

## FEEDBACK MECHANISM

### OBJECTIVE:

As a quality enhancement initiative, Sammilani Mahavidyalaya regularly collects feedback from the stakeholders like the students, teachers, alumni, guardians, employers etc. and analyzes the same to identify the areas where development is necessary. The process of feedback collection from a diverse set of stakeholders and subsequent analysis help the institution not only to identify the lacking areas, but to view the same from different perspectives also. This leads to an efficient policy making and enables the institution to satisfy the stakeholders at its best.


### COLLECTION OF FEEDBACK FROM THE STAKEHOLDERS:

Questionnaires for different sectors of stakeholders are framed separately by the Feedback subcommittee, highlighting the key-elements of academics, administration and infrastructure. The areas, usually emphasized in this context include - adequacy of available infrastructure and learning resources, quality of services provided, effectiveness of the pedagogy adopted for overall progression etc. The institution has developed an online feedback portal for collection of feedback via Google forms. The answers to all the questions on these Google forms (questionnaires) are preformatted on a three point/ five point benchmarking scale

### FEEDBACK ANALYSIS AND IDENTIFICATION OF THE AREAS WHERE DEVELOPMENT IS

### NECESSARY:

Once feedback collection is done, the system automatically generates feedback data in 'Excel' format along with graphical representations of the same. On the basis of these data, weighted average scores for individual questions are calculated and a feedback report is prepared accordingly highlighting the areas which require further improvement.

  
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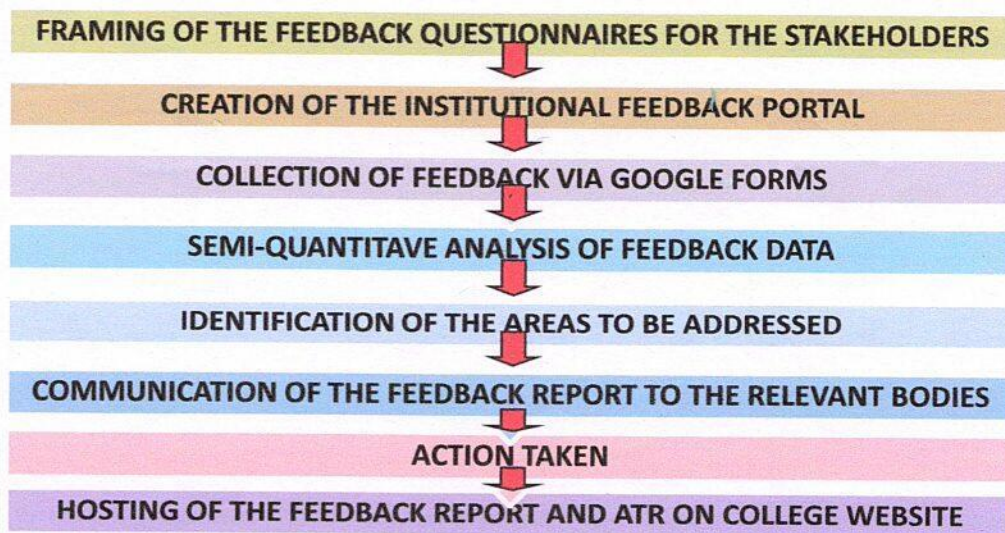
### COMMUNICATION OF THE FINDINGS TO THE RELEVANT BODIES AND ACTION TAKEN:

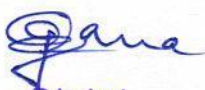
On the basis of the feedback report, the IQAC prepares an action plan and submits it to the Governing Body (GB) for approval. After approval of GB, it is forwarded to the appropriate subcommittee(s) for taking corrective measures, if it requires minor policy intervention and/or insignificant amount of financial allocation. Whereas, in case of major policy planning or large amount of financial involvement, GB itself frames the policy in consultation with the IQAC and the same is then executed by appropriate bodies like Academic Council, Finance subcommittee, purchase subcommittee etc.

### HOSTING OF THE FEEDBACK REPORT AND ATR ON COLLEGE WEBSITE:

Once implemented, the 'Feedback Analysis Report' and 'Action Taken Report' are uploaded on the college website for perusal of the concerned stakeholders.

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