



Saraswathi College of Arts & Science, Vilappil

Feedback Mechanism Policy

1. Introduction/Preamble

Feedback is a vital aspect of two-way communication, integral to maintaining quality and fostering an environment of continuous improvement. Both positive and constructive feedback highlight the college's strengths and areas for development, supporting our goals to meet and exceed stakeholder expectations. Implementing responsive actions based on feedback contributes to a sense of shared ownership and accountability among students, faculty, parents, and other stakeholders.

2. Feedback Collection Process

- a) **Format Preparation:** The IQAC Feedback Committee is responsible for designing and managing the feedback formats for each stakeholder group. Feedback forms will be created electronically, accessible through the college website, and securely managed via a designated central email monitored by the committee. The electronic format aims to simplify and standardize feedback collection for seamless analysis and review.
- b) **Stakeholders :** Feedback will be collected from the following key stakeholders:
 - Students
 - Faculty
 - Parents
 - Alumni

c) Types of Feedback

2.1 Student Feedback

Students, being our primary stakeholders, provide valuable insights into the learning environment and teaching methodologies. Feedback will cover various aspects, including:

1. **Curriculum and Course Content:** Students' input on curriculum relevance, resources, learning environments, and areas for improvement will be solicited. Collected each semester, this feedback is essential for quality assurance and curriculum alignment.
2. **Academic Environment and Teaching Quality:** Feedback on faculty teaching methods, student engagement, and overall academic atmosphere.
3. **Infrastructure and Facilities:** Students will provide input on college infrastructure, such as classroom facilities, library, technology resources, and campus services. This feedback will be collected annually, with special emphasis on graduating students' comprehensive experiences.

To uphold teacher integrity, student feedback on faculty members will be collected individually by the respective teachers, who will review responses and take appropriate



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measures, if needed. Annually, each department will submit a consolidated action-taken report to the IQAC Feedback Committee.

2.2 Faculty Feedback

Faculty members will provide feedback on the educational environment, curriculum design, and professional development opportunities. This annual feedback will address curriculum effectiveness, employability, examination reforms, and the teaching-learning experience.

2.3 Parent Feedback

The college values parents' perspectives on institutional support for their wards' academic growth. Feedback will be collected manually or electronically to understand parental satisfaction regarding course relevance, skill development opportunities, and overall student progress.

3. Grievance and Direct Feedback Mechanism

In addition to the central feedback process, students and faculty have access to a separate, dedicated Grievance and Redressal Cell. This cell handles direct grievances in a confidential and structured manner, ensuring concerns are addressed promptly and effectively.

4. Feedback Mechanism Procedures

- a) **Circulation of Feedback Forms** : The IQAC will circulate feedback forms to respective departments to ensure consistent collection from all stakeholders.
- b) **Analysis and Review** : Feedback data will be analyzed by the IQAC Feedback Committee to identify areas of improvement. Summaries and recommendations will be presented to college administration for action planning.
- c) **Action and Reporting** : Departments will implement recommended changes and submit annual reports detailing actions taken in response to stakeholder feedback. This report, consolidated by the IQAC Feedback Committee, ensures transparency and accountability in Saraswathi College's commitment to continuous improvement.

5. Centralized Feedback Mechanism

The feedback process encompasses preparation, circulation, collection, analysis, and action. Each department may establish its own internal mechanisms to collect additional feedback for targeted improvements, but adherence to the central framework ensures standardization.