

Student Feedback- Method and Action taken (2020-2021)

At SBM, CSJM University, Kanpur, feedback is taken from each student at the end of each semester regarding the courses taught in that semester. This is considered to be an integral part of the teaching learning process of this Institute.

Although teachers' evaluation can be done in several ways, students feedback system has been considered to be the most effective and reliable method at SBM. This system has been developed with an aim to rate and analyse the academic performance of faculty in different programs in this institute, and figure out the areas in teaching-learning process where certain refinements/changes are required.

During the period of the pandemic (2020-21), the teaching-learning process shifted to the online mode. The feedback was also collected in the online mode by means of Google Forms designed for each department.

Method Used: Students' feedback is obtained through an online Student Feedback Form. The format and questions in this form has been decided after careful discussions and designed to assess online teaching and evaluation.

The Student Feedback Form is given to all the undergraduate students of at the end of a semester in every academic year. The feedback is anonymous and students are asked to fill the form with utmost diligence and sincerity. The students are required to assign marks to each teacher for each question in the form on a scale of 1 to 4 (Poor-1, Good -2, Very good-3, Excellent-4).

The feedback by the students is then collated, analysed and evaluated by the members of Academic Advisory Committee (AAC) headed by the director of SBM on the basis of the following points:

- Class preparation and presentation of the instructor
- Communication skill of the instructor
- Explanation of the topic
- Enthusiasm shown while teaching
- How satisfied are you with the online teaching of your course instructor
- The instructor covered all the topics in the syllabus
- The instructor held online classes as scheduled in timetable
- Mode of practical exams
- Satisfaction regarding practical classes and exams
- Overall understanding and knowledge gained in the course

Action taken:

1. After thorough analysis of feedback for each course, the average score for each teacher is calculated out of 4.
2. The results of the feedback are summarized, put in a sealed envelope and given to the Head of the Department to hand them over to the concerned teacher.
3. The Director also discusses the results with the Department Head and identifies the strengths and weaknesses of each teacher, and discusses any changes required in the teaching-learning process or the course contents of a particular subject.
4. In case the feedback of a particular faculty member is not satisfactory, the Director has a meeting with the concerned faculty and the Head of the Department, to discuss and understand the reason for unsatisfactory feedback and how to make changes in the teaching methodology so that the person can improve. In the entire process, utmost care is taken to maintain confidentiality.



Director

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