



# **Chhatrapati Shahu Ji Maharaj University Kanpur**

**(FORMERLY KANPUR UNIVERSITY, KANPUR)**

**Policy**

*for*

**Stakeholder Feedback**

Feedback is an essential component of effective learning. It helps to evaluate and enhance the quality of the teaching-learning system of the University. Feedback, both positive and negative, makes way for continuous improvement as it analyzes the challenges, strengths, weaknesses, and scope for improvement in the academic environment of the University. Positive feedback motivates and provides encouragement to enhance performance. Negative feedback is actually a supportive act to deal with under-performance in a constructive way and find ways and means to improve.

The University has a structured mechanism to periodically seek feedback from various stakeholders such as students, alumni, teachers, parents, and employers. Involving all the stakeholders in the feedback process for the improvement of the University gives them a feeling of responsibility and belongingness. The ultimate aim of the feedback from stakeholders is to give insights for the improvement of teaching, learning, assessment, facilities etc. Hence, the feedback received is carefully analysed and action is taken based on the analysis to complete the feedback loop. The feedback process of the University helps to maintain quality, and addresses the concerns of all the stakeholders.

### **Feedback schedule**

The format for each type of feedback is prepared by IQAC in consultation with the various Schools of the University and sent electronically to the various stakeholders. The format for each type of feedback is also available on the website.

### **Types of feedback**

#### **(a) Student feedback**

Student feedback is considered to be an integral part of the teaching- learning process. The format and questions in this form is decided after careful discussions and designed to assess teaching, curriculum content and evaluation. The feedback is collected from each student at the end of each semester regarding the courses taught in that semester. This system has been developed with an aim to rate and analyze the academic performance of faculty in different programs in this institute. The student feedback also provides insights into the various aspects of the course curriculum.

Method Used: Students' feedback is obtained through an online Student Feedback Form.

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, analyzed and evaluated by the Directors of Schools, Academic Advisory Committee of the School 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

A detailed report of the analysis of the Feedback Report is submitted to IQAC and also uploaded on the website.

**Action taken:** After thorough analysis for each course, the average score for each teacher is calculated out of 4. 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.

The Director of each School also discusses the results with the Department Head and identifies the strengths and weaknesses of each teacher. 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. Discussions are also held regarding the feedback of the course curriculum and the points are noted down for discussion in the future Board of Studies of the Department.

For the teachers with high evaluation scores, a letter of appreciation duly signed by the Vice Chancellor is handed over to them.

#### **(b) Alumni feedback**

Feedback is obtained from the alumni of the various Schools to assess the quality of the program and their satisfaction regarding infrastructure, course curriculum, teaching methodology etc during their stay. The feedback is obtained from the alumni either electronically or during the Alumni Meet. The alumni are asked to provide their feedback based on the following questions:

- Admission Procedure
- How do you rate the courses that you have studied?
- How do you are your teachers?
- Content learnt in relation to your current job
- Infrastructure and laboratory facilities
- University/School ambience
- Fee structure
- Hostel facilities
- Canteen facilities
- Library Resources
- Project Guidance
- Training and Placement
- Course of study and its relevance to the real life application
- Overall rating of the academic Program
- Overall capability of the students passing out of the Institute/Program

The alumni are asked to choose from the options of Excellent, Very Good, Good, Average, Poor to answer the above questions



The feedback provided by alumni is then collated and statistically analyzed the Directors of Schools. The results are graphically represented for better clarity and uploaded on the website. The Director of the School discusses the results with the Heads of Departments under that School to identify the weaknesses and areas where improvement is sought. Special attention is paid to the feedback regarding the relevance of the syllabus for the current requirements of the industry/society. The feedback about the course curriculum is taken into consideration when the syllabus and courses are upgraded and updated in the Board of Study meetings. When required, the final report is also discussed with the Deans/Vice Chancellor for remedial action especially in areas of infrastructure improvement, training & placement, hostels etc.

#### **(c) Teacher feedback**

The feedback of each teacher is sought at the end of the year regarding the courses the teacher has taught in the two semesters of the particular academic year. The purpose of the feedback from teachers is to obtain their input on the curriculum design and syllabus, employability, academic flexibility etc. The teachers are required to provide their choice of answers from Strongly Agree, Agree, Neutral, Disagree and Strongly disagree on the questions given below -

- Current syllabus is based on AICTE/UGC model curriculum
- Current syllabus is as per requirement of industry
- Program outcome of the syllabus is well defined
- Curriculum has good academic flexibility
- The course contents fulfils the needs of students
- There is a need to revise the syllabus
- Any other suggestion

The feedback provided by teachers is collected and statistically analyzed the Directors of Schools. The results are graphically represented and uploaded on the website. The feedback of the teachers is taken into consideration during the process of curriculum revision and introduction of new courses and electives.

#### **(d) Parents feedback**

Feedback is collected from parents towards institutional functioning, academic courses, learning ambience, delivery of academics, examination and evaluation mechanism, transparency of all institutional processes, promotion of professional communication and competencies, employability of the wards etc. The feedback is collected manually/electronically by Schools from the parents. The parents are requested to provide their opinion on the following:

- The learning ambience at the institute is good.
- I am satisfied with the teaching learning process at the institute.
- The teaching learning assessment methodologies followed are transparent.
- I am aware of the academic processes of the institute.
- I can approach any academic/administrative official for discussions/clarifications.
- I am satisfied with the academic as well as personal growth of my ward.
- I am satisfied with the timely conduct of examination and declaration of results
- I am satisfied with the fee structure

Parents can choose from the options Strongly Agree, Agree, Neutral, Disagree and Strongly disagree to provide their feedback

The feedback of the Parents is collated and analyzed. The results are presented graphically and uploaded on the website. The suggestions and results of the Parents feedback are taken into consideration when deciding the curriculum and framing the other policies of the School.

**(e) Employee feedback**

Feedback is collected from the companies and institutions where the graduated students of the Schools are employed. The purpose of this feedback is to obtain the employers input on the training imparted to the graduates of the institute/School, the quality of the graduates and whether the expectations of the employers are fulfilled. Employers are also asked to provide feedback on the soft skills, social skills and professionalism of their graduates. The questions that are a part of the Employers feedback include:

- Technical knowledge of the candidate
- General communication skills of the candidate
- Can the candidate develop practical solutions to work place problems
- Can the candidate work as part of a team
- Is the candidate self-motivated and take an appropriate level of responsibility
- Does the candidate have the ability to contribute to the goal of the organization
- Does the candidate have managerial/leadership qualities
- How is the candidates relationship with seniors/peers/subordinates
- Is the candidate involved in social activities
- On a scale of 1 to 5, how do you rate your satisfaction with the students and the curriculum?

Periodic feedback from the employers helps to shape the curriculum as it gives a direct feedback regarding the current needs of the industry/nation. The feedback also helps to guide in terms of the soft skills and communication programs that are offered to the students. The feedback results are analyzed, plotted and uploaded on the website.



  
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