

2026

FEEDBACK POLICY

Feedback Policy

Vivek PG Mahavidhyalaya

Preamble

In the contemporary higher education environment, institutional quality is measured not only by academic results but also by stakeholder satisfaction, teaching effectiveness, curriculum relevance, and administrative efficiency. A robust feedback mechanism serves as a critical quality assurance tool that supports evidence-based decision-making and continuous institutional improvement.

Recognizing this, Vivek P.G. Mahavidhyalaya has established a comprehensive and systematic Feedback Mechanism Policy under the guidance of the Internal Quality Assurance Cell (IQAC). This policy aims to collect, analyze, and utilize feedback from all relevant stakeholders in a transparent, ethical, and structured manner.

Objectives of the Feedback policy

The objectives of this policy are to:

- Identify areas requiring improvement and initiate corrective measures
- Enhance the overall quality of education
- Evaluate the effectiveness of teaching–learning methods
- Provide a platform for stakeholders to express opinions and concerns regarding academics, infrastructure, and extracurricular activities
- Promote accountability by ensuring responsiveness to stakeholder needs and concerns
- Support strategic planning and quality initiatives of the institution

The College recognizes feedback as an effective means to measure the success in achieving course and programme objectives. It helps the institution understand the effectiveness of measures adopted and identify immediate improvements required.

Role of feedback committee

In its mission for continuous improvement in academic and administrative sectors, **Vivek P.G. Mahavidhyalaya** has entrusted the **Internal Quality Assurance Cell (IQAC)** with the responsibility of:

- Designing feedback formats for various stakeholders
- Collecting and compiling feedback responses
- Analyzing feedback data
- Submitting reports and recommendations to the Principal
- Monitoring follow-up and improvement actions

Regular feedback is considered an integral part of the continuous learning and quality enhancement process of the institution.

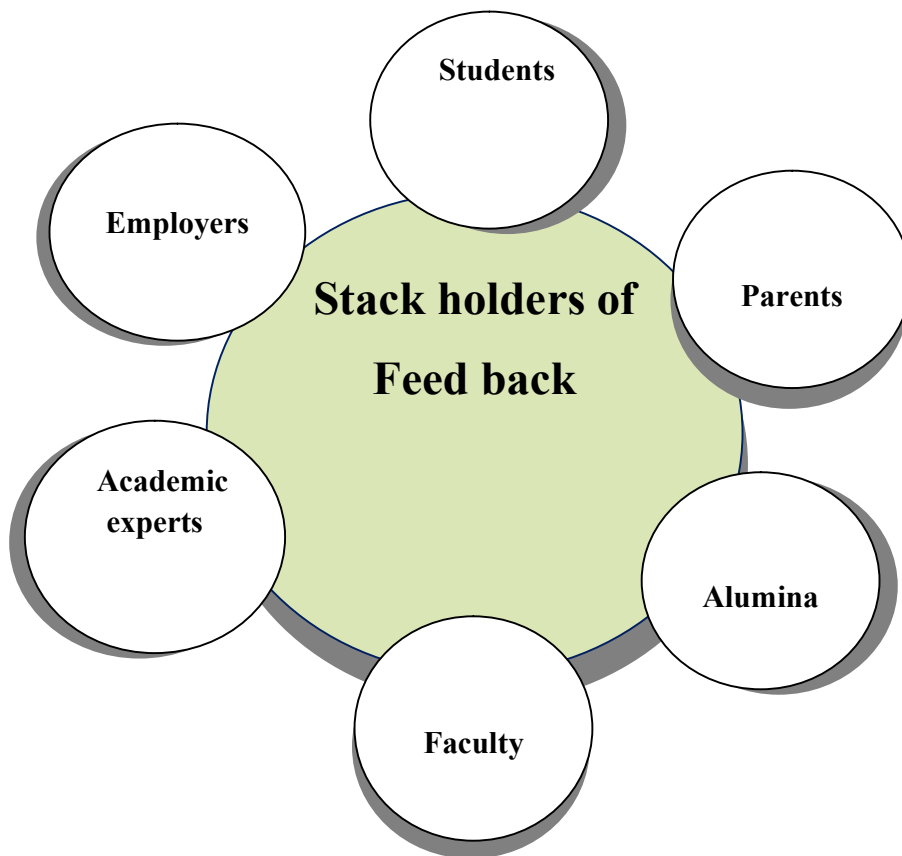
Scope of the Policy

This policy applies to all academic departments, administrative units, and support services of Vivek P.G. Mahavidhyalaya. It covers feedback related to:

- Teaching and learning
- Curriculum and syllabus design
- Research, extension, and student support services
- Infrastructure, library, and ICT facilities
- Administration and governance
- Institutional culture and student welfare

Stakeholders

Feedback is systematically collected from the following stakeholders:



Frequency of Feedback Collection

Feedback is collected from:

- Students during the semester/year
- Alumni during Alumni Meets or personal interaction
- Teachers annually
- Employers during placement
- Academic peer through interaction

The feedback evaluates course content, depth, coverage, applicability, learning value, clarity, and relevance.

Feedback Collection Mechanism

Feedback is collected through multiple modes to ensure inclusivity and reliability, such as:

- Structured feedback forms (online/offline)
- Surveys and questionnaires

Feedback on Institutional Performance

Stakeholders provide feedback on:

- Library and learning resources
- Laboratories and ICT facilities
- Administrative efficiency
- Examination and evaluation processes
- Placement and career guidance
- Co-curricular, extracurricular, and extension activities
- Campus environment and student support services

Feedback on Curriculum

Feedback is collected to evaluate:

- Relevance and adequacy of syllabus content
- Alignment with learning outcomes and employability skills
- Scope for interdisciplinary learning
- Need for curriculum enrichment or revision

Suggestions are communicated to the affiliating university and relevant academic authorities for consideration.

Roles and Responsibilities

Internal Quality Assurance Cell (IQAC)

- Design and review feedback tools
- Ensure timely collection and analysis of feedback
- Maintain confidentiality and data integrity
- Prepare analytical reports and action plans

Principal

- Review feedback analysis and recommendations

- Initiate corrective and preventive actions
- Monitor implementation of improvement measures

Departments and Committees

- Assist in feedback collection
- Implement department-specific improvement strategies
- Report action taken to IQAC

Feedback Analysis and Reporting

- Collected data is systematically compiled and analyzed by IQAC.
- Quantitative and qualitative analysis methods are used.
- Summary reports highlighting key findings, strengths, and areas for improvement are prepared.
- Action Taken Reports (ATR) are documented and monitored.

Confidentiality and Ethical Considerations

- All feedback data is treated with strict confidentiality.
- Anonymity of respondents is ensured wherever applicable.
- Feedback is used solely for academic and institutional improvement, not for punitive purposes.

Action and Follow-Up

- Based on feedback analysis, corrective measures, faculty development programs, infrastructure upgrades, and policy changes are initiated.
- Follow-up reviews are conducted to assess the effectiveness of implemented actions.
- Outcomes are communicated to stakeholders where appropriate.

Review and Revision of Policy

This Feedback Mechanism Policy shall be reviewed periodically by IQAC to ensure its relevance, effectiveness, and alignment with NAAC guidelines and institutional goals.

Conclusion

The Feedback Mechanism at Vivek P.G. Mahavidhyalaya is a cornerstone of its quality assurance system. By actively engaging stakeholders and translating feedback into meaningful action, the institution reinforces its commitment to academic excellence, transparency, and continuous improvement.

Student Feedback Form

Name of Student :

Programme Name :

Session :

Theory Courses						
S. No.	Statement	Excellent	Very Good	Good	Average	Below Average
1.	Punctuality of class					
2.	Clarity of presentation					
3.	Level of preparedness of the teacher for the class					
4.	Audibility of lecture					
5.	Awareness of course objectives and communicated by the teacher					
6.	Ability of the teacher to communicate the concepts effectively through examples and applications					
7.	Use of chalk-board/presentations/Online tools for effective teaching					
8.	Usage of student centric methods (learning through experiments and problem-solving methodologies) for enhanced learning experience					
9.	Level of interaction with the students during lecture					

10.	Sharing of teaching material with students					
11.	Overall quality of teaching					

Institutional practices						
S.NO.	Statement	Excellent	Very Good	Good	Average	Below Average
1.	Effort of institute in promoting internship and field visits opportunity for students					
2.	The opportunities provided to student to learn and grow					
3.	Efforts of Institute to imbibe soft skills, life skills and employability skills					
4.	Institute's efforts in maintenance of campus clean					
5.	Efforts of Institute in order to provide the learning opportunities by organizing seminars, conferences, webinars, alumni interactions & workshops					
6.	Effort of batch counselor/mentors in providing necessary assistance and encouragement					
7.	Availability of reference and general books in the library					
8.	Availability of journals/e-journals/magazines/newspaper in library					
9.	Availability of games & sports					
10.	Mess/Canteen; hygiene in cooking & serving					
11.	Encouragement to participate in extra-curricular activities like Games & Sports etc.					
12.	Functioning of all committees those are running in college campus					
13.	Encouragement to participate					

	in cultural activities like Annual Function, Farewell party etc.					
14.	The overall quality of teaching-learning process					

Signature of Student

Faculty Feedback Form

Name:

Department:

Designation:

Academic Year:

Email:

Mobile No :

Please Rate the Following

Directions: For each item, please indicate your evaluation with the following statement by choosing a score between 1 and 5.

(5-Strongly Agree, 4-Agree, 3-Neutral, 2-Disagree, 1-Strongly Disagree)

1. The current syllabus of the course is need based.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
2. Course outcome of the syllabus are well defined and clear to teachers and students.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
3. Sufficient number of relevant and update reference books/E-journals etc. available in the central library.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
4. The curriculum provides sufficient breadth of electives for students to choose their specialization.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
5. The syllabus of the subject increases my knowledge in the subject area.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐

6. Institute gives me flexibility to use any technique and teaching aids to teach students such as PPTs, Smart board, E-studio, group discussion, participation etc.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
7. Institute gives opportunities to interact with outside world.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
8. I have number of opportunities to interact with outside world.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
9. I am well aware to the institutional policies.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
10. Students response towards the studies is good.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
11. The working environment in the department is conducive to teaching and research.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
12. The administration is very supportive.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
13. The overall working culture of the institute is very supportive and encouraging.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐

Any Suggestions:

Signature of faculty

Alumni Feedback Form

Name:

Organization:

Programme Name:

Please Rate the Following

Directions: For each item, please indicate your evaluation with the following statement by choosing a score between 1 and 5.

(5-Excellent, 4-Very Good, 3-Good, 2-Average, 1-Below Average)

1. Overall learning atmosphere at college.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
2. Availability of extracurricular/co-curricular activities in regular mode for holistic growth				
5 1 ☐	4 ☐	3 ☐	2 ☐	1 ☐
3. Opportunity to express yourself				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
4. Efforts made by institute to enhance your employability/overall development.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
5. Opportunity to interact with outside world.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
6. Conduction of professional training like soft skills and other classes.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
7. Teaching methodology using ICT enabled tools like projector, audio-video system etc.				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐

8.The pedagogy adopted by teachers makes you able to understand the theory and practice of learning	5 	4 	3 	2 	1
9.The status of current syllabus in terms of industry needs	5 	4 	3 	2 	1
10.The curriculum is structured to learn from simpler to advance concepts	5 	4 	3 	2 	1
11. The curriculum enhances understanding about the human values, ethics, social responsibilities etc.	5 	4 	3 	2 	1
12. Facilities and support provided by the institute for startups/research.	5 	4 	3 	2 	1
13.Placement opportunities at College.	5 	4 	3 	2 	1
14.The Program Educational Objectives are achieved	5 	4 	3 	2 	1
15. Overall experience at College.	5 	4 	3 	2 	1

Please mention at least two areas (max. 100 words each) on which your institute should work:

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Signature of Alumni

Employer Feedback Form

Name:.....

Organization:

Designation:

Mobile No:

Email:

session...

Please Rate the Following

Directions: For each item, please indicate your evaluation with the following statement by choosing a score between 1 and 5 .

(5-Strongly Agree, 4-Agree, 3-Neutral, 2-Disagree, 1-Strongly Disagree)

1. The curriculum is designed to develop necessary skills in students and prepare them to use modern tools required to work in your company/industry.										
<table><tbody><tr><td>5</td><td>4</td><td>3</td><td>2</td><td>1</td></tr><tr><td>☐</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr></tbody></table>	5	4	3	2	1	☐	☐	☐	☐	☐
5	4	3	2	1						
☐	☐	☐	☐	☐						
2. The curriculum has a good balance between theoretical and practical knowledge.										
<table><tbody><tr><td>5</td><td>4</td><td>3</td><td>2</td><td>1</td></tr><tr><td>☐</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr></tbody></table>	5	4	3	2	1	☐	☐	☐	☐	☐
5	4	3	2	1						
☐	☐	☐	☐	☐						
3. The curriculum is competent for holistic development of students which includes human values, ethics, integrity etc.										
<table><tbody><tr><td>5</td><td>4</td><td>3</td><td>2</td><td>1</td></tr><tr><td>☐</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr></tbody></table>	5	4	3	2	1	☐	☐	☐	☐	☐
5	4	3	2	1						
☐	☐	☐	☐	☐						
4. The curriculum provides sufficient breadth of electives for students to choose their specialization										
<table><tbody><tr><td>5</td><td>4</td><td>3</td><td>2</td><td>1</td></tr><tr><td>☐</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr></tbody></table>	5	4	3	2	1	☐	☐	☐	☐	☐
5	4	3	2	1						
☐	☐	☐	☐	☐						
5. The curriculum is designed to meet the latest industry development.										
<table><tbody><tr><td>5</td><td>4</td><td>3</td><td>2</td><td>1</td></tr><tr><td>☐</td><td>☐</td><td>☐</td><td>☐</td><td>☐</td></tr></tbody></table>	5	4	3	2	1	☐	☐	☐	☐	☐
5	4	3	2	1						
☐	☐	☐	☐	☐						

About the students

Please mark on five-point scale: 5 standing for Excellent and 1 standing for poor

S.No.	Characteristics	Scale				
		Excellent (5)	Very good (4)	Good (3)	Average (2)	Poor (1)
1.	Attitude					
2.	Professional Breadth					
3.	Communication Skills					
4.	Professional Exposure					
5.	Ability of Understanding					
6.	Analytical Ability					
7.	Problem-Solving Ability					
8.	Decision Making					
9.	Integrity					
10.	Initiative					
11.	Group Working					
12.	Leadership					
13.	Behavior with Colleagues					
14.	Sincerity towards Work					
15.	Overall Performance					

Any suggestions for improvement :

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Signature of Employer

Parent Feedback Form

Name of Parent:

Name of Ward :.....

Name of course:

Semester/Year of Ward:

Email:

Session:.....

Relation with the ward :- Father

Mother

Guardian

Please Rate the Following

Directions: For each item, please indicate your evaluation with the following statement by choosing a score between 1 and 5.

(5-Excellent, 4-Very Good, 3-Good, 2-Fair, 1-Poor)

1. Has your ward become more responsible after joining college?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
2. Has your ward become more disciplined after joining college?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
3. Do you feel that the Institute address your queries /requests responsibly ?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
4. What is your opinion on the quality of teaching in college?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
5. What is your opinion about infrastructure and laboratories in college?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
6. If you have visited BGC, did you find people courteous and helpful?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐

7. If your ward stayed in hostel, what is your opinion off hostel facilities?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
8. If your ward use book bank facilities, how did you find these ?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
9. If you have visited BGC for any curricular/extracurricular events, how did you find the quality of event ?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
10. How do you rate placement record off college?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
11. Do you think your aspirations about your ward will be fulfill?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐
12. How do you rate BGC in comparison with other Institutions where you tried for admission ?				
5 ☐	4 ☐	3 ☐	2 ☐	1 ☐

13. Any other point, including suggestions for improvement

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14. How can you help us to improve ourselves?

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Signature of Parent/Guardian