Lokmanya Tilak Jankalyan Shikshan Sanstha's
PRIYADARSHINI BHAGWATI COLLEGE OF ENGINEERING
Harpur Nagar, Umred Road (Near Bada Tajbagh), Nagpur-24
(Approved by AICTE, New Delhi, Govt. of Maharashtra
and affiliated to Rashtrasant Tukdoji Maharaj Nagpur University)
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NAAC Accredited

1.4 Feedback System

1.4.1 Institution obtains feedback on the academic performance and ambience of the institution from various stakeholders, such as Students, Teachers, Employers, Alumni etc. and action taken report on the feedback is made available on institutional website

Feedback Process & Feedback Mechanism Implemented by the Institute

Certified Documents from Page Number 2 to Page Number 7

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FEEDBACK PROCESS

Priyadarshini Bhagwati College of Engineering always strive to focus towards providing quality education and good ambience. With the objective of achieving the same, the institute has implemented a well-designed feedback mechanism which involve valuable feedback from stakeholders including students, alumni, teachers and employers in every academic year. To encourage a "Go-Green" initiatives the online feedback forms for every stakeholder is created and circulated. After collecting the valuable feedbacks the same has been analysed and subsequent action has been taken for overcoming the lacuna if any. The details of the stakeholder feedback is discussed below.

A. Stake Holders
1. Internal Stakeholders

The institute believe in giving highest priority to students and faculties who are in direct concern of complete teaching-learning and ambience. They derived as the internal stakeholders and their feedback always being valued for continuous improvement process.

2. External Stakeholders

Our institute always keen to take a review from external stakeholders like alumni and employers who are presently not in direct concern with the academic performance and college ambience but whose feedback would definitely help in improving the same.

In order to take a feedback about the performance of our graduated who are working in various companies, we have circulate the employer feedback form among the students and request them to let their employer give the valuable feedback about their performance which is a direct output of quality teaching. The employer feedback is very helpful to the institute as it directly reflects the standard of teaching and training given to the students to make them technically and ethically sound.

In the same way alumni are those who have actually gone through all the know-how of the institution. Every year we take feedback from the alumni and ask them to give suggestions which help us to improve in any of the way.

B. Objectives of the Feedback Collection Mechanism

- To formulate a well-designed feedback system.
- To systematically collect the feedbacks from all the stakeholders.
- To review and analyse the complete feedback collected.
- To prepare a plan of action and take the actions for those parameters who are not matching the standards.
- To initiate the action for quality improvement.

C.   Feedback Committee:

As collecting feedback and preparing the action plan implementing the suggestion is not a one day and one man process, a well-organised feedback mechanism have been planned under IQAC and close supervision of Principal. Members of IQAC, HOD's and faculty coordinator collaborate together for smooth functioning of all the feedback activities.

FEEDBACK MECHANISM

Every academic year the institute follows below feedback process.

- Feedback collected from below stakeholders.
    1. Student
    2. Employee
    3. Alumni
    4. Employer.
- College have ERP system on which at the end of every academic session the students have to give their feedback regarding ambience and academics.
- Similarly Google forms containing the well-designed questionnaire for each stakeholder i.e student, teacher and alumni is prepare separately which is circulated through proper channel to the stakeholder.
- Regarding Employer feedback the standard employer feedback form is circulated to all the HOD's & TPO to get the review from the employer.
- The collected feedbacks are then analysed department-wise and at institute level. IQAC gives direction about the plan of action regarding implementation of suggestions given by the stakeholders for quality improvement.

Student Exit Survey

Every Year the students who are leaving the college after completion of their graduation are require to fill the survey form to share their views about their level of satisfaction with the institute. The offline forms are collected from the students when they came to collect their mark sheets. This survey focus on collecting opinion from the students on some points including,

- ✓ Syllabus and quality of Teaching.
- ✓ Teaching Learning method adopted.
- ✓ Employment centric activities.
- ✓ The guidance received for employment/ Higher studies/ entrepreneurship.
- ✓ How well the extracurricular activities are incorporated.

Students Feedback on Curriculum and Teaching Learning Process

As a part of monitoring the syllabus coverage along with the student feedback process the IQAC coordinator and dean academics will takes the review from the students by personally visiting the classes and attending lectures of the faculty and give subsequent advice to the faculty for their improvements.

The feedback collected personally and through online via ERP system is then discussed with the heads and the plan of action is the prepared under closed supervision of Principal and dean academics with the involvement of Heads of the department.

Student's Feedback on Faculty

The students feedback on faculty including completion of syllabus, preparation of lectures by teachers, delivery of lectures, approach of teacher towards problem solving, teachers participation in organising guest lectures, expert lectures for enhancing leaning, teachers approach towards guidance for employability, social and other relevant issues etc. has been collected at department level. The feedback is recorded in ERP system at central level for every individual faculty and through google forms at department level.

The feedback is communicated confidentially to the Head of the department and the HOD will individually call the subject teachers for review of the percentage feedback they received. This will give good opportunity to the teacher to upgrade themselves in teaching learning process for quality improvement. More than 70% of the teachers usually get more than 80% of the average feedback. Those teachers who fails to achieve the good percentage feedback are then intimated to prepare well during appraisal process and guided to improve their performance.

Feedback from Faculty:

Considering the most significant part of institutions, the feedback is also collected from the faculty. Teachers are the pillars of a quality education and their suggestion will always give a good academic height to the institution. The institute every year take the valuable feedback from the faculties to give their view on academic growth and the college ambience. Some major points of focus in the feedback are:

- ✓ Usage of ICT tools while delivering lectures.
- ✓ Adequacy of syllabus for academic development.

✓ Library, internet and Wi-Fi facilities provided.

✓ Institute approach for encouraging experiential learning, FDP, STTP etc.

Alumni Feedback

The valuable feedback from the pass out graduates will always influence the institution's overall growth. We follow the practice of taking a feedback from the alumni whenever they visit the college. Every year the feedback also collected through google forms. Similarly the alumni meet is organized where students come voluntarily to give their suggestions, thoughts and experience with the teachers and college authorities.

Employer Feedback

Employers are the means through which the institute can validate its academic reputation. The feedback forms through TPO are forwarded to the students where they take the feedback from their employer regarding their performance in the company/organization. The feedback questionnaire majorly focuses on:

✓ Technical and communication skills of our students.

✓ Student's approach towards problem solving.

✓ Student's approach towards collaboration with team members.

✓ Overall ethical and social values.

The feedback collected will definitely provide the good opportunity to the institute to learn the drawbacks and shortcomings in the complete teaching-learning process.

Parents Feedback

The institute believe in taking valuable feedback from Parents too. Every year the parents meeting is organised at departmental level where the parents are required to share their insight and review about the college. Some of the points to be focussed as follows:

✓ Infrastructure facility provided by the college.

✓ Teaching-Learning facilities and Library.

✓ Approach of teaching staff to mentor students.

✓ Academic and other discipline.

Table I. represents the gist of complete Feedback Mechanism Implemented by Institute.

Feedback Process	Remark
Feedback Collection	Collected through Google Forms and ERP system.
Feedback Receivers	Stakeholders: 1. Student : Faculty Co-ordinator 2. Alumni : Faculty Co-ordinator 3. Employee : Principal 4. Employer : Heads of the Department & TPO 5. Parents : Parents meet In- Charge
Frequency of Feedback Collection	Once in a Year
Metric Used for Analysis	✓ Excellent ✓ Good ✓ Satisfactory ✓ Poor
Target	75% of Excellent + Good
Action Taken	By formulating overall feedback and targeting those parameters which do not meeting the threshold value i.e 75%