

Policy For Stakeholders' Feedback

1	Policy Title: STAKEHOLDERS'FEEDBACK	
2	Functional Area: Teaching – Learning and Student Satisfaction	
3	Policy Applies to:	<ul style="list-style-type: none"> • Teaching Staff • Non-Teaching Staff • Students
4	Effective from the Date:	With effect from Academic Year 2018-19
5	Brief Description of the Policy	The policy spells the importance and the framework for recording the voice and vote of stakeholders in teaching-learning- evaluation processes as also in matters such as infrastructure, and value education
6	Reasons for the Policy	<ol style="list-style-type: none"> 1) To systematically gather satisfaction ratings of stakeholders for different educational processes and services and amenities. 2) To effect improvements /refinements based on survey results, as required. 3) To stay relevant and important for stakeholders
7	Process	<p style="text-align: center;">Scope</p> <p>Feedback will be covered for</p> <ol style="list-style-type: none"> 1) Assessing Effectiveness of Faculty 2) Curriculum 3) Course and Programme Outcomes attainment 4) Value Education Imparted/Sanctuary 5) Infrastructure <p>Stakeholders</p> <p>Students Faculty Alumni Employers/Heads of Departments after SIP and wherever possible employers after recruitment of students</p> <p>Frequency</p> <p>Once after every semester for</p> <ul style="list-style-type: none"> • Effectiveness of Teachers

- Curriculum transacted; and introduction of new subjects/certificate courses.
- Course Outcome attainments

Once after every semester for

- Curriculum
- Faculty

Once every Year

Feedback is collected for Programme Outcome Attainment from:

- Students
- Alumnae
- Employers
- Infrastructure [Students]
- Sanctuary [Students]

Teachers' feedback is collected on curriculum to identify gaps in the syllabus.

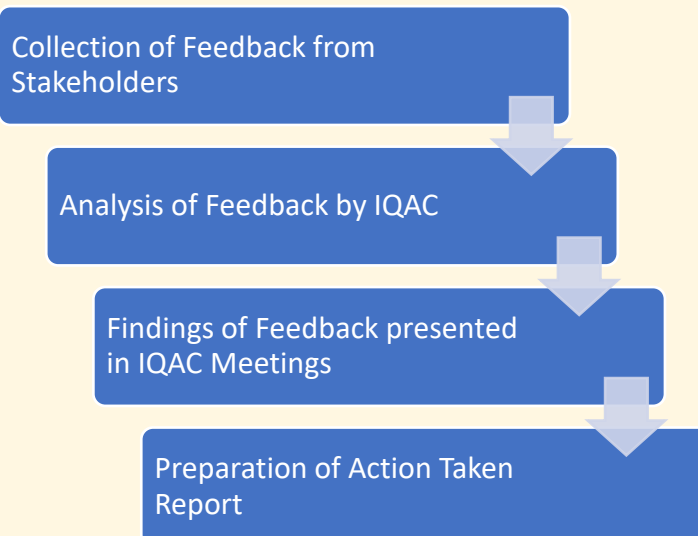
Employer Feedback is important for student's ongoing development, which helps to identify deficiency in skills that need improvement.

Alumna feedback helps to understand the current requirement of the industry that can help to make progressive changes in the curriculum.

Method of Collecting Feedback

Questionnaires are designed and administered physically or through an online link [GOOGLE Form] using Likert scale, multiple choice as well as a few subjective questions.

Process



Collecting Feedback

Release Link for Online Questionnaires [for effectiveness of teachers, satisfaction with curriculum and course outcome attainments] to students before the close of the semester [preferably 8 to 15 days prior to closure].

Release Link for Online Questionnaires [for satisfaction with infrastructure, relevance of Sanctuary and Programme Outcomes Attainment] before close of the Academic Year [preferably 8 to 15 days before closure] to students.

Online Questionnaire for Programme Outcomes Attainment to alumnae.

Physical Feedback Forms to Heads of Department/Employers at the end of Summer Internship Projects and wherever possible to Employers after 6 -12 months of recruitment of students.

Analysis

Tabulate data collected and present data in the form of figures and graphs and percentages for quantitative data.

The data is analysed using the percentage & average method and presented through tables, graphs, and charts.

Analyze and categorize responses as being favourable or otherwise.

The report is to be prepared and presented to IQAC and the Director.

The Director would subsequently present the evaluations before the Governing Council.

Presentation of Report and Action Plan

Report is presented in IQAC Meeting.

Based on the feedback analysis an action plan must be drawn.

For example:

- 1) For effecting improvements in pedagogy, upskilling, re skilling, training programmes, counselling etc may be undertaken and in extreme cases termination of a faculty members.
- 2) Course enrichment through introduction of certificate courses.
- 3) Comparing Course Outcome Attainment with Targets set and taking requisite action, where targets have not been achieved.
- 4) Making suggestions to university for improvements in curriculum.
- 5) Improvement in infrastructure, if any.
- 6) Improving industry connect, Organizing workshops etc. for improvement of skills.

8	Documentation	IQAC
9	Approved by:	IQAC
10	Responsible Authority	IQAC Coordinator
11	Superseding Authority	Director
12	Last Reviewed/ Updated:	
13	References for the policy	NAAC

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