

FEEDBACK POLICY



BISHOP JEROME INSTITUTE

Fatima College Road, Kollam 691001

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FEED BACK POLICY OF THE INSTITUTION

Bishop Jerome Institute [BJI] is committed to best satisfy all stakeholders for their performance in all academic as well as non-academic activities. Accordingly, the Institution has formulated a Feedback policy, as outlined below, and has implemented it in the best possible way:

1) Introduction

The Performance of an academic Institution is increasingly being analyzed on the basis of effective learning outcomes. Feedback mechanism is essential to know whether the institution is performing well and imparting quality education.

BJI has framed a Policy to collect structured [*rating based*] feedback from different stakeholders, analyze them and use them for enhancing the performance on different aspects of its functioning. This process helps the institution to make a self-assessment of its standing in imparting quality technical education in engineering.

2) Purpose and Scope

- To maintain a current consciousness of the desires and forecast of students and other stakeholders of the Institution.
- To provide space for continuous enhancement of services, facilities and procedures.
- Audit and enhance all aspects of students' learning experiences through timely collection and analysis of student feedback concerning teaching, learning and assessment, followed by appropriate actions and making the action taken report available on the institution website.
- Providing students and other stakeholders with the scope to actively participate in the continual improvement or programs of study by feedback collected periodically.



3) Responsibilities

The Internal Quality Assurance Cell [IQAC] of the Institution has developed a Feedback Mechanism and structure for the collection and analysis of feedback from all stakeholders.

IQAC Coordinator and selected Faculty members from different departments who are members of the IQAC, are responsible for the collection, analysis and reporting of student and other stakeholder feedback relating to academic and other allied activities conducted in the Institution.

Potential Feed-back may be obtained from:

- 1) Students on their expectations
- 2) Students on their teaching Faculty
- 3) Parents on the institution
- 4) Alumni stating their Alma-Matre experience

Feed-back may be obtained during the occasions of:

- 1) Induction day (to explore student expectations)
- 2) End of every semester
- 3) Graduation day
- 4) Alumni Meets

4) Stakeholders

Stakeholders are any person/persons or organization that is associated with the Institution. Stakeholders include, but not limited to:

- a) Students
- b) Teaching and non-Teaching-staff members
- c) Alumni
- d) Employers and/or Professional Bodies
- e) Suppliers/Vendors or Trainers
- f) Guests that are associated with Technical and Non-Technical events.
- g) Parents/Guardians



5) Feedback Collection Process

The Institution ensures that the curriculum is up-to-date and meets the demands of time. Since the Institution is affiliated to **APJ Abdul Kalam Technological University, Kerala [KTU]**, the institution cannot make any significant change in the curriculum. All educational programs are revised and reviewed periodically by the University, and the Institution is obliged to abide by these.

The revisions and changes are regularly communicated to the stakeholders by the Institution. Structured *[rating based]* feedback forms designed by the IQAC feedback committee, are collected by departments from the IQAC office and are circulated among stakeholders.

These forms are made available to students to record their feedback as and when required. Their suggestions with regard to the quality of the curriculum and its improvement are collected back either physically or digitally.

The following feedback is currently captured from students:

- General feedback on the student expectations captured during the academic initiation.
- General feedback about conduct of classes *[that includes teaching, learning and assessment]* for each course at the end of every semester (twice a year).
- Course-end survey *[that includes feedback on the course syllabus]* at the end of every course *[for evaluation of COs.]*
- Program exit survey at the end of the program by the students *[for evaluation of POs and PSOs]*
- Feedback from Parents on the institutional infra-structure and facilities
- Feedback from the Alumni on their Alma-Matre experience

Online and offline provision is enabled to gather feedback from Alumni, teachers, Parents etc.. Feedback from these group is collected online through college website, as well as by physically distributing feedback forms and collecting them back after these have been filled by the respective stakeholders.



Feedback is also collected from parents during Parent-Teacher meetings which are organized by the Departments, generally once in a semester. The feedback from the parents is also used to consolidate suggestions to the University to design and review the syllabus.

Feedback is also taken from the Alumni whenever the alumni meet is conducted or if any of the Alumni visits the Institution. While taking feedback, emphasis is made on Curriculum, Syllabi and infrastructure facilities.

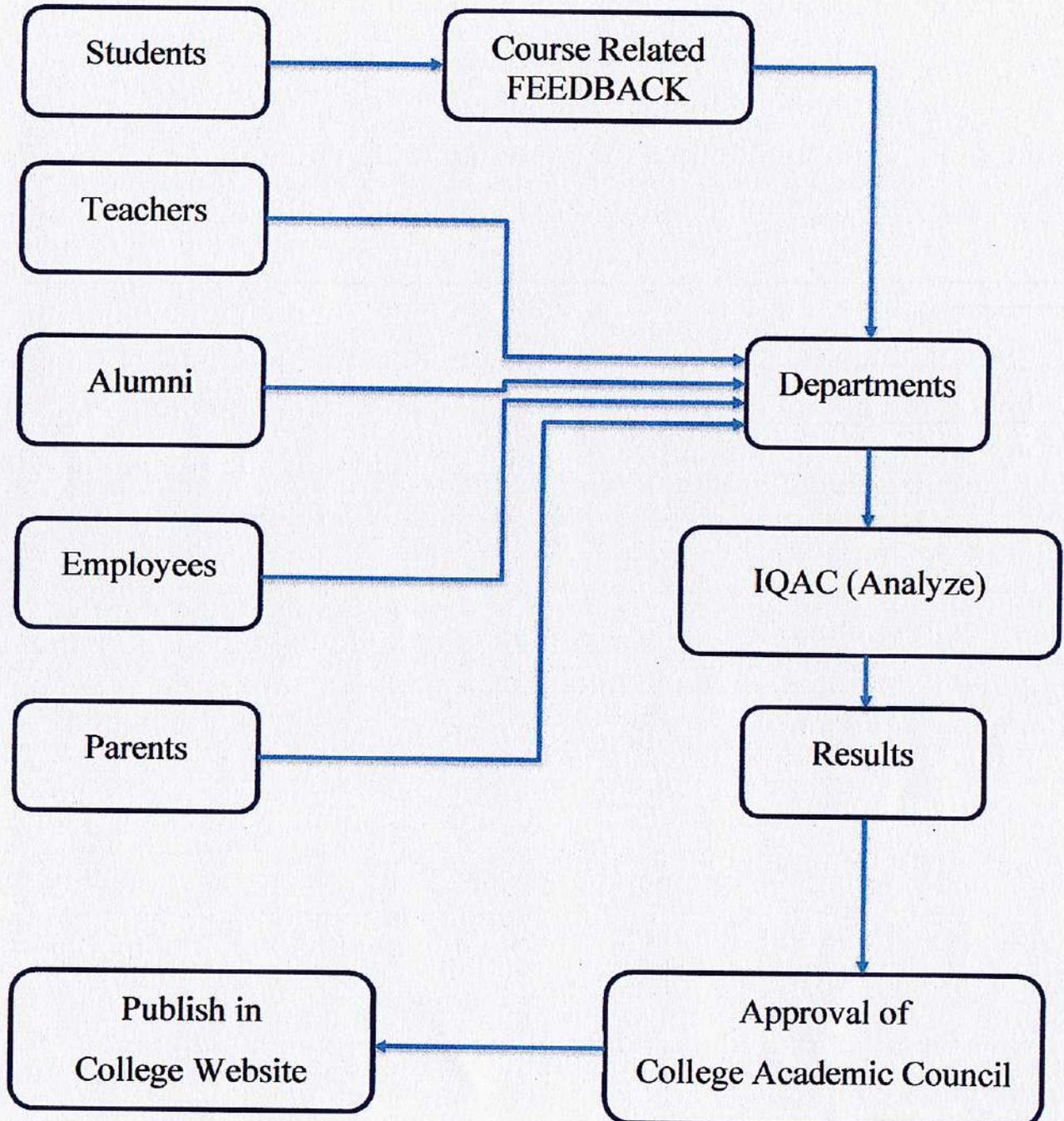
Based on the feedback received on Curriculum, the Academic Council forwards suggestions for changes in the curriculum to the University. These suggestions are also communicated to the University through faculty members who are members of the Board of Studies of the University, and/or through the Catholic Management Association if necessary. Necessary infrastructure facilities and human resources are added taking feedback into consideration.

BJI also takes feedback from Employers. Based on the latest developments in technology and updated requirements of the job market and industry, the employers may have productive suggestions on changes, revisions or specificity to be integrated in the curriculum, or educational design, etc. These suggestions, if any, may be discussed and consolidated in the meetings of the Academic Council and the same are communicated to the University.

The feedback process followed in the college is shown in the following block diagram.



FEEDBACK PROCESS



6) Feedback Analysis

Matters related to the following aspects are incorporated in the feedback forms: relevance of objectives and outcomes for each course, flexibility of the content, relevance of the contents to changing technological and societal needs, teaching-learning process, and the use of infrastructural facilities for developing requisite skills, knowledge of attitudes.

The feedback collected from the stakeholders is used to create a more conducive academic atmosphere and to fill the gaps in the curriculum in relation to student needs, job market and industry needs. Feedback is being used to develop and provide infrastructure facilities for the students, smooth conduct of the Institution, improving the teaching skills of the faculty, secure improvement in placements, encouraging students to improve their subject knowledge, leading to better results, etc...

The responses from stakeholders are analyzed by the members of the feedback committee and suggestions are promptly communicated to different Departments. The suggestions from various stakeholders are discussed in the Department faculty meeting and necessary changes are recommended to the curriculum.

These recommendations are forwarded to the Academic Council for approval. Based on the amendments made by the Academic Council, an Action Taken Report [ATR] is prepared by each Department and is submitted to the IQAC, which analyzes the reports and compiles them.

It is the policy of the Institution to maintain transparency in all its endeavors and functions. So, the Institution publishes the results of feedback analysis on its web site.

Policy Approved by:

Anil. A.R.

Principal
Bishop Jerome Institute





BISHOP JEROME INSTITUTE

Student Feedback Form on Teachers

Programme : _____

Department : _____

Semester / Term / Year : _____

Please rate the teachers by choosing a score between 1 and 5. A higher score indicates a stronger agreement with the given statement:

1 = **Excellent** 2 = **Very Good**

3 = **Good**

4 = **Average**

5 = **Below Average**

Parameters	TEACHERS NAME (in initial)									
	Name (Initial) 1	Name (Initial) 2	Name (Initial) 3	Name (Initial) 4	Name (Initial) 5	Name (Initial) 6	Name (Initial) 7	Name (Initial) 8	Name (Initial) 9	Name (Initial) 10
1. Effective use of the board/audio visual aids										
2. Oral Communication skills (audible & understandable)										
3. Confident in teaching and ability to clarify concepts										
4. Teaches at appropriate level and pace										
5. Maintains discipline and conducive atmosphere in the class										



Parameters	Name (Initial) 1	Name (Initial) 2	Name (Initial) 3	Name (Initial) 4	Name (Initial) 5	Name (Initial) 6	Name (Initial) 7	Name (Initial) 8	Name (Initial) 9	Name (Initial) 10
6. Encourages discussion and questions in the class										
7. Meets students outside the class and helps them										
8. Punctual to the class										
9. Suggests specific ways for students to improve										
10. Keeps students informed of their progress										
11. Test solutions are discussed after each test and evaluated answer scripts are shown										
12. Provides helpful course handouts; and course covered is as per handout										
13. Provides appropriate examples and problem-solving techniques										
14. Possess deep subject-knowledge and have the ability to clarify concepts in the class										
15. Maintains fairness in evaluation										
16. Takes regular attendance in the class										
Overall rating (Please leave this blank)										

Any other Suggestions:

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BISHOP JEROME INSTITUTE
(affiliated to APJ Abdul Kalam Technological University)

Feedback / Suggestion from PARENTS

Brief Information on the Parent:

1. Full Name : _____ Contact No.: _____
2. Address : _____

Fill in the box with the number given below, in accordance with your assessment of importance:

- | | | | |
|-----------------------------|--------------------------|-------------------------------------|--------------------------|
| 7) Curriculum | <input type="checkbox"/> | 1) Technical Clubs | <input type="checkbox"/> |
| 8) Infrastructure | <input type="checkbox"/> | 2) Non-Technical/Cultural Clubs | <input type="checkbox"/> |
| 9) Fee Structure | <input type="checkbox"/> | 3) Teacher-Student relation | <input type="checkbox"/> |
| 10) Induction Course | <input type="checkbox"/> | 4) Other Staff-Student relation | <input type="checkbox"/> |
| 11) Career-Map Presentation | <input type="checkbox"/> | 5) Extra-curricular activity | <input type="checkbox"/> |
| 12) Add-On Courses | <input type="checkbox"/> | 6) Financial aid (Scholarship etc.) | <input type="checkbox"/> |
| 13) Placement Syllabus | <input type="checkbox"/> | | |

5 - Excellent 4 - Very Good 3 - Good 2 - Average 1 - Below-Average

Suggestion if any :

Signature of the Parent/Guardian : _____

Signature, : _____

Name of Student : (_____)

Branch & Semester of Student : _____





BISHOP JEROME INSTITUTE
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Feedback / Suggestion from ALUMNI

Name :

Department :

Campus :

Year of Graduation / PG :

Present Post :

Address :

Mobile No. :

Please rate your valuable feedback on the curriculum to improve the quality of the programme:

Q. No.	Particulars	Average	Good	Very Good	Excellent
1.	Curriculum contains more relevant and interesting subjects.				
2.	Induction works and Career-map presentations are vital to select & pursue courses.				
3.	The Teaching Faculty and technical staff are well experienced and resourceful				
4.	College infrastructure and institutional facilities are adequate and sufficient				
5.	The Placement-Syllabus incorporated in the curriculum suits better for employability.				
6.	Add-on Courses and internships help in enriching knowledge and skills that can be applicable in the job/ profession.				
7.	Technical & Cultural Clubs helped shape talents and improve professionalism.				

Your suggestions for improvement:

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