FEEDBACK POLICY

w.e.f 2019-20

INTERNAL QUALITY ASSURANCE CELL

आईएफटीएम विश्वविद्यालय, मुरादाबाद, उत्तर प्रदेश
IFTM University, Moradabad, Uttar Pradesh
NAAC ACCREDITED

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MORADABAD

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I) INTRODUCTION/ PREAMBLE

At IFTM University, we believe that future ought to be better than the present. This belief keeps the University administration thinking of new avenues, to make the University a preferred destination for the students. En route to these avenues, the decision making is data driven and therefore, "feedback survey" is an inevitable exercise.

The University concurs that we are living in VUCA world and only the best will thrive. Keeping pace with this highly dynamic ecosystem is fundamental to the success of organisations and the society at large.

In its pursuit of excellence, IFTM University conducts an annual survey viz. Feedback Survey; separately for all its key stakeholders i.e. students, teachers, alumni and industry (employers). This survey serves all the stakeholders, an opportunity to voice their concerns and opinions. It is a platform, that provides (feeds) the administration an opportunity to learn about the impact of all the decisions being taken in the preceding years. Any positive outcome or ramifications, once learnt are appropriately dealt thereafter.

These findings serve various purposes including the impetus it provides for revision of syllabus that helps in enriching the curriculum. To weed out any redundancy from the curriculum remains a priority and a constant effort at the University.

The responsibility to conduct and complete the Feedback Process in its true spirit; lies with the Internal Quality & Assurance Cell (IQAC) of the University.

Sanjeev Grawal
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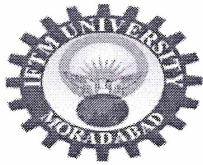
II) FEEDBACK MECHANISM

IFTM University in its fold has 10 schools (departments). The feedback survey is exercised across all these departments. The common guidelines applicable to all the departments are framed by a committee comprising of key officials from various departments and administration block.

The feedback survey process is as follows:
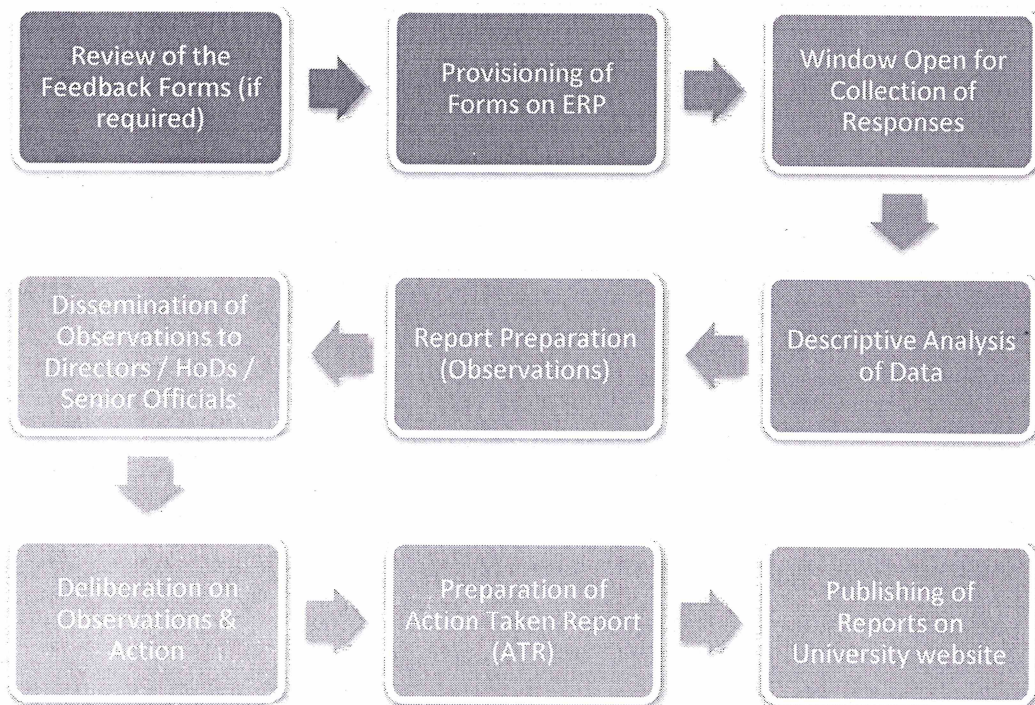
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A. Review of the Feedback Forms:

The feedback forms used are widely accepted structured questionnaires and have stood the test of time. However, every year the feedback committee of IQAC shall convene to deliberate on its suitability and make necessary amendments, if required.

B. Provisioning of Forms on ERP:

The final feedback forms shall be made live on the ERP linked with the University website. Director – IT shall make provisions for making the links accessible to *alumni, students* and *teachers* through their respective Roll No.s / IDs. The links for *employers* shall be accessible directly, without requiring any login credentials.

C. Collection of Responses:

After the links are live (usually at the end of even semester, every year), the concerned respondents shall be informed about the window for collection of responses as per the process below:

1. Director – IT, will inform Director – IQAC, after the links are live on ERP.

2. Director – IQAC will circulate the information to all the Schools through their Directors.
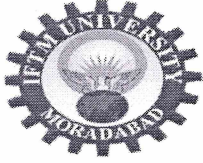
3. The Director of the respective schools shall ensure:

   a. Students: The Director of the respective schools shall ensure that the class coordinators have informed in their respective class about the link for submission of responses and window (time period) during which the responses shall be submitted.

   b. Teachers: The Director of the respective schools shall inform and encourage all the faculty members to participate in the survey and register their responses.

   c. Alumni: The Director of the respective schools shall ensure that the Alumni coordinator has informed the Alumni about the feedback survey and drive maximum participation. For a given academic session, only those students who have passed out of the University in the preceding academic sessions shall be eligible for submitting their responses.

4. The Director – T&P shall ensure that the employers associated with the University are contacted and informed by T&P cell about the feedback survey. Sincere efforts shall be made to garner responses in sufficient number.

D. Descriptive Analysis of Data& Preparation of Feedback Analysis Report:

The responses received by the end of the window, shall be retrieved, collated and shared in a workable excel format by the office of Director – IT to Director – IQAC. The Director – IT shall ensure that the identity of the respondents remain anonymous and is not disclosed to anyone outside the DBMS team.

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The office of IQAC shall analyze the data and prepare the feedback report for all the schools, illustrating the key observations.

E. Dissemination of Report to Departments / Administration:

IQAC shall circulate the feedback report to all the concerned stakeholders including the Directors of respective Schools and the office bearers at administrative block.

F. Deliberation on Observations& Action:

The Director – IQAC shall discuss the reports with the respective Directors of the Schools and the later shall assess the current situation in the light of the observations made in the feedback report, to decide the future course of action.

These observations shall also guide the initiatives / action plan, the University administration may deem necessary to improve its functioning.

G. Preparation of Action Taken Report:

In discussion with the Departments, a report viz. Action Taken Report (ATR) shall be prepared by the office of IQAC highlighting the corrective measures (actions) taken by the respective Schools. The copies of Action Take Report (ATR) shall be submitted to the following.

i.   The Office of Honorable Vice Chancellor, IFTM University

ii. The Registrar, IFTM University

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iii.   All concerned Directors of Schools, IFTM University

iv.   Director – IT

H. Publishing Feedback Analysis Report & ATR:

The Feedback Analysis Report & Action Taken Report (ATR) of all the schools shall be duly signed and stamped by The Registrar. These documents shall be scanned and published on the University website by the office of Director – IT with a clear description of number of responses received for the schools.
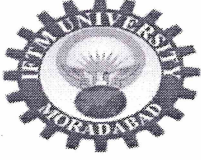
III) FEEDBACK FORMS

Feedback Survey is conducted using 4 types of forms viz.:

a. Teacher Feedback Form (Form-I)

b. Student Feedback Forms (Form II-A, II-B & II-C)

c. Alumni Feedback Form (Form-III)

d. Employer Feedback Form (Form-IV)

Teacher Feedback Form:

The teacher feedback form attempts to capture the opinion of the permanent faculty members, employed at the University in the academic session in which the feedback survey for a given year is getting conducted. It captures the responses about the following:

i. Curriculum

ii. Examination & Evaluation

iii. University Facilities

Student Feedback Form:

An eligible respondent for this form is the one who is studying in any of the program at any of the University school, in the academic session in which the feedback survey for a given year is getting conducted. The student feedback forms attempts to capture the students' opinion about the following:

i. Curriculum

ii. Teaching & Evaluation
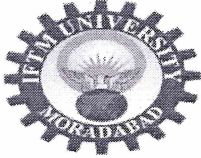
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iii.   Facilities provided at the University campus

Alumni Feedback Form:

The alumni feedback form attempts to capture the opinion of the students, who have passed out at least any 1 program from the University in the academic sessions preceding the academic session in which the feedback survey is getting conducted. Their responses are likely to be less biased and more reliable for decision making. The feedback shall be collected in reference to the:

i.   Educational Objectives of the Program

ii.   University Facilities & Overall Infrastructure

iii.   Grievances, Facilities & Academic Initiatives

iv.   Feedback about Training & Placement Cell

Employer Feedback Form:

The employer feedback form intends to learn about the opinion of organizations which have been offering job opportunities to the students of the University or have provided internships / projects to the University students. The responses shall be sought around the following areas:

i.   Technical Skills

ii.   Functional Competency

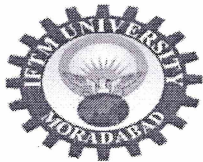iii.   Group Behaviour & Soft Skills

iv.   Creative & Innovation
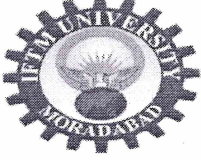
v. Leadership Skills

vi. Employers' overall satisfaction & future intention

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IV) FEEDBACK COMMITTEE:

The feedback committee comprises of the key officials of the University and shall include the following:

i. The Registrar, IFTM University

ii. The Directors of all Schools, IFTM University

iii. Director – Training & Placement, IFTM University

iv. Dean – DSW, IFTM University

v. Controller of Examinations, IFTM University
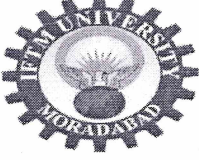
vi. Director - IQAC

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V) ROLE OF FEEDBACK COMMITTEE

Being an advisory body, the primary role of feedback committee of IQAC shall be to guide the policy formulation and suggest any modifications wherever deem necessary including the various feedback forms.

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VI) ROLE OF IQAC

The central team of IQAC shall prepare all the relevant forms and incorporate any suggestions made by the Feedback Committee. The other responsibilities of the central team shall include, but not limited to the following:

i. Collation of required data / information from all the stakeholders.

ii. Moderation and weeding of data.

iii. Organizing and processing the data in formats, as suggested by respective agencies / authorities.

iv. Analysis of data and preparation of reports.

v. Coordination with the concerned authorities and departments.

vi. Any other task required in the process of achieving the functional objectives of IQAC
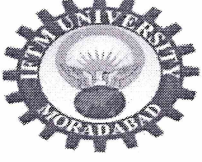
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ANNEXURES

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TEACHERS' FEEDBACK
IFTM University, Moradabad

FORM-I

This form is to be filled by the faculty members of IFTM University. The responses will help the management of the University learn about the satisfaction of faculty in reference to the curriculum, teaching-learning, evaluation processes and overall functioning. The information thus collected is purely for quality improvement purpose and will remain confidential.

Directions: For each item please indicate your level of satisfaction by choosing options between strongly disagree to strongly agree. Strongly Disagree-(1), Disagree-(2), Neither Agree Nor Disagree-(3), Agree-(4), Strongly Agree-(5).

Name of School: School of Business Management

Academic Session: 20XX-XX

Curriculum (Course Structure & Syllabus)		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
1	Syllabus is suitable to the course.	○	○	○	○	○
2	Syllabus is need based.	○	○	○	○	○
3	Aims and objectives of the syllabi are well defined and clear to teachers and students.	○	○	○	○	○
4	The course/syllabus has good balance between theory and application.	○	○	○	○	○
5	The course/syllabus has made me interested in the subject area.	○	○	○	○	○
6	The course/syllabus of this subject increased my knowledge and perspective in the subject area.	○	○	○	○	○

Examination & Evaluation		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
7	The course/ programme of studies carries sufficient number of optional papers.	○	○	○	○	○
8	Tests and examinations are conducted well in time with proper coverage of all units in the syllabus.	○	○	○	○	○

Facilities		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
9	Infrastructural facilities, such as teacher's rooms/carrels, class rooms, reading rooms and toilets are available in the Department.	○	○	○	○	○
10	Staff canteen is available at the faculty level.	○	○	○	○	○

Course Content & Books		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
11	Course content is followed by corresponding reference materials.	○	○	○	○	○
12	Sufficient number of prescribed books is available in the library.	○	○	○	○	○
13	The books prescribed/ listed as reference materials are relevant, updated appropriate.	○	○	○	○	○

Freedom		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
14	I have the freedom to propose, modify, suggest and incorporate new topics in the syllabus.	○	○	○	○	○
15	I have the freedom to adopt new techniques/strategies of teaching such as seminar presentations, group discussions and learners' participation.	○	○	○	○	○
16	I have the freedom to adopt/adapt new techniques/strategies of testing and assessment of students.	○	○	○	○	○

Friendly & Favorable Environment		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
17	The environment in the department is conducive to teaching and research.	○	○	○	○	○
18	The administration is teacher friendly.	○	○	○	○	○
19	The University provides adequate and smooth support for projects and research facilities.	○	○	○	○	○
20	The University provides adequate funding and support to faculty members for upgrading their skills and qualifications.	○	○	○	○	○
21	Provisions for professional development are non-discriminatory and fair.	○	○	○	○	○

Any other comments:

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STUDENTS' FEEDBACK
IFTM University, Moradabad

FORM-II-A

This first form i.e. II-A is to access the satisfaction of student towards the faculty, teaching-learning and evaluation process in respective schools (departments). The information provided will remain confidential and will be used only as feedback for quality improvement purpose. Student identity will remain anonymous and the roll no. captured is only for validation purpose.

Directions: For each item please indicate your level of satisfaction by choosing options between strongly disagree to strongly agree.
Strongly Disagree-(1), Disagree-(2), Neither Agree Nor Disagree-(3), Agree-(4), Strongly Agree-(5).

Name of School: School of Business Management

Programme Name :   MBA

Academic Session: 20XX-XX

Teaching		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
1	The teacher is punctual in the class.	○	○	○	○	○
2	The teacher comes well prepared for the lecture	○	○	○	○	○
3	The teacher communicates clearly and inspires me by his/ her teaching.	○	○	○	○	○
4	The teacher completes the entire syllabus in time.	○	○	○	○	○
5	The teacher discusses topics and interacts in the class	○	○	○	○	○
6	The teacher encourages for participation and discussion in class.	○	○	○	○	○
7	The teacher uses modern teaching aids, handouts, suitable references, power-point presentations (PPT), web-resources, etc.	○	○	○	○	○
8	The teacher's attitude towards the students is friendly & helpful.	○	○	○	○	○
9	The teacher is available and accessible in Department.	○	○	○	○	○

Evaluation		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
10	The evaluation process is fair and unbiased.	○	○	○	○	○
11	Regular and timely feedback is given on our (students') performance.	○	○	○	○	○
12	Periodical assessments are conducted as per schedule.	○	○	○	○	○
13	I have learnt and understood the subject material/s in this course.	○	○	○	○	○

Any other comments:

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STUDENTS' FEEDBACK
IFTM University, Moradabad

FORM-II-B

This second form i.e. II-B is intended to collect information relating to your satisfaction towards facilities and services provided at the University. The information provided by you will remain confidential and will be used as feedback for quality improvement.

Student identity will remain anonymous and the roll no. captured is only for validation purpose.

Directions: For each item please indicate your level of satisfaction by choosing options between strongly disagree to strongly agree.

Strongly Disagree-(1), Disagree-(2), Neither Agree Nor Disagree-(3), Agree-(4), Strongly Agree-(5).
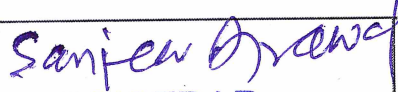
Name of School: School of Business Management

Programme Name : MBA

Academic Session: 20XX-XX

Library		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
1	The prescribed books/reading materials are available in the library.	○	○	○	○	○
2	Reading room and common room are available in the faculty/college building.	○	○	○	○	○
3	Available reading space in library is satisfactory.	○	○	○	○	○
4	The library staff are cooperative and helpful.	○	○	○	○	○
5	Photocopying facility in the library/Department is available and satisfactory.	○	○	○	○	○
6	Online educational resources are available and accessible.	○	○	○	○	○

Institutional Facilities		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
7	Internet facilities are available in the department.	○	○	○	○	○
8	Toilets/washrooms are hygienic and properly maintained.	○	○	○	○	○
9	Clean drinking water is available in the department and on the campus.	○	○	○	○	○
10	Equipment in the lab(s) is in working condition.	○	○	○	○	○
11	The campus is green and Eco friendly.	○	○	○	○	○
12	The buildings/classrooms are accessible to differently abled persons.	○	○	○	○	○
13	The classrooms are clean and well maintained.	○	○	○	○	○
14	The campus has adequate power supply.	○	○	○	○	○

Examination & Evaluation		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
15	Results and attendance records are displayed on time.	○	○	○	○	○
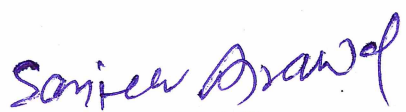
Placement Cell		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree

| 16 | The functioning of the placement cell(s) in the University/department is satisfactory. | ○ | ○ | ○ | ○ | ○ |

Student Support	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
17	The office staff in the department is helpful.	○	○	○	○	○
18	Grievances/problems are redressed/ solved well in time.	○	○	○	○	○

Any other comment(s):

Submit

STUDENTS' FEEDBACK
IFTM University, Moradabad

FORM-II-C

This third form i.e. II-C is intended to collect information relating to your satisfaction towards the course curriculum at the University. The information provided will remain confidential and will be used only for quality improvement purpose.

Student identity will remain anonymous and the roll no. captured is only for validation purpose.

Name of School: School of Business Management

Programme Name : MBA

Academic Session: 20XX-XX

Acceptance of Curriculum Amongst Students		Yes	No
1	I found the curriculum (course structure & syllabus) easy and interesting.	○	○
2	The instructions given in the curriculum are easy to follow.	○	○
3	The curriculum has good balance between theory and practical exercises.	○	○

Perceived Relevance of The Curriculum		Yes	No
4	The subjects are relevant to my future job aspirations.	○	○
5	The subjects are very practical and seems applicable in daily life .	○	○
6	The course has helped me develop my personality.	○	○

Support Material For Subjects		Yes	No
7	The reading material and references of the subjects are easily available.	○	○
8	The course content is followed by corresponding reference materials?	○	○

What other changes would you like to suggest for improving the curriculum / course?

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Alumni Feedback Form
IFTM University, Moradabad

FORM-III

We are happy to see the enormous professional growth of many of our students. As you have spent valuable years pursuing courses of your choice at IFTM University, feedback on your experiences will help us continue to do better.

Name of School: School of Business Management

Programme Name :   MBA

Academic Session: 20XX-XX

Please tick the most appropriate.

University Facilities & Overall Infrastructure		Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)
1	Admission Procedure	○	○	○	○	○
2	Fee Structure	○	○	○	○	○
3	Environment	○	○	○	○	○
4	Infrastructure & Lab facilities	○	○	○	○	○
5	Faculty	○	○	○	○	○
6	Project Guidance	○	○	○	○	○
7	Quality of Support Material	○	○	○	○	○
8	Training & Placement	○	○	○	○	○
9	Library	○	○	○	○	○
10	Canteen Facilities	○	○	○	○	○
11	Hostel Facilities	○	○	○	○	○
12	Overall Rating of the University	○	○	○	○	○
13	Alumni Association/Network of Old Friends	○	○	○	○	○
14	Caliber of students passing out of this University	○	○	○	○	○
15	Professional courses and their suitability to the Industry	○	○	○	○	○
16	Learning experience in terms of their relevance to the real life application	○	○	○	○	○
17	Significance of the course(s) that you learnt in relation to your current job	○	○	○	○	○

Grievances		Yes	No
18	Do you feel proud to be associated with IFTM University as an Alumnus?	○	○
19	Would you like to join the Department/School Alumni Association?	○	○
20	Have you participated in any Alumni meet as of now (organized by your parent department)?	○	○
21	Are you willing to contribute to the development of the Department/ School?	○	○
22	Were your grievances properly handled at the Department/ School/ University as a student?	○	○
23	Were your grievances properly handled at the Department/School/University as an alumnus?	○	○
24	Have you obtained sufficient know-how (both in theory and practice) at IFTMU?	○	○
25	Is the education imparted at IFTMU useful and relevant in your present job?	○	○
26	Were the Head of the Department & Teachers cooperative?	○	○

Facilities		Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)
27	Laboratories & Equipment's facilities	○	○	○	○	○
28	Library/Seminar/Reading Room	○	○	○	○	○
29	Computer Facilities	○	○	○	○	○
30	Internet & Wi-Fi	○	○	○	○	○
31	Sports and Cultural	○	○	○	○	○
32	Classrooms	○	○	○	○	○

Academic Initiatives taken by the University		Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)
33	Industry Oriented Projects (if applicable)	○	○	○	○	○
34	Seminars & Workshop	○	○	○	○	○
35	Guest Lectures	○	○	○	○	○
36	Special Training Classes for bridging Industry/ Academic Gap	○	○	○	○	○
37	Student Development Activities organized by the University	○	○	○	○	○

Achievement of Program Educational Objectives		Very Little	Quite a Bit	Some Extent	Very Much
38	**Preparation:** To educate students for graduate and postgraduate programs and to help them succeed in their chosen/ related fields.	○	○	○	○
39	**Core Competence:** To provide students with sound knowledge in their chosen area.	○	○	○	○
40	**Breadth:** To train students with knowledge relating to an array of professional fields undertaken so as to comprehend, analyze, design, and create innovative products and find solutions to improve the quality of life.	○	○	○	○
41	**Professionalism:** To create professionally superior and ethically strong global manpower and to uphold moral values. With effective communication skills, teamwork skills, multidisciplinary approach, and an ability to improve the quality of life.	○	○	○	○
42	**Learning Environment:** To create an intellectual environment for research and development aware of emerging technologies leading to continual learning needed for a successful professional career, to create a center of excellence develop technocrats and business leaders.	○	○	○	○

Feedback about Training & Placement Cell		Yes	No
43	Has the Training & Placement (T&P) Cell provided ample on campus placement opportunities?	○	○
44	Has the Placement Cell provided sufficient off campus placement opportunities?	○	○
45	Did you ever avail Career counseling and guidance for higher studies from Placement Cell?	○	○
46	If you are invited to deliver a Guest Lecture/a Special Talk/a Motivational Session for your juniors, will you be interested?	○	○
47	Do you receive communications from the University/parent department through Mails/ Calls/SMS etc?	○	○

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Employer Feedback Form
IFTM University, Moradabad

FORM-IV

Dear Employer,

Thank you for your continued trust and the opportunities you have been providing to our students. Many of our students have been working with you for long. We are thankful to you for providing them these opportunities with your prestigious organization.

To help industry get better professionals, the University conducts an annual survey to collect your valuable feedback. It helps us improve the various processes at the University.

Kindly tick the most appropriate option as per the details below:

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

Academic Session: 20XX-XX

Group Behavior & Soft Skills		Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)
1	General Communication Skills	○	○	○	○	○
2	Self-motivated and taking on appropriate level of responsibility	○	○	○	○	○
3	Involvement in social activities	○	○	○	○	○
4	Relationship with seniors/peers/subordinates	○	○	○	○	○
5	Working as part of a team	○	○	○	○	○

Technical Skills		Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)
6	Technical knowledge/skill	○	○	○	○	○
7	Using technology and workplace equipment.	○	○	○	○	○

Creative & Innovation		Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)
8	Creative in response to workplace challenges	○	○	○	○	○
9	Developing practical solutions to work place problems	○	○	○	○	○
10	Open to new ideas and learning new techniques	○	○	○	○	○
11	Innovativeness and creativity	○	○	○	○	○

Functional Competency		Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)
12	Ability to take up extra responsibility.	○	○	○	○	○
13	Ability to contribute to the goal of the organization	○	○	○	○	○
14	Obligation to work beyond schedule if required	○	○	○	○	○

Employers' Satisfaction & Future Intention		Yes	No
17	Would you like to recruit more students from IFTMU?	○	○
18	Would you refer us to other organization(s)?	○	○

Leadership Skills		Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)
15	Ability to manage/leadership qualities	○	○	○	○	○
16	Their planning and organization skills	○	○	○	○	○

If you were dissatisfied with any aspect, please comment further:

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MORADABAD

How could our programs be improved? What specific comments do you have regarding the curriculum?

Any other comment(s)

Please feel free to speak in confidence with our TPO/ staff about any aspects of the program or students' performance. If you would like staff to contact you to discuss any issues, please provide your contact number.

Name: SAMPLE

Email ID:

Mobile:

Designation:

Company/ Organization:

Student last hired in the Year:

Submit

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