

Feedback Process

I. Preamble/Introduction: **Feedback plays an important role in quality assurance. Hence the educational institutions must follow standard operating procedure to use inputs from students, parents, teachers and Stakeholders for improvement in quality of teaching learning process, infrastructure and learning resources.**

Overview of feedback process:

- As a means of Quality assurance, feedback analysis of various stakeholders has primary importance. Hence institute follow structured standard format to obtain feedback from stakeholders including students, teachers, alumnae, parents etc.
- The Head of the College / Institution is responsible for the implementation of this SOP (Processes and Systems).

- The institute/college shall ensure the feedback and its analysis from the following stakeholders:

Sr. no	Stakeholder	Frequency	Sample	Standard form	Manual
1	Students-UG	Per semester	All students	yes	Manual
3	Teachers	Once a year	All teachers	yes	Manual
4	Resource Persons	yearly	Random sample	yes	Manual
5	Alumni	yearly	Random sample	yes	Manual
6	Parents	yearly	Random sample	yes	Manual
7	Professional(experts in the field),Visitors	yearly	Random sample	No	Visitor's book

While the feedback from all the students and teachers is taken at regular interval i.e. per semester, feedback from other stakeholders is taken randomly once a year.

For obtaining feedback through manual process, there is data templates comprising of questions to elicit feedback in specific and unambiguous manner from all stakeholders.