MANAKULA VINAYAGAR
INSTITUTE OF TECHNOLOGY
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Standard Operating Procedure

for

FEEDBACK COLLECTION AND ANALYSIS

Approved in the Governing body meeting held on August 21, 2024

(Updated in 2024)

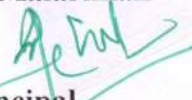Ref.No: MIT / Notification/2024-25/12   Date: 23.08.2024

NOTIFICATION

In pursuance of the approval passed in the Governing Body meeting held on August 21, 2024, it is hereby notified that Manakula Vinayagar Institute of Technology has published the updated Standard Operating Procedure (SOP) for Feedback Collection and Analysis.

The SOP for Feedback Collection and Analysis would serve as a detailed guideline to be observed and followed with immediate effect.

Dr.S. Malarkkan

Principal

PRINCIPAL
MANAKULA VINAYAGAR
INSTITUTE OF TECHNOLOGY
KALITHEERTHALKUPPAM
PUDUCHERRY-605 107

PREFACE

A well structured feedback mechanism is imperative for the incremental progress of any institution. An effective mechanism for collection of feedback and analysis of the feedback is vital to contribute to all aspects of quality assurance. It holds a key responsibility in improvement of quality enhancement, teaching – learning procedures, infrastructure and learning resources.

The various feedbacks to be collected include

- Feedback on Teaching Learning Process(TLP)
- Feedback on Curriculum
- Feedback on facilities/ Infrastructure

The feedbacks are to be collected from students, teachers, alumni, employers, parents, etc., this collection of feedback from all stakeholders and initiating corrective measures accordingly would allow assurance and sustenance of excellence in all the Institute's endeavours. Through Feedback on TLP, students reflect their opinions on level of understanding, course contents, evaluation procedure and course teacher performance. This, in turn paves way for further enhancements in TLP towards achieving the required outcomes.

Feedback on Teaching-Learning Process Feedback Collection Process:

- Feedback about the course faculty would be obtained from students through offline/online, twice in a semester.

- Feedback I is to be taken after 10 days of the commencement of the semester. Final feedback is taken after the internal assessment II exam. This feedback contains questions which assess the planning and organization, presentation and communication, class management and student's interaction with faculty members.

- The feedback also surveys the students' opinions on teachers evaluation capacity (i.e., ability to set or conduct different assignment/seminars/quiz/tests etc.), approach towards students (i.e., engaging students regularly, maintaining discipline in the class, offering assistance & counselling to needy students, showing courtesy and impartialness in dealing with students) and effectiveness of teaching learning process.

- The feedback provides opportunity for the course teacher to make initial corrections in the ongoing teaching-learning process to make it more effective.

- Feedback is obtained from students on 20 parameters stipulated in the structured form in 1-5 point scale with 5 indicating maximum point and 1 indicating minimum point.

- Theaveragestudentparticipationinthefeedbackprocessmustbearound75%.

- Suggestionboxiskeptatappropriateplacesincollegecampus.Thecomplaints /suggestions can be made anonymously.

- The Department would constitute Quality Circle with faculty and student members for each class. Quality Circle meeting should be conducted twice in a semester. Student members would be invited to express their views on the subjects, academic environment of the Department and the discussion points would be considered for further actions. It helps to know the students opinion about Department activities, academic progress like syllabus coverage, teaching methodology of faculty members, teaching learning process etc.,

- Principal would conduct interactive meeting with a section of students regarding the academic activities and collect the oral feedback from the students directly.

Feedback Analysis Process:

- The feedback report represents average points scored by the faculty in each parameters and cumulative average point for the particular course. Based on this cumulative average for the course, the teachers performance is rated as Excellent (> 4.5), Very good (4.00 - 4.5), Good (3.5 - 3.99), Satisfactory (3.00 - 3.49) and Poor

(<3.00)

- Head of the Department analyzes all the feedback reports. The positive comments are appreciated and any lapses mentioned, will be communicated to the concerned faculty for necessary corrective measures.
- All the feedback reports about the faculty and course will be submitted by Head of the Department to Principal regularly.
- The student's feedback on the performance of course faculty would also influence the scoring in the computation of Faculty Performance Index in the Performance Appraisal System of the individual faculty member which has to be submitted to the head of the institution at the end of the academic year.

Record of Corrective Measures:

The corrective measures are taken based on the findings and the same are recorded.

- Thestrengthandweaknessidentifiedfromthefeedbackwouldbereportedtothe respective faculty to enhance their teaching efficiency.
- HODarrangesmeetingwithfacultymemberswhohavescoredlesspointsandenquire about reasons for the lower score in appraisal.
- Based on the explanation received, HOD offers advice for improving their teaching learning initiatives.
- Students' feedback would also be considered as a parameter for calculating the Faculty Performance Index in the appraisal form.
- Any ambiguity in matching the pace of the deliverables as per the students' requirements would be compensated by arranging the extra lecture hours.
- Result analysis on internal assessments for all the subjects would be done to guide the concerned faculty members for taking necessary actions for improvement.
- Remedial classes for the slow learners should be scheduled and conducted to improve their performance.
- Faculty members are insisted to attend FDP/workshops/seminars to improve their teaching skills.

Feedback on Facilities

Feedback Collection processon facilities:

Feedback would be collected from the following stakeholders

- Students' Feedback through Quality Circle Meeting
- Interactive Feedback of Students with Principal
- Parents feedback

- Alumni survey
- Student exit survey

Feedback analysis process:

- Head of the Department analyze the feedbacks received. Any shortfall in the facilities should be reported to the concerned coordinators, to uproot the cause of the issue.
- Overall feedback summary would be prepared and it would act as an indicative parameter to know the expectations of students about the Institution and Department facilities.

Feedback on Curriculum

Feedback Collection process on Curriculum

Feedback on curriculum include resilience of the curriculum and syllabus in honing the students competency level in the job market, the level of interest created by the curriculum and syllabus in pursuing Higher Studies / Research / Entrepreneurship, improving students inter / intrapersonal skills, societal responsibility, integrity, Ethical & Human values etc., The opportunity provided by the curriculum for self learning/Experimental learning/ Extended learning, the provision of skill up- gradation in Institute's curriculum from the perspective of students, alumni and teachers would be collected and anlaysed.

Feedback analysis process

The feedback collected is submitted to IQAC and the plan of action to supplement the curriculum is framed in dialog with the members of the IQAC.

Frequency of Feedback Collection

Theinstitution/collegeshallensurethefeedbackanditsanalysisfromthefollowing stakeholders

S.No.	Stakeholders	Frequency of collection
1	Students Feedback	Twice/Semester
2	Teachers Feedback	Yearly
3	Employer Survey	Yearly
4	Alumni Survey	Yearly
5	Exit Survey	Yearly

The following feedbacks/surveys are collected to enrich the quality of the Institution:

- Student Feedback.
- Teachers Feedback.
- Parents Feedback.
- Employer Survey.
- Alumni Survey.
- Student Exit Survey.
- Alumni Feedback on Curriculum.
- Teachers Feedback on Curriculum.
- Students Feedback on Curriculum.

In view of the above, Manakula Vinayagar Institute of Technology, Puducherry aims at:

- Improving Teaching Learning Process to cater the students Skills/Knowledge requirements.
- Improving the facilities/Infrastructure in line with changing requirements.

Sd/-

Dr.S.Malarkkan

Principal

MIT-Manakula Vinayagar
Institute of Technology