



1.4.2 Feedback process of the Institution may be classified as:

HEI Input:

A) Feedback collected, analysed and action taken on feedback and relevant documents are made available on the Institutional website

Response: The HEI has uploaded entire feedback on IQAC website which is a subset of HEI main Website.

The link to IQAC Website is : <https://iqac.sgtuniversity.ac.in/>

The feedback link on IQAC website is : https://iqac.sgtuniversity.ac.in/?page_id=5459

This link displays the Feedback Analysis & Action taken report for the year 2020-21 and 2021-22 along with the feedback policy signed by Registrar.

The Feedback Analysis for the year 2021-22 as signed by Registrar can be accessed at https://iqac.sgtuniversity.ac.in/?page_id=10237

The Individual Stakeholder Analysis for year 2021-22 is updated as follows:

- 1) Students- <https://iqac.sgtuniversity.ac.in/data/Students%20Feedback%20for%202021-22/>
- 2) Teachers- <https://iqac.sgtuniversity.ac.in/data/Teachers%20Feedback%20for%202021-22/>
- 3) Alumni- <https://iqac.sgtuniversity.ac.in/data/DVV%20Alumni%20Analysis%202021-22.pdf>
- 4) Employers- <https://iqac.sgtuniversity.ac.in/data/DVV%20Employer%20Analysis%202021-22.pdf>
- 5) Professionals- <https://iqac.sgtuniversity.ac.in/data/DVV%20Professional%20Analysis%202021-22.pdf>

The Link to Action taken report for each Stakeholder is as follows:

- 1) Students- https://iqac.sgtuniversity.ac.in/?page_id=10408
- 2) Teachers- https://iqac.sgtuniversity.ac.in/?page_id=10399
- 3) Alumni- https://iqac.sgtuniversity.ac.in/?page_id=10396
- 4) Employers- https://iqac.sgtuniversity.ac.in/?page_id=10389
- 5) Professionals- https://iqac.sgtuniversity.ac.in/?page_id=10392

The HEI has attached the HEI Policy on Feedback mechanism signed by Registrar on HEI Website at the link: <https://sgtuniversity.ac.in/regulations-and-policies/>

The policy can be accessed through the Link: <https://sgtuniversity.ac.in/wp-content/uploads/2021/09/Guidelines-for-Feedback-Mechanism.pdf>

The policy is also updated on IQAC Website at: https://iqac.sgtuniversity.ac.in/?page_id=5459

The policy highlighting the procedure in dealing with the feedback process is attached below:



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC & AICTE Approved) Gurugram, Delhi-NCR

NO. : SGTU/AC/24.21/2019

Dated : 31st October, 2019

INTERNAL QUALITY ASSURANCE CELL

Guidelines for Feedback Mechanism


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I) INTRODUCTION/PREAMBLE

Feedback is the essence of two-way communication between the provider and the receiver. Effective feedback, both positive and negative is important for continuous improvement as it helps in understanding the strengths, weaknesses, opportunities and challenges faced by the organization. It is advantageous to the organization as well as the stakeholders as improvisations made based on the feedback received benefits all the stakeholders.

Feedback from students, employees, alumni inculcates a sense of ownership about the organization and make them feel valued and responsible. Regular feedback is important across the entire organization in order to remain aligned to goals and is part of continuous learning process for regular improvisations to serve better.

SGT University in its mission for continuous improvement in all sectors, academic or administrative has entrusted IQAC with the responsibility for arranging feedback responses from all stakeholders of the University on quality related institutional processes.

II) FEEDBACK MECHANISM

SGT University is a diverse University with over 17 different faculties. For uniformity and standardization of procedures, these guidelines shall be applicable to all the faculties of SGT University. Apart from this central mechanism, it is desirable that each Dean of faculty creates their own internal mechanisms of obtaining feedback from students and faculty members for continuous improvements in their respective faculties.

The central feedback mechanism in SGT University will include the following steps:



A) **Format preparation:**

The format for each type of feedback to be filled by each stakeholder shall be prepared by feedback committee under IQAC. The feedback forms to be collected electronically shall be prepared through a central email id feedback@sgtuniversity.org monitored by feedback committee under IQAC.

The portal for electronic form generation shall be www.surve.com

1) STAKEHOLDERS

The multiple stakeholders of the University are:

- a) Students
- b) Teachers
- c) Parents
- d) Alumni
- e) Employers

2) TYPES OF FEEDBACK

2.1 Students' feedback

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- a) Feedback about Curriculum
- b) Feedback about Quality of Teaching
- c) Feedback about University in General

2.2 Teachers feedback about Curriculum

2.3 Alumni feedback

2.4 Employers feedback

2.5 Parents feedback

2.1 Students' Feedback:

a) Feedback about Curriculum

Students' evaluation of their learning experience in an institution is an integral component for any quality assurance system. This allows the institution to evaluate how its service provision is viewed by its most important group of stakeholders, namely its students.

The feedback about curriculum will collect students input on all aspects of curriculum including the course content, learning resources, learning environment, quality of delivery and assessment. It will also enquire about specific topics in the course content which the student feels should be added or deleted as per the professional scenario. This feedback shall be collected by students of every semester/year at the end of semester/year as applicable. The sample format is enclosed as Annexure I

b) Feedback about Quality of Teaching

This shall involve feedback about quality of teaching of each faculty member teaching a particular subject. The standard format will be circulated from IQAC to the students through the Deans of the faculty to understand about the teaching methods used and the learning environment during class room teaching. This shall be collected under the supervision of the Deans with minimum of once every year. This shall be collected by students of every semester/year about the faculty members teaching in that particular year/semester. The sample format is enclosed as Annexure II

c) Feedback about University in General

This will entail feedback about all the infrastructure and facilities in the University. All areas of University dealing with students namely classrooms, library, transportation, hostels, students section, cafeteria, rest rooms, campus life shall be covered in this particular feedback. This shall be collected once a year by all the students irrespective of their semester/year. However, major emphasis would be on the graduating students of final semester/year/interns to understand their overall impression related to the institute during their course of study. The sample format is enclosed as Annexure III

2.2 Teachers' Feedback about curriculum

The purpose of this feedback is to obtain the teachers input on the overall educational environment in the University. This feedback will specifically target the inputs of teachers on curriculum design & revision, employability, examination patterns & reforms, teaching methods and overall teaching-learning environment. The feedback from teachers will be collected once during an academic year. The sample format is enclosed as Annexure IV

2.3 Alumni Feedback

The purpose of this feedback is to obtain the inputs from the alumni on the quality of course/program at SGT University. This will also help in assessing the extent of attainment of


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the programme outcomes. This feedback will be collected from all participating alumni of SGT University during annual Alumni meet or through e-mail. The format for feedback shall be shared by IQAC to the Alumni coordinators for collection of feedback either manually or electronically. The collected feedback will be submitted by the alumni coordinators to the respective Deans of faculty for analysis and necessary action at their end. The sample format is enclosed as Annexure V

2.4 Employers' Feedback

The purpose of this feedback is to obtain the employers input on the quality of the graduates at SGT University and to assess whether the expectations of recruiters were fulfilled. The student's ability to handle the professional situations and knowledge acquired during their learning can also be assessed. The formats prepared by IQAC shall be submitted to Corporate resource centre(CRC) for collection of feedback by the recruiters manually or electronically. The collected feedback about particular programme students shall be submitted to respective Deans for necessary action at their end. The sample format is enclosed as Annexure VI.

2.5 Parents' Feedback

SGT University takes the initiative of organizing Parents-Teachers-Students meet (PTM) regularly to apprise parents and guardians with the academic and professional growth of their ward. Feedback from parents towards institutional delivery of academics including course employability, skill training, practical learning and their overall satisfaction related to the progress of their ward will be collected manually/electronically by the concerned teachers monitored by Deans of faculty.

The sample format is enclosed as Annexure VII.

B) Circulation of feedback formats:

The feedback forms shall be circulated through IQAC to the concerned department dealing with the particular stakeholder.

Type of feedback	Mechanism of circulation
Students Feedback about Curriculum	IQAC through Deans to Students
Students Feedback about Quality of Teaching	IQAC through Deans to Students
Students Feedback about University in General	IQAC to Students
Teachers feedback about Curriculum	IQAC through Deans to Teachers
Alumni feedback	IQAC through Alumni coordinator to alumni
Employers feedback	IQAC through CRC to employers
Parents feedback	IQAC through Deans to parents

C) Collection of data:

The data of the feedback received shall be collected as follows:

Type of feedback	Mode of collection	Collecting body	Time schedule of collection
Students Feedback about Curriculum	Online	Deans of Faculty	End of semester

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Students Feedback about Quality of Teaching	Online	IQAC/Deans of faculty	Once in a year
Students Feedback about University in General	Online	IQAC	End of semester/year by graduating students specifically and other students
Teachers Feedback about Curriculum	Online/offline	IQAC/ Deans of faculty	Once in a year
Alumni Feedback	Offline/online	Alumni coordinators	During Alumni meet annually
Employers Feedback	Online/offline	Corporate resource centre	During placement drive or otherwise annually
Parents feedback	Online/offline	Class teachers/ Deans	During PTM/ electronically once a year

D) Analysis of feedback received and review of results:

The feedback received will be analyzed offline or online as per the mode of collection and results will be reviewed as follows:

Type of feedback	Analysis and review by
Students Feedback about Curriculum	Deans of Faculty
Students Feedback about Quality of Teaching	IQAC/Deans of faculty
Students Feedback about University in General	IQAC & Feedback committee
Teachers feedback about Curriculum	IQAC/Deans of faculty
Alumni feedback	Deans of faculty
Employers feedback	Deans of faculty
Parents feedback	Class teachers followed by Deans

E) Action taken:

The actions about the collected feedback after analysis shall be taken as under:

Type of feedback	Action taken by
Students Feedback about Curriculum	Deans of Faculty
Students Feedback about Quality of Teaching	IQAC and Deans of faculty
Students Feedback about University in General	Concerned depts. & Management
Teachers feedback about Curriculum	IQAC & Deans of faculty
Alumni feedback	Deans of faculty
Employers feedback	Deans of faculty
Parents feedback	Deans of faculty

The action taken report by each concerned Dept/Faculty Dean shall be submitted to IQAC within a month of analysis of feedback.

All the action taken reports will be sent to Registrar to be presented before the Board of Management and Governing Body of SGT University.


III) REVISION OF FEEDBACK FORM

The feedback forms can be revised as per the need of the situation and as per the requirement of the feedback to be obtained. The revisions shall be made by the feedback committee and shall be approved by IQAC.

IV) ROLE OF FEEDBACK COMMITTEE

The feedback committee of IQAC shall serve the following functions:

- 1) Preparation of feedback formats from each stakeholder of the University for either mode of collection.
- 2) Generation of electronic forms on the portal www.surve.com.
- 3) Analysis of feedback responses received.
- 4) Presentation of recommendations after analyzing feedback to IQAC.
- 5) Revision of the formats as per the need.


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