback forms to be collectedelectronicallyshallbepreparedthroughIQAC email id and monitoredby feedbackcommitteeunderIQAC.

The Feedback Committee Under IQAC of The College
   I.   Dr. Swapan Kumar Misra,Principal(Chairman)
   II. Dr. Prasenjit Ghosh,IQAC Co-Ordinator
   III. Dr. Debasis Ray, Convenor of the Feedback Committee
   IV. Dr. KalipadaMaity,NAAC Co-Ordinator
   V.   Miss.SayantikaBera,SACT,Department of Zoology
   VI. Mr.Saugata Bera, Cashier
   VII. Mr.ShrutinathJana,Computer Assistant

1) STAKEHOLDERS

Themultiplestakeholdersofthe Institution:

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

2) OFFEEDBACK

  2.1 Students'feedback about Curriculum

  2.2 TeachersfeedbackaboutCurriculum

  2.3 Alumnifeedback aboutCurriculum

  2.4 Parentsfeedback aboutCurriculum

  2.5 Employersfeedback aboutCurriculum

2.1 Students'Feedback about Curriculum

Students' evaluation of their learning experience in an institution is an integralcomponent for any quality assurance system. This allows the institution to evaluatehow its service provision is viewed by its most important group of stakeholders,namelyitsstudents.

Thefeedbackaboutcurriculumwillcollectstudentsinputonallaspectsofcurriculum including the course content, learning resources, learning environment,quality of delivery and assessment. It will also enquire about specific topics in thecourse content which the student feels should be added or deleted as per theprofessionalscenario.Thisfeedbackshallbecollectedbystudentsofeverysemest er/yearattheend ofsemester/year asapplicable.**ThesampleformatisenclosedasAnnexureI**

2.2 Teachers'Feedbackaboutcurriculum

The purpose of this feedback is to obtain the teachers input on the overalleducational environment in the Institution. This feedback will specifically targetto collect the opinion ofteachersoncurriculumdesign&revision,employability,examinationpatterns&r eforms,teachingmethodsandoverallteaching-learning environment. The feedback from teachers will be collected once duringanacademicyear.**ThesampleformatisenclosedasAnnexureII**

2.3 AlumniFeedback aboutcurriculum

Thepurposeofthisfeedbackistoobtaintheinputsfromthealumnionthequalityof course/program of any Institution. This will also help in assessing the extent

ofattainment of the programme outcomes. This feedback will be collected from allparticipating alumni of the institution during annual Alumnimeet orthrough institution website link. The format for feedback shall be shared by IQAC to the Alumni coordinatorsfor collection of feedback either manually or electronically. The collected feedbackwill be submitted by the alumni coordinators to the respective IQAC of the Institution. **ThesampleformatisenclosedasAnnexureIII.**

2.4 Employers'Feedback aboutcurriculum

The purpose of this feedback is to obtain the employers input on the quality of thegraduates or post graduates of any Institution and to assess whether the expectations of recruiterswerefulfilled.Thestudent'sabilitytohandletheprofessionalsituationsandknowledgeacquiredduringtheirlearningcanalsobeassessed.TheformatspreparedbyIQACshallbesubmittedtoCorporateresourcecentre(CRC)forcollection of feedback by the recruiters manually or electronically. The collectedfeedback aboutparticular programme students shallbe submitted to respectiveIQAC for necessary action attheirend.**ThesampleformatisenclosedasAnnexureIV.**

2.5 Parents'Feedback aboutcurriculum

Any Institution can take the initiative of organizing Parents-Teachers-Studentsmeet (PTM) regularly to apprise parents and guardians with the academic andprofessional growth of their ward. Feedback from parents towards institutionaldelivery of academics including course employability, skill training, practicallearningand their overall satisfaction related to the progress of their ward will becollectedmanually/electronicallybytheconcernedteachersmonitoredbyIQAC.**ThesampleformatisenclosedasAnnexureV.**

B) *Circulationoffeedbackformats:*

ThefeedbackformsshallbecirculatedthroughIQACtotheconcerneddepartmentdealingwiththeparticular stakeholder.

Typeoffeedback	Mechanismofcirculation
StudentsFeedbackaboutCurriculum	IQAC through HOD toStudents
TeachersfeedbackaboutCurriculum	Principal
Alumnifeedback aboutCurriculum	IQACthroughAlumnicoordinatortoalumni
Employersfeedback aboutCurriculum	IQACthrough HOD toemployers
ParentsfeedbackaboutCurriculum	IQACthrough HODtoparents

C) *Collectionofdata*:

Thedataofthefeedbackreceivedshallbecollectedasfollows:

Typeoffeedback	Modeofcollection	Collecting body	Time schedule ofcollection

StudentsFeedbackabout Curriculum	Institution website	IQAC with the help of HOD	End of semester
Teachers Feedback aboutCurriculum	Institution website /offline	Principal	Once in a year
AlumniFeedback aboutCurriculum	Offline/online	IQAC with the help of Alumnicoordinator	During Alumni meet a nnually
EmployersFeedback aboutCurriculum	Online/offline	IQAC with the help of HOD	During placement drive orotherwiseannually
Parentsfeedback aboutCurriculum	Online/offline	Class Teachers/IQAC	onceayear

D) *Analysisoffeedbackreceivedandreviewofresults:*

Thefeedbackreceivedwillbeanalyzedofflineoronlineasperthemodeofcollectionandresults willbereviewedasfollows:

Typeoffeedback	Analysisandreviewby
StudentsFeedbackaboutCurriculum	IQAC
TeachersfeedbackaboutCurriculum	Principal
Alumnifeedback aboutCurriculum	IQAC
Employersfeedback aboutCurriculum	IQAC
Parentsfeedback aboutCurriculum	IQAC

E) *Actiontaken:*

Theactionsaboutthecollectedfeedbackafteranalysisshallbetakenasunder:

Typeoffeedback	Actiontakenby
StudentsFeedbackaboutCurriculum	GoverningBody and Affiliated University
TeachersfeedbackaboutCurriculum	GoverningBody and Affiliated University
Alumnifeedback aboutCurriculum	GoverningBody and Affiliated University
Employersfeedback aboutCurriculum	GoverningBody and Affiliated University
Parentsfeedback aboutCurriculum	GoverningBody and Affiliated University

II)   REVISIONOFFEEDBACKFORM

The feedback forms can be revised as per the need of the situation and as perthe requirement of the feedback to be obtained. The revisions shall be made bythe feedbackcommittee andshallbeapprovedbyIQAC.

III)   ROLEOF FEEDBACKCOMMITTEE

ThefeedbackcommitteeofIQACshallservethefollowingfunctions:
   1) Preparationoffeedbackformats.
   2) GenerationofelectronicformsontheInstitution website portal.

3) Analysisoffeedbackresponsesreceived.
4) PresentationofrecommendationsafteranalyzingfeedbacktoIQAC.
5) Revisionoftheformatsaspertheneed.

Annexure-I
Studentfeedbackaboutcurriculum

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.

Course Content		1	2	3	4	5
1	Contentofcourseisbasedonindustryneedsanddemands					
2	Employabilityisgivenweightageincurriculumdesignanddevelopment.					
3	Content of courses are suitable for NET/GATE/JAM/SET Examinations					
4	Coursehasgoodbalancebetween theory andpracticalapplication					
5	The practical's/labexperimentsenhancedunderstandingofconceptsof Theory					
6	Coursecontentenhancestechnicalskillstofacetheindustry					
7	Thecurriculum isupdatedtimetotime					
8	The Courses is competent in Global Education System					
9	The courseshelp toattainyours' higher study.					
10	Rate the Coursecontentstimulatestudent interestinthesubjectarea					

Any particulartopicyouwouldliketobetaught-

Anyparticulartopicwhich you feelisobsolete and should not betaught-

Annexure II
Teacher Feedback about curriculum

NameofDepartment:
NameofFaculty:
Designation:
Mobile
No-
Email
Subject/coursestaught: Date:

Direction:Foreachitem,indicateyouropinionchoosingascorefrom1to5with5beingexcellentand1being Poor.

S.No	Particulars	1	2	3	4	5
1.	Contentofcourseisbasedonindustryneedsanddemands					
2.	Coursehasgoodbalancebetweentheoryandpracticalapplication					
3.	Coursecontentstimulatemyinterestinthe subjectarea					
4.	Employabilityisgivenweightageincurriculumdesignanddevelopment.					
5.	The curriculumisupdatedtimetotime					
6.	Freedomtopropose,suggest,modifytopicsinsyllabus/coursecontent					
7.	Freedomtoinnovateandadoptnewteaching strategies/methods					
8.	HaveyousatisfyforCBCSsystem?					
9.	Adequatenumberofreference booksareavailableinLibrary					
10.	AppropriateTeachingaids(audio-visual)areavailableinlecturetheatres					
11.	Internal/sessionalexaminationsareconductedintimewithadequatecoverageofall syllabus					
12.	LevelofsatisfactionwithExaminationreforms-PercentageoftheoryandPractical.					
13.	LevelofsatisfactionwithinclusionofObjectivetypequestionsinInternalexaminations					
14.	Rate your levelofsatisfactionwithinternalexaminationandevaluation patternofthecollege					
15.	Overallenvironmentindepartmentisconducivetoteachingandlearning					
16.	Rate your level of satisfaction on Workshop/Seminar conducted in time on curriculum					
17.	Any suggestions 1. 2. 3. 4.					

Annexure III
Alumni Feedback

Name of Alumni:…………………………………..

Contact No…………………………………………..Email id:……………………………

Program(Degree/Diploma)pursuedfromMugberiaGan.Mahavidyalaya:…………………………………………..

Year of passing:………………………………………………………………………..

Have you gone for Higher studies:

Yes	No

IfYes,DegreeobtainedpursuingaftergraduateDegreeandtheInstitutionName(pleaseattachthephotocopyofadmissiondocument):
………………………………………………………………………………:…………………………………
………………………………………………………………………..

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

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

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

(Please attach thephotocopyofappointmentletterandpayslipofonemonth):

1) Haveyouqualifiedanystate/national/international levelexamination?(NET/SLET/GATE/CAT/GRE/TOEFL/NEET/Civil Services/State government examinations/Any Othercompetitiveexam)
…………………………………………………………………………………

2) Rateyourlevelofsatisfactionwiththecoursecurriculumdeliveredtoyou?

Poor	Fair	Satisfactory	Good	Excellent

3) Howdoyouratetherelevanceofthecurriculumofyourdegree/diplomaprogramwithrespecttoyourcurrentjob?

Notatallrelevant	SomewhatRelevant	Totallyrelevant

4) Didyougetsufficient placement/careercounselingopportunitiesthroughtheinstitution?

Yes	Somewhat	No

5) Didthecurriculumofyour degree/diplomaprogramhelpyouinplacement?

Yes	Somewhat	No

6) Anyspecialtraining/tools/newtechnologiesyouhavelearnttomeetthecurrentjobrequirements?
…………………………………………………………………………………

7) HowmanyalumniengagementProgramareorganizedbytheCollege/Department
…………………………………………………………………………………

8) Anyvaluablesuggestionstoimprovisethecurriculum?
…………………………………………………………………………………

Employers Feedback

Name of the candidate

Name of the Company/Institution

Name of the Evaluating Person with Designation

Postal Address

Mobile No: **E-mail id:**

Fax:

Question	Very Good	Good	Satisfactory	Unsatisfactory
1.General communication skills/Interpersonal Skills and Leadership				
2.Team working abilities				
3.Integrity				
4.Competitiveness				
5.Adoptability to additional work commitment				
6.Open to new ideas and learning new techniques				
7. Commitment towards Vision & Mission of the organization				
8.Inclination towards Social responsibilities				
9.Overall rating				
10.Any suggestions 1. 2. 3. 4.				

**Signature
with Seal**

AnnexureV

<u>Parents'feedback</u>

NameofParent:
Parent Email-ID
ParentMobileNo-
NameofprogramWardispursuing:Year/Semester:
Date:

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

S.No	Particulars	1	2	3	4	5
1.	Overallpersonalitydevelopmentofyourward					
2.	Importancetopracticalclasses					
3.	Regularfield/industryvisitsforpracticallearning					
4.	AmbienceoftheCollegeforeffectivedeliveryofacademics					
5.	Infrastructure facilities in institution for learning(lecture/library/computerlabsetc.)					
6.	Co-curricularactivitiesintheinstitute					
7.	Skillsenhancementprogramsin thecurriculumforbetterresult inplacementactivities					
8.	Placement/careercounselingactivitiesintheinstitution					
9.	Culturalactivitiesintheinstitution					
10.	Transparencyintheexaminationandevaluationsystemoftheinstitution					

We hope the said shot note on Feedback system can help any Institution to strengthening the feedback mechanism.
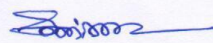
Annexure V
Parents' feedback

Name of Parent:
Parent Email-ID
Parent Mobile No-
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.	Overall personality development of your ward					
2.	Importance to practical classes					
3.	Regular field/industry visits for practical learning					
4.	Ambience of the College for effective delivery of academics					
5.	Infrastructure facilities in institution for learning (lecture /library/computer labs etc.)					
6.	Co-curricular activities in the institute					
7.	Skills enhancement programs in the curriculum for better result in placement activities					
8.	Placement/career counseling activities in the institution					
9.	Cultural activities in the institution					
10.	Transparency in the examination and evaluation system of the institution					

We hope the said shot note on Feedback system can help any Institution to strengthening the feedback mechanism.

14.03.23

Principal
Mugberia Gangadhar Mahavidyalaya

12