




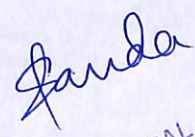
DR. SUDHIR CHANDRA SUR INSTITUTE OF TECHNOLOGY AND SPORTS COMPLEX

540, Dum Dum Road, Suremath, Kolkata- 700074, West Bengal



Policy on Feedback System (W.e.f 2021-22)

Revised and Approved by BOG
Dated on 03/09/2021
Under Agenda No. 3

Ref. No: DSCSJTSC/POLY/ 2021-22/22	Compiled & Checked By:  (IQAC Coordinator)	Approved By:  (Principal)
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Issue No- 4

Coordinator, IQAC
Dr. Sudhir Chandra Sur Institute
of Technology and Sports Complex
540, Dum Dum Road, Kolkata -700074

PRINCIPAL
Dr. Sudhir Chandra Sur Institute
of Technology & Sports Complex
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Policy on Feedback System

INTRODUCTION

At Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex, the primary goal is to empower students by providing knowledge and experiences that help them overcome limitations and reach the target with full potential in the rapidly changing world. To achieve this, DSCSITSC is committed to quality teaching, learning, research, and outreach services in technical education.

Feedback mechanism is essential to know whether the college is delivering good performance and imparting quality education.

SurTech has a well-defined structured feedback mechanism that involves internal and external stakeholders, including management, faculty, students, parents, alumni, employers, and industry experts. Their feedback is very important in evaluating, developing, and enhancing the quality of the learning experience we offer. We value their input and continuously improve our services to meet the changing needs of industry and society.

Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex has implemented a well-designed feedback mechanism whereby we collect feedback from students, parents, faculties, industries, and alumni. This helps our college to improve its performance and strengthen the quality of education. The college provides the necessary arrangements for feedback responses from all the stakeholders.

FEEDBACK COMMITTEE STRUCTURE

i. Internal stakeholders:

Internal stakeholders are individuals or groups within an organization who have an interest and involvement in its operations, success, and outcomes. In the context, an educational institution like Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex, internal stakeholders' institutional staff of the management, faculty, and students.

Management is responsible for coordinating the activities of the institute to achieve the defined objectives. They play the most important role in developing and implementing policies, providing resources, and ensuring effective management of the institute.

Feedback is collected from the faculties of our institution once every semester. Faculty Feedback is aimed to measure the level of faculty satisfaction with working conditions, professional development, training, and type of responsibility undertaken by them. The summary of the feedback from the



faculty is received through online web-based survey. The data collected is thoroughly analyzed and the necessary steps are taken.

Students are perhaps the most valuable internal stakeholders as they are the beneficiaries of the institute's educational services. They adapt to the Vision, Mission, Program Educational Objectives (PEOs) to their professional development needs. By engaging in the learning process, students help to shape the institute's teaching and learning environment and contribute to its ongoing success.

ii. **External stakeholders:**

External stakeholders are individuals or groups outside of an organization who have indirect interest in its operations, success, and outcomes. In the context of an educational institution like Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex, external stakeholders include parents, alumni, professional bodies, and employers.

Parents of students enrolled in the institute are external stakeholders who can provide constructive suggestions for the smooth functioning of the institution. They can provide valuable feedback and help improve the quality of services offered by the institute.

Alumni are another important external stakeholder group who can act as brand ambassador to carry the mission of the institute forward. They can provide valuable feedback, resources of information for the current students, and support the institute's outreach and recruitment efforts.

Professional bodies like IETE and ISTE are external stakeholders who can support institutional academics through awards and other forms of recognition. These bodies can provide valuable feedback on the quality of the institute's programs and help ensure the content of the syllabus and teaching quality are aligned with industry standards.

Employers are also external stakeholders who represent the major end-users of the institute graduates. They can provide valuable input on the skills and knowledge required as per the industry and help bridge the gap between the program offered by the institute which will be needed by the industry.

OBJECTIVE OF FEEDBACK

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

Feedback in Teaching-Learning Process: Feedback can help students gain confidence, self-awareness, and enthusiasm for what they are learning. Giving

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students relevant feedback can help them improve their academic or fieldwork performance. This type of feedback redirects or refocuses the learner's actions to achieve a goal, by aligning effort and activity with an outcome.

Feedback in the Assessment process: Another parameter is feedback in the assessment process. This type of feedback helps students understand the subject being studied and provides them with clear guidance on how to improve their learning. If students engage with feedback, it should enhance their learning and improve their assessment performance. In other words, feedback in the assessment process can be an important tool for improving student outcomes.

MECHANISM OF FEEDBACK

Each stake holder has a separate feedback mechanism. Each group can log in the link and submit their feedback.

Assessing Teaching and Learning Through Feedback

Feedback collection: The institute has a well-defined process for feedback collection with respect to all the courses. Faculty feedback for a respective course is given by the students after completion of the course. Students having attendance greater than sixty percent are allowed to give feedback. Feedback links are shared with the students through mail. Students give feedback, through these links, after successful registration. The automated feedback system analyzes the collected feedback and comes up with an average value of all weighted questions in a percentage scale of 0 to 100. The data collected through the above process is stored in an automated feedback server. Individual faculty feedback reports are generated and shared with the faculty members.

Figure 1 describes the feedback collection process.

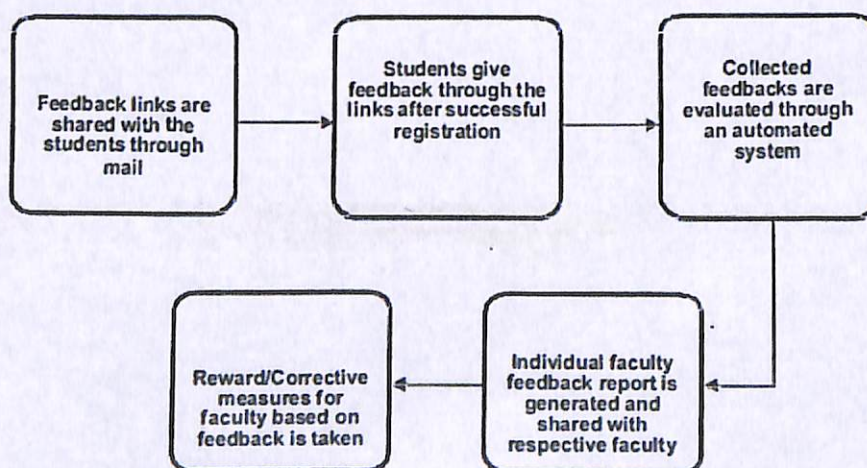


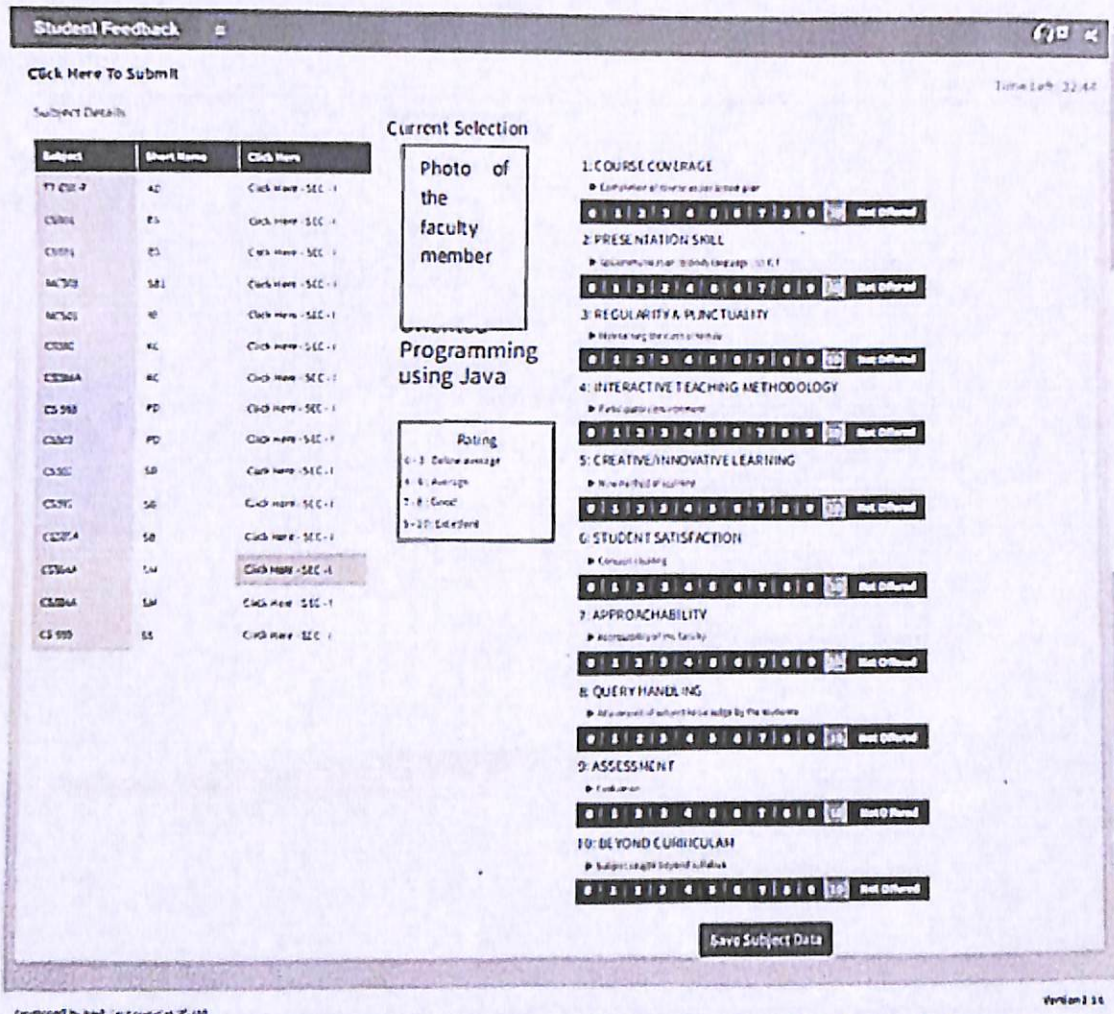
Fig 1: Feedback collection process

Sanda

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Indices used for measuring quality of teaching & learning:

Figure 2 describes the sample feedback form showing the measuring parameters of teaching and learning.



The screenshot shows a web-based 'Student Feedback' form. At the top, it says 'Click Here To Submit' and 'Time Left: 22:42'. Below this is the 'Subject Details' section with a table of subjects. The 'Current Selection' is 'Programming using Java'. The form contains ten rating sections, each with a 10-point scale and a 'Not Offered' button. A 'Rating' legend is provided, and a 'Save Subject Data' button is at the bottom.

Subject	Short Name	Click Here
PT 001-7	AC	Click Here - SEC - 1
CS004	ES	Click Here - SEC - 1
CS004	ES	Click Here - SEC - 1
MC002	SE1	Click Here - SEC - 1
MC001	SE	Click Here - SEC - 1
CS00C	KE	Click Here - SEC - 1
CS00AA	KE	Click Here - SEC - 1
CS 00B	PD	Click Here - SEC - 1
CS007	PD	Click Here - SEC - 1
CS 00C	SD	Click Here - SEC - 1
CS00E	SE	Click Here - SEC - 1
CS00A	SE	Click Here - SEC - 1
CS00A	SW	Click Here - SEC - 1
CS00A	SW	Click Here - SEC - 1
CS 00D	SS	Click Here - SEC - 1

Current Selection
Photo of the faculty member
Programming using Java

Rating
0 - 3: Below average
4 - 6: Average
7 - 8: Good
9 - 10: Excellent

1: COURSE COVERAGE
Completion of course as per time plan
0 1 2 3 4 5 6 7 8 9 10 Not Offered

2: PRESENTATION SKILL
Spoken presentation in English (or) Hindi
0 1 2 3 4 5 6 7 8 9 10 Not Offered

3: REGULARITY & PUNCTUALITY
Regularly attending the classes
0 1 2 3 4 5 6 7 8 9 10 Not Offered

4: INTERACTIVE TEACHING METHODOLOGY
Interactive environment
0 1 2 3 4 5 6 7 8 9 10 Not Offered

5: CREATIVE/INNOVATIVE LEARNING
New method of learning
0 1 2 3 4 5 6 7 8 9 10 Not Offered

6: STUDENT SATISFACTION
Content teaching
0 1 2 3 4 5 6 7 8 9 10 Not Offered

7: APPROACHABILITY
Approachability of the faculty
0 1 2 3 4 5 6 7 8 9 10 Not Offered

8: QUERY HANDLING
Management of student queries by the students
0 1 2 3 4 5 6 7 8 9 10 Not Offered

9: ASSESSMENT
Evaluation
0 1 2 3 4 5 6 7 8 9 10 Not Offered

10: BEYOND CURRICULUM
Subject strength beyond syllabus
0 1 2 3 4 5 6 7 8 9 10 Not Offered

Save Subject Data

Fig 2:A Sample Screen Shot of the measuring parameters of a Particular course

Feedback Analysis and Reporting: The Internal committee analyses the results of student feedback monthly. The feedback analysis report (FAR) is prepared by the committee and submitted to the Principal. Feedback from other stakeholders collected in due time, analyzed, and reported to Principal for corrective actions. Faculty members having scored greater than equal to 90% are given a letter of appreciation, and a score less than 60% are given a letter of improvement for the relevant course.

Feedback analysis for a faculty member of that course is considered only when 60% or more number of students participate in giving feedback.

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

The points in FAR related to improvement are discussed in respective forums. For example, academic related issues are discussed and resolved in Academic Review Meeting, Placement related issues are discussed and resolved in Placement Meeting, Policy related issues are discussed and resolved in General Body Meeting.

Action Taken (Reward):

Faculty members having feedback score greater than equal to 90% are rewarded by the letter of appreciation. They are requested to organize seminars and mentoring sessions to share their teaching expertise and the teaching methodologies with the other faculty members. The best faculty are awarded with the JIS SANMAN in different categories.

Action Taken (corrective Measure):

A departmental expert committee chaired by the HOD must be formed for the counselling of the faculty members who scored low (below 60%) in the feedback. This motivates them to improve their skills and abilities.

The HOI addressed them with a letter to motivate them for their up gradation.

If required, training, FDPs and orientation programme are conducted by professional experts to master the skills of the faculty members in the nuances of teaching.

MOOCS courses from NPTEL, COURSERA etc are suggested to them.

The IQAC will consolidate the whole feedback result and a review is conducted for the faculty members with lower performance.

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DR. SUDHIR CHANDRA SUR DEGREE ENGINEERING COLLEGE

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Policy on Feedback System (W.e.f 2018-19)

Approved by BOG

Dated on 07/07/2018

Under Agenda No. 3

Ref. No: <u>DSDEC / POLY / 2018-19 / 22</u>	Compiled & Checked By: 	Approved By: 
Issue No- <u>3</u>	(IQAC Convener)	(Principal)

Coordinator, IQAC
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Principal
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Policy on Feedback System

INTRODUCTION

At Dr. Sudhir Chandra Sur Degree Engineering College, the primary goal is to empower students by providing knowledge and experiences that help them overcome limitations and reach the target with full potential in the rapidly changing world. To achieve this, DSDEC is committed to quality teaching, learning, research, and outreach services in technical education.

Feedback mechanism is essential to know whether the college is delivering good performance and imparting quality education.

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Internal stakeholders are individuals or groups within an organization who have an interest and involvement in its operations, success, and outcomes. In the context, an educational institution like Dr. Sudhir Chandra Sur Degree Engineering College, internal stakeholders' institutional staff of the management, faculty, and students.

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Feedback is collected from the faculties of our institution once every semester. Faculty Feedback is aimed to measure the level of faculty satisfaction with working conditions, professional development, training, and type of responsibility undertaken by them. The summary of the feedback from the faculty is received through an online web-based survey. The data collected is thoroughly analyzed and the necessary steps are taken.

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Students are perhaps the most valuable internal stakeholders as they are the beneficiaries of the institute's educational services. They adapt to the Vision, Mission, Program Educational Objectives (PEOs) to their professional development needs. By engaging in the learning process, students help to shape the institute's teaching and learning environment and contribute to its ongoing success.

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Principal
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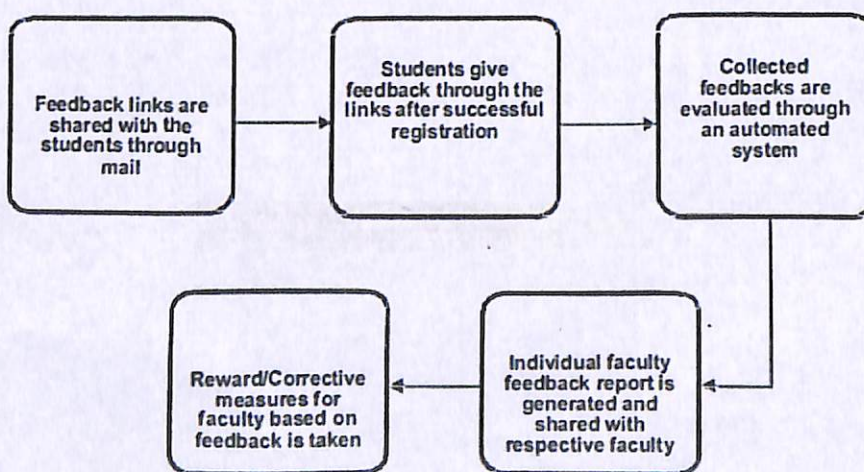



Fig 1: Feedback collection process


Principal
3 of 5
Dr. Sudhir Chakrabarti Sur Degree
Engineering College
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Subject	Short Name	Click Here
PT 202 P	AC	Click Here - SEC - 1
CS101	FA	Click Here - SEC - 1
CS101	ES	Click Here - SEC - 1
AC101	SA1	Click Here - SEC - 1
AC101	W	Click Here - SEC - 1
CS101	KL	Click Here - SEC - 1
CS101A	KL	Click Here - SEC - 1
CS 101	PD	Click Here - SEC - 1
CS101	PD	Click Here - SEC - 1
CS101	SD	Click Here - SEC - 1
CS101	SD	Click Here - SEC - 1
CS101A	SD	Click Here - SEC - 1
CS101A	SD	Click Here - SEC - 1
CS 101	SS	Click Here - SEC - 1

Current Selection
Photo of the faculty member
Programming using Java

Rating
0-2: Below average
3-5: Average
6-8: Good
9-10: Excellent

1: COURSE COVERAGE
Completed all course associated part
0 1 2 3 4 5 6 7 8 9 10 Not Offered

2: PRESENTATION SKILL
Spoken in clear & easy language (L1, L2, L3)
0 1 2 3 4 5 6 7 8 9 10 Not Offered

3: REGULARITY & PUNCTUALITY
Attending the class regularly
0 1 2 3 4 5 6 7 8 9 10 Not Offered

4: INTERACTIVE TEACHING METHODOLOGY
Participate in discussion
0 1 2 3 4 5 6 7 8 9 10 Not Offered

5: CREATIVE/INNOVATIVE LEARNING
Worked hard in course
0 1 2 3 4 5 6 7 8 9 10 Not Offered

6: STUDENT SATISFACTION
Concept clarity
0 1 2 3 4 5 6 7 8 9 10 Not Offered

7: APPROACHABILITY
Approachability of the faculty
0 1 2 3 4 5 6 7 8 9 10 Not Offered

8: QUERY HANDLING
Management of queries/feedback by the students
0 1 2 3 4 5 6 7 8 9 10 Not Offered

9: ASSESSMENT
Evaluation
0 1 2 3 4 5 6 7 8 9 10 Not Offered

10: BEYOND CURRICULUM
Subject taught beyond syllabus
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Save Subject Data

Developed By: www.dscsdec.ac.in | Version: 1.1

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