

## S.P.B. PATEL ENGINEERING COLLEGE

### Feedback Mechanism

The feedback mechanism is vital to know whether the college is delivering good performance and imparting quality education. S.P.B. Patel Engineering College has implemented a well-designed feedback mechanism whereby we collect feedback from students, parents, faculties, industries, and alumni. This helps the college to improve its performance and strengthen the quality of education. The ultimate aim of stakeholder feedback is to get useful insights for improvement in all aspects of teaching, learning, assessment, and capacity.

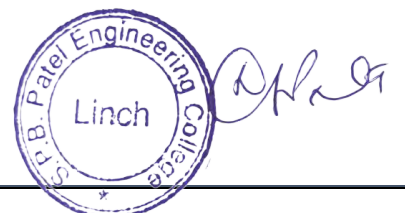
### Aim and Objective of Feedback Mechanism:

It is aimed to provide the faculty members with valuable inputs from the students on all teaching-learning aspects that are highly related to student learning and satisfaction level in the teaching-learning as well as in the evaluation process. The feedback from all the stakeholders gives ample information on the effective utilization of existing facilities, resources, and up gradation of infrastructure if needed. The mechanism enables the college administration to streamline processes and to initiate timely corrective actions if required.

The feedback is collected from the following stakeholders:

#### Feedback from Students:

The student feedback is very important to strengthen the quality of the teaching-learning process. Students' Feedback is done to measure overall student satisfaction with their quality of education, quality of campus facilities, availability of resources, student-faculty interaction, and



infrastructure. It also assesses students' overall level of satisfaction with their experiences at our college.

**Timeline for feedback:** The timeline for feedback is communicated to students. This is done after every session, at the end of the course or module, or as per the university's policies.

**Feedback response:** We respond to the feedback provided by students in a timely and effective manner. Responses include acknowledging the feedback, addressing the concerns raised, and providing suggestions for improvement.

**Confidentiality:** The feedback provided by students is treated as confidential and should not be shared with any third party without the student's consent.

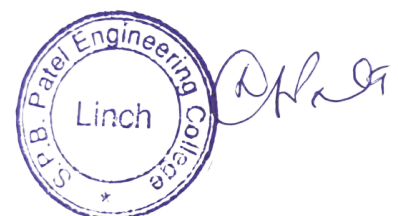
**Continuous improvement:** The feedback received from students is used to improve the quality of online courses. This includes revising course content, improving teaching methods, and addressing any issues raised by students.

#### **Feedback from Parents:**

Parents form an important part of stakeholders. 'PTM' (Parents Teacher Meeting) is organized at least once in every semester to discuss the issues related to various aspects. The feedback data collected from the parents are analysed and the necessary rectifications are done.

#### **Feedback from Alumni:**

The institution believes that the contribution of alumni is essential, particularly in the development of academic-related activities. Our college maintains a strong and healthy association with the alumnus. Alumni Feedback is collected during the Alumni meetings.



## 🚦 Faculty Feedback System:

### Purpose:

- To assess faculty satisfaction with their roles, working environment, and professional development opportunities.
- To identify areas for improvement and support faculty development.

### Process:

Frequency: Feedback is collected annually from all faculty members.

Method: Similar to the student feedback system, a Feedback Form is distributed specifically tailored to faculty members.

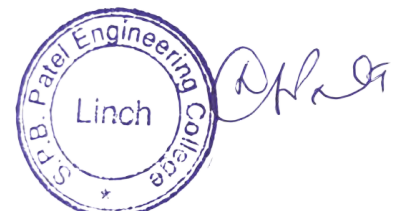
Topics Covered: The survey includes questions about:

- Teaching and research responsibilities
- Institutional support and Infrastructural requirements
- Suggestions for improvement

Data Analysis: Collected feedback is analysed to understand faculty perceptions and identify areas of strength and areas needing attention.

Action Plan: Based on the analysis, action plans are developed to address concerns and enhance faculty satisfaction and performance.

Confidentiality is maintained to encourage candid feedback.



## The feedback mechanism process

Each stakeholder has a separate feedback mechanism.

**Feedback collection:** It mainly involves a structured method of collection of feedback. It is conducted through a well-designed Google form questionnaire employing rating scales that facilitate objective Analysis. Open-ended questions are also used in some of the methods for qualitative feedback. The feedback is collected regularly from students by the respective branch coordinator. The feedbacks from parents are collected during Parent Teacher Meetings by respective departments. The feedbacks from faculties are collected once a year.

**Feedback Analysis and Reporting:** The Internal committee analyses the results of student feedback. The feedback analysis report (FAR) is prepared by the committee and submitted to the Principal. Feedback from other stakeholders was collected in due time, analysed, and reported to the Principal for corrective actions.

**Action Taken:** The Principal and HODs decide on the plan of action to improve the gaps. The action ranges from counselling and mentoring of students by teaching staff to corrective actions and improvements if any are needed.

