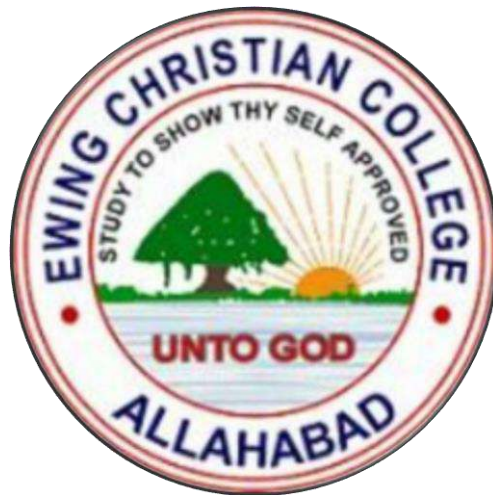


POLICY ON FEEDBACK MECHANISM



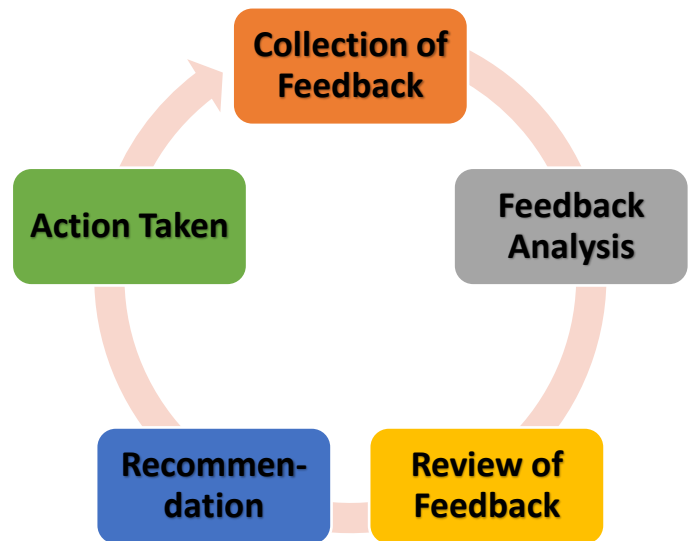
EWING CHRISTIAN COLLEGE, PRAYAGRAJ

(An Autonomous Constituent College of University of Allahabad)

711, Gaughat, Mutthiganj, Prayagraj, Uttar Pradesh, India - 211003

1. INTRODUCTION

Self-assessment provides feedback regarding the strengths, weaknesses, opportunities and threats relevant to quality assurance within the institute. Quality assurance framework within Ewing Christian College, Prayagraj involves all the administrative and teaching wings of the college. It covers from governance to implementation of policies and procedures. In this regard, the Internal Quality Assurance Cell (IQAC) provides the necessary arrangements for a constructive feedback responses from students, teachers, parents, alumni and other stakeholders on quality related institutional processes. The ultimate goal of stakeholder's feedback is to get useful insights for the purpose of improvement in all aspects of teaching, learning, assessment and capacity.



2. TYPES OF FEEDBACK

(A) Student Feedback

(i) Feedback on Teacher

It involves feedback on subject teacher related to professional competencies and learning environment during the classroom teaching.

- Questionnaire on Feedback on Teacher – Appendix 1(A)
- Analysis Report Format – Appendix 1(B)

(ii) Feedback on Curriculum, Teaching-Learning-Evaluation and Infrastructure

Student's evaluation of their learning experience is an integral and necessary component of any quality assurance system as adopted by universities as it allows the institution to evaluate how its service provision is viewed by its most important group of stakeholders, namely its students.

- Questionnaire on Feedback on Curriculum, Teaching-Learning-Evaluation and Infrastructure – Appendix 2(A)
- Analysis Report Format – Appendix 2(B)

(B) Teacher's Feedback

The purpose of the feedback is to obtain the teachers input on the overall educational environment prevalent in Ewing Christian College, Prayagraj. This feedback will specifically target the inputs of teachers on curriculum design, assessment patterns, infrastructure, Internet and computer facilities and overall working environment.

- Questionnaire on Teacher Feedback – Appendix 3(A)
- Analysis Report Format – Appendix 3(B)

(C) Alumni's Feedback

The purpose of this feedback is to obtain the inputs from the alumni on the relevance of curricula in overall development, aspects of soft skills, teaching methods, college environment etc. at Ewing Christian College, Prayagraj. This helps us to assess the extent of attainment of the programme outcomes.

- Questionnaire on Alumni Feedback – Appendix 4(A)
- Analysis Report Format – Appendix 4(B)

(D) Employer's Feedback

The purpose of the feedback is to obtain the employers input on the quality of the graduates at Ewing Christian College, Prayagraj and to assess whether the expectations of recruiters were fulfilled.

- Questionnaire on Employer Feedback – Appendix 5

(E) Parent's Feedback

The purpose of the feedback is to obtain the parents and guardians input towards institutional performance and their overall satisfaction related to the progress of their ward.

- Questionnaire on Employer Feedback – Appendix 6

3. MODE OF FEEDBACK COLLECTION

Feedback collection can be made either **online** or **offline** modes. Online mode includes submission of responses on portal of Ewing Christian College i.e. www.eccprayagraj.org as well as via e-mail while offline submission involves the manual submission of feedback through printed questionnaire provided by institution at requisite schedule. The qualitative feedbacks in the form of appreciation letters, e-mails are also analysed.

Type	Collection Mode	Frequency	Collection Authority
Feedback on Teacher	Online/Offline	Once in each semester	Course Instructor
Feedback on Curriculum, Teaching-Learning-Evaluation and Infrastructure	Online/Offline	Once in each year	Feedback Coordinator
Teacher's Feedback	Online/Offline	Once in each year	<ul style="list-style-type: none"> • Feedback Coordinator • Internal Quality Assurance Cell (IQAC)
Alumni's Feedback	Online/Offline	Once in each year	Alumni's Association
Employer's Feedback	Online/Offline	Once in each year	IQAC
Parent's Feedback	Online/Offline	Once in each year	<ul style="list-style-type: none"> • Head/Coordinator of the Department • Feedback Coordinator

4. ROLE & RESPONSIBILITIES

Role	Responsibilities
Individual Course Instructor (Faculty)	<ul style="list-style-type: none"> • Motivate students to submit their feedback. • Submission of Feedback data and Analysis report to concerned Head/Coordinator of the Department.

Secretary, Alumni Association	<ul style="list-style-type: none"> Collecting Alumni's Feedback during Alumni Meet or via e-mail. Submission of Feedback data and Analysis report to the Chairman, IQAC.
Heads/Coordinators of Departments	<ul style="list-style-type: none"> Take Parent's Feedback. Compilation of Faculty wise departmental Feedback data and submission to Feedback Coordinator.
Feedback Coordinator	<ul style="list-style-type: none"> Preparation of template and formats for various activities regarding feedback and co-ordination of whole program. Take Teacher's Feedback, Parent's Feedback and Feedback on Curriculum, Teaching-Learning-Evaluation and Infrastructure. Preparation and submission of Final Feedback Analysis reports to IQAC.
Coordinator, IQAC	<ul style="list-style-type: none"> Take Teacher's and Employer's Feedback.

5. FEEDBACK ANALYSIS, RECOMMENDATIONS AND ACTION TAKEN

This mechanism involves the compilation of data collected from various stakeholders in the prescribed format to be submitted to the Feedback Co-ordinator in soft as well as hard copy. The feedback collected manually will be analysed by assigned faculty and the scores to be submitted to Head/Coordinator of Department for compilation of data.

On the basis of the feedback received from various stakeholders, the feedback co-ordinator will compile the final observations (includes departmental average and institutional average) and the same will be put forth for further action by Chairman, IQAC.

APPENDIX-1(A)**EWING CHRISTIAN COLLEGE, PRAYAGRAJ****STUDENT'S FEEDBACK ON TEACHER***(Please rate your responses in 1 to 5 point scale)***Name of the Student:****Class & Semester:****Roll No.:****Department:****Enrolment No.:****Course Code:****Course Title:****Name of the Teacher:**

Scores ⇒		Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Particulars ↓						
1.	REGULARITY: How regular is your teacher in the class?					
2.	PUNCTUALITY: How Punctual is the teacher in your class?					
3.	CONTENT CLARITY: How thorough is your teacher with the concepts and topics of this paper?					
4.	DISCIPLINE: Is the teacher able to maintain discipline in the class?					
5.	KNOWLEDGE: How knowledgeable is your teacher in general?					
6.	COMMUNICATION: How well does the teacher communicate in the class?					
OVERALL EXPERIENCE						

SUGGESTIONS/ FEEDBACK: Highlight the strengths and weaknesses of the teacher or any other suggestions for improvement.

APPENDIX-1(B)

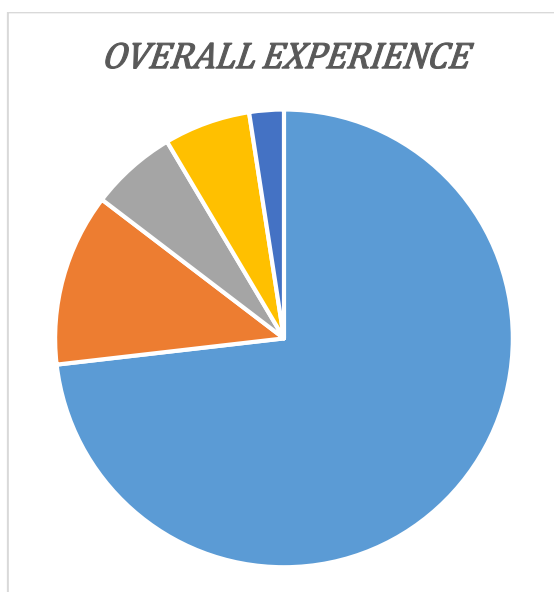
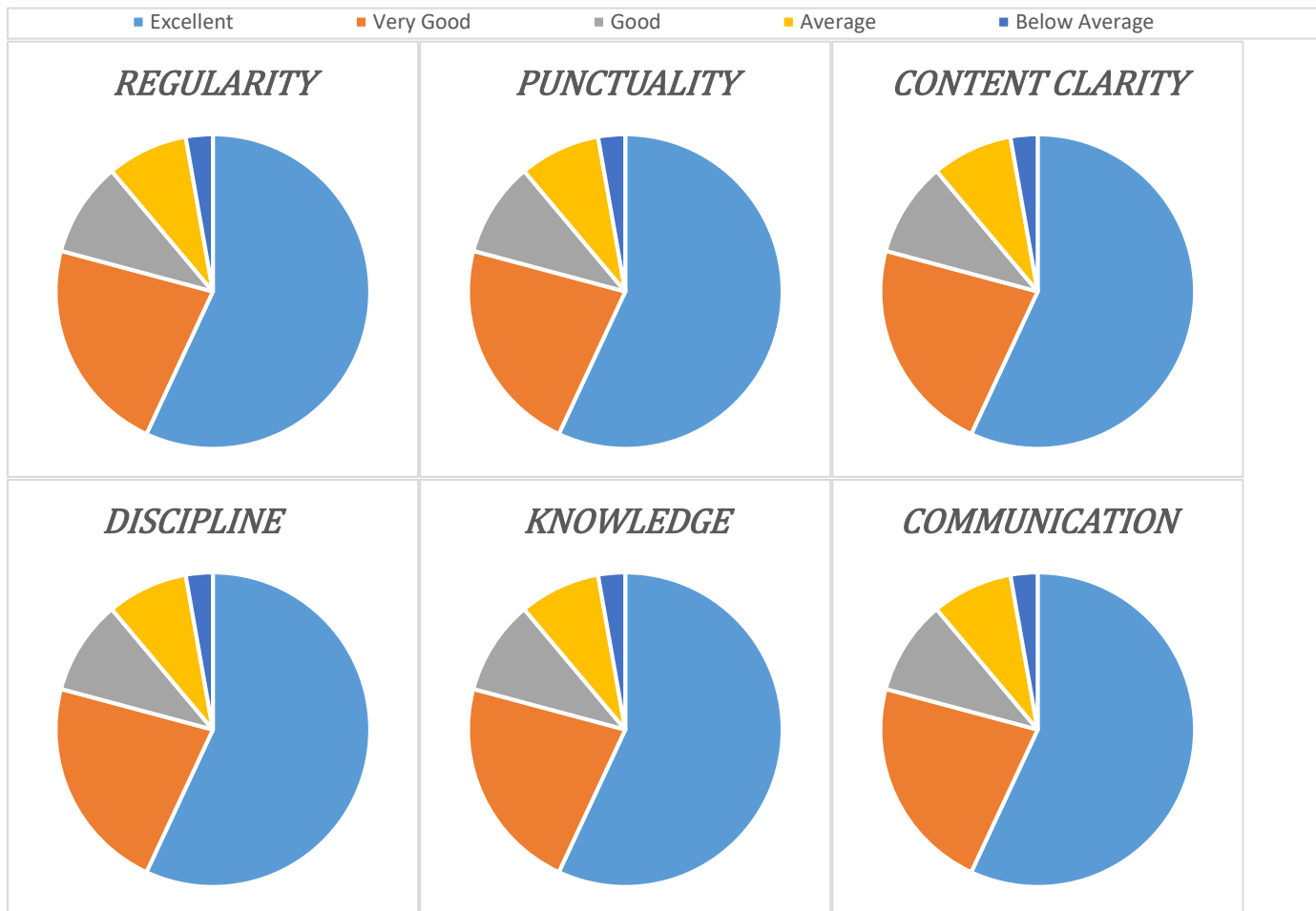
FEEDBACK ANALYSIS OF STUDENT'S FEEDBACK ON TEACHER

Name of the Teacher:

Designation:

Department:

Course(s) Taught:



(Signature of Teacher)

(Signature of Head/Co-ordinator)

APPENDIX-2(A)**EWING CHRISTIAN COLLEGE, PRAYAGRAJ****STUDENT'S FEEDBACK ON CURRICULUM, TEACHING-LEARNING-EVALUATION AND INFRASTRUCTURE***(Please rate your responses in 1 to 5 point scale)***Name of the Student:****Class & Semester:****Department:****Roll No.:****Enrolment No.:**

Scores ⇒		Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Particulars ↓						
Course/ curriculum						
1.	Relevance of the Course					
2.	Clarity of the objectives of the papers					
3.	Latest advancements and applicability of the course					
4.	Allocation of credits to the courses					
5.	Weightage to skill development					
Teaching-Learning-Evaluation						
1.	Availability of text book and study materials					
2.	Evaluation Pattern (Tests and Assignments)					
3.	Student centric approach in teaching learning					
4.	Regularity and punctuality of teachers					
5.	Level of preparation and expression of teachers					
6.	Maintaining student's interest					
7.	Faculty interaction with students inside and outside class					
Infrastructure						
1.	Classroom and furniture					
2.	Sufficient rest rooms and washrooms					
3.	Facilities for sports/ extracurricular activities					
4.	Amenities of Lab and technological advancements					
5.	Canteen facilities					

Any suggestion/opinion -----

APPENDIX-2(B)

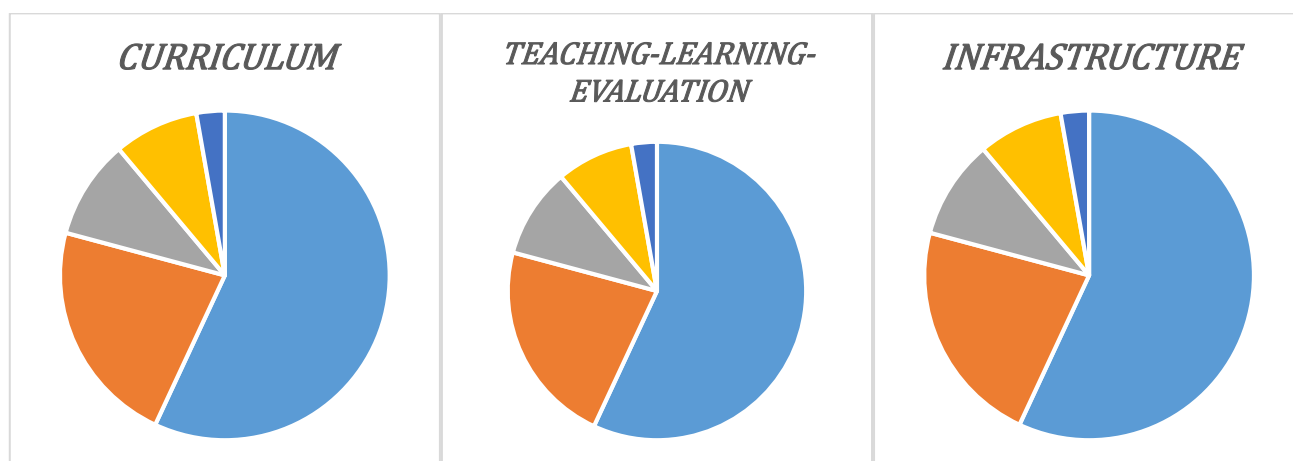
FEEDBACK ANALYSIS OF STUDENT'S FEEDBACK ON CURRICULUM, TEACHING-LEARNING-EVALUATION AND INFRASTRUCTURE
Formula for Calculation of Average Score in any Particular

$$\text{Average Score} = \frac{1 \times N_1 + 2 \times N_2 + 3 \times N_3 + 4 \times N_4 + 5 \times N_5}{N_1 + N_2 + N_3 + N_4 + N_5}$$

where N_i = No. of students who responded score is "i" in a given particular .

Course/ curriculum		Average Score
1.	Relevance of the Course	
2.	Clarity of the objectives of the papers	
3.	Latest advancements and applicability of the course	
4.	Allocation of credits to the courses	
5.	Weightage to skill development	
Teaching-Learning-Evaluation		
1.	Availability of text book and study materials	
2.	Evaluation Pattern (Tests and Assignments)	
3.	Student centric approach in teaching learning	
4.	Regularity and punctuality of teachers	
5.	Level of preparation and expression of teachers	
6.	Maintaining student's interest	
7.	Faculty interaction with students inside and outside class	
Infrastructure		
1.	Classroom and furniture	
2.	Sufficient rest rooms and washrooms	
3.	Facilities for sports/ extracurricular activities	
4.	Amenities of Lab and technological advancements	
5.	Canteen facilities	

■ Excellent ■ Very Good ■ Good ■ Average ■ Below Average



(Signature of Feedback Coordinator)

APPENDIX-3(A)**EWING CHRISTIAN COLLEGE, PRAYAGRAJ****TEACHER'S FEEDBACK***(Please rate your responses in 1 to 5 point scale)***Name of the Teacher:****Designation:****Department:**

Scores ⇒		Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Particulars ↓						
1.	Appropriate syllabus revision					
2.	Availability of relevant and updated reference materials					
3.	Freedom for adoption of new teaching strategies					
4.	College environment for teaching and research					
5.	Aims and objectives of the syllabi are well defined and clear to the teachers and students					
6.	Methods of examination and student assessment					
7.	Equal opportunities for all staff is provided					
8.	Student participation in teaching learning process					
9.	Infrastructure					
10.	Availability of lab equipments					
11.	Internet and computer facilities					
12.	Overall working atmosphere					

SUGGESTIONS/FEEDBACK FOR IMPROVEMENT:

(Teacher's Signature)

APPENDIX-3(B)**ANALYSIS OF TEACHER'S FEEDBACK**

Formula for Calculation of Average Score in any Particular

$$\text{Average Score} = \frac{1 \times N_1 + 2 \times N_2 + 3 \times N_3 + 4 \times N_4 + 5 \times N_5}{N_1 + N_2 + N_3 + N_4 + N_5}$$

where N_i = No. of students who responded score is "i" in a given particular .

S. No.	Particulars	Average Score
1.	Appropriate syllabus revision	
2.	Availability of relevant and updated reference materials	
3.	Freedom for adoption of new teaching strategies	
4.	College environment for teaching and research	
5.	Aims and objectives of the syllabi are well defined and clear to the teachers and students	
6.	Methods of examination and student assessment	
7.	Equal opportunities for all staff is provided	
8.	Student participation in teaching learning process	
9.	Infrastructure	
10.	Availability of lab equipments	
11.	Internet and computer facilities	
12.	Overall working atmosphere	

Highlight suggestions for improvement (at least five):

- 1.
- 2.
- 3.
- 4.
- 5.

(Signature of Feedback Coordinator)

APPENDIX-4(A)**EWING CHRISTIAN COLLEGE, PRAYAGRAJ****ALUMNI'S FEEDBACK***(Please rate your responses in 1 to 5 point scale)***Name of the Alumni:****Programme and Passout year :****Present Organisation:****Designation:****Contact Details:****E-mail & Phone No. :**

Scores ⇒		Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Particulars ↓						
1.	Relevance of syllabus on your overall development					
2.	Academic initiatives for the improvement of student's ability					
3.	Experience in terms of teaching and learning					
4.	Teaching Methods					
5.	Placement facilities					
6.	Infrastructure facilities					
7.	Transparency in admission and evaluation					
8.	Aspects of soft skills, ethics, morality					
9.	Overall discipline					
10.	College environment					
11.	Institution's rapport with the alumni					
12.	Grievance redressal methods					

SUGGESTIONS/FEEDBACK FOR IMPROVEMENT:

(Signature)

APPENDIX-4(B)**ANALYSIS OF ALUMNI'S FEEDBACK****Formula for Calculation of Average Score in any Particular**

$$\text{Average Score} = \frac{1 \times N_1 + 2 \times N_2 + 3 \times N_3 + 4 \times N_4 + 5 \times N_5}{N_1 + N_2 + N_3 + N_4 + N_5}$$

where N_i = No. of students who responded score is "i" in a given particular .

S. No.	Particulars	Average Score
1.	Relevance of syllabus on your overall development	
2.	Academic initiatives for the improvement of student's ability	
3.	Experience in terms of teaching and learning	
4.	Teaching Methods	
5.	Placement facilities	
6.	Infrastructure facilities	
7.	Transparency in admission and evaluation	
8.	Aspects of soft skills, ethics, morality	
9.	Overall discipline	
10.	College environment	
11.	Institution's rapport with the alumni	
12.	Grievance redressal methods	

Highlight suggestions for improvement (at least five):

- 1.
- 2.
- 3.
- 4.
- 5.

(Signature of Secretary, Alumni's Association)

APPENDIX-5

EWING CHRISTIAN COLLEGE, PRAYAGRAJ

EMPLOYER'S FEEDBACK

(Please rate your responses in 1 to 5 point scale)

Employer's Details:

Contact Details:

E-mail & Phone No. :

Scores ⇒		Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Particulars ↓						
1.	General communication skills					
2.	Developing practical solutions to work place problems					
3.	Working as part of a team					
4.	Creative in response to workplace challenges					
5.	Self-motivated and taking on appropriate level of responsibility					
6.	Open to new ideas and learning new techniques					
7.	Using technology and workplace equipment					
8.	Ability to contribute to the goal of the organization					
9.	Technical knowledge/skill					
10.	Ability to manage/leadership qualities					
11.	Relationship with seniors/peers/subordinates					
12.	Involvement in social activities					
13.	Ability to take up extra responsibility					

SUGGESTIONS/FEEDBACK FOR IMPROVEMENT:

(Signature)

APPENDIX-6

EWING CHRISTIAN COLLEGE, PRAYAGRAJ

PARENT'S FEEDBACK

(Please rate your responses in 1 to 5 point scale)

Name:

Occupation:

Name of your ward:

Class & Semester

Contact Details:

E-mail & Phone No. :

Scores ⇒		Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Particulars ↓						
1.	Admission process of college					
2.	Your ward's satisfaction on the syllabus					
3.	General discipline of the college					
4.	Student- teacher relationship					
5.	Approach of non teaching and administrative staff					
6.	Infrastructure and lab facilities					
7.	Your confidence on the employability of your ward based on this programme of study					
8.	Academic growth and communication skill of your ward					
9.	Evaluation pattern of the college					
10.	Overall performance of your ward					
11.	Extracurricular activities					
12.	Grievance redressal methods					

SUGGESTIONS/FEEDBACK FOR IMPROVEMENT:

(Signature)