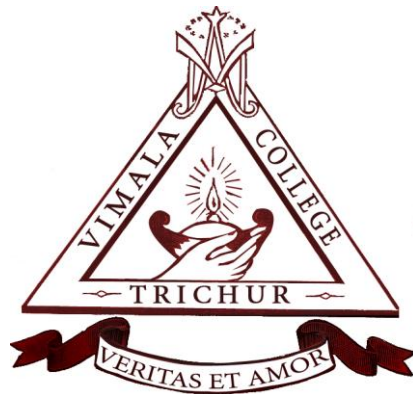# Vimala College (Autonomous)
# Thrissur



# Policy on Stakeholder Feedback System

# VIMALA COLLEGE (AUTONOMOUS), THRISSUR

## KERALA 680009

| Policy No. | VC/ Policy/ 11 | | | | |
|---|---|---|---|---|---|
| **Policy Name:** | Policy on Stakeholder Feedback System | | | | |
| **Drafted by** | Internal Quality Assurance Cell (IQAC) in consultation with respective Working Committee | **Adopted:** | 2019-20 | **Revised:** | 2020-21 |
| **Approved by** | Governing Council | **Date:** | 08 April 2021 | | |
| **Next Revision** | | | 2022-23 | | |

**PURPOSE**

Getting different perspectives on the institution's performance from its stakeholders is a powerful method for self-reflection and development. It is a driving force behind understanding the needs and expectations of the internal and external stakeholders, institution's strengths, weaknesses, opportunitiesand increasing institution's choices when making decisions about any changes or improvement in the functioning of the institution. The feedback is considered as a valuable information that guide the College in the pursuit of excellence.

The purpose of this policy is to create a framework for gathering, consolidating, and analysing stakeholder perceptions about the quality and effectiveness of the academic and student support activities of Vimala College (Autonomous). The data are systematically reviewed and genuinely considered for the delivery of high-quality teaching and learning, healthy teacher – student relationship and thereby acquire continuous improvement, quality enhancement and better stakeholder satisfaction. This policy also ensures timely response to the concerns that may arise.

**Scope**: This Policy is applicable for all the academic programmes, courses, administrative systems and facilities of the College.

## PRINCIPLES

Feedback activities of the College ensure the following:

- All the stakeholders – students, parents, alumnae, employers, academic peers and industry partners have an opportunity to provide feedback to the College.

- The feedback processes are systematic, rigorous and respectful to the rights and privacy of the stakeholders.

- The response of the stakeholders is consolidated and considered, where appropriate, in a timely manner.

- The issues raised are addressed effectively and efficiently.

- Mechanisms for providing feedback vary according to the requirements of the College and stakeholder groups.

### Implementation

The responsibility of implementing the structured feedback mechanism of the college is entrusted with the internal Quality Assurance Cell of the College supported by a separate Feedback Committee. Certain responsibilities are delegated to the academic departments.

### Feedback Processes

The following feedback processes are in place:

| Sl No | Initiated by | Title | Stakeholders | Implementation |
|---|---|---|---|---|
| 1 | College | Evaluation of Faculty by Students (Teaching and Teacher Attributes) | All students | Once a year |
| 2 | College | Student Satisfaction Survey (Teaching and Learning only) | All Final Year Students | Once a year |
| 3 | College | Course Evaluation | All Students | At the end of each semester |
| 4 | College | Exit Survey | All Outgoing students | Once a year |
| 5 | College | Alumnae Feedback | All Alumnae | During the Annual Alumnae Meet and Once a year |
| Sl No | Initiated by | Title | Stakeholders | Implementation |
| 6 | College | Parents' Feedback | All Parents | During the Annual General body Meeting/once a year |
| 7 | College | Feedback about College Facilities | All Students | Once in two years |
| 8 | College | Graduate Outcomes Survey | All the recently graduated students | Once a year |
| 9 | College | Feedback on | Representatives | Once in two |

| | | Curriculum | from various stakeholder groups | years |
|---|---|---|---|---|
| 10 | Management | Faculty/Staff Feedback | All Faculty/Staff | Once in two years |
| 11 | College/Department/ Club/Forum | Activity evaluation(Seminars, Workshops, Faculty Enrichment Programme, etc) | Participants of the activity | After each event |
| 12 | Library | Evaluation about Library Facilities | Students | Periodical |
| 13 | Stakeholder | Feedback through website, e-mail, Phone call, discussion, letter etc. | Any stakeholder | Any time |

**College Initiated Feedback- Implementation**

The Student Satisfaction survey, the Course Evaluation and the Students' Feedback about the Faculty are administered through the student portal of the Academic Management system -Linways. Other questionnaires are administered through direct method as well as google forms. The students' evaluation on faculty is conducted strictly keeping the anonymity of students. Their feedback is retrieved from the system only after the publication of their results.

The institution also ensures timely evaluation of each activity eg. Seminars, workshops, faculty enrichment programmes etc. to be done by the participants with an objective of continuous improvement of the ongoing activities.

**Stakeholder initiated Feedback**: The stakeholders are given opportunity to provide feedback through website, email, phone calls etc. The feedback may be qualitative in nature ie, a compliment, suggestion, concern or a complaint.

**Preparation of Feedback Forms**: The questionnaire of the feedback form is prepared/reviewed by the IQAC in consultation with Feedback committee and other faculty members. Representatives from other stakeholders are also included in the initial consultation. The feedback forms are then validated by the Staff Council and approved by the Principal for further implementation.

**Compilation and Consolidation of Stakeholder Responses:** It is the responsibility of the Internal Quality Assurance Cell to collate and consolidate the response of stakeholders with the support of the Feedback Committee. The report of the feedback will be given to the concerned faculty, department or facility to prepare an action plan to address the concerns reported by the stakeholders. The report along with the action taken report should be placed in the statutory committees of the College- Staff Council/ Academic Council/Governing Body for approval.

The feedback received from various sources such as website, email, letter, phone calls, informal and formal discussions will be noted down and discussed in the College Staff Council to take appropriate measures if it is relevant.

All the reports of the stakeholder feedback will be stored in the Office of the Internal Quality Assurance Cell.

**Utilisation of Feedback**

The stakeholder feedback will be utilised by the academic and administrative bodies for the quality enhancement of the institution

- To enhance the quality of existing programmes and courses

- To introduce new academic programmes and courses, and activities

- To enhance the quality of academic staff and their teaching

- To enhance teacher -student relationship

- To enhance Management- Staff relationship

- To improve the provision of learning resources, facilities, equipment and services of the institution

- To consider when designing development projects in the campus

- For accreditation purpose

**Review and Modification**

The Internal Quality Assurance Cell takes leadership in introducing new initiatives in stakeholder feedback mechanism and reviewing and modifying the existing system.

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