



## Babu Jagjivan Ram Government Degree College

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### FEEDBACK POLICY

Babu Jagjivan Ram Government Degree College is committed to quality in all its processes, procedures, and policies. The vision of empowering the students by providing quality education in order to make them 'competent, self-reliant and responsible society builders, professionals and citizens,' is possible only when there is continuous improvement in all areas. As Bill Gates said, *"We all need people who will give us feedback. That's how we improve."* Therefore, the institution constantly improves itself with the help of a structured feedback mechanism from various stakeholders in the broad areas of teaching-learning, and institutional facilities.

#### Rationale:

Continuous improvement is based on feedback from across the entire institution - the students, the teachers, the alumni and the parents. Effective feedback, whether negative or positive, is very helpful for the quality culture of an institution, as it can be used for making important decisions. It helps the institution to remain aligned to goals and create strategies for future improvement. Therefore, the institution needs to constantly improve itself if it aims to empower its students.

#### Policy Statement:

The institution collects feedback from various stakeholders; consolidates; analyzes it and uses it for the improvement of the academic and administrative facilities, especially the teaching-learning process. Feedback is collected from both Internal Stakeholders (Students and Teachers) and External Stakeholders (Parents and Alumni).

#### Aims:

- To collect feedback from stakeholders on the curriculum in order to bring in improvements to enhance the quality of the learning experience and the skills to be acquired by the students.
- To collect feedback from students on teacher performance for improvement in the teaching-learning process
- To collect feedback from stakeholders on institutional facilities for continual improvement of academic and administrative facilities that are available on the campus.

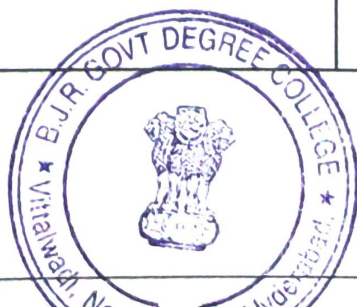
#### Feedback Mechanism:

The institution has evolved a structured feedback mechanism in which feedback from various stakeholders is collected, analysed and appropriate action or corrective measures/improvements are made by the Heads of the departments; the Academic Branch, and the IQAC.

The entire process is monitored by the Feedback Analysis Committee (FAC), led by the IQAC Coordinator, the Convenor and the senior-most members of the Arts, Commerce and Science faculties. The feedback mechanism followed by the institution is as follows:

Sl. No.	Type	Sources of Feedback	Feedback Mechanism
1.	Curriculum	Students, Teachers and Alumni	<ul style="list-style-type: none"> <li>➤ Feedback is collected from students in the class or mentor-mentee groups; from teachers; and from alumni during Alumni Meetings.</li> <li>➤ This feedback is analysed by the Feedback Analysis Committee (FAC) and report submitted to the IQAC for appropriate action to be taken by the institution.</li> <li>➤ In 2019-20, the feedback on curriculum from students was successfully collected online as a pilot project.</li> <li>➤ The same will be extended to the other forms and stakeholders, from this year.</li> </ul>
2.	Teacher Performance	Students	<ul style="list-style-type: none"> <li>➤ Feedback from the students is collected in a comprehensive manner with questions on every aspect of the teaching-learning process.</li> <li>➤ This feedback is collected and analysed by the FAC and report presented to the IQAC for action to be taken.</li> </ul>
3.	Institutional Facilities	Students, Alumni and Parents	<ul style="list-style-type: none"> <li>➤ Feedback is collected from students in the class or mentor-mentee groups; from parents during Parent-Teacher meetings or during informal interactions; and from alumni during Alumni Meetings.</li> <li>➤ It is consolidated and analysed by the FAC and report submitted to the IQAC for further action.</li> </ul>

<b>Policy Title</b>	Feedback Policy
<b>Ratified by College Planning and Development Council</b>	February 2020
<b>Policy due for Review</b>	February 2022



*B. J. R.*  
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