Government Polytechnic for Girls

Ahmadabad

Institute Feedback Policy

Internal Quality Assurance Cell (IQAC)

Year: 2018-19

Introduction: **Date 17/01/2017**

Feedback mechanism is most important part of any system for the corrective measures. The institute through a structured feedback mechanism from various stake holders ensures quality teaching learning process in technical education. The stakeholders play a vital role in the evaluation, development and enhancement of the quality of the learning experience.

Feedback from stakeholders allows the institute to evaluate teaching learning process, facilities and other parameter involved in technical education. The stakeholders at Government Polytechnic For Girls, Ahmedabad are categorized into internal and external stakeholders. The internal stakeholders are Directorate of Technical Education (DTE), faculty and students. The external stakeholders are parents, alumni, employer, industry experts, Gujarat Technological University and accreditation authorities like NBA.

The process of feedback analysis involve the entire stack holders at institute level ensure the quality technical education. The distribution, collection, analysis and corrective actions of filled feedback form is done at each stage of academic progress through online/offline mode. The sample copy of feedback template is available hereby in annexure for all the stack holders.
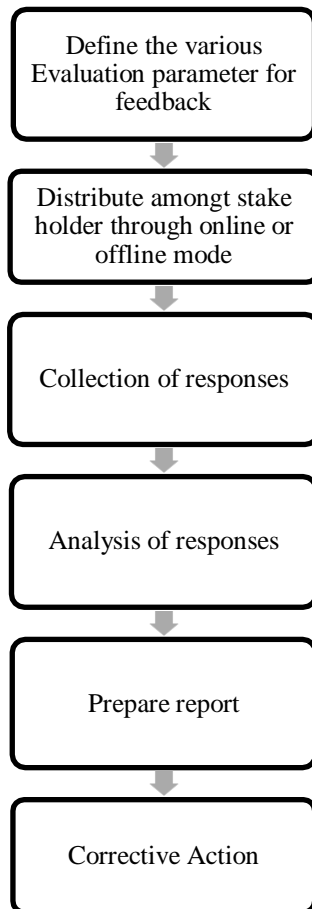
The stakeholders' feedbacks are involved in the following processes:

1. Institute Vision, mission formulation process
2. Programme Vision, mission and PEO formulation process
3. Identifying curricular gap/program gap for continuous improvement
4. Participation in various academic and administrative processes.

Feedback Mechanism:

Feedback collection and analysis provides the opportunities in improving academic and administrative facilities available at institute level. Various feedbacks collection templates are framed by internal quality assurance cell (IQAC) for the smooth functioning of academic and administrative process. Department can adapt or modify the sample template for the collection of feedback.

Process of Feedback collection and analysis:

```
┌─────────────────────┐
│   Define the various │
│ Evaluation parameter for │
│       feedback       │
└─────────────────────┘
           │
           ▼
┌─────────────────────┐
│ Distribute amongt stake │
│ holder through online or │
│     offline mode     │
└─────────────────────┘
           │
           ▼
┌─────────────────────┐
│ Collection of responses │
└─────────────────────┘
           │
           ▼
┌─────────────────────┐
│ Analysis of responses │
└─────────────────────┘
           │
           ▼
┌─────────────────────┐
│    Prepare report    │
└─────────────────────┘
           │
           ▼
┌─────────────────────┐
│   Corrective Action  │
└─────────────────────┘
```

The mechanism of feedback collection, analysis and corrective action are carried out at Government Polytechnic for Girls, Ahmedabad

Types of Feedback:

1. Facility and infrastructure feedback
2. Faculty feedback
3. Alumni feedback
4. Industry expert/ Employer Feedback
5. Course Exit survey
6. Program Exit Survey/Graduate Exit Survey
7. Parents Feedback

Students Feedback on Facilities:

The institution provides state of art infrastructural facilities. Assessment of facilities is done based on the feedback from students, faculty, alumni, parents, employer and industry experts. Suggestion box is available in the institution to receive suggestions from the students. A grievance redressal committee also collects information and forwards to the higher authorities. The alumni network of the institution is very strong and they take part in survey during the alumni event. Feedbacks are collected during the exit survey and parent teacher meetings about the facilities of the institution to guarantee a highly effective learning environment.

INFRASTRUCTURE AND FACILITY FEEDBACK						
Name of Student:						
Department:						
Date:						

Sr. No.	Evaluation parameter	Very Poor	Poor	Good	Very Good	Excellent
		1	2	3	4	5
1	Classroom/Laboratories are spacious so that all students are equally spaced throughout the classroom.					
2	Classroom/Laboratories have enough number of light and fans and benches.					
3	Classroom has adequate size of black-board and content written on it is visible to all students.					
4	Laboratory rules, academic calendar, practical list etc are present in laboratories.					
5	Laboratory has adequate facilities of resources to perform experiments.					

6	Proper guidance and counseling is provided in Scholarship process.					
7	Semester wise GTU exam mark sheet distribution process.					
8	Proper guidance and counseling is provided for bonafide certificate process.					
9	Cleanliness of classroom and laboratories is done regularly.					
10	Cleanliness of washroom is maintained regularly.					
11	Hygienic food with proper food prices and quantity is provided by college canteen.					
12	Availability of RO plant and water cooler for fresh water.					
13	Availability of books, journals and magazine in library.					
14	Student store facility in college.					
15	Accessibility of Wi-Fi & Internet Speed.					
16	Enough space available to organize Co-curricular and play sports in college.					

Students' Feedback on Faculty:

Common reference feedback form is designed at the institutional level for all the programs by considering all the dimensions of the teaching-learning process such as quality of teaching, student interactions, clearance of doubts, communication, evaluation, subject knowledge, punctuality, etc. the department can change the dimensions of evaluation as per the need of program or course. The students are asked to be honest in their responses. The response of the feedback goes to the HoDs after a complete analysis and corrective actions are taken based on the consultation with the Principal if any. Students' feedback about the faculty and content delivery is assessed by using the feedback format shown below. The data will be analyzed in the scale of 1 to 5.

<table>
<tr><td colspan="7" align="center">FACULTY FEEDBACK</td></tr>
<tr><td colspan="2">Academic Year:</td><td></td><td colspan="2">Name of Faculty</td><td colspan="2"></td></tr>
<tr><td colspan="2">Semester:</td><td></td><td colspan="2">Course Name:</td><td colspan="2"></td></tr>
<tr><td colspan="2">Date:</td><td></td><td colspan="2"></td><td colspan="2"></td></tr>
<tr><td colspan="7"></td></tr>
<tr><td rowspan="2">Sr. No.</td><td rowspan="2">Evaluation parameter</td><td>Very Poor</td><td>Poor</td><td>Good</td><td>Very Good</td><td>Excellent</td></tr>
<tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr>
<tr><td>1</td><td>Syllabus covered as per University curriculum</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>2</td><td>Effectiveness in terms of course content</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>3</td><td>Use of teaching aid</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>4</td><td>Communication skills</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>5</td><td>Coverage of Content beyond syllabus</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>6</td><td>Pace on delivery of content</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>7</td><td>Clarity of students doubts</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>8</td><td>Practical demonstration</td><td></td><td></td><td></td><td></td><td></td></tr>
</table>

9	Hans on training					
10	Sharing students progress					
11	Motivation and encouraging students to learn					
12	Willingness to offer students help and advise					
13	Transparency in Evaluation					

Note: Department can modify the given evaluation parameter for specific course. To make sure that majority of evaluation parameters are covered for feedback.

Effectiveness of Feedback:

1. Feedback Encourage and Motivate Faculty to review their performance.

2. Appreciation on good feedback will motivate Faculty.

3. Feedback helps to identify area needed to improve and based on feedback corrective measures taken to improve performance

Corrective measures:

4. In case of below 70% feedback, she/he is called by DQAC and asked to improve the performance.

5. Faculty members are regularly deputed to attend FDP/STTP for content up gradation and to improve teaching skill.

6. Newly appointed Faculty members are deputed for Induction training programs

7. They are motivated to attend MOOC Courses for enhancement of their subject knowledge

8. HOD provides Guidance to newly recruited staff as well as faculty having below average feedback for improvement

Alumni Feedback:

Feedback of the Alumni is an essential component for analysis and improvement in the education system. Once out of the formal structure, the Alumni can objectively talk about the strength, weakness and challenges faced by them during their study. They also correlate the curriculum with need of market or job opportunities.

ALUMNI FEEDBACK FORM	
PERSONAL INFORMATION	
Name of Alumni:	
Year of Passing:	
Enrollment No:	
Department:	
Mobile No:	
Mail Id:	
Have you upgraded your education qualification? If yes, fill the below	
Degree/Specialization	
Year of Graduation	
Institution	
Are you pursuing any higher education? If yes If yes, fill the below.	
Degree/Specialization	
Year of Graduation	
Institution	
EMPLOYMENT DETAIL:	
Name of organization employed	
Year of the appointment	
Designation at the time of appointment	
Current Designation	
Total years of experience	

Are you Self employed? If yes, If yes, fill the below.	
Name of organization owned	
Establishment Year of your company	
No. of Employees in the company	

CURRICULUM ASPECTS:

To what extent are you relating your current position with program studied at government polytechnic for girls (Ahmedabad)?

Very Poor	Poor	Good	Very Good	Excellent
1	2	3	4	5

Suggestion for Improvement (If Any):

_____

_____

_____

_____

Signature of Alumni

Industry expert/ Employer Feedback:

INDUSTRY EXPERT/ EMPLOYER FEEDBACK FORM

Name of Industry/Company:	
Name of Concern Person:	
Email ID:	
Contact No.:	

Sr. No	Parameter	Rating				
		5	4	3	2	1
1	The offered courses are well programmed and in line with the current market demand.					
2	The students recruited/interviewed from the institute are employable.					
3	The students recruited/Interviewed display a good attitude towards learning.					
4	The students recruited from the institute are able to apply their basic knowledge and bring innovation into the work assigned to them.					
5	The students recruited from the institute have good acumen to adapt to the new corporate environment.					
6	The students recruited from the institute are good in management skills.					

Suggestion for Improvement (If Any):

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Signature of Industry Expert

Course Exit survey:

Course exit survey conducted after the completion of particular course to determine the achievement of course outcome.

COURSE EXIT SURVEY						
Name of Students:						
Enrollment No:						
Course:						

Sr. No	Course Outcome	Rating				
		5	4	3	2	1
1	<Course outcome in form of question statement>					
2	<Course outcome in form of question statement>					
3	<Course outcome in form of question statement>					
4	<Course outcome in form of question statement>					
5	<Course outcome in form of question statement>					
6	<Course outcome in form of question statement>					

Program Exit Survey/Graduate Exit Survey:

Program exit survey will be conducted after the completion of graduation. Students will provide detail of current status of their job or higher education. They also give feedback on program outcome and program specific outcome. Moreover the feedback on common services and suggestions are also taken for the improvement.

<table>
<tr><td colspan="4" align="center">**PROGRAM EXIT SURVEY**</td></tr>
<tr><td colspan="4">**PERSONAL DETAIL:**</td></tr>
<tr><td>Name of Students</td><td></td><td>Mobile No:</td><td></td></tr>
<tr><td>Year of Passing</td><td></td><td>Email Id:</td><td></td></tr>
<tr><td>Branch</td><td></td><td>Address:</td><td></td></tr>
<tr><td colspan="4">**EMPLOYMENT DETAIL: (Current)**</td></tr>
<tr><td>Employed</td><td>Entrepreneur</td><td>Higher Studies</td><td>Other :</td></tr>
<tr><td>Designation:</td><td colspan="3"></td></tr>
<tr><td>Company/College Name:</td><td colspan="3"></td></tr>
<tr><td colspan="4">**COMMON SERVICES**</td></tr>
<tr><td colspan="4">1. Has the Placement & Training Cell provided sufficient training for placements? Yes / No</td></tr>
<tr><td colspan="4">2. Has the Placement & Training Cell provided on/off campus placement opportunities? Yes / No</td></tr>
<tr><td colspan="4">3. Have you availed Career Counseling & Guidance for higher studies? Yes / No</td></tr>
<tr><td colspan="4">4. Have you been motivated for becoming an entrepreneur? Yes / No</td></tr>
<tr><td colspan="4">5. Co and Extra Curricular services provided by the department during your studies? Yes / No</td></tr>
<tr><td colspan="4">6. Do you feel proud for associated with GGP? Yes / No</td></tr>
<tr><td colspan="4">**FEEDBACK ON PROGRAM OUTCOMES**</td></tr>
</table>

PO/PSO	Program Outcome	Rating				
		5	4	3	2	1
PO1						
PO2						

PO3						
PO4						
PO5						
PO6						
PO7						
PSO1						
PSO2						
PSO3						

Suggestion for Improvement (If Any):

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Parents Feedback:

Parent's feedback is most valuable for any academic organisation as it gives the indication of satisfaction.

<table>
<tr><td colspan="7" align="center">**PARENTS FEEDBACK FORM**</td></tr>
<tr><td>Name of Guardian</td><td colspan="6"></td></tr>
<tr><td>Qualification</td><td colspan="6"></td></tr>
<tr><td>Occupation</td><td colspan="6"></td></tr>
<tr><td>Address:</td><td colspan="6"></td></tr>
<tr><td>Mobile No:</td><td colspan="6"></td></tr>
<tr><td>Email Id:</td><td colspan="6"></td></tr>
<tr><td colspan="7"></td></tr>
<tr><td colspan="7">Kindly tick the following parameter in scale of 1 to 5</td></tr>
<tr><td>Sr. No.</td><td>Parameter</td><td>Very Poor</td><td>Poor</td><td>Good</td><td>Very Good</td><td>Excellent</td></tr>
<tr><td>1</td><td>Administrative facilitation</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>2</td><td>Help from college office</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>3</td><td>Performance of teachers</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>4</td><td>Practical Knowledge imparted</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>5</td><td>Quality of Teaching</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>6</td><td>Infrastructure</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>7</td><td>Industrial Exposure</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>8</td><td>Placement & Career guidance</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>9</td><td>Canteen</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>10</td><td>Student Store</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>11</td><td>Extracurricular activities</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>12</td><td>Medical Facilities</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>13</td><td>Security</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>14</td><td>Overall experience</td><td></td><td></td><td></td><td></td><td></td></tr>
</table>

Suggestion for Improvement (If Any):

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**Principal
Govt. Polytechnic for Girls
Ahmedabad.**

Signature of Guardian