



// Education is a ladder to gather fruits of knowledge //

Tuljabhavani Mahila Mandal's

Hemuji Chande College, Shelgaon (R),

Tal. Barshi, Dist. Solapur (Maharashtra) 413222



Feedback and Students Satisfaction Survey Policy and Procedure

Hemuji Chande College, Shelgaon (R) is committed to impart quality education to its students by maintaining educational standards in terms of curriculum design and implementation as well as maintaining satisfaction level through various services provided on the campus. The policy attempts to encourage students and other stakeholders to provide thoughtful, factual and constructive feedback and respond to the survey conducted in order to improve the course content of all programs to meet contemporary requirements of the society with holistic approach of development of the students' personality and prepare them to be responsible citizen of the nation with employability skills. Moreover, their satisfaction levels about the services provided by the college.

Purpose of the policy:

The college has formulated a structured mechanism for design, collection, analysis of feedback of various stakeholders and students' satisfaction survey; preventive and corrective measures to be taken for academic and overall development of the institution through responses received.

The college is affiliated to PAH Solapur University, Solapur, thus, it is mandatory to implement the syllabus prescribed by the university from time to time. However, the college has designed the policy of feedback on curriculum for establishment of a pool of opinions of all stakeholders about the syllabus prescribed and to communicate the same to the university syllabus designing bodies for further action. The feedback will be taken only for the syllabus prescribed by the University on the programs and courses run by the college; and the students' satisfaction survey will be conducted on facilities provided on the campus. Feedback on syllabus will be taken from following stakeholders: Student, Teachers, Employers, Alumni and Parents.

The students' satisfaction survey will be conducted on overall facilities provided by the college in order to understand the satisfaction level of the students for further improvements, if any. The students' satisfaction survey will be restricted to the students admitted for all the programs in the college during the academic year.

Objectives:

Objectives of feedback:

The objectives to conduct feedback on syllabus are:

- 1) Review on institutional mechanisms for teaching-learning and evaluation practices, value education, skill orientation, inviting suggestions for topics to be included in the curriculum.
- 2) Design and communication of POs, PSOs and COs.
- 3) Employability potential of the syllabus prescribed.



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- 4) Development of professional/ entrepreneurial skills.
- 5) Potential of the syllabus to develop an overall personality.
- 6) Potential of creation of social awareness.
- 7) Potential of the syllabus to fulfill needs of the society.
- 8) Potential of syllabus to create environmental awareness.
- 9) Potential to develop human and ethical values and practical approach about the trends in the syllabus.
- 10) Suggestions to incorporate new topics in the syllabus.

Objectives of Students' satisfaction survey:

The objectives of the Students' satisfaction survey are:

- 1) To locate and attempt to improve the satisfaction level of the students about various services provided by the institution.
- 2) Timely completion of the syllabus.
- 3) Availability of books and resources in the library.
- 4) Satisfaction level on administrative /office services provided
- 5) Sport activities and facilities
- 6) Organization of co-curricular and extracurricular activities.
- 7) Physical /infrastructural facilities on the campus.
- 8) Suggestion for overall improvement and development.

Frequency:

Both Feedback and students' satisfaction surveys will be conducted once in every academic year. The set of questionnaires designed and approved by IQAC will be circulated among the students during a specific period of time. The mode of conduct will be either on paper or using technology aids.

Role of IQAC in feedback and students' satisfaction survey:

Internal Quality Assurance Cell will play vital role in the development of procedure for feedback collection with the aim of sustaining quality culture on the campus, IQAC will practice two step responses collection system in the form of feedback on curriculum from different stakeholders and students' satisfaction survey on overall facilities provided to the students and their experience on the campus. IQAC will take initiative for development of questionnaires, methods of analysis and actions to be taken based on the responses. Feedback and student satisfaction survey duration will be mentioned and communicated in the annual calendar.

Development of questionnaire:

IQAC will formulate a committee for development and revision of questionnaires of feedback on curriculum and student satisfaction surveys. The questionnaire will cover and meet the objectives stated. The survey questionnaire will cover infrastructural facilities, office support



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system, library and sport resources, encouraging environment and developmental co-curricular and extracurricular activities organized by the institution and related issues.

Standard operating procedure of feedback and students satisfaction survey:

- 1) Schedule for feedback collection and student satisfaction survey will be included in the academic calendar.
- 2) As per academic calendar schedule, students will be communicated about feedback and student satisfaction surveys.
- 3) The feedback and student satisfaction survey forms will be circulated among students, teachers, employers, alumni and parents and filled forms are collected or direct online surveys conducted.
- 4) The collected forms are analyzed question wise and the results will be communicated to authorities.
- 5) Student satisfaction surveys will be restricted only to the existing students of the institution.
- 6) Analyzed reports of feedback will be discussed in IQAC and CDC meetings and necessary actions will be taken for preventive and corrective measures.
- 7) Suggestions about syllabus and the topics to be included will be communicated to the chairman of the BOS for necessary action.
- 8) The analysis and action taken reports will be uploaded on institutional website.

Confidentiality and legal issues:

Both Feedback and students' satisfaction surveys will be conducted with clear objectives of maintaining quality standards of educational practices of the institution. The responses received will be kept confidential by the committee appointed by the college; and the received response will not be considered for the purposes or matters, if any, involving any legal matters.

Signature and Seal of the Principal