

FEEDBACK (General) POLICY



DR. BHIMRAO AMBEDKAR UNIVERSITY,
AGRA

(Originally known as Agra University)

FEEDBACK (General) POLICY

1. Introduction

Performance of University is increasingly analyzed on the basis of effective learning outcomes. Feedback Mechanism is essential to know whether the University is reforming good performance and imparting quality education. Hence, the University imparts policy to make feedback forms available for different stakeholders to analyze the performance on different aspects.

2. Purpose and Scope

- To maintain a current consciousness of the desires and forecast of students and stakeholders of the university;
- Provides space for continuous enhancement of all products, services, facilities and procedures;
- Audit and enhance the aspects of student's learning experiences through the timely collection, analysis and reporting of student feedback concerning teaching, learning and assessment;
- Providing students and stakeholders with the scope to actively participate in the continual improvement of programs of study by feedback collected on timely basics.

3. Objective of feedback

The feedback collection process, aims towards continual improvement of academic and administrative facilities available in the campus. It is achieved by the following parameters:

- **Feedback in learning process:** To maximize their potential at different stages of training, raise their awareness of strengths and areas for improvement, and identify actions to be taken to improve performance.
- **Feedback in assessment process:** To understand the subject being studied and gives them clear guidance on how to improve their learning. Providing students engage with feedback, it should enhance learning and improve assessment performance.

3. Responsibilities

Internal Quality Assurance Cell (IQAC) has flourished Feedback Mechanism and structure for its analysis. IQAC Director and the other faculty members from different departments will be jointly responsible for the collection, analysis and reporting of student and stakeholder feedback relating to academic and other allied program conducted in university.

4. Stakeholders

Stakeholders are any person/persons or organization that has associated with the university. Stakeholders include, but are not limited to:

- Students
- Alumni
- Teaching & Non-Teaching staff members
- Parents
- Employers

5. Feedback Mechanism

IQAC shall prepare structured Feedback forms for respective stakeholders. The feedback shall be collected through both online and offline methods. Filled feedback forms shall be analysed by IQAC. Feedbacks are to be collected under following broad head –

| | | |
|-------------------------|---|-----------------------|
| Feedback from students | - | End of Semester |
| Feedback from Alumni | - | Once/ Twice in a year |
| Feedback from staff | - | Annually |
| Feedback from parents | - | Annually |
| Feedback from employers | - | Annually |

Feedback on curriculum shall be taken from all the Stakeholders to analyze the success of existing curriculum and to suggest valuable suggestions in other aspects related to teaching, learning and research processes. After the feedback analysis, it shall be forwarded to the competent authority for further process and action. Based on feedback analysis, action taken report shall be generated and necessary remedial measures taken on timely basis.

DR. B.R. AMBEDKAR UNIVERSITY, AGRA

TEACHERS FEEDBACK

This questionnaire is intended to collect information relating to your satisfaction towards the curriculum, teaching, learning and evaluation. The information provided by you will be kept confidential and will be used for quality improvement of the programme of studies/ institution.

Directions: For each item please indicate your level of satisfaction by putting a sign + with the following statement by choosing right a score between 1 and 5.

(1 – strongly disagree, 2 – disagree, 3 – neither agree nor disagree, 4 – agree, 5 – strongly agree)

Curriculum, Teaching, Learning and Evaluation:

1. Syllabus is suitable to the course and need based
2. I have the freedom to propose, incorporate new topics in the syllabus
3. Aims and objectives of the syllabi are well defined
4. The environment in the department is conducive to teaching and research.
5. Sufficient number of prescribed books are available in the Library.
6. I have the freedom to adopt/adapt new techniques/strategies of testing and assessment of students.
7. The University provides adequate and smooth support for projects and research facilities.
8. The administration is teacher friendly
9. Provisions for professional development are non-discriminatory and fair.
- 10.. Canteen facility is available
11. Infrastructural facilities, such as teacher’s rooms, class rooms, reading rooms and toilets are available in the Department.

| | 1 | 2 | 3 | 4 | 5 |
|----------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Syllabus is suitable to the course and need based | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. I have the freedom to propose, incorporate new topics in the syllabus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Aims and objectives of the syllabi are well defined | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The environment in the department is conducive to teaching and research. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Sufficient number of prescribed books are available in the Library. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. I have the freedom to adopt/adapt new techniques/strategies of testing and assessment of students. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. The University provides adequate and smooth support for projects and research facilities. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. The administration is teacher friendly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Provisions for professional development are non-discriminatory and fair. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10.. Canteen facility is available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Infrastructural facilities, such as teacher’s rooms, class rooms, reading rooms and toilets are available in the Department. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. The University provides adequate funding and support to faculty members for upgrading their skills and qualifications.

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

Any other comments :

Name(optional)

Department:

Date:

Please e-mail the completed form to iquacdrbrau@gmail.com

OR Post it on the following address:

Member Secretary/ Director, Internal Quality Assurance Cell (IQAC), Ambedkar Bhavan, Khandari Campus

Dr. B.R. Ambedkar University, Agra -282004

Dr. Bhimrao Ambedkar University, Agra

Students Feed Back Form

Academic year..... Semester..... Date of Feedback.....

Course/Class/Branch

| Sl.No. | Description | Subject Name and Code | | | | | |
|--------|------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|
| (A) | Course Contents | | | | | | |
| 1 | Has the Teacher covered entire Syllabus as prescribed by University? (Yes/No) | | | | | | |
| 2 | Has the Teacher covered relevant topics beyond Syllabus (Yes/No) | | | | | | |
| 3 | Effectiveness of Teacher in terms of* | | | | | | |
| I | Technical content | | | | | | |
| ii | Communication skills | | | | | | |
| iii | Use of Non print teaching aids | | | | | | |
| iv | Availability beyond normal classes and co-operation to solve individual Problems(Yes/No) | | | | | | |
| V | Pace on which contents were covered* | | | | | | |
| Vi | Overall effectiveness* | | | | | | |
| 4 | How do you rate the contents of the curriculum ?* | | | | | | |
| 5 | How do you rate lab facilities, if applicable?* | | | | | | |

*(Rating : 5-Excellent, 4-Very Good, 3- Good, 2- Average, 1- Below Average)

| | | |
|---|---------------------------|--|
| 1 | Library Facility* | |
| 2 | Internet Facility* | |
| 3 | Co-Curricular activities* | |
| 4 | Any other suggestions | |

Name and Signature of the student (Optional)

Attendance %.....

CGPA %.....

DR. B.R. AMBEDKAR UNIVERSITY, AGRA
Internal Quality Assurance Cell (IQAC)

ALUMNI FEEDBACK FORM

Dear Alumni of Our University,

We are glad that you have pursued your higher education in this University. We shall be thankful if you can spare some of your valuable time to fill up this alumni feedback form for further improvement of the University. Your valuable inputs will be of great help for the qualitative improvement of our academic programs and enhance the credibility at National level.

I. PLEASE TICK THE APPROPRIATE BOX OF YOUR RESPONSE.

| SNo | Attributes | Excellent | Very Good | Good | Average | Poor |
|-----|---------------------------------------------------------------------------|-----------|-----------|------|---------|------|
| 1. | Admission Procedure | | | | | |
| 2. | Alumni Association/Network of old Friends | | | | | |
| 3. | University Ambience and Environment | | | | | |
| 4. | Faculty | | | | | |
| 5. | Fee structure | | | | | |
| 6. | Hostel Facilities | | | | | |
| 7. | How do you rate the courses that you have studied? | | | | | |
| 8. | How do you rate the learning experience in terms of teaching and learning | | | | | |
| 9. | Infrastructure & Lab facilities | | | | | |
| 10. | Content learnt in relation to your current job. | | | | | |
| 11. | Course of study and its relevance to the real | | | | | |

| | | | | | | |
|-----|---------------------------------------------------------------|--|--|--|--|--|
| | life application | | | | | |
| 12. | Overall Rating of the University | | | | | |
| 13. | Training & Placement | | | | | |
| 14. | Overall capability of students passing out of this University | | | | | |

II. FEEDBACK ABOUT UNIVERSITY

1. Do you feel proud to be associated with our University as an Alumnus? **Yes / No**
2. How do you rate development activities organized by the Department /Institute for your overall development? **Very Little / Some Extent / Quite A Bit / Very Much**
3. Are you willing to participate in the alumni activities for the development of the University? **Yes / No**
4. Were your grievances properly handled at the Department/University?
 - (a) As a student **Very Little / Some Extent / Quite a Bit / Very Much**
 - (b) As an alumni **Very Little / Some Extent / Quite a Bit / Very Much**
5. Rate the adequacy of following as they were during your tenure as a student at our campus:
 - (a) Laboratories & Equipments: **Adequate / Not adequate / Needs Improvement**
 - (b) Library/Seminar/Class Room: **Adequate / Not adequate / Needs Improvement**
 - (c) Computer / Internet/Wi-Fi Facilities: **Adequate / Not adequate / Needs Improvement**
 - (d) Sports and Cultural facilities: **Adequate / Not adequate / Needs Improvement**

III. FEEDBACK ABOUT DEPARTMENT & FACULTY (Point No. 6 to 8)

| | | |
|----|------------------------------------------------------------------------------|----------------|
| 6. | Have you obtained sufficient know-how (both in theory and practice) at dept? | Yes/ No |
| 7. | Is the education imparted was useful and relevant in your present job? | Yes/ No |
| 8. | Were the administrators and teachers cooperative? | Yes/ No |

IV. PLEASE COMMENT ON THE FOLLOWING (Point No. 10 to 11)

10. Relevance of curriculum in your Job:
11. Your contribution to the University.

| | |
|------------------------|--|
| Name | |
| Year of passing | |

| | |
|--------------------------------------------|--|
| Degree studied | |
| E-Mail ID & Mobile No. | |
| Current Position & Company Name | |

Please **e-mail** the completed form to iquacdrbrau@gmail.com

OR

Post it on the following address: **Member Secretary/ Director,**

Internal Quality Assurance Cell (IQAC)

Ambedkar Bhavan, Khandari Campus

Dr. B.R. Ambedkar University, Agra -282004

POLICY ON FEEDBACK ON CURRICULUM



DR. BHIMRAO AMBEDKAR UNIVERSITY, AGRA
(Originally known as Agra University)

Feedback on Curriculum:

The institution has been strict in abiding to the Vision and Mission that it caters to its stakeholders through its quality curriculum component. In order to meet the expectations of the end user (students) and to make them role ready that institution has in place many schemes to ensure that they are intellectually and mentally strong enough in facing the society. To make the curriculum at par with the other Ranked institutions we are having a variety of feedbacks / inputs through which we continuously transcend our curricula to meet the expectations of the industry and research wings of the globe.

The following is the set of feedback that the institution gets from the different stakeholders in setting up a quality curriculum. To make the whole setup running we do have a dedicated team in each department of the University headed by a Head of the Department/Institution who would dedicate their energy towards improvising the curriculum and make it a benchmark for other Institutions in the vicinity. In regards with the feedback system, we have the following mechanisms to ensure the improvisation of the curriculum.

Direct feedback from the students before their end semester examinations:

Students would be asked to provide their feedback course-wise at the end of each semester through feedback forms. The forms thus collected would be documented and evaluated to get the actual mindset of the student about each course that the department offers. This would be taken into account during the next BoS and any alterations would be incorporated based on the feedback.

Feedback from the Parent Teachers Association meeting:

The institution regularly arranges for an interaction between the parents the pursuing students and the teachers of the department. The motto of the interaction is to ensure the overall performance of the student and this being disseminated to their parents. This apart the parents are also asked to provide their feedback on the curriculum and any feedback from them was welcome. This would be taken into account during the next BoS and any alterations would be incorporated based on the feedback.

Feedback from the staff handling the specific subjects:

The subject handling staff members would provide his / her feedback on the subject handled at the

end of the semester. The feedback is considered as one of the important component that would be taken into account during the next BoS and any alterations would be incorporated based on the feedback.

Feedback from external experts enlisted as subject experts by the institution before the formal BoS

Once the department has come up with the curriculum for the forthcoming semester, the college has devised a policy to send the curriculum to 3 experts from their respective fields and get their feedback, before going in for the official BoS meeting. The document would be sent to the respective external experts after getting their concurrence, and any feedback would be taken into account during the next BoS and any alterations would be incorporated.

Feedback from the BoS members (VC Nominee, Head of the Department/Institute, External members, member of academic committee of the concerned department/institution)

The members of the Board of Studies would thoroughly go through the component of the curriculum and give their valuable contribution to enhance the components of the syllabus based on their exposure level. It is for this reason the institution has constituted a policy thereby ensuring to have members who have completed 10 years or above in academic services to be a part of the BoS apart from the University Nominee.

Feedback from Alumni

Alumni of the department would be asked to provide their feedback coursewise. Since alumni do have an idea on how exactly has the curriculum helped him in acquiring a job opening or a higher education opportunity, this component would be taken into account during the next BoS and any alterations would be incorporated based on the feedback.