



# NIILM University

## POLICY FOR FEEDBACK

### Preamble

The NIILM University is following continuous evaluation system (CES) and formative assessment process (FAP) which provide only oral or written feedback to students during the learning process. But the complete feedback system is important for the growth of every Higher Education Institution. NIILM University is now setting new routes for its development and needs greater accountability and teaching effectiveness. The feedback system provides direction to achieve the mission and vision of the University and improve the educational outcomes. It ensures that information regarding the performance of the University by various key stakeholders helps to improve its performance.

Feedback Mechanism supports to know whether the University is imparting quality education. The collection and analysis of feedback from different stakeholders assist the University to understand the needs of society at local and global level. Hence, the University designs feedback forms available for different stakeholders to analyze the performance on different aspects.

The University shall seek the following types of feedback:

- 1. Feedback for curriculum by teachers, students, parents, employers and alumni**
- 2. Feedback for satisfaction of students, teachers and other employees of the University**

Internal Quality Assurance Cell (IQAC) shall provide a key and significant commitment to improve educational quality and directs the University's efforts towards academic perfection. IQAC shall design and develop feedback mechanism and for procedure. IQAC supported by the other faculty members from different departments shall jointly work for the collection, analysis and reporting of all types of feedback.

### Feedback Mechanism

IQAC shall prepare structured feedback forms for the respective stakeholders. The feedback shall be collected through both online and offline modes. An Online Feedback System is an automatic feedback generation system that provides the proper feedback. Filled feedback forms through both modes shall be analyzed by IQAC.

The plan of action shall be decided on the basis of feedback analysis report and necessary corrective measures shall be recommended further improvement.

Feedback shall be collected from following stakeholders:–

<b>Stakeholder</b>	<b>Period</b>	<b>Remarks</b>
Student	Twice for curriculum	End of Semester
Alumni	Twice for curriculum	End of Semester
Non-teaching employees	Once for satisfaction	Annually
Parents	Once for curriculum	End of Semester
Employer	Once for curriculum	End of Semester
Teachers	Twice for curriculum	End of Semester
Teachers	Once for satisfaction	Annually
Students	Once for satisfaction	Annually
Students	Teacher's feedback	End of semester

The IQAC of the University shall design the feedback proforma on the curriculum, teacher's evaluation and satisfaction. The feedback of above categories shall be collected as given above and analyzed. Then, it shall be forwarded to the competent authority for further action. Based on feedback analysis, action taken report (ATR) shall be generated and necessary remedial measures be taken on timely basis.